

# Re: Unexpected shutdown

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*Source:*

[http://www.tech-archive.net/Archive/Vista/microsoft.public.windows.vista.performance\\_maintenance/2009-01/msg00](http://www.tech-archive.net/Archive/Vista/microsoft.public.windows.vista.performance_maintenance/2009-01/msg00)

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- *From:* "Rick Rogers" <[rick@xxxxxxx](mailto:rick@xxxxxxx)>
  - *Date:* Tue, 27 Jan 2009 19:01:57 -0500
- 

Hi,

There's no question that it could be related to a virus. If cleaning the system got the problem to stop, you may have hit upon your solution.

--

Best of Luck,

Rick Rogers, aka "Nutcase" – Microsoft MVP

<http://mvp.support.microsoft.com/>

Windows help – [www.rickrogers.org](http://www.rickrogers.org)

My thoughts <http://rick-mvp.blogspot.com>

"Andee39" <[Andee39@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Andee39@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message  
[news:B1F9CFBF-4E72-49FE-B995-0B2AA30BBBB4@xxxxxxxxxxxxxxxxxxxx](mailto:news:B1F9CFBF-4E72-49FE-B995-0B2AA30BBBB4@xxxxxxxxxxxxxxxxxxxx)

That's what I thought. I know I definitely put "per req" in the subject line. I will double-check to make sure I got the email address correct. Interestingly I haven't gotten the BSOD since right before I sent the last file which I believe is dated 1/14/09. I know you haven't seen the file but could these files be related to malware or virus? I'm just curious b/c I had both recently and someone from another forum helped me clean up my computer and the timing seems to coincide. Thanks!

"Rick Rogers" wrote:

Hi,

Had I received it, you would have heard from me by now. Please resend only the most recent one using the appropriate subject line of "per req" (other subject lines are stripped out by mail filters).

--

Best of Luck,

Rick Rogers, aka "Nutcase" – Microsoft MVP

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Re: Unexpected shutdown

Windows help – [www.rickrogers.org](http://www.rickrogers.org)  
My thoughts <http://rick-mvp.blogspot.com>

"Andee39" <Andee39@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
[news:630E2FDE-1D31-4380-8209-22CC79D33E3C@xxxxxxxxxxxxxxxxxxxx](mailto:news:630E2FDE-1D31-4380-8209-22CC79D33E3C@xxxxxxxxxxxxxxxxxxxx)  
> Hi,  
>  
> Did you receive my minidump file? I sent a week ago Sat to the address >  
> you  
> listed. I'm sure you go through a lot of these so if you haven't > gotten  
> to  
> yet my apologies. I have a feeling though you might not have received > it  
> at  
> all. Thanks!  
>  
> "Rick Rogers" wrote:  
>  
>> Please send only the most recent one.  
>>  
>> -- >> Best of Luck,  
>>  
>> Rick Rogers, aka "Nutcuse" – Microsoft MVP  
>> <http://mvp.support.microsoft.com/>  
>> Windows help – [www.rickrogers.org](http://www.rickrogers.org)  
>> My thoughts <http://rick-mvp.blogspot.com>  
>>  
>> "Andee39" <Andee39@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in  
message  
>>  
[news:491E5A2B-39F2-424D-9F01-BF809B798CF2@xxxxxxxxxxxxxxxxxxxx](mailto:news:491E5A2B-39F2-424D-9F01-BF809B798CF2@xxxxxxxxxxxxxxxxxxxx)  
>> >I did find how to get to the hidden administrator but didn't get a  
>> >chance  
>> >to  
>> > try it yet. Your suggestion seems much easier. I'll send the files  
>> > later  
>> > this evening. I think I will have at least 3 minidump files. >> > Thanks  
>> > again!  
>> >  
>> > "Rick Rogers" wrote:  
>> >  
>> >> Hi,  
>> >>  
>> >> Click start and type "explorer" (without the quotes). Right click >> >>  
the  
>> >> menu  
>> >> entry for Windows Explorer and choose 'run as administrator'. This  
>> >> should  
>> >> allow you to access the minidump file. Just right click it and use  
>> >> sendto->email.  
>> >>  
>> >> -- >> >> Best of Luck,

