



**Title** Safe Mode in Microsoft Windows 95, Windows 98, and Windows Me  
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**Question:** Safe Mode (Microsoft Windows 95, Windows 98, and Windows Me): What does it do, and how do I run it?

**Answer:** Safe Mode loads Microsoft® Windows® 95, Windows 98, and Windows Millennium Edition (Me) with the minimum number of drivers needed to function, and it uses basic versions of the drivers it does load (standard VGA driver for video, for example.) Safe Mode does not load drivers for printer, CD-ROM drive, tape backup system, network, and sound card, and it does not load run= and load= lines from win.ini. Safe Mode limits the number of variables in running the computer system, and therefore provides a good environment for troubleshooting and tracking down hardware and software conflicts.

You can run your computer in Windows Safe Mode using the following steps:

1. Restart your computer. (From the Windows **Start** menu, choose **Shut Down**, and then choose **Restart** from the drop-down menu in the **Shut Down Windows** window.)

**Note:** If the **Start** menu is unavailable because your operating system is not responding, press **Ctrl+Alt+Del** to open the **Task List** or **Task Manager** (name may vary depending on your version of Windows). Then press **Ctrl+Alt+Del** again to restart your computer. If your computer still fails to restart, press your computer's reset button (located somewhere on the computer, not on the monitor) or turn the computer off and wait approximately 30 seconds before turning it on again.

2. Direct the operating system to start in Safe Mode as follows:

#### **Windows 95**

When the message on your screen reads **Starting Windows 95**, press the **F8** key. At the menu, choose **Safe Mode**.

#### **Windows 98**

Hold down the **Shift** key while the computer is restarting until the menu is displayed, and then choose **Safe Mode**.

#### **Windows Me**

Hold down the **Ctrl** key while the computer is restarting until the menu is displayed, and then choose **Safe Mode**.

3. Your computer will start in Safe Mode. Because a standard video driver is used in Safe Mode, your computer's display may appear quite different from what you are used to seeing. When you are finished with your troubleshooting in Safe Mode and restart your computer, the display will return to normal functioning.