

Re: Error Message on Server

Source:

<http://www.tech-archive.net/Archive/BackOffice/microsoft.public.backoffice.smallbiz2000/2005-05/msg00417.html>

- *From:* "JP" <JP@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 26 May 2005 04:03:02 -0700
-

Hi Kevin

Thanks for the information

Its SBS 2000, and no new hard wear was added, and it has all the latest updates and hotfixs

Jay

"Kevin Weilbacher [SBS-MVP]" wrote:

- > Please give us more information.
- >
- > SBS2000 or SBS2003? Standard or Premium?
- >
- > Did you recently add new hardware to the server?
- > Or update system with hotfixes or service packs?
- > Or make any other configuration changes?
- >
- > Do you get the BSOD upon boot up?
- >
- > Take a look at the following link and scroll down to the section titled:
- > Stop 0x000007A or KERNEL_DATA_INPAGE_ERROR
- > <http://www.updatexp.com/stop-messages.html>
- >
- > Possible Resolutions:
- >
- > a.. Stop 0x7A can be caused by bad sectors in the virtual memory paging
- > file, disk controller error, virus infection, or memory hardware problems.
- > In extremely rare cases, depleted nonpaged pool resources can cause this
- > error. If the first and third parameters are zero, the stack signature in
- > the kernel stack is missing, an error typically caused by defective
- > hardware. If the I/O status is 0xC0000185 and the paging file is on a SCSI
- > disk, check for cabling and termination issues. An I/O status code of
- > 0xC000009C or 0xC000016A indicates that the requested data could not be
- > found. You can try to correct this by restarting the computer. If a problem
- > with disk integrity exists, Autochk, a program that attempts to mark bad
- > disk sectors as defective so that they are not used in the future, starts
- > automatically. If Autochk fails to run, you can manually perform the

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> integrity check yourself by following the instructions to run Chkdsk
> provided in "Stop 0x00000024 or NTFS_FILE_SYSTEM" earlier in this appendix.
> b.. Another cause of Stop 0x7A messages is defective, malfunctioning, or
> failed memory hardware, such as memory modules, Level 2 (L2) SRAM cache, or
> video adapter RAM. If you added new hardware recently, remove and replace it
> to determine if it is causing or contributing to the problem. Run
> diagnostics software supplied by the system manufacturer to determine if the
> component has failed.
> c.. Check the hardware manufacturer's Web site for updates to disk adapter
> firmware or drivers that improve compatibility. Verify that your disks and
> controller support the same set of advanced features, such as higher
> transfer rates. If necessary, select a slower transfer rate if an update is
> not yet available. Consult your hardware or device documentation for more
> information.
> Important
>
> a.. You can install disk controller drivers not present on the Windows
> XP Professional operating system CD by responding to the following prompt
> shortly after starting Setup:
> b.. Press F6 if you need to install a third party SCSI or RAID driver.
> c.. Press F6, and when prompted, provide the appropriate storage
> controller driver (ATA or SCSI) supplied by the manufacturer.
>
>
> d.. The problem might also be due to cracks, scratched traces, or
> defective components on the motherboard. If all else fails, take the system
> motherboard to a repair facility for diagnostic testing.
> e.. Problems that cause Stop 0x7A messages can also cause Stop 0x77
> messages. For more information about Stop 0x77 messages, see "Stop
> 0x00000077 or KERNEL_STACK_INPAGE_ERROR" earlier in this list.
>
>
>
> --
> Kevin Weilbacher [SBS-MVP]
> "The days pass by so quickly now, the nights are seldom long"
>
>
> "JP" <JP@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
> news:E6CE49A6-B97C-4A5D-80AF-02FB6D1DC95C@xxxxxxxxxxxxxxxxxxxx
>> Hi Can someone point me in the right direction , where i should look to
>> fix
>> this problem
>>
>> Server shuts down with the Screen Of Blue Death with this message:
>>
>> STOP : 0X000007A (0XE214F978, 0XC00000E, OXA10126356, 0X005AB860)
>> KERNAL DATA IMAGE ERROR
>> ADDRESS A012E356 BASE AT A00000000
>> DATE STAMP 3CD64146 - WIN32K.SYS
>> BEGGINING DUMP OF PHYSICAL MEMORY

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>>
>> Many Thanks
>> Jay
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- *Follow-Ups:*
 - ◆ *Re: Error Message on Server*
 - ◇ *From:* Kevin Weilbacher [SBS-MVP]

- *References:*
 - ◆ *Error Message on Server*
 - ◇ *From:* JP
 - ◆ *Re: Error Message on Server*
 - ◇ *From:* Kevin Weilbacher [SBS-MVP]

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