

Re: Screen Discoloration after Automatic Update

Source:

http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2007-12/msg00207.html

- *From:* ffmm53 <ffmm53@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 20 Dec 2007 12:33:01 -0800
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"ffmm53" wrote:

"Shenan Stanley" wrote:

ffmm53 wrote:

My computer conducted an Automatic Windows Update at which time a Reboot was initiated. After rebooting, all screen colors are now discolored. It started at the Windows XP Home loading screen with the blue "loading bar" below the XP Logo and problem is consistant through every application. I rebooted once again and problem still persists.

Shenan Stanley wrote:

Check the connections from the monitor to the computer.
Unplug the monitor from power.

What type of monitor is this?
(LCD/Flat Panel or CRT/Tube?)

ffmm53 wrote:

Its a Laptop... LCD Screen.
I have since conducted a Restore Point back before the

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update and
problem still exists.

Laptop – that's good to know – possibly bad for you unless it is still under warranty...

I don't believe the updates have anything to do with your issue – mostly because you said it was automatic updates – and those usually do not include hardware drivers. I could be wrong – however – and it could just mean you need to update your video card drivers to the latest version (let's hope!)

Do you know what type of video card it has? NVidia? ATI? Intel?
Model of the video card? Can you look in device manager and find out?

If you need help doing any of that – let me know!

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Shenan Stanley
MS-MVP

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How To Ask Questions The Smart Way
<http://www.catb.org/~esr/faqs/smart-questions.html>

I have ATI Mobility Radeon 9700 Series

The only reason why I thought this problem was related to the update was because I was using the computer which was working normal when the Auto Update pop up appeared and then the Auto Restart. During that restart is when the colors became discolored.

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