

[SLE] SUSE 9.0P won't start installation, SUSE tech support won't help

Source: <http://linux.derkeiler.com/Mailing-Lists/SuSE/2004-02/3009.html>

From: SUSE listserv (*pt1mail_at_snet.net*)

Date: 02/22/04

To: "SUSE-LINUX-listserv (E-mail)" <suse-linux-e@suse.com>

Date: Sun, 22 Feb 2004 07:21:41 -0800

Dear SUSE-list:

I am trying to install SUSE 9.0 professional with a Win 2000 prof, want to have boot floppy to divert into Linux as I did years ago with Red Hat 5.0 on my old computer. When I put either CD1 or CD2 into either CD or CDRW drive, nothing happens. all four attempts went into win 2000. used CD1:dosutils/rawwritewin/rawwritewin.exe to write \boot\boot disk to floppy disk. Rebooting off floppy produced error message: SYSLINUX2.06 0x3f70d5a3 Boot failed. BIOS Boot sequence: Floppy, CDROM, HD0. As you can see from the communications with SUSE technical support, they declined to help because of the Promise RAID controller.

I am a self taught UNIX programmer writing telephone switch analysis programs, but am still weak on Installation issues and really don't know how to proceed. Red Hat installation years ago was done by UNIX users group member who visited. I need the Linux side of the box to run UNIX switch analysis programs and communicate online with UNIX servers, and the WIN 2000 side of the box to run the advanced statistical analysis program Minitab to process UNIX data from the telephone switches. My wish is to have a boot floppy boot up process that makes the Linux system invisible to the existing Windows 2000 operating system. I am not so concerned with getting all peripherals running under Linux as I am concerned in getting the core system and essential peripherals running.

SUSE tech support response:

>*Unfortunately, the installation on a RAID system is not covered within the free installation support scope.*

>*Regarding the terms of our free support, please read the enclosed*

>*information brochure "Support from SUSE LINUX", which is also available*

>*online at:*

System details;

Details:

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- Processor: manufacturer, frequency (MHz)
AMD T-Bird 1.4Ghz 266
- Motherboard: manufacturer, name
FIC AD11 ATX DDR
- Main Memory: size of RAM
DDR 256M PC2100 266MHz (512M total)
- Hard drive controller: SCSI, IDE, name
Promise Ultra ATA/100 oem (under Windows 2000 boot up an error message comes up saying Ultra 100 BIOS not installed, but everything works. This is by design, I think.)
- Hard drives : type, manufacturer, name, size, bus system (SCSI, IDE), partitions
two IBM 61G 7200/100 hard drives, used Partitionmagic 7.0.
disk 1 58643meg:
C: Main Disk 29,313MB Type:NTFS, Status:Active, Pri/log:primary
D: Other Half 29,329MB Type:NTFS, Status:None, Pri/log:primary
disk 2 58643meg
27,062MB Type:Extended Status:none, Pri/log:primary, partitioned as follows:
SUSE Linux 25,007MB Type:Linux Ext2 Status:None, Pri/log:logical
SWAPSPACE2:2,055MB Type:Linux swap Status:None, Pri/log:logical
E: Win Backup 29,996MB Type:NTFS, Status:None, Pri/log:primary
spare 1,576MB Type:unallocated, Status:None, Pri/log:primary
- CD-ROM drives: type, manufacturer, name, speed, internal/external, parallel port?
G:Toshiba IDE M1502 16X DVD drive
F:Plextor 16x10x40 Plexwriter IDE model PX-W1610TA
- Graphics card: type, manufacturer, chipset, memory (DRAM, VRAM), size of memory
ELSE Gladiac 920 Geforce 3 64MB DDR SDRAM with 460-Mhz effective memory clock and 3.8ns access time
- Other peripherals: printer, parallel ports, serial interfaces, modem, ISDN card
NEC MultiSync FE1250 monitor
Soundblaster Live! MP3+ 5.1 Sound card
Microsoft Internet Keyboard Pro USB
Microsoft Intellimouse Optical USB
Cambridge Soundworks DTT3500 Digital speakers
HP LaserJet 1100 laser printer (parallel port)
HP DeskJet 895Cse inkjet printer USB
Canon i850 Photo printer USB
Plustek OpticPro UT24 scanner USB
Adaptec USB2 CONNECT 4-port hub card P/N:1969500
Andrea ANC-750 Headset microphone to sound card
Logitech QuickCam Pro 3000 webcam USB
Kodak USB Picture Card Reader model CFS Bella usb
Logitech Wingman USB
Speedstream 5260 ADSL LAN EXTERNAL MODEM
USRobotics 56K Performance pro internal modem model

Thanx

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Paul Traceski

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For additional commands send e-mail to suse-linux-e-help@suse.com

Also check the archives at <http://lists.suse.com>

Please read the FAQs: suse-linux-e-faq@suse.com