

## Re: Install Problem at GUI Startup

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-10/msg05696.html>

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- *From:* denko <[denko@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:denko@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Sun, 29 Oct 2006 06:16:01 -0800
- 

Hi Anna:

Thanks for your reply.

The motherboard has two IDE controllers (one using the VIA chipset and one using the Promise chip) – a total of eight IDE devices can be connected. In the BIOS I have the "Onboard Promise Device" disabled. I am definitely using the the VIA controller. BIOS allows me to select the boot HDD as either 0, 1, 2, or 3. I have been booting from HDD-0 but I tried the other three and got boot disk failure messages for each since none of the other three are present. Booting from HDD-0 gives me the "NTLDR is missing" message so I am sure the BIOS is attempting to boot from the installed HDD.

I have been looking at mostly hardware issues. A question that comes to mind is when install switches from text to GUI setup, should the system reboot or should the display just change from text to GUI? Is it possible that something is causing the reboot before all the necessary files are loaded to the HDD?

Dennis

"Anna Clark" wrote:

Hi Dennis:

If you are not using the Promise in RAID mode, the raid drivers will go unused.

Looking at the MSI web site, it shows three versions of a board called 6321, none of which are Pro-AIR. But all three have standard, non promise, non raid controllers in addition to the promise raid controller.

Is there any chance you are set in the bios to boot from the wrong controller? And have you tried the non raid controller, instead?

In both cases you would want to be sure that the bios was set to boot from

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the controller to which the hdd was actually attached.

Regards:

Anna

"denko" <denko@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
news:1CB99927-0DC0-4F84-B70A-0B3E72DA41F2@xxxxxxxxxxxxxxxxxxxx

Well this has certainly been a monumental effort today. FYI my  
motherboard

is a MSI 694 Pro-AIR (#MS-6321). This board includes dual PIII  
processors,

is populated with 1 GB of RAM, and has an onboard Promise RAID  
controller  
(RAID 0 or RAID 1).

Since my last post I have done the following.....

1) I went to the MSI site and downloaded the latest BIOS (dated 11/22/01)  
and latest Promise Driver (dated 9/29/00). I checked and the motherboard  
already has the latest BIOS installed. The Promise RAID controller is and  
has been disabled in BIOS setup.

2) I did a new clean install and selected F6 at the prompt for RAID  
drivers. When it was time to install these drivers, I used the ones from  
the

MSI web site. Setup gave me the the option of installing either a WinNT  
version or a WIN 2000 version. Windows also said that the drivers I was  
installing were older than ones that can with Windows but I chose to

install

the manufacturer's anyway. I went thru this install twice selecting one  
option each time. In each case I had the same result as before.

3) I installed a new (sealed in the box) 60 GB HDD and had the same  
result.

4) I tried to install WIN XP on this machine (it has a similiar text  
based

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install procedure) and got the same problem as when trying to install SBS 2003.

Also it would be helpful to know that prior to all this, that this machine ran WIN NT 4.0 Server fine and that we were trying to upgrade this

server.

You mentioned possible RAM problems but this machine goes thru several cycles

of RAM test on boot up with no problem.

Anna, you asked about formatting of the HDD. In all cases it has been NTFS

and has been a complete format (not quick). You suggested that I load files

from another server, but I do not have access to any others.

As always, any and all help is appreciated.

Dennis

"Charlie Russel – MVP" wrote:

Does your IDE controller also function as an IDE RAID controller? If so, that could easily be the source of the issue. If that is the case, I'd download the drivers from your motherboard manufacturer, or from the IDE controller mfg's site, and copy them to a floppy. Press F6 when the

prompt

appears during initial boot, and load the drivers.

Some specifics on the hardware involved might also help. What

brand/model of

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computer/motherboard are we dealing with here? How much RAM?

The next step, if the above fails, is to run a thorough RAM test.

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Charlie.

<http://msmvps.com/xperts64>

"denko" <denko@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

[news:48E67CB1-3CD3-4917-BBC3-88D3B2A2582A@xxxxxxxxxxxxxxxxxxxx](mailto:news:48E67CB1-3CD3-4917-BBC3-88D3B2A2582A@xxxxxxxxxxxxxxxxxxxx)

I have removed the Adaptec board, depowered the SCSI drives and have disconnected an IDE tape drive. Right now besides the motherboard I

have

one HDD. the CDROM/DVD drive and a floppy. There is also one PCI Ethernet card and a modem connected to the serial port. I checked the BIOS and the

PnP

Operating system option was previously disabled and I left it that

way.

I have redone the install from square one including repartitioning the

HDD.

The result is the same.

Any other ideas?

Dennis

"Charlie Russel - MVP" wrote:

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Try removing the Adaptec from machine until setup completes. My guess

is

that it is switching the Adaptec to be in front of the IDE for some reason at this point. There's a whole discussion about boot up and HD controllers on the older pages of my blog, but basically there are two different loading mechanisms happening here. There is text mode setup, which sees HDs

based

on some very primitive drivers, and then Plug and Play that kicks in at

the

GUI mode, and loads things there.

One thing you can try – turn OFF "Plug and Play OS" in your BIOS if

it's

on.

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Charlie.

<http://msmvps.com/xperts64>

"denko"

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<denko@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

news:0591934B-A8DB-4A89-AA8F-265FBE1DE4FC@xxxxxxxxxxxxxxxxxxxx

I have an  
Adaptec  
SCSI 2940  
UW  
controller  
and plan to  
use  
software

RAID

for  
data on that  
array once I  
have have  
SBS  
installed.  
The system  
is

being

installed on  
a 60 GB  
IDE HDD  
(20GB  
partitioned  
for system  
and the

balance

currentlyunpartitioned.

"cjobs"  
wrote:

Do  
you  
have  
a  
hardware  
RAID  
controller?  
Did

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you  
download  
the

newest

drivers  
and  
select  
F6  
during  
the  
initial  
setup  
or  
do  
you  
use  
the  
Windows  
drivers?

Claus

"denko"  
<denko@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote  
in  
message  
[news:85E495BC-ADEC-4277-891E-797880E02B1D@xxx](mailto:news:85E495BC-ADEC-4277-891E-797880E02B1D@xxx)

I  
am  
trying  
to  
do  
a  
clean  
install  
of  
Win  
SBS  
2003.  
My  
server  
is

set

to  
boot

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first  
from  
the  
CDROM  
then  
HDD-0.  
The  
text  
install  
works  
fine

(its

formats  
the  
HDD  
and  
loads  
the  
necessary  
files  
to  
the  
HDD).  
The  
problem

is

that  
when  
the  
install  
goes  
to  
switch  
to  
the  
GUI  
screen,  
the  
server  
tries

to

reboot  
from  
the  
HDD

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and  
I  
get  
the  
message  
"NTLDR  
is  
missing"  
with

instruction to

reboot.  
I  
cannot  
get  
past  
this  
point.

Any  
help  
would  
be  
sincerely  
appreciated.

Dennis