

# Re: Internet Explorer restarts computer after going on-line

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2005-05/msg17078.html>

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- *From:* "Buck-nasty" <[Bucknasty@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Bucknasty@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Mon, 30 May 2005 09:58:03 -0700
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I just tried uninstalling and re-installing the device drivers, but it did not work. The laptop is a Dell inspiron 1100. He has a broadband connection using a Broadcom 440 x 10/100 Integrated Controller, and a Conexant D480 MDC v.92 modem to connect. He is also using I.E. as a browser, but I don't know if that helps. Everything is an internal on this system with the exception of the 3-1/4 floppy drive. Would it be easier to contact DELL at this point and tell them the problem, or do you have any other suggestions that would allow me to bypass incomprehensible India support for a few more hours? Thank you for your help.

"Malke" wrote:

> Buck-nasty wrote:

>

>> I am trying to fix a laptop for a friend, but I am at an absolute loss  
>> with the exception of formatting the entire system and starting over  
>> (but this is a tremendous task as he has no cd-burner, and only a  
>> 3-1/4 to back up all his

>> files. Every time I open up Internet explorer, the computer quickly  
>> shuts down. It will open fine in safe mode, and you can surf the  
>> internet, but in normal mode the internet forces an immediate  
>> shutdown. Even when Norton tries to do automatic update, it shuts down  
>> the computer. Here is the error message that I receive:

>>

>> A problem has been detected and windows has been shut down to prevent  
>> damage to your computer.

>>

>> DRIVER\_IRQL\_NOT\_LESS\_OR\_EQUAL

>>

>> 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 and new hardware or software is properly installed.

>> If this is a new installation, ask your hardware or software

>> manufacturer for and windows updates you might need.

>>

>> If problems continue, disable or remove any newly installed hardware

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>> 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: 0x000000D1 (0XFFB5A000, 0x0000000Z, 0x00000000, 0xF980C484)  
>>  
>> \*\*\* jfkabj – Address f980C484 base at F980C000, Datestamp  
>> 4263C4D4  
>>  
>> Beginning dump of physical memory  
>> Physical memory dump complete.  
>> Contact your system administrator or technical support group for  
>> further assistance.  
>>  
>>  
>> Any help with this would be greatly appreciated as I am at a complete  
>> loss before formatting the whole damn thing. Thanks all.  
>>  
>  
> Uninstall whatever device (and its drivers) your friend is using to get  
> to the Internet; i.e., modem or network adapter. From a different  
> computer with an Internet connection and a cd burner, download the  
> latest drivers for that device from the laptop mfr.'s website, making  
> sure you get drivers for that specific model laptop.  
>  
> If that doesn't work, there may be a physical problem with the device.  
> Since I don't know what the device is, I can't go further with this  
> except to say if it is an external device (pc card) try a different one  
> and if it is built-in, call the laptop's tech support.  
>  
> Malke  
> --  
> Elephant Boy Computers  
> www.elephantboycomputers.com  
> "Don't Panic!"  
> MS-MVP Windows – Shell/User  
>  
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• *Follow-Ups:*

◆ *Re: Internet Explorer restarts computer after going on-line*

◇ From: Malke

• *References:*

◆ *Internet Explorer restarts computer after going on-line*

◇ From: Buck-nasty

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◆ **Re: Internet Explorer restarts computer after going on-line**

◇ From: Malke

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