

RE: Blank screen on login

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http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2005-07/msg08078.htm

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 - *Date:* Thu, 28 Jul 2005 21:39:03 -0700
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I have the same problem. I have been trying to get it fixed for over a month. I used to be able to restart normally, now all I get is the blank screen (sometimes black, sometimes with one white line, sometimes a blurry whiteish gray). This most recent digression happened after I changed my resolution in normal mode from 1024 X 768 to the next highest level, thinking it might fix the problem.

I have a Dell Inspiron 9100 with Windows XP Home SP2. The OS seems to be consistent for people with this problem, and a lot of people have Dells, which probably have ATi cards in them. I have an ATi Mobility Radeon 9700 64mb video card. There were two instances where windows told me an error occured with the driver. I think it is Windows not communicating with the driver for some reason, especially after a long time being shut down. I have run full diagnostics on my machine and all my hardware, including video, works great.

Dell's original solution to this problem was to restart in Safe mode (they later changed it to VGA mode) and lower the screen resolution, which wasn't set any higher in safe mode to begin with. I'm sure several people have tried this 'solution' to no avail.

I can still restart in safe mode after the initial lock. Dell told me to download the new driver from their site, released in April, so I did. It didn't help. I think I remember this problem starting after a Windows update, and I am convinced this problem is Windows related, so I will try to upgrade to XP Pro.

Also, Ati has a new Mobility 9700 driver on their website, but it only works with a few brands of computers, not including Dell. Their help and support section is a joke, and after a few replies about whether or not my card was still under warranty, I decided not to waste my time.

I'm sorry I can't be more help. If anyone figures this out please post it, this is becoming a huge headache for a lot of people.

ps- I have a widescreen. And to the person with the 'download a driver' advice, it doesn't work.

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- *Follow-Ups:*
 - ◆ ***RE: Blank screen on login***
 - ◇ *From:* Peter Lee

RE: Blank screen on login

- **References:**

- ◆ **Blank screen on login**
 - ◇ From: nicki_bee
- ◆ **RE: Blank screen on login**
 - ◇ From: Peter Lee
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