

Re: please assist

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2006-04/msg01624.htm

- *From:* "Erkki Muhonen" <erkki.muhonen@xxxxxxxxxxx>
 - *Date:* Thu, 13 Apr 2006 23:59:45 +0100
-

ok, tried it..
still the same problems occurring.
i really think there just is a hardware problems.
thank god i have warranty and insurance;)

"Black Wolf Standing" <BlackWolfStanding@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:E24358CA-A3C7-4579-A4AC-527E9C77D1AD@xxxxxxxxxxxxxxxxxxxx

Hi,
First thing first.
I would get your computer back to "normal." Or you could try with current configuration.
Then I would right click on desktop, select properties, Screen Saver.
Press the "Power..." button.
Adjust Power scheme to "always on."
Save.

What this does is keeps the processor running at full power. You need to keep your computer in a well ventilated area possibly with an external fan blowing fresh air at it to move heated vented air away from it.

I would also suggest to return the "always on" option back to your original setting if you plan on leaving your computer running for an extended period of time while unattended.

You may also want to search for a utility that will monitor your CPU heat so that you can make an informed decision as to when to power down your computer due to excessive heat build up in the CPU.

Thanks.

"Erkki Muhonen" wrote:

Re: please assist

hi!

i have a Fujitsu Siemens Scaleo P computer:

AMD Athlon 64 3400+(2.21Ghz)

1gig Ram

Asus A8NE-FM motherboard

Ati Radeon X550HM PCIe

Screen: Fujitsu Siemens C13-17

anyway, im posting here the messages i've sent in correspondance with the FSC support team and i was wondering whether anyone has any other second opinions about what might be wrong.

Please note that I have Followed all the steps suggested by the support but the problems have only gotten worse! FIRST comes the newest email I sent to the support(which i havent gotten any response to yet):

hello again...

Well, now i have done everything described by you step by step everything from biosupdate to the other updates.

The problems consist and they actually just got worse.

The computer hangs during startup, getting the "no signal" screen coming up.

The loading of the networking devices and other startup programs(norton av

etc.) takes about 3-7 minutes to load.

And also when i finally get into windows and just doing regular tasks as surfing or checking email, the computer(or screen) suddenly stops

responding

and goes to the "no signal" mode.

then some alarm goes off, and i have to reboot manually, but the alarm continues.i reboot again and try the various safemodes to see if i could

get

any wiser from there, but no...

could there be something wrong in the BIOS settings?

could it be possible that the screencables/pins or the graphicscard is somehow damaged since i get that "no signal" screen very often and that also

catalyst crashes when playing?

also is there any other diagnostic tools/programs that could help resolve these problems? cause at least i can't get any further with the windows troubleshooting.

Hello,

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Apparently the last part of given instructions were in Finnish, are you perhaps referring to these instructions?

Here's a shorter version of "FS004004 – Scaleo kotitietokoneiden ajuripäivitys" in English.

1. Open internet browser and go to address:

<http://windowsupdate.microsoft.com>

2. Follow the instructions on site.

3. Select "custom", select "software, optional" and then select all optional

updates. Select "review and install updates" and "install updates".

Follow

instructions.

4. Open internet browser and go to address

<http://www3.fujitsu-siemens.com/services/homepc/scaleo.zip>

5. Save the file to Windows desktop.

6. When the file is downloaded, go to Control panel > Add or Remove Programs.

7. Remove softwares that begin with a word "ATI" or "NVIDIA".

8. If you removed any softwares in step 7, restart computer. Otherwise go to

step 10.

9. If you removed any softwares in step 7, display resolution will be low and Windows will want to install video card graphics drivers, when prompted

for drivers, select cancel.

10. Click file "scaleo" which is located in Windows desktop with secondary

mouse button and select extract all, extract contents to their own folder by

selecting next and then finally finish.

11. A new folder window opens, open file "scaleo".by doubleclicking on it and update process will start.

ATTN: As long as installation progress is being displayed on screen, do not

restart the computer. This will be done automatically once update progress

is finished.

ATTN: If you use a CRT- or tube-monitor, display resolution may be low after

restart. You can fix this by going to Control panel > (Appearance and Themes

>) > Display > Settings > select a proper display resolution > Advanced

>

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Monitor > select a proper display refresh rate > OK > OK.

Juho Lehto
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Osta lisäpalveluita Fujitsu Siemens Computers tietokoneellesi
<http://www.fujitsu-siemens.fi/topup-palvelut>

HUOM: Vastatessanne säilytättehän sähköpostin otsikon ja sisällön
muuttumattomana käyttäen sähköpostiohjelmanne
"Vastaa"/"Reply" -toimintoa,
jolloin uusi sisältö tulee aina viestin yläosaan. Kiitos!

