

Re: Dell Dimension 4550 Keeps Rebooting "PART 2"

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2005-07/msg03836.htm

- *From:* "daddyzaring" <daddyzaring@xx>
 - *Date:* Wed, 13 Jul 2005 16:55:04 -0700
-

- 1) No, that was one of the updates I was trying to install earlier.
- 2) Yes, my ISP is Road Runner, and I use an external cable modem (Scientific Atlanta). I have only been able to connect to the internet that one time, and it was through the USB Port.
- 3) Yes, the one time I was able to get connected, was through the USB Port. I have never been able to get a connection through my ethernet port yet.
- 4) Nothing marked bad, but yes, there are some marked as unknown:
 - ? Other Devices
 - ?! Ethernet Controller

?! MutiMeadia Audio Controller

?! PCI Input Device

?! SM Bus Controller

This is basically what it looks like from the device manager.

- 5) Haven't checked that yet, but will tonight.
- 6) The Windows updates were the first, and only thing I ever downloaded.
- 7) My internet connection is always on, so I would have to unplug my cable modem from my PC, which I haven't tried yet. I have never gotten far enough to install my anti-virus software yet.
- 8) Yes, I did get conected to the internet, but it started rebooting right after getting it to work.
- 9) Dell keeps giving me all kind of run-a-round. I bought the PC off of ubid.com (and no they weren't any help either). Road Runner rest my connection, and that got my internet to work, but then it started rebooting again.

I have also tried a few other support forms before this one, but I've gotten better, and faster help from you, by far.

- 10) Yes.

I am planning on trying to start completely over tonight, and will, let you know how it goes. Thank you for all your help thus far.

Re: Dell Dimension 4550 Keeps Rebooting "PART 2"

"Michael T" wrote:

- > We need to determine if your "restart problem" is related to your cable
- > modem, your USB port or a driver.
- >
- > So please let us know which of the following are correct:
- >
- > 1) Service Pack 2 is installed?
- > 2) Your ISP is RoadRunner and you are connected via a cable modem?
- > 3) Your Internet connection is through a USB port and *not* an Ethernet
- > port?
- > 4) There are no devices marked bad – or as unknown devices – in Device
- > Manager?
- > 5) There are no 'events' marked bad (wit a red X) in Event Viewer? Go to
- > Start > Run and type
- > eventvwr.msc
- > 6) When downloading from the Internet you only have a problem with Windows
- > Update (or any other download link that will NOT allow you to save the file
- > to your hard drive before doing an install)? If you save the download file
- > to your hard drive, disconnect from the Internet, then run the install all
- > is OK? In other words, the only time you have problems 'restarting after a
- > download/install' is if I remain connected while this is executing?
- > 7) When the software you are installing (e.g. Windows Update, or updates for
- > you anti-virus program) and are prompted that Windows must restart have you
- > tried disconnecting from the Internet and disabling any firewall or
- > anti-virus program before clicking RESTART? This will help us determine if
- > the problem is related to your USB-Internet connection for your RoadRunner
- > ISP.
- > 8) You have fixed the problem you had last month wherein you could not
- > consistently connect to the Internet?
- > 9) You have contacted both Dell and RoadRunner to no avail?
- > 10) Your Dell computer has a history dating back at least two weeks of
- > ending up in a reboot loop when you perform a full install or a Repair
- > Install?
- >
- > Please let us know the answers to these and if a problem exists please
- > provide as much detail as you can – such as error messages in full detail.
- >
- > Thank you.
- >
- > ---
- > Michael
- >
- >
- >
- .

- **Follow-Ups:**

- ◆ **Re: Dell Dimension 4550 Keeps Rebooting "PART 2"**

- ◇ From: Michael T

- ◆ **Re: Dell Dimension 4550 Keeps Rebooting "PART 2"**

- ◇ From: Michael T

- **References:**

- ◆ **Dell Dimension 4550 Keeps Rebooting "PART 2"**

- ◇ From: daddyzaring

- ◆ **Re: Dell Dimension 4550 Keeps Rebooting "PART 2"**

- ◇ From: Michael T

- Prev by Date: **Re: Automatic setting of read only on folders and files**

- Next by Date: **Re: All .exe open in wordpad.**

- Previous by thread: **Re: Dell Dimension 4550 Keeps Rebooting "PART 2"**

- Next by thread: **Re: Dell Dimension 4550 Keeps Rebooting "PART 2"**

- Index(es):

- ◆ **Date**

- ◆ **Thread**