

Re: problems with PC crashing; help/insight requested

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2006-12/msg02664.html>

- *From:* "NewScience" <newsience83@xxxxxxxxxxxxxxxx>
 - *Date:* Tue, 5 Dec 2006 22:10:09 -0500
-

I hope my instructions in Debugging Windows and How to Setup helped.

I will tell you ... depending on your system I have had problems with McAfee on every system. As well as Norton.

Maybe someone can help you further ... I hear ZoneAlarm is pretty good. Good luck in uninstalling McAfee. I just did that last weekend on my sisters system. Ran all the uninstall programs from Add/Remove Programs.... and it still didn't uninstall everything.

Had to download all the McAfee Cleanup Tool Scripts from forums.mcafeehelp.com, and it still get everything. I had to manually edit the Registry and cleanup Services and HKLM\Software and HKCU\Software registry entries.

"unstablemicrosoft" <unstablemicrosoft@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:CCB3251C-E39F-4A4F-8C50-8DDE95F89E01@xxxxxxxxxxxxxxxxxxxxxxxx

Hi. Thanks to you all.

This is going to be a bit lengthy, including two logs of the windows debug utility, sorry for that. At the end of that there is more info, also more important I think. The second log pertains the crash that followed shortly after the first one, while I was trying to investigate the situation. Feel free to skip some stuff, the end of this message is probably the most important.

"Microsoft (R) Windows Debugger Version 6.6.0007.5
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Loading Dump File [C:\WINDOWS\Minidump\Mini120506-01.dmp]
Mini Kernel Dump File: Only registers and stack trace are available

Symbol search path is:
SRV*C:\windows\symbols*<http://msdl.microsoft.com/download/symbols>

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Executable search path is:

c:\windows;c:\windows\system32;c:\windows\system32\drivers
Windows XP Kernel Version 2600 (Service Pack 2) UP Free x86 compatible
Product: WinNt, suite: TerminalServer SingleUserTS Personal
Built by: 2600.xpsp_sp2_gdr.050301-1519
Kernel base = 0x804d7000 PsLoadedModuleList = 0x8055a420
Debug session time: Tue Dec 5 14:47:35.328 2006 (GMT+1)
System Uptime: 0 days 0:01:53.921
Loading Kernel Symbols

.....
Loading User Symbols

Loading unloaded module list

.....

*
*
* Bugcheck Analysis
*
*
*

Use !analyze -v to get detailed debugging information.

BugCheck 1000008E, {c0000005, bf8345ea, ba398bdc, 0}

*** ERROR: Symbol file could not be found. Defaulted to export symbols
for
nv4_disp.dll -
Probably caused by : nv4_disp.dll (nv4_disp+607e)

Followup: MachineOwner

kd> !analyze -v

*
*
* Bugcheck Analysis
*
*
*

KERNEL_MODE_EXCEPTION_NOT_HANDLED_M (1000008e)
This is a very common bugcheck. Usually the exception address pinpoints
the driver/function that caused the problem. Always note this address
as well as the link date of the driver/image that contains this address.
Some common problems are exception code 0x80000003. This means a hard
coded breakpoint or assertion was hit, but this system was booted
/NODEBUG. This is not supposed to happen as developers should never have

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hardcoded breakpoints in retail code, but ...

If this happens, make sure a debugger gets connected, and the system is booted /DEBUG. This will let us see why this breakpoint is happening.

Arguments:

Arg1: c0000005, The exception code that was not handled

Arg2: bf8345ea, The address that the exception occurred at

Arg3: ba398bdc, Trap Frame

Arg4: 00000000

Debugging Details:

EXCEPTION_CODE: (NTSTATUS) 0xc0000005 – De instructie op 0x%08lx verwijst naar geheugen op 0x%08lx. De lees- of schrijfbewerking ("%s") op het geheugen is mislukt.