----- Original Message -----

From: Fujitsu-Siemens Tukipalvelut
To: 'Erkki'
Sent: Monday, April 03, 2006 12:50 PM
Subject: RE: Unstable processor

Hello,

1. Please download BIOS-update from address:

<http://support.fujitsu-siemens.com/Download/ShowDescription.asp?SoftwareGUID=9159050B-4475>

Note that the link is long and it may be divided to two or more
lines,
please make sure the link is fully inserted to your browser's address
bar.

Click "I accept the license agreements" and "download driver" and
then
save the file to Windows desktop for example. Insert an empty CD-RW-disc
to
your CD-/DVD-burner drive.

Below are instructions for different versions of Nero, please use the

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instructions for version you use.

Nero 5.5

2. Open Nero Burning ROM, cancel "new compilation" window if it appears.
3. Select File > Open.
4. Browse to the folder you saved the previously downloaded file.
5. Doubleclick on the file you downloaded.
6. Select "Finalize CD" and then click "Write" button.

Nero 6 Express

2. Open Nero 6 Express. (Start–menu > All programs > Nero > Nero OEM > Nero Express)
3. Select your CD/DVD–burner drive and CD–R/RW from top right drop–down menu. Then select disc image or saved project.
4. As file type, select Image–files and then browse and select the file you downloaded earlier.
5. Select next and burn the CD.

When the CD is complete,

- Close CD/DVD–drive tray if it is open and make sure the CD is still in the drive, restart computer.
- Computer starts to MS–DOS mode, where type FLASH and press Enter. ***If "FLASH" does not work, try "START" without quotation marks.***
- Update will be done automatically.
- Follow on–screen instructions.
- When update is complete, remove the CD from drive, turn off your computer and then restart the computer.

If you still have problems, please do nex set of instructions below.

FS006101 – Multilingual Recovery (eng)

When you follow the instructions below, all your personal files will be removed. If you have important files saved on your computer, please backup those files to another media, such as writable CD or DVD media.

- 1) Unplug network cable, even if you have only a modem or other

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dial-up
connection.

2) Insert the Product Recovery CD or DVD (Windows XP Home) to the computer's CD-/DVD-drive and restart the computer.

3) When you see message "Press any key to boot from CD", press any key

so that installation starts.

4) Press >> -button or Enter four times, installation will complete setup process automatically.

5) After Windows has been installed, take off the product recovery CD/DVD and insert Drivers & Utilities CD or DVD. From this CD/DVD, install

drivers for the computer, once done restart the computer.

6a) Ensure that Windows Firewall is enabled. Go to Start > Control panel

> Network connections > Click the icon of your network connection with secondary mouse button and select properties > advanced > ensure that the checkbox is selected.

6b) Or if you have Service Pack 2 version of your operating system:

Start > Control panel > Windows Firewall > Select "On". Go to advanced tab

and select restore defaults, click yes and OK.

7) Plug back the network cable.

8) Open Internet browser and go to address

<http://windowsupdate.microsoft.com> and install updates that are marked as important. Once updates has been installed, restart the computer.

Open internet connection and internet browser, go to

http://www.norman.com/Download/Full_versions/nvc/en

Select the language you want, then download the file to your computer,

for example to your desktop.

When the download is completed, run the downloaded file and install Norman. If you are asked whether you want to keep your old firewall rules,

answer no.

If authentication key is not being accepted during install or you still

don't have it, type in DEMO and continue with install. Then restart the computer when asked to do so.

Then click N icon which is beside the clock and select Configuration editor, type your authentication key to textbox deserved for the key,

then

click save.

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-----Original Message-----

From: Erkki [mailto:rearviewmirror_83@xxxxxxxxxxx]
Sent: Wednesday, March 29, 2006 1:27 PM
To: Fujitsu-Siemens Tukipalvelut
Subject: Re: Unstable processor

more problems...

When playing games on the computer suddenly i get the message on
the
screen that there is no signal.

The computer freezes completely and this happens even if i reboot
or

reinstall the whole recovery cd plus the added resourcedisk. i downloaded
the newest catalyst program(directly from ATI) to see if it that would
help,

but that did not help either.

----- Original Message -----

From: Fujitsu-Siemens Tukipalvelut
To: 'Erkki'
Sent: Thursday, March 23, 2006 4:28 PM
Subject: RE: Unstable processor

Hello,

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Sorry, I assumed from your name that Finnish shouldn't be a problem.

In English then; The CPU can change its frequency on the fly depending on how much performance is required from the CPU at the time. When the CPU is idle, it lowers frequency and thus saves power consumption and produces less heat. In other words, it's perfectly normal for the CPU frequency to change all the time.

Go to Control panel > System > Hardware > Device Manager > expand IDE ATA and ATAPI controllers > select secondary IDE-channel > press the delete button on keyboard > click ok > repeat the procedure for primary IDE-channel (the device will not disappear from the device manager until reboot) > restart the computer.

When starting up, Windows will install new devices. If Windows so asks, please restart once again. Go to Control panel > System > Hardware > Device Manager > expand IDE ATA and ATAPI controllers > doubleclick on secondary IDE-channel > advanced settings.

Is "DMA" used instead of "PIO"?

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