

# Microsoft says some Windows PCs get 'Black Screen'

December 2 2009

---

(AP) -- Microsoft Corp. says it's not to blame for a problem that is causing a "limited" number of Windows computers to boot up to a blank black screen.

The problem is cropping up on computers running the new Windows 7 software as well as [Windows XP](#) and Vista.

[Microsoft](#) says its customer service department doesn't consider the black screen problem a "broad customer issue." It hasn't identified the problem but says some malicious programs on the Internet are known to cause black screens.

A British security company called Prevx says 50,000 people have downloaded a tool it offers to fix the problem.

*©2009 The Associated Press. All rights reserved. This material may not be published, broadcast, rewritten or redistributed.*

Citation: Microsoft says some Windows PCs get 'Black Screen' (2009, December 2) retrieved 26 April 2024 from <https://phys.org/news/2009-12-microsoft-windows-pcs-black-screen.html>

<p>This document is subject to copyright. Apart from any fair dealing for the purpose of private study or research, no part may be reproduced without the written permission. The content is provided for information purposes only.</p>
--