

## 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/msg02309.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2006-12/msg02309.htm)

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- *From:* dean.carrefour <[deancarrefour@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:deancarrefour@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Fri, 15 Dec 2006 07:19:00 -0800
- 

I was hoping not to have to do that, but I may have no other choice. I'm going to call Dell today, to see if they can offer any suggestions, before I take that step.

"Gerry Cornell" wrote:

Dean

What happens if you start again and put everything on except eCopy? What versions of eCopy are on the older machines that work? Do you have any support arrangements covering eCopy? I could not see a Knowledge Base on the eCopy site.

Adobe is mentioned on the Copy site. There have been unresolved problems reported with Adobe Acrobat Reader 7 and I read that there are bugs with v8 just released.

Are the three computers networked? I imagine yes. You are isolating one computer from the network to test it?

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Hope this helps.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

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"dean.carrefour" <[deancarrefour@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:deancarrefour@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message [news:2A0BF5C8-B94A-449F-B722-A10127647D6F@xxxxxxxxxxxxxxxxxxxxx](mailto:news:2A0BF5C8-B94A-449F-B722-A10127647D6F@xxxxxxxxxxxxxxxxxxxxx)

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I don't have any other peripheral connected besides keyboard, mouse and monitor. Also, this is happening on two identical, new machines with the same problem.

Dean

"Gerry Cornell" wrote:

Dean

Try disconnecting all peripherals, except keyboard, mouse, and monitor and boot in normal mode. If that works try reconnecting hardware one item at a time. If it doesn't work try swapping in different keyboard, mouse and monitor, until you get one combination does boot in normal mode.

This link may give some further ideas:

[http://www.elephantboycomputers.com/page2.html#Hardware\\_Tshoot](http://www.elephantboycomputers.com/page2.html#Hardware_Tshoot)

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Hope this helps.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

~~~~~

"dean.carrefour"

<deancarrefour@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

<news:7109E141-27D4-4FF1-A167-2544476A89C4@xxxxxxxxxxxxxxxxxxxx>

It doesn't boot far enough to write to the event logs. I looked in those yesterday. That's part of why I'm stumped, I can't gather enough diagnostic

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info to trace the problem down. When I try to boot it normally, it doesn't even make it far enough to start the event log.

If I boot it in safe mode, it writes the normal 'information' events to the log and one DCOM error about a service that can't be started in safe mode, but thats it.

"Gerry Cornell" wrote:

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=w>

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

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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  
~~~~~

"dean.carrefour"  
<deancarrefour@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
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

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have two identical boxes I'm setting up 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,

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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

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indicator),  
as soon as  
that screen  
goes away,  
the screen  
goes  
black/blank  
and  
thats 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

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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  
'all  
programs'  
or the  
'add/remove  
programs',  
neither do  
the drivers,  
so  
I  
can't

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see  
anything to  
remove/delete/uninstall  
to resolve  
the  
problem.

Any help is  
appreciated.

Dean...