

Re: blue screen of death

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.customize/2008-10/msg00071.html>

- *From:* sw <baddad327@xxxxxxxxxx>
 - *Date:* Tue, 7 Oct 2008 06:35:34 -0700 (PDT)
-

On Oct 6, 8:53 pm, Leonard Grey <l.g...@xxxxxxxxxxxxxxxxxx> wrote:

It's possible that your computer is still infected.

To resolve the video card issue: Start your computer in Safe Mode. Once in Safe Mode go to Control Panel > Add or Remove Programs and uninstall your video card software. Then go to Device Manager and uninstall the video card itself. Let your computer restart normally. Windows will detect your video card and will install its own driver. Then go to the website of your video card maker and obtain the latest driver. Follow the driver installation procedures to the letter.

Leonard Grey
Errare humanum est

"A Day in the Life of a Web 2.0 Hacker" – PC Magazine
<http://www.pcmag.com/article2/0,2817,2330952,00.asp>

sw wrote:

On Oct 6, 2:23 pm, Leonard Grey <l.g...@xxxxxxxxxxxxxxxxxx> wrote:

We need to know (at least):

- 1– Your version of Windows (including the service pack)
- 2– the numbers/letters after 0x00...
- 3– The NAME_OF_THE_ERROR
- 4– The exact circumstances under which you see the error.
- 5– Any changes to the hardware or software made recently before the error message started appearing.

Leonard Grey
Errare humanum est

Re: blue screen of death

"A Day in the Life of a Web 2.0 Hacker" – PC
Magazine <http://www.pcmag.com/article2/0,2817,2330952,00.asp>

sw wrote:

On Oct 6, 2:01 pm, Leonard Grey
<l.g...@xxxxxxxxxxxxxxxxxx> wrote:

Does the blue screen have
the word STOP followed by
a hexadecimal number
that begins with 0x000...
and a message that looks
LIKE_THIS?

Leonard Grey
Errare humanum est
"A Day in the Life of a Web
2.0 Hacker" – PC
Magazine <http://www.pcmag.com/article2/0,2817,2330952,00.asp>
sw wrote:

I have a
clone laptop
which has
been
working
well until
this week.
My
screen turns
blue when
the machine
boots up. I
have
windows xp
installed.
The
boot-up
shows the
first
horizontal
windows
status bar
but then
revers to a
blue screen

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error
message
saying that
"windows
had to halt
as
continuing
would
damage the
computer".
It goes on
to
say that my
video
display
driver is
damaged.
Im
suspicious
of this as
I've been
unable to
start the
thing in safe
mode. A
week
earlier.. I
downloaded
the
microsoft
malware
software
and
detected/fixd
(Or so I
thought) a
malware
item on my
machine
I have been
able to start
it in safe
mode with
command
prompt..
Can I
use this as a
way in to
fix the
problem?
Do I need to

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set up a
boot disk? I
have
Mcafee
anti-virus
which
works
well as you
can tell.–
Hide quoted
text –

– Show quoted text –

Yes it does.. there are at least 5 of these
numbers. Im not at the
machine right now but can pass them on
tomorrow if that is of issue.– Hide quoted
text –

– Show quoted text –

Windows XP Media Center with SP3.

Message is:

"a problem has been detected and windows has been shut down to prevent
damage to your computer
the video driver failed to initialize
if this is the first time you've seen this Stop error screen, restart
your computer
if this screen appears again, follow these steps
check to make sure any new hardware or software is properly installed.
If this is a new installation, ask your hardware or software
manufacturer for any windows updates you might need.
If problems continue, disable or remove any newly installed hardware
or software. Disable BIOS memory options such as caching or
shadowing. If you need to use Safe Mode to remove or disable
components, restart your computer, press F8 to select Advanced Startup
Options, and then select Safe Mode.

Technical Information:

*** Stop: 0x000000B4 (0x82A43008, 0x82A44000, 0x82A3E000,
0x00050000)

Beginning dump of physical memory

Dumping physical memory to disk: " (this counts from 1 to 100) then it

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says to contact technical assistance and the computer tries to restart.

Sequence:

Computer is turned on...boot extends to show the "Microsoft Windows XP" with icon and horizontal progress bar.. screen is then blank for 15 seconds.. and the blue screen with note (text shown above) comes up..

The only change I can think of is software related.. A program called XP Antivirus installed itself on my computer while my son was using it. I got McAfee to find it and kick it off. I A few days later I installed SP 3. 1 week after that I installed the Malicious software removal tool. Ran it and found an item which I then deleted.

2 days later I received this problem message.(text noted above)

My USB mouse has been acting errantly.

Thankyou in advance for your help on this matter– Hide quoted text –

– Show quoted text –

Thankyou for your time on this matter, I really appreciate your help. The only problem with the safe mode suggestion is that I have the same blue screen when trying to go to safe mode. I get the F8 screen as suggested with no problem and choose safe mode.. same sequence as for normal startup with the blue message. This does prompt me to think a virus as safe mode should get me past a bad video driver wouldn't you think?

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