

RE: STOP: c000021a 0xc0000005 (0x00000000 0x00000000)

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2005-08/msg02153.html>

- *From:* SteveL <SteveL@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 2 Aug 2005 18:51:04 -0700
-

I found this..

0xC000021A: STATUS_SYSTEM_PROCESS_TERMINATED

(Click to consult the online Win XP Resource Kit article, or see Windows 2000 Professional Resource Kit, p. 1561.)

This occurs when Windows switches into kernel mode and a user-mode subsystem, such as Winlogon or the Client Server Runtime Subsystem (CSRSS), is compromised and security can no longer be guaranteed. Because Win XP can't run without Winlogon or CSRSS, this is one of the few situations where the failure of a user-mode service can cause the system to stop responding. This Stop message also can occur when the computer is restarted after a system administrator has modified permissions so that the SYSTEM account no longer has adequate permissions to access system files and folders.

GoBack Causes a Stop Error C000021a {KB 316503} Win XP

Internet Explorer Maintenance Policies May Cause an Access Violation in Winlogon {KB 318666} Win XP Pro

"candino" wrote:

```
> I have a DELL Optiplex GX150 with Windows XP Pro SP1. The PC was working fine
> until a few days ago. I powered it on and everything looked fine until an
> error window came up. The contents follow:
>
> _____
> | SAS Window: winlogon.exe – Application Error |
> |
> |
> |
> |
> | The instruction at "0x77f52a84" referenced memory |
> | at "0x00000000". The memory could not be "written". |
> |
> |
> | Click OK to terminate the program. |
```

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> _____
>
> *****
>
> AFTER clicking on OK a BLUE screen appears with the stop error that reads:
>
> STOP: c000021a [Fatal System Error]
>
> The windows Logon Process system process terminated unexpectedly with
> status of 0xc0000005 (0x00000000 0x00000000).
>
> The system has been shut down.
>
> *****
>
> A few seconds later the system reboots and the same thing happens. It's an
> endless loop unless the power button is used to cut power.
>
> *****
>
> I did a repair install from CD. It worked to the point that I was able to
> get into Windows XP and even got some work done. However, after I shut the
> system down and tried using it again the following day the same problem came
> about.
>
> Can someone please help me with this if you might have had to deal with it
> or just happen to have the fix. Thanks in advance. Any help greatly
> appreciated.
>
> .

• **References:**

◆ **STOP: c000021a 0xc0000005 (0x00000000 0x00000000)**
◇ From: candino

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