

## Re: System has recovered from a serious error

**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2004-05/1544.html>

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**From:** Popodopolus (*anonymous\_at\_discussions.microsoft.com*)

**Date:** 05/10/04

Date: Mon, 10 May 2004 14:23:45 -0700

Thank you again.

What would you do, may I ask? Would you just let things remain as they are? (Not reconnecting the external keyboard or mouse again.) In as much as the "serious system error" message is not showing when we start computer? Therefore, no system restore, etc.

(By the way – We haven't seen a Critical Update for our notebook with Win98se or notebook with WinXp for a several weeks. Would you know if recent Critical updates have been made in past several weeks for Win98se or WinXP? We seem to remember getting them almost every week or so.)

>-----Original Message-----

>1) *Perhaps it only happens when the mouse and keyboard are connected.*

>

>*Also, even if they are disconnected, it may require a reboot or cold boot*

>*(start after the system is completely shut down) before the error goes away.*

>

>2) *You don't appear to have a Soundblaster soundcard but blocking*

>*installation of unsigned drivers will cause issues if you get drivers from*

>*manufacturer's websites as many are unsigned. This usually means they*

>*haven't been submitted for testing or testing is not yet complete. However,*

>*the release of updated drivers is frequent and while some at Microsoft would*

>*disagree, we really haven't found unsigned drivers to be a big issue, at*

>*least as long as the product was from a major manufacturer.*

>

>3) *It has nothing to do with Microsoft. It's a technical issue based on*  
>*communications between a device and the operating system. The operating*  
>*system sees it as a generic mouse connected to the USB port. This installs*  
>*a generic driver which usually supports basic functionality. However, even*  
>*if the device works, the device can still be the source of a hardware issue.*  
>*It might not be well made, it may not have been thoroughly tested with the*  
>*drivers supplied with XP and/or there may be other software on the system*  
>*with which this hardware conflicts. When you attach hardware,*  
>*communications go in two directions. One, from the computer to the device*  
>*and two, from the device to the computer. Now, factor in the possibility*  
>*that this specific device may not have been on the market when XP was*  
>*released. Unless the product was thoroughly and properly tested with the*  
>*operating system across a wide variety of test beds, issues such as these*  
>*may not appear. Couple that with the fact laptops are notoriously finicky*  
>*about devices attached to them and the possibility the manufacturer of the*  
>*device may never have considered or tested their device on laptop and you*  
>*have a recipe for trouble.*  
>  
>4) *Yes, System Restore would remove the updates. However, if you return to*  
>*Windows Update, they would still be available and download again.*  
>  
>5) *I don't know what Gateway has included and that description doesn't*  
>*indicate whether or not this is simply a recovery disk or if it is a*  
>*essentially the same as the XP CD purchased at retail, not only in content*  
>*but in function, giving access to the Repair Install procedure, Recovery*  
>*Console, offering the ability to fix things or do a limited install without*  
>*having it first completely wipe the system. You would need to contact*

>Gateway directly about this as we have no idea what an  
OEM (Original  
>Equipment Manufacturer) has supplied with their systems.  
You might also  
>check your documentation as it may make reference to some  
of these items  
>such as Repair Install.  
>  
>  
>  
>--  
>Michael Solomon MS-MVP  
>Windows Shell/User  
>Backup is a PC User's Best Friend  
>DTS-L.Org: <http://www.dts-l.org/>  
>  
>"Popodopolus" <anonymous@discussions.microsoft.com> wrote  
in message  
>news:ad6901c436a6\$14fca830\$a601280a@phx.gbl...  
>> #1- Thank you. The "serious error" notice does not come  
on  
>> the screen now, when I start the notebook. Does that  
mean  
>> it is "fixed" or will it happen again? (I disconnected  
the  
>> external (Gateway) keyboard and the (off-table track  
>> = "<http://www.eagepc.com/category/200mice/?s=5&p=2>")  
>> mouse. Or do I still have to worry about it popping-up  
>> again? I do hope NOT. (After 1st pop-up of the 'serious  
>> error' message, I did go into Device Manager and disable  
>> mouse. I don't know if that is why I am no longer  
getting  
>> the 'serious error' message, or if it is because I no  
>> longer have the external mouse connected.)  
>>  
>> #2- I don't believe I have a Sound Blaster card. I  
looked  
>> in Sound and saw: 'Audio codecs; Legacy audio drivers;  
>> media control devices; SigmaTel C-Major audio; video  
>> codec.'  
>> I changed Driver Signing Options to: "Block - Never  
>> Install unsigned driver software." I don't know if that  
>> will do any good.  
>>  
>> #3- If it was/is a hardware problem and related to the  
>> external mouse I connected, why did Microsoft install it  
>> when I first plugged it in the USB port? It was working  
>> first time I tried it. I didn't install any  
>> software/driver for the mouse - it was automatically  
>> installed by Microsoft when I first plugged it into the  
>> USB socket. (Mouse stated it was WinXP compliant -