FAULTING_IP:

win32k!BltLnkRect+246

bf8345ea 837e3400 cmp dword ptr [esi+34h],0

TRAP_FRAME: ba398bdc -- (.trap ffffffffba398bdc)

ErrCode = 00000002

eax=e2a21368 ebx=00000000 ecx=ba3991e4 edx=00000000 esi=ba39935c

edi=00000010

eip=bf8345ea esp=ba398c50 ebp=ba3991c4 iopl=0 nv up ei pl zr na pe nc

cs=0008 ss=0010 ds=0023 es=0023 fs=0030 gs=0000

efl=00010246

win32k!BltLnkRect+0x246:

bf8345ea 837e3400 cmp dword ptr [esi+34h],0

ds:0023:ba399390=00000001

Resetting default scope

CUSTOMER_CRASH_COUNT: 1

DEFAULT_BUCKET_ID: DRIVER_FAULT

BUGCHECK_STR: 0x8E

PROCESS_NAME: explorer.exe

LAST_CONTROL_TRANSFER: from bf833a65 to bf8345ea

STACK_TEXT:

ba3991c4 bf833a65 ba39935c ba3991e4 e192d810 win32k!BltLnkRect+0x246

ba399460 bf82f649 00000000 e2a975b0 00000000 win32k!BltLnk+0x796

ba3994e4 bf9da07e e163f008 e2a975c0 e163f008 win32k!EngBitBlt+0x3cb

WARNING: Stack unwind information not available. Following frames may be

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wrong.

ba399630 bf81863f 00000000 00000000 00000104 nv4_disp+0x607e
ba39972c bf8612c1 ba399814 e2a21368 00000000 win32k!GreDrawStream+0x56e
ba399848 804de7ec 210109a5 000000ab 00000008 win32k!GreMaskBlt+0x71c
ba399848 7c90eb94 210109a5 000000ab 00000008 nt!KiFastCallEntry+0xf8
00fef37c 00000000 00000000 00000000 00000000 0x7c90eb94

STACK_COMMAND: kb

FOLLOWUP_IP:

nv4_disp+607e
bf9da07e 8b4c2410 mov ecx,dword ptr [esp+10h]

SYMBOL_STACK_INDEX: 3

SYMBOL_NAME: nv4_disp+607e

FOLLOWUP_NAME: MachineOwner

MODULE_NAME: nv4_disp

IMAGE_NAME: nv4_disp.dll

DEBUG_FLR_IMAGE_TIMESTAMP: 453bdc7a

FAILURE_BUCKET_ID: 0x8E_nv4_disp+607e

BUCKET_ID: 0x8E_nv4_disp+607e

Followup: MachineOwner"

LOG 2 "Microsoft (R) Windows Debugger Version 6.6.0007.5
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Loading Dump File [C:\WINDOWS\Minidump\Mini120506-02.dmp]
Mini Kernel Dump File: Only registers and stack trace are available

Symbol search path is:

SRV*C:\windows\symbols*<http://msdl.microsoft.com/download/symbols>

Executable search path is:

c:\windows;c:\windowssystem32;c:\windows\system32\drivers
Windows XP Kernel Version 2600 (Service Pack 2) UP Free x86 compatible
Product: WinNt, suite: TerminalServer SingleUserTS Personal
Built by: 2600.xpsp_sp2_gdr.050301-1519
Kernel base = 0x804d7000 PsLoadedModuleList = 0x8055a420
Debug session time: Tue Dec 5 15:11:42.968 2006 (GMT+1)
System Uptime: 0 days 0:23:46.551
Loading Kernel Symbols

.....

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Loading User Symbols
Loading unloaded module list

```
.....  
*****  
*  
*  
* Bugcheck Analysis  
*  
*  
*  
*****
```

Use !analyze -v to get detailed debugging information.

