

Re: black screen of death after windows load

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2006-12/msg01007.htm

- *From:* Vincent <Vincent@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 5 Dec 2006 09:23:02 -0800
-

I am using windows xp professional

Motherboard Properties:

Motherboard ID

63-0100-000001-00101111-082803-iSPGDL_G\$RL865006_BIOS DATE: 08/28/03 18:50:07

VER: 08.00.09

Motherboard Name Intel Rock Lake

D865PERL

Motherboard Physical Info:

CPU Sockets/Slots 1

Expansion Slots 5 PCI, 1 AGP

RAM Slots 4 DIMM

Form Factor ATX

Motherboard Size 240 mm x 300 mm

Motherboard Chipset i865PE

Motherboard Manufacturer:

Company Name Intel Corporation

Product Information

<http://www.intel.com/design/motherbd/index.htm>

BIOS Download

<http://www.intel.com/design/motherbd/genbios.htm>

Chipset

[North Bridge: Intel Springdale i865PE]

North Bridge Properties:

North Bridge Intel Springdale

i865PE

Memory Controller:

Type Dual Channel

(128-bit)

Active Mode Single Channel

(64-bit)

Chipset Manufacturer:

Re: black screen of death after windows load

Company Name Intel Corporation

Product Information

<http://www.intel.com/products/browse/chipsets.htm>

Driver Download

<http://support.intel.com/support/chipsets/index.htm>

BIOS Properties:

BIOS Type AMI

System BIOS Date 08/28/03

Video BIOS Date 10/17/03

BIOS Manufacturer:

Company Name American Megatrends

Inc.

Product Information

<http://www.ami.com/amibios>

BIOS Upgrades

<http://www.esupport.com/biosagent/index.cfm?refererid=40>

Problems & Suggestions:

Suggestion Are you looking for a BIOS Upgrade? Contact eSupport Today!

Suggestion System BIOS is more than 2 years old. Update it if necessary.

Suggestion Video BIOS is more than 2 years old. Update it if necessary.

My video card is Nvidia Geforce 5600XT

nass, i did wat u said and along the way, i tried out something new, i pressed f8 before windows boot and use the vga mode option. and i was able to go into windows with my drivers installed. (i cant as mentioned in my first post.. i would get served the black screen of death if i tried to enter windows normally) in vga mode the display settings was 640x480 with 6 bit color. attempts to change the resolution to higher for example 800.600 or changing the color bit to 16 bit results in well.. the black screen of death again. with the "_" this symbol flashing at the top left corner.

so is it due to the fact that my video card all of a sudden cannot support any resolution higher than 640x480 or color bit higher than 6? this would make sense as my computer has been running on 1024x760 with 32 bit color and so when i tried to load windows normally it wun let me and gives me the black screen of death.

i did try uninstalling the drivers and installing them in vga mode but i got the same problem.. black screen. any ideas?

thx for the help tho, andrew, gerry and nass. i appreciate it.

Re: black screen of death after windows load

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"Gerry Cornell" wrote:

What version of Windows XP (Home or Professional) do you have?

You have posted the summary from Everest. Can you most post the more detailed part covering motherboard, chipset and BIOS.

Also what is the make and model of your Video card?

