

## Re: Blue Screen of death

**Source:**

<http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.general/2004-12/0558.html>

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**From:** Colon Terminus (*Colon\_Terminus\_at\_hotmail.com*)

**Date:** 12/04/04

Date: Sat, 04 Dec 2004 16:22:54 GMT

"Dickie" <Dickie@discussions.microsoft.com> wrote in message news:553EBB91-6978-44BF-BFA1-F2E2EA426C32@microsoft.com...  
> *Can anyone please supply some help and assistance with a problem I have very recently encountered on my laptop m/c running Windows 2000. I have a CAD package, (AutoCad 2002), installed on my m/c along with Office 2000 Pro, and within the last week, whenever I click on the print icon in AutoCad or start MS Word, I get the dreaded blue screen of death, followed by an auto shut-down and re-boot. On the re-boot, Windows would get part-way through opening before the system froze. On switching off and re-starting, Windows started and ran normally, until I came to print in CAD or open Word. Stopping the auto-reboot, I was able to read the blue screen message for AutoCad failure as:-*  
> *"Stop: 0x0000001E (0xC0000005, 0xBA23688F, 0x00000001, 0x00000000)*  
> *Address: BA23688F base at BA222000, dateStamp 3b714f7c - kpgdi.dll*  
> *Begin dump of physical memory*  
> *Physical memory dump complete. Contact system administrator or technical support group."*  
> *For Word, the message was :-*  
> *"Stop: 0x0000001E (0xC0000005, 0xBA1CF88F, 0x00000001, 0x00000000)*  
> *Address: BA1CF88 base at BA1BB000, dateStamp 3b714f7c - kpgdi.dll*  
> *Begin dump of physical memory*  
> *Physical memory dump complete. Contact system administrator or technical support group."*  
> *Contacting my laptop mnfr, they suggested that it was probably a software problem within the operating system. P.S. All the other office programs run*  
> *OK*

Ok lemme guess. You have a Panasonic printer and SP4, correct?

Go to the Panasonic website and download the latest driver for your printer.