iBUYPOWER Troubleshooting Guide

Troubleshooting 104: No Boot

The purpose of this guide is to provide thorough and detailed troubleshooting for when your PC is powering on and you can get into BIOS but not into Windows. As a 100 level guide, this should be accessible to all users.

Tools Required

- Clean and dry hands
- Philips head screwdriver

Important Notes

Read through this guide in its entirety before starting. No matter how confident you are, please do not skip a single step unless the guide tells you to. All steps in this guide are included deliberately and skipping steps can result in the guide being ineffective.

Always make sure the computer is completely off and unplugged while working inside of it.

If you ever feel the slightest bit uncomfortable or unsure, please reach out to our Tech Support team either through Live Chat, Email, or Phone.

No Boot:

The Basics

Please make sure you have reviewed Troubleshooting 101: First Boot and Troubleshooting 100: Unboxing before proceeding with this guide.

On every power-on cycle, the PC will go through 3 important steps. This guide only covers a scenario with "No Boot". For No Power or No POST, refer to guides 102 and 103 respectively.

- **Power** – PC is receiving power from the power supply. Usually some LEDs will light up and fans will begin to spin.
- **POST** – (Power On Self-Test). The PC's motherboard will initialize and check all attached hardware. Your display will activate, usually showing a company logo. POST is required to access the system's BIOS.
- **Boot** – If your PC has an operating system (like Windows), it has successfully booted once you are on your desktop or login screen.

Reboot and select proper boot media, or insert a boot device


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Reboot and Select proper Boot device
or Insert Boot Media in selected Boot device and press a key_
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Figure 1 - Boot device is missing

This means the computer does not detect the Windows installation, either because the SSD/ hard drive is disconnected, or because there is a software error. It is possible to order a PC without Windows at all, so make sure your order shows Windows listed on it. First, if you are comfortable, check the connections to the drive. If you have more than one drive in the computer, and one of the drives is a SATA SSD, then check the connections to that drive first. There are two cables that should connect every drive, whether SSD or HDD-- a SATA power cable, and a SATA data cable. If either or both are disconnected, then Windows cannot boot up.

Figure 2 - SATA drive with power and data connectors

Often, you may need to remove BOTH side panels in order to investigate the cables to the drives in a

computer. If the drive is mounted on a tray that gets screwed down onto the chassis (case), then simply unscrew that and lift up the tray to gain better access to the drive's cables. Even if both cables feel or appear tight, unplug them and plug them back in, making sure the connection feels secure. If the connection feels extremely loose, or appears broken, it would be best to contact Tech Support. There may be damage that occurred during shipping.

If your system has multiple SATA drives, you may also try swapping the cables from one drive to another to see if the issue comes from a bad cable.

The computer restarted unexpectedly, or encountered an unexpected problem….
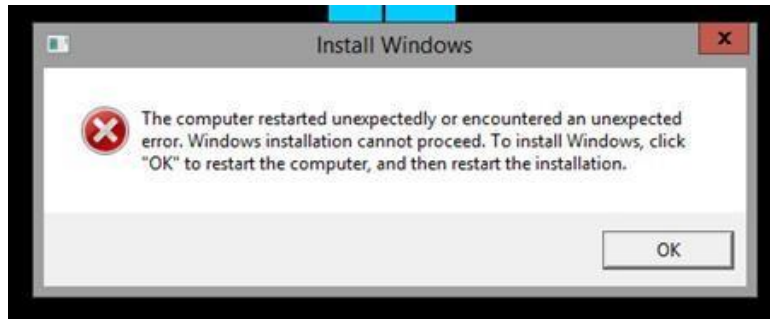
Figure 3 - Windows installation cannot proceed

When you see "The computer restarted unexpectedly" error message press Shift + F10 on your keyboard. This should open Command Prompt.

1. Enter "regedit" and press Enter to start Registry Editor.
2. Once Registry Editor starts, navigate to the HKEY_LOCAL_MACHINE\SYSTEM\Setup\Status\ChildCompletion and double click the setup.exe in the right pane.
3. Change the Value Data from 1 to 3 and click OK to save changes.
4. Close Registry Editor and restart your computer.

Computer hangs on splash screen

Figure 4 - Stuck on splash screen

The computer hangs on the splash screen and does not change for more than 15 minutes. Try restarting and giving it one more round of 15 minutes. If that doesn't do the trick, it might be necessary to reinstall.

Creating Installation USB

If you already have a Windows 10 or Windows 11 USB flash drive, skip ahead to section 6. If not, you will need a USB flash drive that is 8GB or larger that you don't mind being completely erased, and a working PC running Windows 7 or higher. Using the working PC, please go online and download the Windows Media Creation Tool

Windows 10: https://www.microsoft.com/en-us/software-download/windows10
Windows 11: https://www.microsoft.com/software-download/windows11
*if the link stops working for whatever reason, just search for "Download Windows 10" or "Download Windows 11"

Do NOT just copy and paste the tool onto your flash drive. Run the tool on the working PC, then follow the prompts to create installation media using a USB flash drive. It typically takes around 20 - 30 minutes for the tool to copy the Windows 10 files onto your USB flash drive. Once that is completed, follow the steps below to reinstall Windows.

Reinstalling Windows from USB drive

These steps will completely remove all files from the target drive. If you have multiple drives and want to avoid accidentally removing data from one, we recommend you physically unplug those drives during this process.

1. Plug the Windows 10 or 11 USB flash drive into your computer.
2. Restart the PC and repeatedly tap (F11 for MSI, IBP, or ASROCK motherboards), (F12 for Gigabyte), (F8 for ASUS), to bring up your BOOT Menu
3. Select to boot from the USB flash drive. If available, make sure you choose the option that starts with UEFI:
4. Windows will load files, which may take a couple minutes.
5. Press NEXT to accept the Language & keyboard settings.
6. Click "Install Now"
7. Accept the License Agreement.
8. Click "Custom (Advanced)"
9. Select Drive 0 Partition 1 "System Reserved"
10. Click "Delete" and confirm it.
11. Delete each remaining Partition on each Drive (there may be several partitions, usually called System, Primary, Recovery, or New Volume – delete them all)
12. The only remaining options should say "Unallocated Space"
13. Select the drive you want to install Windows on, click "Next" and it will start installing Windows for you.

The installation will take about 20 minutes and the PC will restart a few times. Just sit back & wait – you don't need to press any keys until it asks for you to create a username. After you get back to your desktop, be sure to download install the drivers for your motherboard and video card. If you are not sure about the make and model of your motherboard or video card, please contact Tech Support via phone, email, or chat.

Dead Drive

If none of the above guides was effective, it is possible your hard drive is dead or defective and will need to be replaced, please contact our support directly for more assistance.

Additional Guides

If this guide was not effective, for additional steps you may reference Troubleshooting 201: Advanced Power and POST Issues.