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Hope this helps.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

~~~~~

"Vincent" <Vincent@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:5C794368-5BD5-4D27-B423-D922804D30A1@xxxxxxxxxxxxxxxxxxxx

Here,

Motherboard:

CPU Type Intel Pentium 4,
2800 MHz (14 x 200)

Motherboard Name Intel Rock Lake
D865PERL (5 PCI, 1 AGP, 4 DIMM)
Motherboard Chipset Intel Springdale
i865PE

System Memory 512 MB (PC3200 DDR
SDRAM)

BIOS Type AMI (08/28/03)

Communication Port Communications Port
(COM1)

Communication Port Printer Port (LPT1)

Optical Drive SONY CD-RW CRX230E
(52x/32x/52x CD-RW)

wat a powerful tool this is... thank you for introducing this tool. i can
use it for future problems.

There is 3 yellow question marks.

Re: black screen of death after windows load

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Multimedia Audio Controller

The drivers for this device are not installed. (Code 28)

Universal Serial Bus(USB) Controller

The drivers for this device are not installed. (Code 28)

Video Controller(VGA compatible)

This device is not configured correctly. (Code 1)

The video controller listed here is my graphics card. reason for the error code is probably due to the fact that i didnt install any drivers as i cant as mentioned in my first post. and when i rebooted into windows xp running normally the add hardware wizard tried to install the drivers for the card which i canceled. and it gives me the msg that the drivers are not installed, your new hardware may not work properly.

"Gerry Cornell" wrote:

Vincent

Can you please provide details about your CD drive and motherboard?

This freeware programme is excellent for getting information about your computer:

Everest Home Edition (freeware)

<http://www.majorgeeks.com/download4181.html>

Tip: To copy select Report, Quick Report, Plain Text, highlight required text, right click and select copy. However, whilst this is fine for posting small amounts of information into newsgroup messages longer reports will irritate other newsgroup subscribers.

Are there any yellow question marks in Device Manager?

Right click on

the My Computer icon on your Desktop and select

Properties. Hardware,

Device Manager. If yes what is the Device Error code?

Re: black screen of death after windows load

Hope this helps.

Gerry

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"Vincent" <Vincent@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote
in message

news:1983D9FA-8A41-44C9-B4F5-4BC138289D53@xxxxxxxxxxxxxxxxxxxx

Event Type: Error
Event Source: Service Control Manager
Event Category: None
Event ID: 7026
Date: 12/5/2006
Time: 4:58:55 PM
User: N/A
Computer: CHRISPC
Description:
The following boot-start or system-start
driver(s) failed to load:
ASPI32
eeCtrl
Fips
Processor
SAVRTPEL
SYMTDI

For more information, see Help and Support
Center at
<http://go.microsoft.com/fwlink/events.asp>.

here ya go.. i did click on the link in the
report but.. i have no idea
how
to perform the actions listed in there.

"Gerry Cornell" wrote:

Vincent

A copy of the complete
error report is needed.

Re: black screen of death after windows load

Please check Event Viewer for Warning / Error Reports in the System and Application logs for when the error occurs and post copies.

You can access Event Viewer by selecting Start, Administrative Tools, and Event Viewer. When researching the meaning of the error, information regarding Event ID, Source and Description are important.

HOW TO: View and Manage Event Logs in Event Viewer in Windows XP

<http://support.microsoft.com/default.aspx?scid=kb:en-us:308427&sd=tech>

Part of the Description of the error will include a link, which you should double click for further information. You can copy using copy and paste.

Often the link will, however, say there is no further information.

<http://go.microsoft.com/fwlink/events.asp>

(Please note the hyperlink above is for illustration purposes only)

A tip for posting copies of Error Reports! Run Event Viewer and double click on the error you want to copy. In the window, which appears is a button resembling two pages.

Re: black screen of death after windows load

Double click the button and
close Event Viewer.

Now
start your message (email)
and do a paste into the body
of the
message.

This
will paste the info from the
Event Viewer Error Report
complete with
links
into the message. Make sure
this is the first paste after
exiting from
Event
Viewer.

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Hope this helps.

Gerry
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FCA  
Stourport, England

Enquire, plan and execute  
~~~~~

"Vincent"
<Vincent@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote in message
news:3E7E4FF3-BA95-46DE-9B42-82A8F5613B72@xxxxxxxxxxxxxxxxxxxx

hello
everyone, i
have a
problem
that i cant
solve after 2
days of
trying.

it started
when i was
playing
Warhammer
40,000
Dawn of

Re: black screen of death after windows load

War: Dark
Crusade.
I
exited the
game
normally
and it went
back to
desktop as
per normal
until
suddenly i
got a black
screen,
tinking my
moniter
went nuts, i
switched
it
on
and off and
it gave me
the "no
video input"
thingy.

windows is
still running
in the
background
as per
normal,
everything
is
fine
just that i
cant see my
desktop
with the
black screen
there. i am
tinking
its
my video
card or
drivers
giving
problems.
so i did a
hard reboot
into

Re: black screen of death after windows load

safe
mode.

when i got
into safe
mode i was
right,
windows
gave me an
error
report
saying
video card
drivers was
causing the
problem. so
i uninstalled
the
current
drivers,
went online
and grabbed
the latest
updated one
and
installed
it. rebooted
and
everything
was fine.
until
windows
finished
booting.
the
black screen
came up.
the
windows xp
logo was
there.. the
loading
thing
was
doing its
thing and
once it
finishes
loading, wat
should
come next

Re: black screen of death after windows load

is
the
login screen
but wat
comes
instead is
the black
screen of
death.

i tried
installing
the older
drivers in
safe mode,
same
problem
persist,
tried
disabling
antivirus at
startup.
same
problem
persist. only
way
i
can
start
windows
normally is
uninstall the
drivers in
safe mode
and
everything
went fine.. i
can go in, i
can start
itunes, i can
surf the net.
juz
no
games
as i have no
graphic card
drivers
installed. so
i tried
installing
drivers

Re: black screen of death after windows load

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in
normal
mode.

the
installation
went on as
normal,
until the
screen
begins to
flicker.

but
its normal
as the
drivers are
configuring
themselves
right? then
it
flicker
and flicker
to a dos
screen.

where one
bar is
flashing on
the top
left
corner and
some dos
white
symbols are
all over the
place.. after

a
while..
the black
screen is
back. i did a
hard reboot
again into
normal
mode.
same
black screen
problem
again.

i am
dumbfounded..

Re: black screen of death after windows load

obviously
the graphics
card drivers
is the
culprit
but
i
cant do
anything to
it. i even
uninstalled
dark
crusade
tinking its
causing
problems
but to no
avail. i got
to events
viewer and i
got this
error

The
following
boot-start
or
system-start
driver(s)
failed to
load:
ASPI32
eeCtrl
Fips
Processor
SAVRTPEL
SYMEDI

anyone can
help? my
com specs
are as
follows:

Windows
XP
Professional
Intel(R)
Pentium(R)
4 CPU
2.80GHz (2

Re: black screen of death after windows load

CPUs),
~2.8GHz
512mb ram
GeforceFX
5600XT
Directx 9.0c
SB Audigy
2 ZS
80gb hdd