

Settings(199)

What should I do if the player fails to boot up?

Follow this steps to trouble shoot a player with a boot up problem.

FOR PLAYERS WITH SERIAL NUMBER CUPMKC-000XXX TO CUPMKC-070XXX

1. If your player's serial number starts with CUPMKC-000XXX to CUPMKC-070XXX check if there is a beep when you turn on the player. If the player has no beep, the player has a hardware problem and needs to be service by a technician. If you do hear the beep follow step two.
2. Connect a CTR VGA monitor (most LCD VGA monitors will also work but some will not) to the player to see what is the error message the player is displaying. If nothing is displayed in the VGA monitor, the player has a hardware problem and needs to be service by a technician.
3. If you received the following error message "CMOS CHECKSUM ERROR" follow [this](#) instructions to solve the problem.
4. If you received the following error message "DISK BOOT FAILURE" the hard drive inside the player is not recognized. If you have a back up hard drive replace the hard drive. If replacing the hard drive does not solve the problem the player has a hardware problem and needs to be serviced by a technician.
5. If you received the following error message "FILE MISSING OR CORRUPT WINDOWS/SYSTEM32 xxxx " or " WINDOWS REBOOTS CONTINUOUSLY" the players operating system is corrupted. If you have a back up hard drive replace the hard drive to fix the problem. If you do not have a back up hard drive restart the player and press and hold F9 to access the recovery console. In the recovery console select "EXECUTE RESTORE UTILITY" to restore your operating system. PLEASE NOTE THE RECOVERY CONSOLE WILL RESTORE YOUR PLAYERS OPERATING SYSTEM (DRIVE C:/) AND ANYTHING THAT HAS BEEN STORED IN DRIVE C:/ WILL BE LOST. Some player's will not have a recovery installed based on how old is the player and who (CAVS or reseller) created the hard drive. If there is no recovery consoled installed or if you do not want to overwrite drive C:/ your player will need to be service by a technician.

FOR PLAYERS WITH SERIAL NUMBER UMCPKC080XXX AND UMCPKC-090XXX

1. Connect a CTR VGA monitor (most LCD VGA monitors will also work but some will not) to the player to see what is the error message the player is displaying. If nothing is displayed in the VGA monitor, the player has a hardware problem and needs to be service by a technician.
2. If you received the following error message "CMOS CHECKSUM ERROR" follow [this](#) instructions to solve the problem.
3. If you received the following error message "DISK BOOT FAILURE" the hard drive inside the player is not recognized. If you have a back up hard drive replace the hard drive. If replacing the hard drive does not solve the problem the player has a hardware problem and needs to be serviced by a technician.
4. If you received the following error message "FILE MISSING OR CORRUPT WINDOWS/SYSTEM32 xxxx " or " WINDOWS REBOOTS CONTINUOUSLY" the players operating system is corrupted. If you have a back up hard drive replace the hard drive to fix the problem. If you do not have a back up hard drive the player will need to be service by a technician.

Unique solution ID: #1106

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