

Re: Monitor driver

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<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.hardware/2009-06/msg00176.html>

- *From:* "Shenan Stanley" <newshelper@xxxxxxxxx>
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Mike Hussey wrote:

Our agency has a Dell Vostro 1500 laptop running Windows XP Pro SP3 that is having some monitor problems. Ever since I have connected a projector to it the monitor has intermittantly been using the resolution of 1024x768 and becoming darkened (very dark but readable) despite the brightness being set to 100%. The monitor is WXGA and should have a resolution of 1280x800 and obviously should be much brighter. When I am having the problem, I have checked the Device Manager and there are three monitors listed and all three are named "Digital Flat Panel (1024x786)." I uninstall all of these monitors in Device Manager, reboot the machine, and they all reappear again and the resolution is still 1024x768 and the screen is darkened. With no rhyme or reason it will suddenly go back to the correct resolution and brightness after a reboot. Not every reboot, just whenever it choses. Sometimes the 1024x768 and darkened screen will last for days despite many reboots. Since it is not my computer, I have not had the opportunity to go into Device Manager to see what the monitor is named and how many are listed when it is working properly. In Windows Display Settings, two monitors are listed; 1. Digital Flat Panel (1024x768) on Mobile Intel(R) 965 Express Chipset Family, 2. (Default Monitor) on Mobile Intel(R) 965 Express Chipset Family. The (Default Monitor) allows many more resolution options. How do I get rid of the Digital Flat Panel (1024x768) monitor driver and get it changed to (Default Monitor) so that I can get this user back to a brighter and easier to read screen? Thanks for any assistance.

Shenan Stanley wrote:

Download and install the latest video card driver and utility from the manufacturer of said video card.

http://downloadcenter.intel.com/Product_Filter.aspx?ProductID=2800&lang=eng

It's a laptop – two possible outputs usually – therefor you are

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not going to get rid of the second monitor capability. ;-)

If downloading/installing the latest driver from the graphics chipset manufacturer (above) does not remedy the issue – consider it (as you indicated with your post in this group_) an actual hardware failure and contact Dell to have it looked at and the proper parts replaced. It *really* sounds hardware related (intermittent issue? Drivers, unless they have a conflict with something you only use occasionally, rarely cause intermittent issues. ;-)

You can test further as well – just create and boot from a BartPE or Ultimate Windows Boot CD. Does the screen exhibit the same symptoms?

Paul wrote:

What about the possibility it is just "bad karma" in the registry ?

The problem with reinstalling drivers, is the registry may not get corrected in the process. Whatever bad settings may have been stored in the registry, the driver reinstallation isn't likely to remove them. (I've heard of people trying that, in cases where the display resolution setting, was higher than the monitor could handle, and the driver reinstall in safe mode wouldn't fix it.)

Attacking the problem, from the registry, is probably the way to fix it. But who knows those registry hives in enough detail, to give an absolutely correct recipe for deletion, so they won't continue to cause problems ?

(A teaser link... Not a solution.)

<http://forums.entechtaiwan.com/index.php?topic=6788.0>

Part of the problem could be due to the extent to which the display devices properly support Plug and Play. A projector probably doesn't have an EDID. I don't know if there is a guarantee that every laptop LCD panel properly registers itself. If every device had an EDID, then there would be reduced odds of screwed up settings in the registry.

This tool is free, and can print the EDID to the screen. It might give some idea, as to whether the LCD panel of the laptop, has information to offer.

<http://www.entechtaiwan.com/util/moninfo.shtm>

Shenan Stanley wrote:

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Thus the test I gave...

"You can test further as well – just create and boot from a BartPE or Ultimate Windows Boot CD. Does the screen exhibit the same symptoms?"

If booting from a clean Windows XP install (essentially) exhibits the same symptoms... Then it is likely a hardware issue. If not – the software could still be a concern.

And installing the latest driver could clear up a software issue safely as well.

Paul wrote:

Maybe I didn't get my point across very well. I see three problem piles...

1) Broken hardware. Symptoms are the result of hardware that is not functioning correctly.

2) Broken driver. Issue is isolated to the driver. Problem magically disappears when a newer driver is installed. Or, a corrupted file is removed, due to the uninstallation of the previous driver, properly cleaning up after itself.

3) Registry entry, or a settings file, still sitting in the system, contains context information that will prevent the problem from being fixed. This is the problem I was referring to, where the user can reinstall drivers "till the cows come home", and the symptoms persist.

I can give an example of (3).

I had two sound devices. When the second sound device was added to the system, it added a necessary registry entry for itself.

The second device was removed at a later date (as its installation was an experiment). The uninstallation did not remove the registry entry it added.

When the first device was selected as the sound device, the Mixer control panel would disappear and not be usable.

Now, it wouldn't matter how many times I reinstalled either device (I tried that). A registry entry the second package added, prevented the first package from running correctly. The first package, on seeing the registry entry, thought the second package mixer was being used.

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I managed to fix this myself, by using Sysinternals tools, and seeing the Mixer application of the first device, reading a particular registry entry. Once I found the particular registry entry, I removed it manually. And voila, I have a working mixer.

So I'm suggesting, that there could be a registry problem, that won't be corrected by reinstalling the graphics driver.

You got it across fine.

I gave a way to test for a software issue vs. a hardware issue that requires little more than creating and booting from a CD.

A registry issue *is* a software issue and I did say that installing the latest driver could (not will, could, might, maybe, etc) fix the issue. If they boot with the BartPE/UBCD and don't have the problem – it's likely software and could be what you say, could be fixed in the manner i say, could require an SFC/SCANNOW, could require a repair installation, could require combing the registry or could require a clean installation to fix (depending on level of knowledge on the end-user's part, what their time is worth to them, etc.)

So – I still say their best bet is to find out if it is hardware or software. Your 2 & 3 are both software issues – so there are two possibilities. You can eliminate one or the other with my test.

Boot with the CD mentioned, does it work? If so – it's possibly a hardware issue. If not, it's probably a hardware issue (there is NO shared registry entries, drivers, etc when you boot to the BartPE/UBCD...)

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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>

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