

Re: XP need re-installed? Motherboard gone bad???

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Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2007-06/msg00601.html>

- *From:* DellCA <DellCA.2sfdk5@xxxxxxxxxxxxx>
 - *Date:* Mon, 18 Jun 2007 16:00:42 +0100
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craftycreation@xxxxxxxxxxxxx Wrote:

My parents are having trouble with their computer. It is an older Dell, with Win XP and dial up service. They changed their dial up to a different company, and immediatly the screen size changed). Well, They called Dell to fix it (I wasnt home, or It'd have taken me 5 min. to talk them through the whole display size change), and were on the phone for 2 hours to no avail. They ran all the tests, and ran a drivers disk, and finally said it's the motherboard.

Now, after all that, my dad sat down and started fiddleing... and much to our amazement he fixed it himself in the display setting window.

So, now we get to the current problem...

There is a picture of a CD... the actual cd... actual size and all in the top left of their screen. It's in all screens that are dark...

and slightly off screen... It starts clear back at the dell boot up screen, and sits on their desktop at all times...

WEIRD!! I have NO idea how to help them, and I'm deciently computer litterate!

HELP!!!

Hello,

My name is Richard; I work for Dell's Online Community Outreach group here in Round Rock, Texas. I find your current computer issue perplexing because it seems the issue lies with the hardware display.

From your description it sounds like the "picture of a CD" is burned into the display itself.

Have you tried to connect another display to this computer to see if the "picture of a CD" goes away? Try it and let us know what happened. Good luck!

Regards,

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Richard B
Dell Online Community Outreach

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DellCA