

RE: Constant Crash

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- *From:* Eric Baines <EricBaines@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
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Not much help, but I think I'd try and backup whatever I can from the hard disk – check I have the system rebuild disk and licence keys – then reformat the hard disk and do a rebuild.

Depends if you are comfortable doing that?

If it is under warranty, maybe best send it back.

"David" wrote:

Long, but I tried to include everything:

Dell XPS-720, 2GB, XPMC, SP2? (I'll explain) – worked great for last 6 months...

A few weeks ago my computer stopped responding to attempts to wake from hibernation or stand-by. While annoying, I assumed that it was related to my wireless mouse/keyboard losing connectivity or something goofy like that. I just made sure that I never left anything important open when I walked away from the computer.

Last week I decided to turn hibernate and stand-by off since I had a few shows late at night that were recording and I didn't want to take a chance at missing them. The only power option I selected was the monitor. Oops. After a few days I couldn't even wake the computer from "monitor shut-down". My shows did continue to record though.

Now last night...

As usual, I came home from work, wiggled the mouse (nada) and pressed and held the power button to reboot. Reboot came up blue screen with general message (no error code). Reboot – everything seems to load as normal except the keyboard and mouse commands are non-responsive (I can move the pointer, just can't do anything with it). When I hard boot from this dead desktop I go back to blue.

I booted to safe mode (successfully) and logged in as ADMIN. Ran MSCONFIG and deselected all start-up programs that I knew were not critical (that's about the extent of my repair skills). Shut-down and rebooted to "dead desktop". Hard boot to blue. Hard boot to safe mode, this time selecting my normal login (which should have admin rights?) and got a dead desktop. In Safe Mode!@*!

Rebooted to safe mode and went with ADMIN again. Ran hard disk utility

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(everything ok), and the Dell sys check (RAM, Video, etc) and no errors detected.

Rebooted to dead then to blue, etc.

Tried system restore instead of safe mode. Last "change" was a day earlier (Adobe update) so I went to one before it. Same dead/blue sequence. Gave up.

This morning I pulled the RAM modules out and reseated them because...I could?

Booted up to dead/blue. Tried to restore to point before SP3. Auto reboot went to blue screen. I can see it from here, mocking me. First line of this post says "SP2?" because I don't know if I restored.

Ok, I can only go into safe mode with ADMIN login, so once there, any idea what to look for or should I get out the shipping tape.