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>> "<http://www.eagepc.com/category/200mice/?s=5&p=2>")  
>>  
>> #4– I went to the System Restore and the only  
>> previous 'restore point' was April 18, 2004 and it  
stated  
>> it would restore to prior to that date. On April 18,  
2004  
>> I notice there was 4 Critical Updates (I downloaded) and  
>> one of them was the KB 835732, which is the Critical  
>> Update for the Sasser worm/virus. If I clicked on the  
>> restore, wouldn't all those Critical Updates be erased  
>> (since restore would be prior to that date – April  
>> 18,2004)? I am afraid if I did that, I would not have  
the  
>> Critical Updates installed any longer. Is that true.  
Would  
>> you know if I did the system restore and I went to MS  
>> Critical Update page, would all those (4/18/04) Critical  
>> Updates be listed again for download?  
>>  
>> #5– I looked in the WindowsXp packet that came with the  
>> Gateway M350 notebook and the only disk enclosed was  
>> titled "Gateway Operating System–Windows XP – Home  
>> Edition. Use this CD to reinstall your operating  
system."  
>>  
>> Sorry for making this such a big problem, but it really  
>> has us quite nervous since this is a new notebook. We've  
>> only had it a few months. Thank you again for any  
help...  
>> Alice  
>>  
>>  
>>>-----Original Message-----  
>>>The error you have posted is almost always associated  
>> with a hardware issue.  
>>>Since the only change you've made is the addition of an  
>> external mouse and  
>>>keyboard, one or both of them are strong possibilities  
as  
>> the source. You  
>>>might check the mouse and keyboard manufacturer's  
website  
>> for updated  
>>>drivers. If that doesn't resolve the issue I'd move on  
>> to the information  
>>>below.  
>>>  
>>>If you have a SoundBlaster soundcard as Rick indicated  
in  
>> this thread, you

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>>>might want to check the manufacturer's website for the  
>> latest drivers for  
>>>the card, [www.creative.com](http://www.creative.com).  
>>>If unsure, check with Gateway.  
>>>  
>>>If you don't have a SoundBlaster soundcard, it's quite  
>> likely, the mouse and  
>>>keyboard are conflicting with something on your system,  
>> their drivers might  
>>>not be well made or the hardware itself may be the  
source  
>> of the issue in  
>>>which case, I can only suggest, looking into another  
>> mouse or keyboard or,  
>>>at the very least, not using the external mouse and  
>> keyboard.  
>>>  
>>>Then, use System Restore to take you back to a time  
prior  
>> to when you first  
>>>connected the mouse and keyboard as that might remove  
any  
>> changes made when  
>>>they were first connected. Start\All  
>> Programs\Accessories\System  
>>>Tools\System Restore.  
>>>  
>>>  
>>>  
>>>--  
>>>Michael Solomon MS-MVP  
>>>Windows Shell/User  
>>>Backup is a PC User's Best Friend  
>>>DTS-L.Org: <http://www.dts-l.org/>  
>>>  
>>>"Popodopolus" <[anonymous@discussions.microsoft.com](mailto:anonymous@discussions.microsoft.com)>  
wrote  
>> in message  
>>>news:a85901c4361f\$5c1a73a0\$a601280a@phx.gbl...  
>>>> Wow, are we confused! This is a brand new Gateway M350  
>>>> notebook. Norton AntiVirus = no infections. AdAware =  
>>>> nothing. We did use an external keyboard and mouse a  
few  
>>>> days ago. But WinXP located new hardware and did allow  
>> us  
>>>> to use the external keyboard and mouse (made in  
Taiwan)  
>>>> for that day. Here is the information (I believe you  
>>>> requested) and hope it is what you wanted. We are  
senior  
>>>> citizens and this is so confusing and nerve wracking.

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