

RE: win32k.sys stop error, blue screen

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<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2005-07/msg15431.html>

- *From:* "shagmasterk" <shagmasterk@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 29 Jul 2005 11:35:02 -0700
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i think i finally figured this out. i have a matrox graphics card, and at some point (probably as a dumb experiment) i must have set my BIOS to AGP fast write, which my graphics card is not compatible with. i tried uninstalling norton utilities, uninstalling drivers, turning off services, and nothing seemed to work, but when i went through the bios (which is by AMI (american megatrends, inc.)) and selected the option to setup the entire bios for optimum performance, the agp fast write option was automatically set to "disabled." since then, i haven't had a single crash.

"shagmasterk" wrote:

> 3 times in last 10 min (and several times in past weeks) i've gotten the blue
> screen. on the blue screen it says:
>
> STOP: 0x0000008e (0xc0000005, 0xbf837815, 0xf1f70a68, 0x00000000)
>
> WIN32K.SYS - ADDRESS BF837815 BASE AT BF800000, DATESTAMP 422511a2
>
> i checked the error log and it says this when i clicked on the only error
> message i saw recently:
>
> The computer has rebooted from a bugcheck. The bugcheck was: 0x0000008e
> (0xc0000005, 0xbf837815, 0xf1f70a68, 0x00000000). A dump was saved in:
> C:\WINDOWS\MEMORY.DMP.
>
> i can't open this file, wouldn't know what to do with it if i did, but it's
> about 525MB.
>
> one of the times it did this, when it rebooted itself, the "windows has
> recovered from a serious error" window came up, and when i reported it, it
> said something about an HP memories disc program (related to an HP printer
> connected to the pc), so i updated the driver in question. now it at least
> doesn't crash every few minutes, but i still have not resolved problem with
> win32k.sys. any suggestions?
>
>

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