

# Re: frequent crashing

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2005-04/msg02086.html>

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- *From:* "Sekhar" <kali\_chandra@xxxxxxxxxxx>
  - *Date:* Sat, 2 Apr 2005 19:30:21 -0500
- 

Also I forgot to mention that once this type of crash occurs I can not even get in to a safe mode. Everytime I get this type of crash, I repair it by using the windowsxp disk . I get in to "install a fresh copy" and then selecting "R" to repair.

"T. Waters" <@\$%\$%#^@jdjgkl.com> wrote in message  
[news:uKmR\\$76NFHA.3988@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](news:uKmR$76NFHA.3988@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

> If you can get into Safe Mode, then it likely is not a hardware issue. To  
> get into Safe Mode, tap repeatedly on the F8 key from the moment the blue  
> Welcome screen tries to load.

>

> "Sekhar" <kali\_chandra@xxxxxxxxxxx> wrote in message  
> [news:8Ly3e.21023\\$ug.16821@xxxxxxxxxxxx](news:8Ly3e.21023$ug.16821@xxxxxxxxxxxx)

>> Thanks for your replies. Sorry for that I did not explain my problem  
>> clearly.

>> my computer is a HP laptop .And the word "crash" what I meant was  
computer

>> tries to sart but after the blue screen it shuts off try to start again.

>> This goes on indefinitely. Also once I got a "page error in non page  
> error"

>> sort of error. I have a Zone Alarm firewall , Norton anti virus and also

>> Adaware installed on my computer.

>> I run them frequently. It seems nothing wrong with my computer.Could  
this

> be

>> a hardware issue?

>> "Malke" <noreply@xxxxxxxxxxx> wrote in message

>> <news:e0p5e24NFHA.1372@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

>>> anonymous@xxxxxxxxxxxxxxxxxxxxxxxxxxxx wrote:

>>>

>>>> It is almost certainly a software issue.

>>>>

>>>>

>>>> (snip)

>>>>

>>>> There is no way to tell what is causing the problems from the

>>>> information (lack of) provided by the OP. Yes, it could be malware.

But

>>> it could also be hardware, particularly if the crashing is random.

## Re: frequent crashing

Here

>>> are general troubleshooting steps for both areas. If they look too  
>>> complicated, then the advice to take your computer to a local  
>>> professional (not a BestBuy or CompUSA type of store) is good.  
>>>  
>>> For software issues – First check for malware after deleting all  
>>> Temporary and Temporary Internet Files:  
>>>  
>>> 1) Scan in Safe Mode with current version (not earlier than 2004)  
>>> antivirus using updated definitions.  
>>>  
>>> Before you remove malware, get LSPFix or WinSockFix for XP – see links  
>>> below.  
>>>  
>>> 2) Remove spyware with Spybot Search & Destroy and Ad-aware. These  
>>> programs are free, so use them both since they complement each other.  
>>> There is a new version of CWShredder from Intermute. I would not  
>>> install the other Intermute programs, however. Alternately, there are  
>>> CoolWebSearch malware removal steps at SilentRunners.  
>>>  
>>> Be sure to update these programs before running, and it is a good idea  
>>> to do virus/spyware scans in Safe Mode. Make sure you are able to see  
>>> all hidden files and extensions (View tab in Folder Options).  
>>>  
>>> If the malware remains even after you used Ad-aware and Spybot, you  
can  
>>> scan with HijackThis. HijackThis is an excellent tool to discover and  
>>> disable hijackers, but it requires expert skill. See below for  
>>> HijackThis links, including sites where you can post your HJT logs. A  
>>> combination of HijackThis and About:Buster works well in removing the  
>>> About:Blank homepage hijacker. Again, this is an expert tool and  
>>> novices should get help with it.  
>>>  
>>> 3) If you are running Windows ME or XP, you should disable/enable  
System  
>>> Restore after the system is clean because malware will be in the  
>>> Restore Points. With ME, you must disable System Restore completely.  
>>> With XP, you can delete all but the most recent (presumably clean)  
>>> System Restore point from the More Options section of Disk Cleanup  
>>> (Run>cleanmgr).  
>>>  
>>> Links to help with malware:  
>>>  
>>> Software/Methods:  
>>> <http://www.safer-networking.org> – Spybot Search & Destroy  
>>> <http://www.lavasoftusa.com> – Ad-aware  
>>> <http://www.intermute.com/products/cwshredder.html>  
>>> [http://www.silentrunners.org/sr\\_cwsremoval.html](http://www.silentrunners.org/sr_cwsremoval.html), – SilentRunners  
>>> <http://www.cexx.org/lspfix.htm> – Repair Winsock 2 settings after  
>>> removing spyware  
>>> <http://www.spychecker.com/program/winsockxpfix.html> – WinsockXPFix.exe

