

# RE: ER\_KRNLCRASH\_LOG

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**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2008-04/msg03833.html>

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- *From:* Gateway man <[Gatewayman@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Gatewayman@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Wed, 16 Apr 2008 19:11:01 -0700
- 

I tried from run pstat.exe & dmpchck.exe & both said windows can't find either. I ran memtest86 & everything passed Here are the error messages from the event viewer:

Event Type: Error

Event Source: Application Hang

Event Category: (101)

Event ID: 1002

Date: 4/15/2008

Time: 10:20:16 PM

User: N/A

Computer: PAUL

Description:

Hanging application msimn.exe, version 6.0.2900.3311, hang module hungapp, version 0.0.0.0, hang address 0x00000000.

For more information, see Help and Support Center at

<http://go.microsoft.com/fwlink/events.asp>.

Data:

0000: 41 70 70 6c 69 63 61 74 Applicat

0008: 69 6f 6e 20 48 61 6e 67 ion Hang

0010: 20 20 6d 73 69 6d 6e 2e msimn.

0018: 65 78 65 20 36 2e 30 2e exe 6.0.

0020: 32 39 30 30 2e 33 33 31 2900.331

0028: 31 20 69 6e 20 68 75 6e 1 in hun

0030: 67 61 70 70 20 30 2e 30 gapp 0.0

0038: 2e 30 2e 30 20 61 74 20 .0.0 at

0040: 6f 66 66 73 65 74 20 30 offset 0

0048: 30 30 30 30 30 30 30 0000000

Event Type: Error

Event Source: LoadPerf

Event Category: None

Event ID: 3012

Date: 3/17/2008

Time: 9:01:55 PM

User: N/A

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Computer: PAUL

Description:

The performance strings in the Performance registry value is corrupted when process Performance extension counter provider. BaseIndex value from Performance registry is the first DWORD in Data section, LastCounter value is the second DWORD in Data section, and LastHelp value is the third DWORD in Data section.

For more information, see Help and Support Center at

<http://go.microsoft.com/fwlink/events.asp>.

Data:

0000: 37 07 00 00 00 00 00 00 7.....

0008: 00 00 00 00 ca 03 00 00 ....Ê...

Event Type: Error

Event Source: Application Error

Event Category: (100)

Event ID: 1000

Date: 3/13/2008

Time: 5:20:56 PM

User: N/A

Computer: PAUL

Description:

Faulting application , version 0.0.0.0, faulting module unknown, version 0.0.0.0, fault address 0x00000000.

For more information, see Help and Support Center at

<http://go.microsoft.com/fwlink/events.asp>.

Data:

0000: 41 70 70 6c 69 63 61 74 Applicat

0008: 69 6f 6e 20 46 61 69 6c ion Fail

0010: 75 72 65 20 20 20 30 2e ure 0.

0018: 30 2e 30 2e 30 20 69 6e 0.0.0 in

0020: 20 75 6e 6b 6e 6f 77 6e unknown

0028: 20 30 2e 30 2e 30 2e 30 0.0.0

0030: 20 61 74 20 6f 66 66 73 at offs

0038: 65 74 20 30 30 30 30 30 et 00000

0040: 30 30 30 000

Event Type: Error

Event Source: Application Hang

Event Category: (101)

Event ID: 1002

Date: 3/8/2008

Time: 10:46:19 AM

User: N/A

Computer: PAUL

Description:

Hanging application SetupWizard.exe, version 2.2.0.0, hang module hungapp,

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version 0.0.0.0, hang address 0x00000000.

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

Data:

0000: 41 70 70 6c 69 63 61 74 Applicat  
0008: 69 6f 6e 20 48 61 6e 67 ion Hang  
0010: 20 20 53 65 74 75 70 57 SetupW  
0018: 69 7a 61 72 64 2e 65 78 izard.ex  
0020: 65 20 32 2e 32 2e 30 2e e 2.2.0.  
0028: 30 20 69 6e 20 68 75 6e 0 in hun  
0030: 67 61 70 70 20 30 2e 30 gapp 0.0  
0038: 2e 30 2e 30 20 61 74 20 .0.0 at  
0040: 6f 66 66 73 65 74 20 30 offset 0  
0048: 30 30 30 30 30 30 30 0000000

Event Type: Error

Event Source: Application Error

Event Category: None

Event ID: 1000

Date: 3/5/2008

Time: 6:12:45 PM

User: N/A

Computer: PAUL

Description:

Faulting application prestopm.exe, version 7.15.13.0, faulting module pmview.dll, version 1.0.0.1, fault address 0x000309c5.

