

Re: Boots up in safe mode–graphics card message.

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*Source:*

[http://www.tech–archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2007–02/msg01271.htm](http://www.tech–archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007–02/msg01271.htm)

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- *From:* "Brian A." <[gonefish'n@afarawaylake](mailto:gonefish'n@afarawaylake)>
  - *Date:* Fri, 9 Feb 2007 00:06:58 –0600
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"martinc" <[martinc.2lp8ex@xxxxxxxxxxxxxx](mailto:martinc.2lp8ex@xxxxxxxxxxxxxx)> wrote in message  
[news:martinc.2lp8ex@xxxxxxxxxxxxxx](mailto:news:martinc.2lp8ex@xxxxxxxxxxxxxx)

Brian:

I have checked the Device Manager/Resources by type and found under the "Memory" resource there are two entries for my problem device: VIA S3GUnichrome IGP.

That's the integrated video on the motherboard and makes no sense that its resources would conflict with its resources.

Please look at the graphics here and let me know EXACTLY what shows for each resource type that has a conflict and what it is conflicting with.

<http://basconotw.mvps.org/inq4.htm>

However when I try to do the fix (share a resource setting with another device) as explained in the hardware troubleshooter, my tabs do not have the "Use automatic settings" check box or other listings eg in the device resources tab as described in the fix. I then tried to get more details by using the "cmd.exe" etc but it says the information is not available. Hmm.

The only way to change resources is to disable PnP in the BIOS and that doesn't always allow resources to be changed.

I have tried many times to uninstall the S3G device but it always comes back in the re–boot.

One of the microsoft support messages says this this particular device sometimes shows only one device in conflict even though there may be more.

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Also my device manager does not show any Conflicting Device list as mentioned in the fix.

So it looks like theS3G device is in conflict but I cannot get much of the information needed to fix it. I thought for a while that my graphics card was not working properly but given the information I now have it looks more like a device conflict.

You still have not made any mention of completing the steps of removal in Safe Mode which I suggested you do. Please Boot to Safe Mode and Remove any/all devices listed in Display Adapters, close out of Device Manager and reboot. Post back with the results.

Also....I have tried updating the drivers for this device several times and in each case I get a message saying the drivers I have are the best for the device.

Please provide the exact detailed steps you took to update the device drivers.

I mentioned earlier that I am not in safe mode...it just looks that way. I can still access the internet and e mail. The background color is teal green, not blue.....and the page backgrounds, and graphics are very grainy and poor.

No you did not, you stated:  
<quote>

I had to do a system restore because when I boot up it stays in safe mode. I have access to e mail and the net but I have the teal green background and cannot get out of safe mode

</quote>

Hope this clarifies where I am at right now and what has been checked.

I appreciate your help and hope this info can lead to other suggestions for a fix.

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Brian A. Sesko { MS MVP\_Shell/User }  
Conflicts start where information lacks.  
<http://basconotw.mvps.org/>

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Suggested posting do's/don'ts: <http://www.dts-l.org/goodpost.htm>

How to ask a question: <http://support.microsoft.com/kb/555375>

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