

Re: BSOD making me angry– need help

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2007-08/msg02554.html>

- *From:* "Gerry" <gerry@xxxxxxxxxx>
 - *Date:* Sun, 12 Aug 2007 09:20:24 +0100
-

My money is on Ron's suggestion that you remove WinAntivirus Pro.

--

Hope this helps.

Gerry

~~~~

FCA

Stourport, England

Enquire, plan and execute

~~~~~

Ron Martell wrote:

t-bird1976 <t-bird1976@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

I started getting a BSOD about a week ago. I finally had enough and called Dell tech support. He did three system restores and got off the phone as soon as he could. He and his manager assured me everything was perfect and it would never happen again. WHATEVER!!!! The next day it happened again.

The STOP message is as follows:
0x0000008E (0xC0000005, 0x80620B4A, 0xF7A55BC0, 0x00000000)

The third sequence in the parentheses varies. Today, it added something new under the STOP message.

FOPN.sys address F7322F4F base at F731000, Datestamp 4630c321

I can't find any info on this. It also won't let me run a scan disk and when I tried to defrag, it says it doesn't need to be done even though I erased a lot of superfluous downloads. Dell is not responding to anything.

Re: BSOD making me angry– need help

Help PLEASE!!!

I take it that the parameter 2 (0x80620B4A) value is consistent? With this error code that parameter is the memory address where the error occurred and the primary suspect should be whatever device driver, application program, or Windows component that is using that particular memory address.

Are you certain that when the FOPN.SYS line appeared on the message that the parameter values were not changed? With that notation and this error code I would have expected that parameter 2 would have had the value 0xF7322F4F.

FOPN.SYS is a file that is associated with WinAntivirus Pro, a product that is considered inferior at best by security experts. See, for example,

<http://research.sunbelt-software.com/threatdisplay.aspx?name=WinAntiVirus%20Pro&threatid=44353> and also http://www.spywarewarrior.com/rogue_anti-spyware.htm where they say "aggressive advertising; false positives work as goad to purchase; inappropriate collection of Personally Identifiable Information; same company as WinAntiSpy 2005, WinAntiSpyware 2006, & WinFixer."

I suggest that you uninstall WinAntiVirus as soon as possible and install some other antivirus product in its place. Two free ones that are widely used and which have good reputations are:

AVG Free: <http://free.grisoft.com>

Avast: <http://www.avast.com>

There are also many good commercial antivirus products from companies such as Trend Micro, eTrust, Bit Defender, Panda and AVG.

You might also want to give your system a good checkover from one of the free online scanning sites:

Bit Defender <http://www.bitdefender.com/scan8/ie.html>

Trend Micro <http://housecall.trendmicro.com>

Kaspersky Online Scanner <http://www.kaspersky.com/virusscanner>

Panda ActiveScan <http://www.pandasoftware.com/activescan>

WindowSecurity.com TrojanScan <http://windowssecurity.com/trojanscan>

Webroot <http://www.webroot.com/>

Good luck

Ron Martell Duncan B.C. Canada