

Re: HP 1310n (AMD ATHON Processor and SP3 UPDATE)

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-05/msg01252.html>

- *From:* "PA Bear [MS MVP]" <PABearMVP@xxxxxxxxxx>
 - *Date:* Sun, 11 May 2008 13:10:48 -0400
-

Continual reboots or can only boot into Safe Mode after installing WinXP SP3?

Workarounds:

1. Boot into Safe Mode and rename INTELPMMSYS to INTELPMMSYS.OLD.
2. After booting into Safe Mode:

Start | Run | (copy/paste) sc config intelppm start= disabled | OK | Reboot into normal (Windows) mode.

Other references include:

" <http://aumha.net/viewtopic.php?p=187790#p187790>

"

<http://msinfluentials.com/blogs/jesper/archive/2008/05/08/does-your-amd-based-computer-boot-after-installing-xp>

" http://www.theregister.co.uk/2008/05/09/windows_xp_sp3_reboots_crashes/

" <http://www.computerworld.com/action/article.do?command=viewArticleBasic&articleId=9084418>

" You receive a Stop 0x0000007E error message after you upgrade to Windows XP Service Pack 2 or Service Pack 3 on a non-Intel-processor-based computer (Revised 06 May-08)

<http://support.microsoft.com/kb/888372>

--

~Robear Dyer (PA Bear)

MS MVP-IE, Mail, Security, Windows Desktop Experience - since 2002

AumHa VSOP & Admin <http://aumha.net>

DTS-L <http://dts-l.net/>

Cliff wrote:

I received this fix from HP. It works! (only for AMD Athon processor)

Hello Clifford,

Thank you for contacting HP Total Care.

Re: HP 1310n (AMD ATHON Processor and SP3 UPDATE

I gather from your email that you own an HP Pavilion Media Center a1310n Desktop PC and you are experiencing an issue after installing the Windows XP Service Pack 3(SP3). The system will not boot and you receive a message Windows XP failed to start . After uninstalling the Windows XP SP3 the system works fine.

I understand your concern and will look forward to provide you with appropriate information.

Clifford, please get back to us with the exact error message that you receive. This will help us to isolate the issue. To prevent the system from crashing, you need to set an option during startup. To do so, hit the F8 key during restart right when you see the black Windows XP screen come up. Then select the "Disable automatic restart on system failure" option.

Then perform the steps provided below.

Creating a backup copy of the registry for Microsoft(R) Windows XP:

1. Click Start, and then Run. The Run window will appear.
2. In the Open box, type: REGEDIT
3. Click OK. The Registry Editor window will appear.
4. Click Registry or File, and then click Export... or Export Registry File.
5. The Export Registry File window will appear.
6. In the Savein drop down box, select Desktop.
7. In the Filename box, type: Backup
8. In the Saveastype drop down box, select Registration Files.
9. In the Export range area, select all.
10. Click Save. The Export Registry File window will close and a copy of the registry will be located on the desktop.
11. Close the Registry Editor window.
12. The registry has been copied.

To fix the problem, boot into safe mode, or boot to a WinPE disk, or into the recovery console, and disable the intelppm.sys driver.

WARNING: Do NOT under any circumstance disable the intelppm driver on an Intel-based computer. It will make your computer not boot! If your computer will not boot because you disabled the intelppm driver on an Intel-based computer, follow the directions in the Recovery Console section below.

If you have an AMD-based computer, however, you do not need the intelppm driver and can disable it. Boot into Safe Mode by hitting the F8 key as above, but select Safe Mode instead. You will need your Administrator account to log on in safe mode. To disable the driver, take the following steps:

If you booted into the recovery console, from a command prompt, run "disable intelppm"

Re: HP 1310n (AMD ATHON Processor and SP3 UPDATE

If you booted into safe mode you can run "sc config intelppm start=disabled"

If you booted into WinPE, you have to manually edit the registry. Do this:

1. Run regedit
2. Click on HKEY_LOCAL_MACHINE
3. From the File menu, select "Load hive"
4. Navigate to %systemdriver%\Windows\System32\Config on the dead system and select the file name System
5. Name it something you can remember, such as "horked"
6. Navigate to horked\ControlSet001\Services\IntelPPM
7. Double click the Start value and set it to 4
8. If you did what I did and completely destroyed things by running a disk check, navigate to ControlSet001\Control\SessionManager. Open the BootExecute value and clear out the autochk entries
9. Repeat steps 6–8 for the other control sets.
10. Reboot.

If you need further assistance, please reply to this message and we will be happy to assist you further.

You may receive an e-mail survey regarding your e-mail support experience. We would appreciate your feedback.

For information on keeping your HP and Compaq products up and running, please visit our Web site

at:

<http://www.hp.com/go/totalcare>

Sincerely,

Natalia

HP Total Care

Do Not Delete Service Ticket Number

{ticketno:[8011602511]}

Do Not Delete Service Ticket Number

Our advice is strictly limited to the question(s) asked and is based on the information provided to us. HP does not assume any responsibility or liability for the advice given and shall not be liable for any direct, indirect, special, incidental or consequential damages in connection with the use of this information. Always back up your data.

For more information, including technical information updates, please visit our Web site at <http://www.hp.com/support>.