

## Re: Boot-up peculiarity

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2007-06/msg00318.html>

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- *From:* "William B. Lurie" <[billurie@xxxxxxxxxx](mailto:billurie@xxxxxxxxxx)>
  - *Date:* Mon, 11 Jun 2007 07:01:06 -0400
- 

The impractical solution from Compaq is to do some sort of (sic) Non-Destructive Recovery which would fix their stuff but necessitate reinstalling my dozens and dozens of applications. Ridiculous!!

My solution is along your lines: I have removed the checkmark for HPBootOp in the Startup list, and the video blanking no longer happens. I also removed the checkmark for Compaq Connections which I believe is some sort of master bookkeeping (for THEM), and which slows down the bootup process. Let's see how this works out, and thanks....  
Bill

JS wrote:

You know that utility I mentioned earlier (AutoRuns), start it up again and see if you can find that HP software in the list, double check that you identified it by looking at the path and executable name, also do the Search Online (highlight and right click) option if your still not certain you have the correct software, once you have identified it simply un-check that item in the list and it will no longer run during bootup.

JS

"William B. Lurie" <[billurie@xxxxxxxxxx](mailto:billurie@xxxxxxxxxx)> wrote in message [news:eig0UF8qHHA.1204@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:eig0UF8qHHA.1204@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

It ain't all that straightforward, JS.....not when you're working with their techies. Now they referred me to a piece of 3rd party software, a registry cleaner that I downloaded and bought and is impossible to activate because of their security key, and I have to wait for THAT to be resolved.

This is very frustrating. I narrowed it down and proved that just checking ONE piece of their on-board software (HPBootOp) in the StartUp list, causes the malfunction, and they are

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unable to solve the problem. Grrrrrrrr.

WBL

JS wrote:

A boot optimizer, hope HP solves the problem.

JS

"William B. Lurie" <billurie@xxxxxxxx> wrote in message  
[news:OW%2326D4qHHA.3740@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:OW%2326D4qHHA.3740@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Hi, JS.

Several points. Answer to your question is, AIDA reports video adapter 256MB.

But I've established that booting with ONLY Symantec's ccApp in the Startup list, the problem behavior does not occur. When I add HP's HPBootOp.exe to the list, it blanks again. I'm working back and forth with HP's techies on it. This is an HP Presario well within warranty. Last point: Whatever video is allocated, it's been that way for eight months, so it shouldn't need changing, I figure.  
WBL

JS wrote:

Do you have a built-in video chip on the motherboard or a stand alone video card. If your video is built-in then there should be a BIOS setting for the amount of memory allocated to video (typically about 128MB).

Changing monitors was an interesting result, seems to indicate a lose of signal and one monitor recovers faster.

JS

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"William B. Lurie"

<billurie@xxxxxxxxxxx>

wrote in message

[news:euSblY1qHHA.3248@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:euSblY1qHHA.3248@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Not really,  
JS. But I  
believe  
there is a  
listing of all  
the  
Windows  
KS updates  
that have  
been  
installed,  
maybe  
somehow  
I could get  
Microsoft to  
indicate  
which  
might have  
video  
driver  
consequences.  
I'm  
selective on  
what WUs I  
do install,  
and I  
generally  
avoid those  
with video  
consequences.

At HP's  
request, I  
tried a  
different  
monitor,  
and got  
almost  
the same  
results, the  
difference  
being that  
the blanking  
duration  
was only  
about one

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secod with  
my spare  
monitor,  
versus  
about six  
with my  
'regular'  
monitor.  
WBL

JS wrote:

Any  
correlation  
between  
the  
time  
of  
the  
last  
Windows  
Updates  
and  
or  
other  
software  
installs  
and  
when  
the  
problem  
started  
occurring?

JS

"William  
B.  
Lurie"

<billurie@xxxxxxxxxx>

wrote

in

message

[news:O77tAjvqHHA.3372@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:O77tAjvqHHA.3372@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

AHA!  
Interesting  
and  
logical,  
JS.  
So

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I  
contacted  
HP,  
who  
control  
all  
my  
drivers,  
and  
they  
agreed  
that  
that  
could  
be  
the  
problem.  
So  
they  
gave  
me  
two  
links  
to  
download  
and  
execute,  
installing  
heaven  
only  
knows  
what.  
Did  
it  
twice.  
It  
moved  
my  
icons  
around  
and  
changed  
my  
resolution,  
but  
didn't  
solve  
the  
problem  
at  
all.

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I  
screen  
all  
the  
Windows  
Update  
downloads  
(I  
don't  
just  
let  
them  
install  
automatically),  
and  
I  
don't  
think  
I  
accepted  
any  
video  
drivers.  
But  
I  
don't  
know  
how  
I  
can  
find  
out  
if  
there  
were  
any  
that  
got  
installed  
(unless  
some  
lurking  
MVP  
wants  
to  
tell  
me  
how  
to  
do

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that).  
Presumably  
HP  
has  
gotten  
me  
to  
install  
good  
drivers  
by  
now,  
in  
any  
case.

Anything  
else?  
Bill  
L.

