

Re: Vista killed my HP DV7

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<http://www.tech-archive.net/Archive/Vista/microsoft.public.windows.vista.general/2008-11/msg03304.html>

- *From:* "Rick Rogers" <rick@xxxxxxx>
 - *Date:* Mon, 17 Nov 2008 05:55:18 -0500
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Hi,

Two months old? Contact HP about warranty support. I'm betting the power supply went belly up, but it could also be the motherboard.

It is not unusual for a new system to have a hardware failure in the first few months. The fact that installing XP results in additional errors is an indication that this is not an OS problem, but a hardware one. Checking the ram and hard drive were good ideas, but as you've ruled them out other components need be considered.

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Best of Luck,

Rick Rogers, aka "Nutcase" – Microsoft MVP

<http://mvp.support.microsoft.com/>

Windows help – www.rickrogers.org

My thoughts <http://rick-mvp.blogspot.com>

"Martinus" <guest@xxxxxxxxxxxxxxxxxxxx> wrote in message
news:e24199985e6c9fa01c79aab5ba18a7e6@xxxxxxxxxxxxxxxxxxxx

Hello, figured I'd try this page as it seems a reliable source for help on Vista x64 issues.

I'm getting sort of desperate here, and I'm completely in the dark as to why Vista suddenly stopped working altogether on my basically brand new HP DV7-1095 eo. (Specs – Intel 2.53 GHz core II duo T9300, 2x250 Gig HD 5400RPM, 4Gig RAM DDR2, GeForce 9600GT M). Vista is Home Premium x64.

When I booted on Friday evening I got a Windows Defender error asking me to restart my system. I did as requested but the error didn't go away, and with each reboot the system got gradually worse – at first losing the internet connection, before becoming a hotbed for various BSOD. By now I must have counted at least 10, including 0x3b, 0x1a, 0x24 and 0x24.

I did some internet searching, among others on these fora, but found nothing conclusive. At this point I was still able to log on, but the system was very slow, CPU usage was through the roof and it would BSOD

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after about 5–10 minutes. Safe mode was slightly more stable, but would also occasionally BSOD, especially when trying to enter Windows Update. I tried deleting my anti–virus software (Avira) but it did not help, neither did unplugging everything including a Logitech wireless mouse I had just purchased. By Saturday I finally managed to ninja–disable Windows Defender and things seemed to better. I still got several random error messages (related to HP Interface stuff for example) but the system was stable non the less.

However, when I booted up on Sunday morning it was worse than ever and I could not for the life of me log on, neither in regular nor in safe mode, without getting BSOD or the infamous black–screen–with–cursor and finally a bootmgr missing. At this point I had system restored many times and to many different points, but to no avail. I realised my system could not be saved so I got a hold of a Vista Home Premium x64 disc and figured I'd go for a system recovery. Error message, of course (can't remeber which one unfortunately). Tried reinstalling but when I didn't get a BSOD I got, no price for guessing, another error message (8007000d(?) and unable to find sources\install.wim). I even tried the remove–ram–trick and also installing XP, but the result was a BSOD for the umpteenth time.

I doesn't seem to be a hardware issue as the HP Memory and HD tests proved positive, and right now I'm writing this on the possessed laptop with Ubuntu installed. I was also able to format c from the Ubuntu disc. It's basically just about every Vista error I've read about put together and it has left me and my mates completely perplexed.

Sorry for the wall of text! It wouldn't surprise me if it's slightly incoherent as I'm rather worn out after battling with this beast for the whole weekend, but if you need further information please don't hesitate to ask. And for the love of God, Help!

Edit – Hard to remember everything.. I got this laptop about 2 months ago and it had been working flawlessly up till now. It might also be worth noting that before shutting down on Thursday Windows Update auto updated 3 or 4 updates. Also, SP1.

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Martinus