

Re: unexpected shutdown to bluescreen

Source:

http://www.tech-archive.net/Archive/Vista/microsoft.public.windows.vista.performance_maintenance/2008-06/msg00

- *From:* Malke <malke@xxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 22 May 2008 04:36:33 -0700
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BlueScreen Error wrote:

I have tried virtually everything suggested on this forum as well as on other forums, but to no avail. I have a brand new (3 months old) Dell XPS 420. Over the last month or so, my computer has unexpectedly shutdown and gone to blue screen 65 times. I don't have time to sit on a phone for hours on end with Dell or Microsoft representatives, so hopefully, someone out there in TechArena land can help. This is the error that invariably shows up on my screen:

Problem signature
Problem Event Name: BlueScreen
OS Version: 6.0.6000.2.0.0.768.3
Locale ID: 1033

Files that help describe the problem
Mini052008-01.dmp
sysdata.xml
Version.txt

View a temporary copy of these files
Warning: If a virus or other security threat caused the problem, opening a copy of the files could harm your computer.

Extra information about the problem
BCCode: 9f
BCP1: 00000003
BCP2: 8416B678
BCP3: 8619B3D0
BCP4: 875FA358
OS Version: 6_0_6000
Service Pack: 0_0
Product: 768_1

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TechArena is apparently one of those websites that simply scrapes Usenet posts. So you aren't actually posting to a forum; this is a public Usenet newsgroup hosted on Microsoft servers.

<http://en.wikipedia.org/wiki/Usenet>

<http://www.faqs.org/faqs/> – Usenet FAQs from the Internet FAQ Archives

<http://www.elephantboycomputers.com/page2.html#Usenet>

That said, I'm afraid that you will probably need to speak to Dell tech support as this sounds like a hardware issue. A 3-month old computer is still under warranty so you should exercise that.

If you want to be sure it is hardware and not software, back up your data and restore the machine to factory condition. If the computer still misbehaves then you know it's hardware. You can also boot with a Linux Live CD such as Knoppix. If the machine crashes under Linux, then you know it isn't Windows (software).

http://www.elephantboycomputers.com/page2.html#Hardware_Tshoot

If the computer doesn't crash under Linux and/or after a restore to factory condition, then you know that something you installed subsequent to receiving the machine is the culprit. Only install one program at a time and test extensively before installing the next program.

Alternatively, if you are too busy to deal with this and don't have minions, take the computer to a professional computer repair shop. Don't use your local equivalent of BigComputerStore/GeekSquad; get recommendations from family, friends, and colleagues.

Malke

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MS–MVP

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Don't Panic!

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