Re: Unexpected shutdown

>>>>  
>>>> Rick Rogers, aka "Nutcase" – Microsoft MVP  
>>>> <http://mvp.support.microsoft.com/>  
>>>> Windows help – [www.rickrogers.org](http://www.rickrogers.org)  
>>>> My thoughts <http://rick-mvp.blogspot.com>  
>>>>  
>>>> "Andee39" <Andee39@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in  
message  
>>>>  
[news:709A5E7E-4EE2-49B7-A07A-D61F6BEED7A1@xxxxxxxxxxxxxxxxxxxx](mailto:news:709A5E7E-4EE2-49B7-A07A-D61F6BEED7A1@xxxxxxxxxxxxxxxxxxxx)  
>>>>> Could you pls let me know how to alter permissions and elevate my  
>>>>> email  
>>>>> program? I don't know how to do that. I'll see if it is >>>>>  
mentioned  
>>>>> anywhere  
>>>>> else but just in case I can't find anything out I would >>>>>  
appreciate  
>>>>> your  
>>>>> help.  
>>>>> Thanks for the explanation on your email address!  
>>>>>  
>>>>> "Rick Rogers" wrote:  
>>>>>  
>>>>>> Hi,  
>>>>>>  
>>>>>> You may need to alter permissions or elevate your email program  
>>>>>> to  
>>>>>> make  
>>>>>> the  
>>>>>> attachments.  
>>>>>>  
>>>>>> The "at" and "dot" are spelled out only to clarify. Some of the  
>>>>>> forums  
>>>>>> that  
>>>>>> slurp posts from the newsgroups I subscribe to will >>>>>>  
automatically  
>>>>>> munge  
>>>>>> the  
>>>>>> address if I type it out as it really is (to protect me from  
>>>>>> spammers)  
>>>>>> so  
>>>>>> I  
>>>>>> use the spelled out method to circumvent their protection  
>>>>>> mechanisms.  
>>>>>>  
>>>>>> — >>>>>> Best of Luck,  
>>>>>>  
>>>>>> Rick Rogers, aka "Nutcase" – Microsoft MVP  
>>>>>> <http://mvp.support.microsoft.com/>  
>>>>>> Windows help – [www.rickrogers.org](http://www.rickrogers.org)  
>>>>>> My thoughts <http://rick-mvp.blogspot.com>

Re: Unexpected shutdown

>> >> >>  
>> >> >> "Andee39" <Andee39@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in  
message  
>> >> >>  
news:9BCAE465-CB7E-4FA2-A4F2-879961470F6C@xxxxxxxxxxxxxxxxxxxx  
>> >> >> >I tried to attach the two minidump files but I got an error  
>> >> >> >message  
>> >> >> >stating  
>> >> >> >I  
>> >> >> > didn't have permission to do so and to contact my >> >> >> >  
administrator.  
>> >> >> > I  
>> >> >> > am  
>> >> >> > the  
>> >> >> > only account on my laptop and it is an administrator account. >>  
>> >> > Is  
>> >> >> > there  
>> >> >> > a  
>> >> >> > hidden administrator account? Also I have to ask what is  
>> >> >> > probably a  
>> >> >> > very  
>> >> >> > silly question – the email address I have to send the files >> >>  
>> > to,  
>> >> >> > do I  
>> >> >> > spell  
>> >> >> > out at and dot or did you include that for clarity? Thanks  
>> >> >> > again.  
>> >> >> >  
>> >> >> > "Rick Rogers" wrote:  
>> >> >> >  
>> >> >> >> Hi,  
>> >> >> >>  
>> >> >> >> BCCODE 0x50 is a paging issue (bad page fault address) and is  
>> >> >> >> usually  
>> >> >> >> a  
>> >> >> >> video driver error. Updating or reinstalling your display  
>> >> >> >> adapter  
>> >> >> >> drivers  
>> >> >> >> is  
>> >> >> >> generally the solution. If you would like to have the >> >> >>  
>> minidump  
>> >> >> >> analyzed,  
>> >> >> >> send it to me at rick\_at\_mvps\_dot\_org using a subject line of  
>> >> >> >> "per  
>> >> >> >> req"  
>> >> >> >> (no  
>> >> >> >> other or I will never see it due to filters). Please do not  
>> >> >> >> compress  
>> >> >> >> the  
>> >> >> >> file, just send as is.  
>> >> >> >>

Re: Unexpected shutdown

>>>>>> -- >>>>>> Best of Luck,  
>>>>>>  
>>>>>> Rick Rogers, aka "Nutcase" – Microsoft MVP  
>>>>>> <http://mvp.support.microsoft.com/>  
>>>>>> Windows help – [www.rickrogers.org](http://www.rickrogers.org)  
>>>>>> My thoughts <http://rick-mvp.blogspot.com>  
>>>>>>  
>>>>>> "Andee39" <Andee39@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote  
in >>>>>> message  
>>>>>>  
>>>>>> [news:761ED1BF-0D1E-41A8-BE0C-D3E18061ED16@xxxxxxxxxxxxxxxxxxxx](mailto:news:761ED1BF-0D1E-41A8-BE0C-D3E18061ED16@xxxxxxxxxxxxxxxxxxxx)  
>>>>>> >I was hoping someone could analyze my BSOD error and give  
me >>>>>> >> >an  
>>>>>> >idea  
>>>>>> >of  
>>>>>> >what  
>>>>>> > might be causing it. I was recently infected with  
>>>>>> > virus/trojan  
>>>>>> > and  
>>>>>> > I  
>>>>>> > was  
>>>>>> > actually in the middle of running a program (Combofix) to >>  
>>>>>> > send  
>>>>>> > to  
>>>>>> > someone  
>>>>>> > to  
>>>>>> > analyze when I crashed. Don't know if it is related though >>  
>>>>>> > to  
>>>>>> > BSOD  
>>>>>> > error.  
>>>>>> >  
>>>>>> > Problem signature  
>>>>>> > Problem Event Name: BlueScreen  
>>>>>> > OS Version: 6.0.6001.2.1.0.256.6  
>>>>>> > Locale ID: 1033  
>>>>>> >  
>>>>>> > Files that help describe the problem (some files may no >>  
>>>>>> > longer  
>>>>>> > be  
>>>>>> > available)  
>>>>>> > Mini011309-01.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

