

Incomplete Restart or Shutdown; Black Screen; Can't wake machine.

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Hello,

I've seen a lot of discussion on problems with restarts/shutdowns. Here's some more information to consider:

We have approximately 1800 workstations, which we routinely send MS security bulletin patches to through SMS. We normally have SMS do the restart or have the program do it if the restart can't be postponed. Approximately 95% of our workstations are W2K SP4. Over the years we've noticed a pattern develop. Every time we send a bulletin requiring a restart, we have approximately 40 workstations (not necessarily the same ones each time) that don't appear to restart properly. These are always the W2K workstations and never the XP (all hardware is the same except for our laptops which are all now XP and have not shown the problem since they were upgraded in July). At first we thought it was a Power Management issue (we called it a "Deep Sleep" problem) because it looked like they were going to sleep and unable to wake. We updated the BIOS on all our equipment, which appeared to fix a problem where the OS was not using its power settings but was using those in the BIOS but it did not get rid of the "Deep Sleep" problem. Upon further investigation we discovered that the problem predominantly occurred after our security bulletins were released (with a restart).

The symptoms:

1. No signal to the monitor.
2. Mouse and keyboard don't appear to respond.
3. Holding the power button for 10 seconds may or may not power down the PC.
4. Pressing the power button to turn the PC on if it appeared to turn off in the previous step causes the following:
 - a. Fans kick on at high speed.
 - b. Hard drive spins up.
 - c. CD-ROM drive is accessed.
 - d. Floppy drive is not accessed.
 - e. No signal to the monitor.
5. If you do get it to come up, another symptom that appears to be from the same cause is a logon screen that never comes up when you press CTRL-ALT-DEL.

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It looks like it's going to but doesn't. Instead the welcome to windows screen keeps appearing.

It is hard to recreate the problem. I was able to only do it once on a machine that I had never had an issue with.

The current workaround:

Remove all power from the workstation for approximately 20 seconds by unplugging the power cord or turning off the electrical outlet strip.

This usually brings the machine back up but it has also been found that the problem will persist until a good OS Shutdown is done from the Logon screen.

In summary ...

This appears to be a W2K OS issue during the restart/shutdown process. Is there a way to stop this? I've heard that there are different levels of shutting down. Is there a registry setting that can force a complete environment reset like what is experienced when shutting down and removing the power?