

Support Report

Reporter : Hill Liu Haiquan
Report Date : May 12, 2006
Test Days : April 30 ~ May 11
Computer:

Motherboard	MSI 955X Platinum
CPU	Intel Pentium 4 Prescott, 3.2GHz 2MB LGA-775 800FSB
Memory	2GB (2 x DDR2 1024MB PC2-4200)
Monitor Adapter	Radeon X850 Pro
HDD	SATA 256GB
FDD	1.44 MB
DVD	Dual Drive
Power Supply	400W
System	Windows XP + Service Pack 2

Recovery Card OUR recovery card – plugged in PCI slot.

Special parameters in BIOS were changed like:

- Auto Detect PCI Clk - Disable
- Boot Sequence: LAN, HDD ...
- Virus Protection (nazwa zblizona) - Disable



CPU Side View



PCI Side View



Power Supply
By OUR ASUS P5WD2

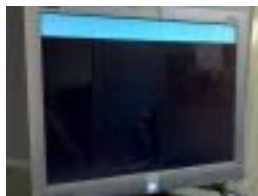


Boot Screen Shot

Descriptions: Once an OLD version (8.50 or lower) recovery card is plugged in PCI slot, although MSI-955X can work well at times, but it is **often** hung on any one of the following five screen shots:



Hardware List is just displayed and the cursor is blinking at left-bottom.



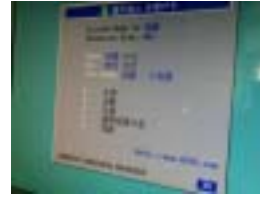
Displayed OUR recovery card screen – little.



Displayed OUR recovery card screen – a little.



Displayed OUR recovery card screen – more.



Displayed OUR recovery card screen.

The above is the **HOTKEY** menu. If OUR recovery card is not installed, it will be the **INSTALLATION** menu.

When MSI-955X is hung, the keyboard is locked and we can not press **Ctrl-Alt-Del** to reboot. To reboot the computer, we have to press the **RESET button** on the front panel.

Test 1: Various versions of OUR recovery card. Nothing becomes better.

Test 2: Various versions of the monitor adapter. Also nothing becomes better.



The adapter with black fun (**middle**) is used on MSI-955X. The one with crystal fun (**left**) is used in our ASUS-P5WD2. The green PCI adapter is used in an OLD computer.

Headache: We think very hard **why** MSI-955X can work well, but it is **very often** hung at the one of the above five points. We changed the various versions of OUR recovery card and the various versions of the monitor adapter, but nothing became better.

Solution: Our recovery card has one patent on the software core code to ensure the high speed, the unlimited hard-disk buffer capability (1207GB) and the resource ZERO-occupied. So before the OS is loaded, our recovery card will detect the memory size automatically and enter the Intel 386 Protect Mode to manage all of the 4GB memory.

We found: the memory size auto-detect software code conflicts with MSI-955X motherboard and/or BIOS.

The memory size auto-detect software code was finished in 1991 when I was a teacher in Peking University.

Later in 1999, it was updated one time when we provided our recovery cards to Beijing Telecom Co in their outdoors industry computers.

This is the 3rd time to update the memory size auto-detect software code to fit in with MSI-955X.

ASUS P5WD2

MSI-955X motherboard is NOT selling on China domestic, we can not buy MSI-955X in Beijing, so we bought one ASUS P5WD2 motherboard with the same chipset – Intel 955.

We found: ASUS P5WD2 can work well with any of our recovery cards, PCI-2++ / PCI-8A00 / PCI-8B00 / PCI-8B80 / PCI-8C, no need to setup CMOS.

Computer:	Motherboard	ASUS P5WD2
	CPU	Intel Pentium 4 Prescott, 2.8GHz 2MB LGA-775 800FSB
	Memory	2GB (2 x DDR2 1024MB PC2-4200)
	Monitor Adapter	Radeon X850 XT secondary
	HDD	SATA 256GB
	FDD	1.44 MB
	DVD	PHILIPS
	Power Supply	300W
	System	Windows XP + Service Pack 2



Boot Screen Shot



The adapter with crystal fun (**left**) is used in our ASUS-P5WD2.