

## Re: Stop error when running Norton AV 2003

**Source:**

<http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.general/2004-04/2252.html>

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Date: Tue, 13 Apr 2004 10:29:23 -0400

Yes, you can contact Symantec to get either a driver update for the software or for configuration assistance. They should be able to look at the memory dump and find exactly why it's crashing. We could take a look at the dump as well, but it wouldn't be as detailed as we don't have access to Symantec's source code.

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Doug Allen, Windows 2000 MCSE  
Microsoft Enterprise Support

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"nobby" <[anonymous@discussions.microsoft.com](mailto:anonymous@discussions.microsoft.com)> wrote in message  
news:1914901c42162\$c8e74d90\$a601280a@phx.gbl...

> Hello,  
> I am running Windows 2000 Pro. and when I scan my drives  
> with Norton AntiVirus 2003 I get a blue screen with the  
> following message:  
>  
> STOP 0x000000D1 (0x4DD994FE, 0x000001C, 0x00000001,  
> 0x8205000D) DRIVER\_IRQL\_NOT\_LESS\_OR\_EQUAL  
>  
> Does anyone have any idea how to resolve this. I found an  
> article (Article - 293077) in the Knowlegde base, but it  
> suggest disabling the Antivirus program. Is there another  
> solution?  
> Thank you for your help.