JS  
wrote:

Not  
certain  
why  
I  
didn't  
mention  
this  
earlier  
but....  
Sometimes  
video  
drivers  
can  
create  
strange  
results,  
especially  
if  
you  
updated  
driver(s)  
using  
Microsoft's  
Windows  
Update  
site  
which

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has  
a  
bad  
rep  
when  
it  
comes  
to  
driver  
updates.  
You  
may  
want  
to  
download  
and  
install  
the  
latest  
driver  
for  
your  
video  
card  
from  
the  
card  
manufacture's  
web  
site.

JS

"William  
B.  
Lurie"

<billurie@xxxxxxxxxx>

wrote

in

message

[news:%236H6e8rqHHA.3248@xxxxxxxxxx](mailto:news:%236H6e8rqHHA.3248@xxxxxxxxxx)

Been  
there,  
done  
that,  
JS.  
I'll  
play  
there  
some

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more.  
Thanks.  
WBL

JS  
wrote:

A  
simpler  
tool  
is  
'msconfig'  
Start/Run  
enter  
msconfig  
click  
Run  
and  
then  
select  
the  
startup  
tab.  
You  
can  
selectively  
stop  
any  
item  
from  
starting  
up.

JS

"William  
B.  
Lurie"  
<billurie@xxxxxxxxxx>  
wrote  
in  
message  
[news:ucpdYrqHHA.3484@](mailto:news:ucpdYrqHHA.3484@)

I  
made  
tests  
with  
three  
hard  
drives

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and  
clones  
of  
the  
basic  
OS,  
and  
I  
have  
resolved  
the  
Autologon  
situation.  
With  
Autologon  
ON,  
it  
bypasses  
the  
choice  
of  
accounts.  
With  
Autologon  
OFF,  
on  
the  
way  
to  
Safe  
Mode  
it  
stops  
so  
that  
I  
can  
select  
Main  
User  
or  
Administrator.  
So  
I'm  
past  
that  
hurdle,  
and  
now  
I'm  
at

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the  
Autoruns.

I  
downloaded,  
installed,  
and  
executed  
it,  
and  
it  
showed  
hundreds  
of  
files  
that  
get  
run  
on  
startup,  
and  
I  
guess  
your  
thought  
is  
that  
I  
should  
look  
at  
the  
non-Microsoft  
items  
and  
uncheck  
a  
bunch  
of  
them,  
and  
see  
(a)  
what  
ones  
can  
I  
do  
without  
on  
startup,

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and  
(b)  
which  
ones  
are  
associated  
with  
the  
5-second  
blackout.  
No  
way  
could  
I  
guess  
which  
Microsoft  
items  
I  
could  
uncheck.  
It's  
beginning  
to  
look  
like  
one  
of  
those  
cases  
where  
it  
ain't  
all  
that  
badly  
broke,  
so  
mebbe  
I  
shouldn't  
try  
to  
fix  
it.  
In  
that  
case.....thanks  
for  
trying.  
Bill

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L.

JS  
wrote:

This first part is a repeat of what I sent you, however at the bottom of the message is a section where you enter 'Control Userpassword' without the quotes. The password for the built in Windows Administrator account is normally blank (none).

In

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XP  
Home,  
boot  
the  
computer  
into  
Safe  
Mode.  
Do  
this  
by  
repeatedly  
tapping  
the  
F8  
key  
as  
the  
computer  
is  
starting  
up.  
This  
will  
get  
you  
to  
the  
right  
menu.  
Navigate  
using  
your  
Up  
arrow  
key;  
the  
mouse  
will  
not  
work  
here.  
Once  
in  
Safe  
Mode,  
you  
will  
see  
the  
normally

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hidden  
Administrato  
account.  
The  
default  
password  
is  
a  
blank.

In  
XP  
Pro,  
you  
do  
not  
need  
to  
go  
into  
Safe  
Mode.  
At  
the  
Welcome  
Screen,  
do/press  
the  
Ctrl-Alt-De  
keys  
twice  
to  
get  
the  
classic  
Windows  
logon  
box.  
Type  
in  
"Administra  
(without  
the  
quotes)  
and  
whatever  
password  
you  
assigned  
(default  
is

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no  
password)  
when  
you  
set  
up  
Windows.

Once  
your  
in  
then:  
Start/Run/typ  
in:  
Control  
Userpassword  
and  
press  
OK  
You  
should  
now  
be  
able  
to  
manage  
you  
accounts  
including  
adding/creat  
a  
new  
account  
which  
I  
would  
do  
as  
a  
safety  
net.

JS

"William  
B.  
Lurie"  
<billurie@x  
wrote  
in  
message

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G'm  
JS...  
Help  
Now  
that  
I  
have  
Twe  
ever  
whe  
boot  
to  
Safe  
Mod  
I  
neve  
see  
the  
choi  
of  
acco  
I  
have  
Auto  
set  
to  
OFF  
Now  
I  
don'  
see  
the  
choi  
of  
acco  
not  
ever  
Adm  
Acco  
durin  
start  
not  
ever  
usin  
F8>  
Mod  
Clue  
me  
as

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to  
how  
I  
can  
get  
to  
the  
'norm  
hidd  
Adm  
Acco  
Inci  
goin  
to  
Safe  
Mod  
the  
5-se  
of  
all-t  
scre  
didn  
occu  
/Bill  
L./

JS  
wrot

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