

Re: WinXP Pro SP2 Booting Issue – Toshiba Core2 Duo Laptop

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-11/msg01591.htm

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 - *Date:* Wed, 21 Nov 2007 20:24:00 -0800
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Gerry,

After a long absence due to a manic schedule, I'm getting back to troubleshooting the Toshiba booting issues. Here's a summary of major events since last post:

1. Kept system up (no shut down) for 7 consecutive days. System returned from power save mode and ran successfully except once.
2. System crashed on 11/15 while running. No message issued. I call Toshiba support, and they instructed to: a) remove AC power, b) remove battery, c) re-insert battery, d) re-connect AC power, e) reboot. The system came up normally and ran successfully for at least 3 days, then hanged in "Windows starting up" message. Before that event, I manually created a Restore Point.
3. After failure to boot normally, I booted into Safe Mode. From there I booted from the System Restore Point I created, and the system started and ran successfully for several days. However, the booting issues are sporadic and always with the same symptom: Hanging at the "Windows starting up" message.
4. I called Toshiba support, and they will assist in resolving the problem if I re-install the OS with the WinXP Pro SP2 recovery disk. No doubt, this will work but at significant cost in time lost from rebuilding the system to current state. Hence, I consider this a very last resort.
5. Since I have several days of holiday, I shall view even logs and post results to this forum. Another WinXP forum suggested that I use msconfig to turn off all startup services, then add them 1 at a time until the booting issue recurs.

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The most perplexing issue is that the system runs flawlessly after a normal boot. That is, all personal data is in tact and all applications function properly. Well, not exactly: MSICUU gets run-time error (8007000e) and System Error &H80004005. Unspecified error, when use to uninstall fragments of applications.

Thanks for your support.

"Gerry" wrote:

Please post copies of all Error and Warning Reports appearing in the System and Application logs in Event Viewer for the last boot. No Information Reports or Duplicates please. Indicate which also appear in a previous boot.

You can access Event Viewer by selecting Start, Control Panel, Administrative Tools, and 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/kb/308427/en-us>

Part of the Description of the error will include a link, which you should double click for further information. You can copy using copy and paste. Often the link will, however, say there is no further information.

<http://go.microsoft.com/fwlink/events.asp>

(Please note the hyperlink above is for illustration purposes only)

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. Click the button and close Event Viewer. Now start your message (email) and do a paste into the body of the message. Make sure this is the first paste after exiting from Event Viewer.

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Hope this helps.

Gerry

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FCA

Stourport, England

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Enquire, plan and execute

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lemaech43 wrote:

My Toshiba Satellite (T7200 Core2 Duo, 100 GB SATA HD, WinXP Pro SP2) laptop was purchased with 1 GB DDR2 (667 MHz) SODIMM and upgraded almost immediately to 2 GB RAM, similar speed, etc. Office 2003 Pro, Visio 2003 Pro, MS Project 2002 Pro, IE7, Adobe Reader 8.11, and Webroot SpySweeper were installed. Since this laptop is used primarily for accessing my company's internet, employer furnished Norton Client Antivirus and Firewall (latest updates) and Mozilla 1.7.13 browser were also installed.

The system worked reasonably well, until I installed a retail version of WinXP Pro SP2. Major issues/resolutions were:

1. WinXP SP2 patches wouldn't install with Windows Update.
2. The System wouldn't boot (hung in Windows Start Up Screen)
3. Problem #3 was resolved for awhile after installing "Hotfix" in KB909095.
4. Problem #2 occurred several times since installation of "Hotfix".
5. Resolution, which has been temporary, has been to boot into Safe Mode and restore from a previous System Restore point.
6. I created a System Restore Point on 11/01/07 after several days of "successful" booting.
7. The system no longer boots successfully. I must boot into Safe Mode and manually restore from the Restore Point created on 11/01/07.

I am stumped and have run out of ideas, short of resorting to installing from the WinXP SP2 Pro Recovery Disk. This is a drastic option, since the user information states that the C partition is destroyed, thereby requiring re-installing all of my applications and completely reconfiguring the Laptop. Any options that avoid what is essentially a clean install would be greatly appreciated.

Thanks for your assistance.