

Re: Windows XP Crash on Boot after KB936357 Update

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2007-07/msg01080.html>

- *From:* "TaurArian [MS-MVP]" <taurarianREMOVECAPS@xxxxxxxxxx>
 - *Date:* Mon, 16 Jul 2007 22:59:48 +1000
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That particular update was for "Intel processors". Another posted that she had problems the "BSOD".

She managed to get back into working order with either system restore or last known configuration and has reported the same to MS.

How to obtain assistance from MS Support

Customers in the U.S. and Canada can receive technical support from Microsoft Product Support Services at 1-866-PCSAFETY. There is no-charge for support calls that are associated with security updates or using Automatic Updates. When you call, clearly state that your problem is. Note any error codes etc.

In other countries, see <http://support.microsoft.com/security> "No-Charge Support...for virus and other security-related" issues in right-hand menu for localized contact information.

For more information about how to contact Microsoft for support issues, visit the International Support Web site:

<https://support.microsoft.com/common/international.aspx>

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TaurArian [MS-MVP] 2005-2008 - Australia

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How to make a good post: <http://www.dts-l.org/goodpost.htm>
Defending your machine: <http://defendingyourmachine2.blogspot.com/>
<http://taurarian.mvps.org/index.htm>

Emails will not be acknowledged - please post to the newsgroup so all may benefit.

<iskender@xxxxxxxxxx> wrote in message
news:1184568754.367527.135370@xx
| (posting this for a friend who's having computer problems right now)
|
| Hello,

Re: Windows XP Crash on Boot after KB936357 Update

I have had problems with the update KB936357. My current setup consists of the following:

- Asus P4C800-E Deluxe motherboard
- a 3.06GHz P4 C Northwood
- 2GB of kingston value RAM
- 2 36GB raptor drives in stripe mode on the ICH5R controller
- ATI Radeon 9800 Pro
- Windows XP Professional SP2

After installing this update, upon rebooting the computer fails to start windows again. I get different errors, from a blank screen with the computer locking up or rebooting, to a blue screen with various error messages. The most common error says "windows has been shut down to prevent damage to your computer". The error occurs in safe mode as well as the "use last known good configuration" modes. The error occurs even with a fresh windows XP SP2 install, with just this single update installed.

I replaced every part of the hardware except for the motherboard/CPU and the error persisted. I moved the CPU into a computer which did not previously display the error, and that computer displayed the same errors with a fresh windows XP professional install. So, it seems highly likely that the CPU is the culprit.

Has anyone heard of or encountered any problems with the P4 C Northwood 3.06 GHz and the update KB936357? Is there some incompatibility between them? Is there any way to prevent this from happening, other than not installing the update?

Thanks!