

RE: Service pack 2 killed my laptop

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I too have an HP laptop (pavilion zt1000) with XP home edition which has been given me real problems since installing SP2. I have generally had more errors in the past few days since installation and two bigger problems also immediately come to mind:

- my IE browser now often locks up (?seemingly for Java-related reasons?)
- if I put my laptop into "hibernate," I get errors when I try to start it up again and end up being forced to entirely restart the thing
- I've also had more errors elsewhere which I cannot remember now

>From my end, it seems like something is not right with SP2 and I'm hoping for some sort of follow up. Like SP2a or something.

"Henry Timm" wrote:

- > Hi,
- > Since I can't seem to email microsoft my problem (love
- > how their network for email is always down), i'll try
- > posting my letter to them on this newsgroup... it is as
- > follows...
- >
- > Hello,
- > I am writing about my laptop which is a HP Pavilion
- > ze5300. After Service pack 2 was installed, i went
- > through and restarted the computer. On reboot, the
- > computer has a limited time before it locks up. During
- > the system check process, it says that the mouse driver
- > has an error... Further details i've been able to get is
- > that the touch pad for the laptop is causing a fatal
- > error and the computer appears to be locking itself down
- > because of the error or for protection. I tried using a
- > window's installation disk to reformat the computer in
- > hopes of wiping the computer clean and having a clean
- > slate to load things back from. This proved to be a
- > mistake as the laptop locked up during the

> *reinstallation. So now i have a laptop that when powers*
> *on, either locks up imediately before anything is even*
> *displayed or it allows me some time to look at things*
> *before it locks. I've discovered that if i let the*
> *laptop sit for an hour or so before turning it on that it*
> *gives me limited time before it freezes. I've already*
> *tried booting from the cd, running recovery, booting over*
> *a network i have set up in my home, and i've disconnected*
> *any and all extra peripherals to the laptop in hopes of*
> *isolating the problem. Please help. I assume i've*
> *already lost or will loose all the data on the computer*
> *as of right now regretably (school and buisness work and*
> *music of around 60 giga bytes), but i just want the thing*
> *to at least work and give me a basis to start loading*
> *things back on. I have quite a distaste after this*
> *incident, when I followed every step that microsoft had*
> *instructed me to do. The laptop recieved the service*
> *pack 2 from the auto update and i had checked to make*
> *sure i had all the updates needed before that and i*
> *regularly scan my computer for viruses and spyware as*
> *well as use ad-aware se. I am essentially without a*
> *laptop now that had lots of information on it very very*
> *valuable to me. I am now with a thin box with buttons*
> *and has flashing lights for all the time and effort i've*
> *put forth into it because of the download of this service*
> *pack. Please tell me there is hope and that there is*
> *something that can be done to fix this problem and at*
> *least return my laptop to operational status again. I do*
> *know my way around computers fairly well but the solution*
> *for this escapes me. Please Help. Thank you.*

>
> *Henry L. Timm*
> *Email: h1timmboy@aol.com*

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> *HP Pavilion ze5300 (cto?)*
> *80 GB Hard Drive*
> *512 DDR Ram*
> *Dvd – CD re writable drive*
> *windows home edition*

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