

# SP2 Boot failure, system freeze, AGPCPQ.SYS, AGP440.SYS lock-ups.

**Source:**

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2004-10/6652.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2004-10/6652.html)

---

**From:** Trebor (*Trebor\_at\_discussions.microsoft.com*)

**Date:** 10/19/04

Date: Tue, 19 Oct 2004 11:35:02 -0700

Hi, I'm far from new to computers and I don't want to upset too many people but I have a major disappointment (and that's trying to be humble) with SP2.

This is what I've found out so far concerning the issues with:

- boot failures
- lock-ups of system after re-boot
- AGPCPQ.SYS or AGP440.SYS freeze in safe-mode after install.
- UPDATE.SYS
- KB885626 FIX failure

1) First, I did what most users did. Update through Windows Update. Managed to download SP2 after an eternity (2 days) Broadband connection 10Mbit on my side...But I wasn't in a hurry.

2) Install, everything seems ok. Reboot. "Blue screen of death" for half a millisecond and then autorestart. No safe-start, or any option makes system available!!! I'm basically locked out! Reinstall (Many thanks to Imaging Software!)

3) Update all drivers, update Bios. Download SP2 full file for IT professionals and wait the 60 minutes it takes to reinstall SP2 (hugh)

4) Re-boot. Computer dead again! In safe mode however, I get a stop at file AGPCPQ.SYS (just after AGP440.SYS) which to some might cause a "bling" since it coincides with a previous problem in Windows2000. However, I enter NTFSDos and remove the files for fun, this time process freezes at another file than the ones listed above. So thus, it is not an AGP drive issue like Microsoft Support throws in your face. I have updated the AGP to the very latest (and they are new). SIS645dx version 1.17e and also graphic card.

5) Check support and get info on kb885626 Prescott computers. Verify with Intel Frequency ID Utility what processor I have. It reads Family: F, not a Prescott, but a Northwood - thus it is in the range of processors affected of the known issue with microcoding. Info is given to update BIOS or run the FIX. I do the latter since there is no newer fix than I already have.

6) Restart after install of the fix (SP2 yet not installed!) and after 30–60 seconds system freezes completely. Please note SP2 not installed and this is the fix that causes the problem with freeze! The same fix that is supposed to fix the install of SP2. Well, thank you! I'm not very positive about the outcome...

7) Restart in safe mode and it works ok though. I then decide to, what the heck...

8) Install SP2 – Reboot. Works ok, for about 30–60 seconds, then it's dead again, just like with the fix. But Halleluja. The SP2 installed this time and reboot works!! Safe-mode is ok and does not freeze up like normal mode. Good, now I can play.

9) I get pe:d off and check the system files and do some real-playing around since MICROSOFT Support for SP2 does not offer any helpful advice and knows less than what I've figured out so far (have you updated your drives, unplugged usb's, bios updated, checked that the power-chord is plugged in (!?!)) – Well, yes I have. And raindance and running around computer clock-wise three times. Erhh... let me get back on the issue they say. Haven't heard from them)

10) I decide to do exactly what the KB885626 says I shouldn't do. I make a copy of the UPDATE.SYS from my original XP SP1a installation and save it. Then I do another (about the 10th installation of SP2) after the KB885626 fix that causes my computer to freeze after install. Then I rename the SP2 203 kb UPDATE.SYS and replace it with UPDATE.SYS (SP1a file – about 130kB). Double Halleluja. It works. NO freezes, NO lock-ups, NO problems... so far.

Now to questions for you who made it through this post so far:

– KB885626 does not work as it should! Faulty Fix for my type of processor? Not Prescott, but Northwood?

– SP2 writes some bad code into UPDATE.SYS that causes processor to fail – is this needed in the file?

– UPDATE.SYS – what does it do? Why does this file lock up my system, and without it, it works ok? Is it really that needed???

– How come Microsoft says to us victims out there: Update your BIOS'es. It's not really our fault. If 20 motherboard manufacturers suddenly have to sit down and write BIOS codes for computers they don't even sell anymore, what kind of attack on this issue is that when it is an SP2 issue!!

– And no, I don't sit on a crap computer. It is a laptop, top of the art 10 months ago, and I can still play Far Cry on it. With laptops you have other issues as well – trying to find drives. I can't just unplug a device that easy or update a funky processor to check with another.

So please all SP2 worshipers out there. There are issues with SP2. Full stop. It has not been Beta tested properly and several IT consultants are warning for issues of more than 10% of computer installations going funky.

And please, Mr Microsoft. It's time to fix the issue properly (FIX for the 885626fix or whatever). In this case the unsupported processors...

My Info:

- OS: Tried on XP Home, XP Pro, XP PRO Slipstreamed SP2. (slipstreamed freezes at installing devices (33 minutes remaining!) KB885626 not slipped or run into the installation disk, so it explains...
- All tests on clean install (no antivirus, no other software, even without firewalls- Nada!)
- Test has been made with standard drivers, complete update of drivers and even BIOS update (newest available on the market at this moment about 5 months old!)
- It has been tested with Windows Update and downloaded as an independent SP2 file.

Computer:

- Gericom Laptop 3.06 GHz, 512MB
- ATI 9000 Mobility Radeon
- WLAN SIS
- HD Toshiba MK4025GAS
- Matshita UJ-815A
- Smart Link modem

Processor:

Intel(R) Processor Frequency ID Utility  
Version: 7.1.20040716  
Time Stamp: 2004/10/18 18:18:14  
Number of processors in system: 1  
Current processor: #1  
Processor Name: Intel(R) Pentium(R) 4 CPU 3.06GHz  
Type: 0 <----- Funky Type?  
Family: F <----- Funky Family!  
Model: 2  
Stepping: 7 <----- Funky Stepping?  
Revision: 27  
L1 Trace Cache: 12 K $\hat{A}$  $\mu$ ops  
L1 Data Cache: 8 KB  
L2 Cache: 512 KB  
Packaging: FC-PGA2  
MMX(TM): Yes  
SIMD: Yes  
SIMD2: Yes  
SIMD3: No  
NetBurst(TM) Microarchitecture: Yes  
Expected Processor Frequency: 3.06 GHz  
Reported Processor Frequency: 3.06 GHz  
Expected System Bus Frequency: 533 MHz  
Reported System Bus Frequency: 533 MHz  
\*\*\*\*\*

Many thanks.