Re: frequent crashing

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>>> <http://www.tomcoyote.com/hjt/> – HijackThis  
>>>  
>>> HijackThis:  
>>> <http://www.aumha.org/a/hjttutor.htm> – HijackThis tutorial by Jim  
>>> Eshelman  
>>> <http://aumha.net> – forums  
>>> <http://spywarewarrior.com/viewforum.php?f=5> – Spyware Warrior  
HijackThis  
>>> forum  
>>> <http://www.wilderssecurity.com/>  
>>> <http://forums.tomcoyote.org/>  
>>>  
>>> General:  
>>> <http://auhma.net> – look under "Security" for various forums  
>>> <http://rgharper.mvps.org/cleanit.htm>  
>>> <http://mvps.org/winhelp2002/unwanted.htm>  
>>> <http://www.aumha.org/a/parasite.htm> – The Parasite Fight  
>>> [http://www.spywarewarrior.com/rogue\\_anti-spyware.htm](http://www.spywarewarrior.com/rogue_anti-spyware.htm)  
>>>  
>>> Then move on to general maintenance:  
>>>  
>>> 1) Delete temporary and Temporary Internet Files.  
>>> 2) Stop unnecessary services/programs from starting with Windows – see  
>>> [www.blackviper.com](http://www.blackviper.com) for services info and  
>>> [www.pacs-portal.co.uk/startup\\_index.htm](http://www.pacs-portal.co.uk/startup_index.htm) for programs info.  
>>> 3) Look in Event Viewer for clues.  
>>> 4) Make sure you've visited Windows Update and applied all security  
>>> patches. Do not install driver updates from Windows Update.  
>>> 5) Run a firewall.  
>>>  
>>> For hardware issues –  
>>>  
>>> 1) Open the computer and run it open, cleaning out all dust bunnies  
and  
>>> observing all fans (overheating will cause system freezing). Obviously  
>>> you can't do this with a laptop, but you can hear if the fan is  
running  
>>> and feel if the laptop is getting too hot.  
>>>  
>>> 2) Test the RAM – I like Memtest86+ from [www.memtest.org](http://www.memtest.org). Obviously,  
you  
>>> have to get the program from a working machine. You will either  
>>> download the precompiled Windows binary to make a bootable floppy or  
>>> the .iso to make a bootable cd. If you want to use the latter, you'll  
>>> need to have third-party burning software on the machine where you  
>>> download the file – XP's built-in burning capability won't do the job.  
>>> In either case, boot with the media you made. The test will run  
>>> immediately. Let the test run for an extended period of time – unless  
>>> errors are seen immediately. If you get any errors, replace the RAM.  
>>>  
>>> 3) Test the hard drive with a diagnostic utility from the mfr.

Re: frequent crashing

## Re: frequent crashiing

Usually

>>> you will download the file and make a bootable floppy with it. Boot  
>>> with the media and do a thorough test. If the drive has physical  
>>> errors, replace it.  
>>>  
>>> 4) The power supply may be going bad or be inadequate for the devices  
>>> you have in the system. The adequacy issue doesn't really apply to a  
>>> laptop, although of course the power supply can be faulty.  
>>>  
>>> 5) Test the motherboard with something like TuffTest from  
>>> www.tufftest.com. Sometimes this is useful, and sometimes it isn't.  
>>>  
>>> Malke  
>>> --  
>>> MS MVP – Windows Shell/User  
>>> www.elephantboycomputers.com  
>>> In Memoriam – MVP Alex Nichol  
>>> The world is diminished without him.  
>>  
>>  
>  
>

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### • *References:*

- ◆ ***frequent crashiing***  
    ◇ *From: Sekhar*
  - ◆ ***frequent crashiing***  
    ◇ *From: anonymous*
  - ◆ ***Re: frequent crashiing***  
    ◇ *From: Malke*
  - ◆ ***Re: frequent crashiing***  
    ◇ *From: Sekhar*
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- Prev by Date: ***Problem: drwatson postmortem debugger has encountered a problem***
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