

Re: problems with PC crashing; help/insight requested

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2006-12/msg03836.html>

- *From:* "Rock" <rock@xxxxxxxxxx>
 - *Date:* Fri, 8 Dec 2006 21:41:18 -0800
-

"unstablemicrosoft" wrote

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>

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

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Loading User Symbols

Loading unloaded module list

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Re: problems with PC crashing; help/insight requested

* Bugcheck Analysis

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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 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.

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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
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

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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:

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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

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* Bugcheck Analysis

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Use !analyze -v to get detailed debugging information.

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

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

Followup: MachineOwner

Re: problems with PC crashing; help/insight requested

kd> !analyze -v

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* Bugcheck Analysis
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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

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

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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 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.

Re: problems with PC crashing; help/insight requested

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.

The system has memory problems. Why are you wasting time with debuggers. Replace the memory. There should be no memory errors when running a memory diagnostic utility – none, zero, nada, zilch.

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