

Re: New XP box will only boot in safe mode?

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Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2006-12/msg02030.htm

- *From:* "Gerry Cornell" <gcjc@xxxxxxxxxxxxxxxx>
 - *Date:* Tue, 12 Dec 2006 22:06:58 -0000
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Dean

Check the Error Reports in the System / Application logs in Event Viewer. Please post copies.

You can access Event Viewer by selecting Start, Administrative Tools, 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&Product=winxp>

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. 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.

Hope this helps.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

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"dean.carrefour" <deancarrefour@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:B1617EB9-E308-456B-A283-8812CEE1732D@xxxxxxxxxxxxxxxxxxxx

Ok, this is a brand new box from Dell, an Optiplex 745 with the Core 2 Duo chip. Actually I have two identical boxes I'm setting up

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simultaneously and they are both having this problem. I plugged it in, started applying all of the updates and patches for XP Pro and Office XP 2003 Pro. Once that was done I had to install a couple of applications that some of the machines here in the office run. All of that was fine and dandy like normal. Then I installed a program called eCopy from Cannon. It allows us to interact with a Cannon Document Management station (big copier, scanner, fax, etc.). We install that application, then two (network) print drivers (one printer, one fax). This is on several machines here, has been for several years.

I just fdisked another machine last week and installed all of this same software on it without problems, same OS, etc.

After installing the last driver, you must reboot, so I restarted the machine. I get the XP bootup screen (black background, pulsing blue status indicator), as soon as that screen goes away, the screen goes black/blank and that's all she wrote.

I have rebooted in safe mode and done system restore points back to before I installed eCopy and its printer drivers, with no change, reboot and it hangs after the XP boot screen. I have also tried this in 'safe with networking' with the same results.

I have ran msconfig and done a clean boot and it still hangs, as does 'last known good configuration'. The only way the machine(s) will boot is in safe mode.

How can I determine what it is that is hosing these machines so that I can fix the problem?

I've tried making a boot log, but it hangs during boot and then I have to reboot in safe mode to get it to come up.

As the machine sits right now, the eCopy program doesn't show up in

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'all
programs' or the 'add/remove programs', neither do the drivers, so I
can't
see anything to remove/delete/uninstall to resolve the problem.

Any help is appreciated.

Dean...