

# Re: Problems booting up Windows XP

---

*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2007-06/msg00864.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-06/msg00864.htm)

---

- *From:* John John <[audetweld@xxxxxxxxxxx](mailto:audetweld@xxxxxxxxxxx)>
  - *Date:* Mon, 11 Jun 2007 20:19:14 -0300
- 

Dells usually ship with diagnostic utilities on a CD. If none came with your computer check on the Dell site, there should be something there that you can download for your computer. What is the model number of your machine?

John

Wallace wrote:

Unfortunately, I tried removing the battery for 30 mins and changing the refresh rate and it didn't make any difference!

How do I run the Dell Diagnostic test on the machine- there's no obvious utility I can run.

"John John" <[audetweld@xxxxxxxxxxx](mailto:audetweld@xxxxxxxxxxx)> wrote in message  
[news:uFDuBW2qHHA.1200@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:uFDuBW2qHHA.1200@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Did you run a Dell Diagnostic test on the machine? Maybe there is something wrong with the video subsystem on the motherboard. Reset the BIOS to its default values, if you don't see an option to do that in the BIOS just pull the power cord on the machine and remove the motherboard battery, it may take a bit of time for the cmos to drain and revert to default values, keep the battery out for about 1/2 hour then reinstall it and see if things have changed. The type of problem you describe can happen if the monitor is set to an out of range resolution or if the refresh rate is set to one that the monitor doesn't support. You could look into that, but being that you tried a different video card and that you reinstalled the video drivers it is probably only a remote possibility, but you can check it out anyway.

John

Wallace wrote:

Could anyone suggest what's wrong with my 1 year, 1 day old desktop, other than out-of-warranty-syndrome?

## Re: Problems booting up Windows XP

It refuses to boot up – in fact it gets as far as the black screen just before it goes blue with the words "welcome" in the boot-up sequence and just dies– the monitor even powers down! If I disable the video card then I can boot up O.K.

I've tried everything I can think of, like reinstalling the video driver plus updated versions of the driver. I've also bought a new video card, uninstalled the driver and reinstalling them (clean install)without success plus restored the system to earlier system points. I even have XP reinstall discs from Dell, but these don't reinstall XP for some strange reason.

User forums suggested the BIOS settings, though I can't see anything wrong here– the BIOS is set up to use the PCI-X card I have.

I've also done at disk check which hasn't thrown up anything!

I am near to trying out Plan B, which primarily involves throwing the computer out the window!