

Re: New XP system hangs after OSloader screen

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.setup_deployment/2007-01/msg00137.htm

- *From:* cpoblocki@xxxxxxxxxx
 - *Date:* 11 Jan 2007 09:27:30 -0800
-

I am about to load over 20 of these machines, and have already run into a similar problem on the first one. Out of the box, all i did was put it on a domain, then remove it from the domain back into any workgroup. Restart, and it hangs. These have the SATA PHILIPS DVD ROM drives and it still hangs, i get the feeling something is up with the SATA controller, as the only workaround right now is to boot in safe mode or disable the DVD-ROM in the BIOS. I will post what I find as i keep working on these machines.

dean.carrefour wrote:

I wanted to post an update on this situation. I spent about 3.5 hours on the phone with Dell today on this. Apparently there is a bios update (2.0.8) which resolves this problem...for most people, in fact it did resolve the issue on the other machine that had the identical problem and worked for about 3 reboots on first machine. I did determine that if I disable the SATA optical drive (Toshiba CD-RW/DVD-ROM) in the bios, I could get the machine to boot normally, which is the only way I could apply this bios update (can't install it in safe mode).

So, for anyone else with this problem, try the bios update available on the dell website and specific to the OptiPlex's. They are shipping me a new hard drive and optical drive (different model) and I am sending mine in so they can study the issue further.

Dean...

"dean.carrefour" wrote:

Ok, this is a brand new box from Dell, an Optiplex 745 with the Core 2 Duo chip. Actually I 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

Re: New XP system hangs after OSloader screen

installed a program called eCopy from Cannon. It allows us to interact with a Cannon Document Management station (big copier, scanner, fax, etc.). We install that application, then two (network) print drivers (one printer, one fax). These same applications are on every machine here, have 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 (OSLoader, black background, pulsing blue status indicator), as soon as that screen goes away, the screen stays black/blank and thats all she wrote. HD activity starts and it just sits there. I have left it for an hour and it never progresses any further. I never get login screen.

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. So, now, the software that I had just installed before this happened is no longer installed, but the problem still exists.

I have ran msconfig and done a clean boot and it still hangs, as does 'last known good configuration'. The only 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, so any errors would be overwritten by booting in safe mode, which it does fine. When I try to boot normally, it doesn't get far enough to start writing things to the event logs, so there is nothing there to help diagnose the problem.

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

Any help is appreciated.

Dean...