

# Re: Boot Problem

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- *From:* .....Bill <Bill@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Wed, 9 May 2007 21:31:00 -0700
- 

Hi Anna and All,

I finally got this one figured out. It turned out to be the Plextor DVD burner. I had originally set it up with the CD burner as master and the DVD as slave. I used the DVD to install Windows so I "knew" it was working OK and didn't consider that it might be the problem. Apparently that DVD burner cannot function in the slave position, so it was causing all the above effects. Works with the BIOS but not with Windows except for the occasional boot. Pretty strange problem if you ask me. The manual on the DVD burner wasn't really very clear about it either, when it should have had a big bold-type warning about not using it as a slave.

Thanks for all advice.

.....Bill

".....Bill" wrote:

Hi Anna,

Thanks for taking the time. I'll be trying to look for hardware issues for a while as time allows. Everything is new, and I've reseated the video card a few times. There's an answer somewhere I suppose.

One thing I would like to see in Windows in the future is better diagnostics support. It would be nice if you could set the order for drivers and start-up programs to load, and be able to stop any of them from loading. That would make a problem like this much easier to solve. Event Viewer and other Windows tools just don't help much. Heck, I'd be happy if I could just see a red X next to something, but it either won't boot or works perfectly.

.....Bill

"Anna" wrote:

Re: Boot Problem

".....Bill"

<Bill@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

news:5DCA6661-F6CD-4E2B-8358-167F744B35C3@xxxxxxxxxxxxxxxxxxxx

Hi,

I have a rather unusual problem which I hope you might be able to offer a suggestion on. I built a computer and have a problem I have not found mentioned anywhere.

On reboot, BIOS screens all run normally, then there is a 50/50 chance of either a greyed out XP boot screen (meaning the cover screen for the driver loading, with "crawling ants"), or the progress bar on the normal screen freezing and eventually resuming after several minutes only to freeze again, then start again. Sometimes driver loading completes after 30-60 minutes, other times not after hours. One time in 25 or so, it will boot normally - quick and clean. Same thing happens with Safe Mode. Once booted up the computer behaves normally, with no problems. Runs great, really.

The computer has done this since new (over a year), and nothing I've tried has affected it. The variety of symptoms should make it easy to track down - it seems only a

Re: Boot Problem

limited number of things  
could cause this,  
but I  
get nowhere. Don't even  
remember whatall I've tried  
by now. No error  
messages, nothing in Event  
Viewer.

Does this sound like  
something you've  
encountered before?  
Computer  
has good spyware, virus,  
firewall protection. As you  
can see, there is  
no  
exotic equipment hooked  
up. Overclocker parts used  
for additional  
stability.  
Thanks for any answer.

Windows XP Home  
(currently SP1--no better  
with SP2)  
Abit IC7-G (no  
overclocking)  
Intel Pentium 3.0 (Prescott)  
Kingston HyperX 1gb  
(stock timing)  
2 Hitachi Deskstar 250gb  
ATI 9800xt  
Plextor DVD and CD--only  
burners  
OCZ 500w power supply  
Logitech mouse and  
keyboard  
Excellent cooling

"thecreator" <thecreator@xxxxxxxxxxxx> wrote in message  
[news:0\\_idnVpWhI9gDpfbnZ2dnUVZ\\_tOmnZ2d@xxxxxxxxxxxxxxx](mailto:news:0_idnVpWhI9gDpfbnZ2dnUVZ_tOmnZ2d@xxxxxxxxxxxxxxx)

Hi Bill,  
Install Service Pack 2 and instead of going  
into Hiberation, trying  
shutting down the computer, instead. Also

Re: Boot Problem

run a Scheduled Chkdsk on the Hard Drive's operating system partition and defrag the Hard Drive.

Also run a Windows Registry Cleaner, like TuneUp Utilities 2007.

--  
thecreator

Bill:  
Just to clarify your problem...

At the very outset of your describing your problem you state that "On reboot..." (and then follows your description of the problem).

Are you thus indicating that on a cold boot there is \*no\* problem. The system boots and functions properly? It's only when you reboot (restart the machine) that you run into the problem you describe?

If you want, respond to the above and we can go on from here.  
Anna

".....Bill" <Bill@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message [news:6B031066-F58A-4516-9B18-CFD7312BD8C8@xxxxxxxxxxxxxxxxxxxx](mailto:news:6B031066-F58A-4516-9B18-CFD7312BD8C8@xxxxxxxxxxxxxxxxxxxx)

Hi Anna,

Sorry to take so long getting back to you.

Cold boot or reboot is the same – no noticeable change in frequency of the problem. I'm thinking at this point that it is two separate problems. Something in the BIOS causing the greyed-out loading screen, and possibly a driver problem causing the hangup. The fact that it occasionally starts normally is what makes it so mysterious.

## Re: Boot Problem

The same problem remained after installing SP2, so I removed it to track it down. Checkdisk /r did not affect it. Have Repair installed twice, and fresh installed twice. Haven't defragged yet because of time constraints, but it was a fresh install to a blank hard drive and it did it from the start.

It also stops going into Safe Mode at agp440.sys. I have tried several solutions that were suggested for that to no avail. Have tried several different versions of ATI drivers, refreshed ESCD, etc.

As it can take an hour or more to get it booted up, experimenting with new options can take a lot of time. It's a whole-day project just to try something new. Computer runs really nice once I get it booted up, so the problem seems to be with XP and if it can get past it when booting there are no issues, so I don't see how it can be a hardware problem. I'll try stripping off all extra hardware again when I get the time.

I don't see any mention of the grey-out loading screen anywhere else.  
Is that something anyone has run across?  
.....Bill

Bill:

It certainly sounds like a hardware problem at this point. If I had to make a wild guess (and it would be "wild" at this juncture) I would say there's a good chance it's your graphic card – either improperly seated, connected, or simply defective. Do you have another graphics card at your disposal to substitute?

If not the graphics card, some other misconnected or defective component. And judging from your description of the problem (unfortunately for diagnostic purposes) it could be virtually any of your major components – power supply, motherboard, RAM, etc. It's really hard (if not impossible) to tell at this point. (I assume you've monitored the system temperatures and

## Re: Boot Problem

have discovered no problem in that area). And, of course, you've checked your BIOS settings to determine that all settings are correct for your installation.

One of the more simple diagnostic procedures you can try at this time is to check out your boot HDD to determine whether that component is the culprit, so I would suggest downloading the diagnostic utility from Hitachi's website.

Assuming at this point there's no indication the problem results from a defective disk or graphics card and it doesn't appear it's a software problem, then the basic diagnostic procedure would be to disconnect all peripherals and just power on with only the CPU, RAM, graphics card, monitor, keyboard/mouse connected and see if you get a screen display and no other anomalies.  
Anna