

# Re: powerdown fails after sp2

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<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2008-04/msg06839.html>

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- *From:* jf9908 <jf9908@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Sun, 27 Apr 2008 06:04:00 -0700
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Thanks for the help. I have already replaced all datta, I think, on the hard drive when I used the disks to reboot the system. The manufacturer does not have parts so I purchased one from e-bay. The old board did have some bad parts which I saw after I open it up. How do I run these diagnostic test that you recommend? Hard drive and Memory?

"Shenan Stanley" wrote:

jf9908 wrote:

I recently replaced the motherboard for this computer and reinstalled xp from the facotory disk. I started having powerdown issues, so I did another boot to factory to locate which program was causing the problem.

Everything worked fine until I added sp2. Since that install, the computer gets to the shutting down screen and from there, has to be manually turned off. What do I need to check to clear up this problem?

PA Bear [MS MVP] wrote:

What program had been causing the problem originally?

Windows XP Service Pack 2 Problem Solver:  
<http://winhlp.com/WxSP2.htm>

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Installing WinXP SP2  
<http://support.microsoft.com/default.aspx?scid=fh:ln:xpsp2getinstall>

What to Know Before Downloading/Installing SP2  
[http://www.microsoft.com/windowsxp/sp2/sp2\\_whattoknow.msp](http://www.microsoft.com/windowsxp/sp2/sp2_whattoknow.msp)

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Installing SP2 Step-by-Step

[http://support.microsoft.com/default.aspx?scid=fh:\[ln\]:xpsp2insthowto](http://support.microsoft.com/default.aspx?scid=fh:[ln]:xpsp2insthowto)

Troubleshooting Your Installation

[http://support.microsoft.com/default.aspx?scid=fh:\[ln\]:xpsp2insttshoot](http://support.microsoft.com/default.aspx?scid=fh:[ln]:xpsp2insttshoot)

WinXP SP2 FAQ: What to do after installing SP2

<http://support.microsoft.com/default.aspx?scid=fh:ln:xpsp2installed>

Service Pack (any) Installation Checklist (MVP Jupiter Jones)

<http://www3.telus.net/dandemar/spackins.htm>

WinXP SP2-specific Page (MVP Jupiter Jones)

<http://www3.telus.net/dandemar/xpsp2.htm>

jf9908 wrote:

I didn't have a problem with any of the programs before I replaced the main board. I did have a problem keeping the date and time set when I disconnected the power cord. I replaced the main battery but kept having problems. I then replaced the cmos and it worked for awhile. then came the shutting down at random, wouldn't power up for days. I turned it upside down and it started to power up. Since the main board has been replaced, it still occasionally shuts down but the thing that has me stumped is having to manually turn it off which never happened before and I didn't have any problems with sp2 previously.

jf9908 wrote:

thinking back, none of the problems started until after I installed sp3. Can't remember exactly when that was but all of these things developed after that time.

I believe you (jf9908) have just changed everything you wrote about in one response. You originally and in your first response only mentioned SP2. Suddenly, you mention SP3. Was that a typo?

Also – given your first response – some of what you mentioned would not have been caused or reflected in a software update (you turned the physical machine upside down and it began to boot...?!). Sounds like several possibilities to me (bad power supply, bad RAM, bad hard disk drive...) but it could be just about anything really (although highly unlikely to be a software issue.)

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First – backup your important files (image the entire drive if you like.)  
Next – run a memory diagnostics test. After that, download and utilize the hard disk drive manufacturer's diagnostics utilities to test the hard disk drive. That will verify whether or not those items are functioning within given parameters.

When you 'replaced the motherboard' – was the replacement from the original manufacturer of the computer?

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Shenan Stanley  
MS-MVP

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How To Ask Questions The Smart Way  
<http://www.catb.org/~esr/faqs/smart-questions.html>