BugCheck 100000A, {fff, 2, 1, 8051cd0f}

Probably caused by : ntoskrnl.exe (nt!KiAttachProcess+6b)

Followup: MachineOwner

```
-----  
  
kd> !analyze -v  
*****  
*  
*  
* Bugcheck Analysis  
*  
*  
*  
*****
```

IRQL_NOT_LESS_OR_EQUAL (a)
An attempt was made to access a pageable (or completely invalid) address
at an
interrupt request level (IRQL) that is too high. This is usually
caused by drivers using improper addresses.
If a kernel debugger is available get the stack backtrace.
Arguments:
Arg1: 00000fff, memory referenced
Arg2: 00000002, IRQL
Arg3: 00000001, value 0 = read operation, 1 = write operation
Arg4: 8051cd0f, address which referenced memory

Debugging Details:

WRITE_ADDRESS: 00000fff

CURRENT_IRQL: 2

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FAULTING_IP:

nt!KiAttachProcess+6b
8051cd0f 8910 mov dword ptr [eax],edx

CUSTOMER_CRASH_COUNT: 2

DEFAULT_BUCKET_ID: DRIVER_FAULT

BUGCHECK_STR: 0xA

LAST_CONTROL_TRANSFER: from 804f178f to 8051cd0f

STACK_TEXT:

ba187b78 804f178f 8210cb30 822aebf8 822aeb00 nt!KiAttachProcess+0x6b
ba187b98 8057d1dc 822aeb00 ba187c0c ba187d00 nt!KeStackAttachProcess+0x7b
ba187c70 8057d321 822aebf8 000dbb90 820eb978 nt!MiDoMappedCopy+0x65
ba187ca0 80588c7d 822aec78 000dbb90 820eb978 nt!MmCopyVirtualMemory+0x63
ba187d20 80588cd5 00000000 000002e8 000ba380 nt!LpcpCopyRequestData+0x1fc
ba187d44 804de7ec 000002e8 000ba380 00000000 nt!NtReadRequestData+0x1e
ba187d44 7c90eb94 000002e8 000ba380 00000000 nt!KiFastCallEntry+0xf8
WARNING: Frame IP not in any known module. Following frames may be wrong.
00befdf4 00000000 00000000 00000000 00000000 0x7c90eb94

STACK_COMMAND: kb

FOLLOWUP_IP:

nt!KiAttachProcess+6b
8051cd0f 8910 mov dword ptr [eax],edx

SYMBOL_STACK_INDEX: 0

SYMBOL_NAME: nt!KiAttachProcess+6b

FOLLOWUP_NAME: MachineOwner

MODULE_NAME: nt

IMAGE_NAME: ntoskrnl.exe

DEBUG_FLR_IMAGE_TIMESTAMP: 42250ff9

FAILURE_BUCKET_ID: 0xA_W_nt!KiAttachProcess+6b

BUCKET_ID: 0xA_W_nt!KiAttachProcess+6b

Followup: MachineOwner"

The file nv4_disp.dll is mentioned, and it seems to be part of the McAfee software. Deleting that file (including the McAfee software) is an option for

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further consideration, if necessary.

Now, about the memory: memory seems to be really tricky. I'll save you some trouble by skipping the less important details. First of all, I used the memtest86 and the Windows memory diagnostic tool. (I have Windows XP service pack 2, Home Edition) Recently, I received a few errors with a few RAM tests, but most tests indicated that everything was fine. But not Memtest86 test 5 and 8. And not test stride6 of the Windows memory tool. The Windows memory diagnostic Memtest86 sort of "calls" my chipset (or perhaps driver??, probably chipset) Nvidia nForce SPP/FSB 166 Mhz. When I bought this system, I had 256 MB RAM, one module. I've never gotten an error message in that RAM module. Recently I noticed some errors in the second 256 MB RAM module that I bought some months ago, possibly causing the crashes. The second module was different from the first. I've tried a lot.

But now, after tweaking the bios (or CMOS ? I haven't done those things in ages) I switched something from SP to Auto. Guess what ?? Further memory tests did not discover a single error !

Can anyone explain to me what SP is ??

I hope that this does solve my problem, and if not, I'll consider deleting all McAfee software, including nv4_disp.dll.

I've tried to get for all relevant things to get the latest drivers. I intended to update my mainboard M7NCD (not PRO !), but no update seemed available.

So the RAM itself was not faulty. Any further advice/insight appreciated.

Thank you.