

Re: black screen of death after windows load

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2006-12/msg01013.htm

- *From:* nass <nass@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 5 Dec 2006 10:08:02 -0800
-

"Vincent" wrote:

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:

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Type Dual Channel
(128-bit)
Active Mode Single Channel
(64-bit)

Chipset Manufacturer:
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

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the same problem.. black screen. any ideas?

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

"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

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(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.

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.

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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?

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Hope this helps.

Gerry
~~~~  
FCA  
Stourport, England

Enquire, plan and execute  
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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

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SYMPTDI

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.

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

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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>

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

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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.
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
~~~~  
FCA  
Stourport,  
England

Enquire,  
plan and  
execute  
~~~~~

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

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
War:
Dark

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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

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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
safe

You can't get higher resolutions for your screen in Safe Mode than this, what you got there is Normal, simply in Safe Mode you started your System with the Basic Decvices for Windows and the default VGA for windows. As advice you better follow Gerry,otherwise your Post will get busy and you will get confused, so for your sake keep up with Gerry He may have a troubleshooting plan for you and we will keep an eye for your post to learn or to help in the right time. But my advice Get rid of Norton first then after you done reinstall it again. Here some for you to look at in your registry and report back with it. Opena Run Command and type:
regedit.exe click [OK] and locate these Key and see what entries they have and post them here:
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\ASPI32]

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"ErrorControl"=dword:00000001

"Start"=dword:00000001

"Type"=dword:00000001

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\ASPI32\Parameters]

"ExcludeMiniports"=""

Good luck,

Regards,

nass

www.nasstec.co.uk

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