

Re: Won't boot past Windows XP splash screen

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2008-01/msg05799.html>

- *From:* zweaver@xxxxxxxxxxxxx
 - *Date:* Tue, 29 Jan 2008 04:50:16 -0800 (PST)
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On Jan 29, 4:28 am, Ace <ace_rules_...@xxxxxxxxxxxxx> wrote:

zwea...@xxxxxxxxxxxxx wrote in news:8deb444e-0ffc-4455-a2c6-d812ed0209c8@z17g2000hsg.googlegroups.com:

This will be long-winded, but I'm going to try to be as specific as possible. I'm a network administrator for a company and we started a process of upgrading all of our off-site computers. All of our existing clients are old Windows 98 and 2000 Pro that were cranked out assembly-line style with images I created with Symantec (Norton) Ghost years ago. Starting with this current "upgrade" project, I started with 10 brand new Dell Vostro 200 machines – Intel Duo Core, 1-Gig Ram, 80-gig hard drives, etc. (if that matters). I took the first Dell Vostro out of the box and fired it up and let the Windows XP Pro install and did all the updates – including Service Pack 2. I installed a serial card (no serial port on board and I need one), I removed the junk software that isn't needed, put on things that are needed (like Adobe Reader, OpenOffice, etc.), put on the software, links, and settings needed for the clients to access our backoffice systems and tested everything fine.

Then I started creating policies (user policies via the Win 2000 POLEDIT, not group policies), testing all the way. After I did all the fixes, changes, updates, script changes, and all that, I hooked it up to a "live" test lab hooked to one of our POS systems (sales registers – did I mention I work for a convenience store chain?). I tested it for a couple of weeks, ironing out all the wrinkles and getting it working just as I wanted it. At that point, I made a new image of it with Norton Ghost and took the original computer to one of our stores and set it up.

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I let it in the live location for a week, checking on it daily for anything wrong or needing attention. Other than a few simple bugs, the machine worked fine. At that point I opened the other 9 Vostros and imaged them all and started having the techs put them in stores and placed an order for another batch. Here's where it gets weird.

I had four machines installed on Thursday, three on Friday, for a total of eight (counting the one original). Things were fine for a day or two, and then over the weekend they started dropping like flies. When the machine would start up, either from a cold boot or reboot, it would post thru the BIOS, get the Windows XP splash screen, and at the point where the splash screen should disappear and display the "loading windows" display box the machine just dies. It won't continue past that, it won't reboot, it won't beep/whistle/churn, or anything. I let it sit for hours and it never does anything. Nothing will work except for holding in the power button to force the power off.

After trying everything I could think of, I called Dell support and they didn't have an answer either. The best thing they could come up with was to go into BIOS and disable the "multiprocessor" option – basically disabling my dual processing. After doing that at the one location I was at, the machine booted wonderfully – even after trying it multiple times. I went to two other locations and turned off the multiprocessor option and it worked. At that point I dispatched a tech to go to the other locations with instructions on the "fix" and they all seemed to be repaired. All but one.

There is still one machine that no matter what I try, it doesn't boot past the splash screen. I even tried removing the serial card (thinking maybe there was a hardware conflict with something) but that didn't work. It does boot to any kind of Safe Mode I want – command prompt, with and without networking), and if I do a System Restore. But it doesn't matter if I restore from yesterday, last week, or last month... I do a restore and it boots fine – ONCE. If I reboot again after that it happens all over again. I've searched groups, forums, you name it and can't find anything else to try. Anyone have any ideas? I'm willing to try anything at this point. It makes no sense to me how it worked flawlessly during my testing, during the test lab sessions, during the "live" test for a week, then all the sudden they just start dropping. I'm at a loss.

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Zane.

Have you found anything out of the ordinary in the Windows logs?
If yes, could you please post them for us?

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*Reply to newsgroup please.

*Your mileage may vary.

*Spelling/Grammar errors free of charge.– Hide quoted text –

– Show quoted text –

Of course, with Windows my first thought was the display driver/
adapter. After removing/reinstalling/updating the video adapter driver/
software countless times and still having the problem, I gave up on
that and moved to other things. I am working at the computer in
question now, and have removed the display adapter and driver,
rebooted and when it came up with the 'new hardware found' I pointed
it to a bogus location so it would fail on the driver install. I then
told it to not prompt me again for the driver install and let it at a
generic 'VGA device'. So far (fingers are crossed) this seemed to have
worked. Even with the generic 'VGA device' I still have the display I
want (1024x768, 32-bit, 60-Htz) and it has booted and rebooted
numerous times with no problem. I am going to test more, but it
appears that (what I had figured from the start) that it is a problem
with the display adapter or driver. I will post a follow up with a
thumbs up or thumbs down. Thanks!

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