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

Data:

0000: 41 70 70 6c 69 63 61 74 Applicat  
0008: 69 6f 6e 20 46 61 69 6c ion Fail  
0010: 75 72 65 20 20 70 72 65 ure pre

Event Type: Error

Event Source: Application Error

Event Category: None

Event ID: 1000

Date: 1/26/2008

Time: 12:02:47 PM

User: N/A

Computer: PAUL

Description:

Faulting application desktopweather.exe, version 5.2.0.1, faulting module ntdll.dll, version 5.1.2600.2180, fault address 0x00001010.

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

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Data:

0000: 41 70 70 6c 69 63 61 74 Applicat  
0008: 69 6f 6e 20 46 61 69 6c ion Fail  
0010: 75 72 65 20 20 64 65 73 ure des  
0018: 6b 74 6f 70 77 65 61 74 ktopweat  
0020: 68 65 72 2e 65 78 65 20 her.exe  
0028: 35 2e 32 2e 30 2e 31 20 5.2.0.1  
0030: 69 6e 20 6e 74 64 6c 6c in ntdll  
0038: 2e 64 6c 6c 20 35 2e 31 .dll 5.1  
0040: 2e 32 36 30 30 2e 32 31 .2600.21  
0048: 38 30 20 61 74 20 6f 66 80 at of  
0050: 66 73 65 74 20 30 30 30 fset 000  
0058: 30 31 30 31 30 0d 0a 01010..

Event Type: Error

Event Source: Application Hang

Event Category: (101)

Event ID: 1002

Date: 12/20/2007

Time: 2:13:42 PM

User: N/A

Computer: PAUL

Description:

Hanging application sms.exe, version 1.1.0.0, hang module hungapp, version 0.0.0.0, hang address 0x00000000.

For more information, see Help and Support Center at

<http://go.microsoft.com/fwlink/events.asp>.

Data:

0000: 41 70 70 6c 69 63 61 74 Applicat  
0008: 69 6f 6e 20 48 61 6e 67 ion Hang  
0010: 20 20 73 6d 73 2e 65 78 sms.ex  
0018: 65 20 31 2e 31 2e 30 2e e 1.1.0.  
0020: 30 20 69 6e 20 68 75 6e 0 in hun  
0028: 67 61 70 70 20 30 2e 30 gapp 0.0  
0030: 2e 30 2e 30 20 61 74 20 .0.0 at  
0038: 6f 66 66 73 65 74 20 30 offset 0  
0040: 30 30 30 30 30 30 30 0000000

Event Type: Error

Event Source: Application Hang

Event Category: (101)

Event ID: 1002

Date: 12/20/2007

Time: 2:08:08 PM

User: N/A

Computer: PAUL

Description:

Hanging application qw.exe, version 15.1.5.4, hang module hungapp, version

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0.0.0.0, hang address 0x00000000.

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

Data:

0000: 41 70 70 6c 69 63 61 74 Applicat  
0008: 69 6f 6e 20 48 61 6e 67 ion Hang  
0010: 20 20 71 77 2e 65 78 65 qw.exe  
0018: 20 31 35 2e 31 2e 35 2e 15.1.5.  
0020: 34 20 69 6e 20 68 75 6e 4 in hun  
0028: 67 61 70 70 20 30 2e 30 gapp 0.0  
0030: 2e 30 2e 30 20 61 74 20 .0.0 at  
0038: 6f 66 66 73 65 74 20 30 offset 0  
0040: 30 30 30 30 30 30 30 00000000

Event Type: Error

Event Source: Application Hang

Event Category: (101)

Event ID: 1002

Date: 12/15/2007

Time: 1:28:12 AM

User: N/A

Computer: PAUL

Description:

Hanging application DesktopWeather.exe, version 5.2.0.1, hang module hungapp, version 0.0.0.0, hang address 0x00000000.

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

Data:

0000: 41 70 70 6c 69 63 61 74 Applicat  
0008: 69 6f 6e 20 48 61 6e 67 ion Hang  
0010: 20 20 44 65 73 6b 74 6f Deskto  
0018: 70 57 65 61 74 68 65 72 pWeather  
0020: 2e 65 78 65 20 35 2e 32 .exe 5.2  
0028: 2e 30 2e 31 20 69 6e 20 .0.1 in  
0030: 68 75 6e 67 61 70 70 20 hungapp  
0038: 30 2e 30 2e 30 2e 30 20 0.0.0  
0040: 61 74 20 6f 66 66 73 65 at offse  
0048: 74 20 30 30 30 30 30 30 t 000000  
0050: 30 30 00

Event Type: Error

Event Source: System Error

Event Category: (102)

Event ID: 1003

Date: 4/14/2008

Time: 9:47:28 PM

User: N/A

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Computer: PAUL

Description:

Error code 000000b8, parameter1 00000000, parameter2 00000000, parameter3 00000000, parameter4 00000000.

For more information, see Help and Support Center at

<http://go.microsoft.com/fwlink/events.asp>.

Data:

0000: 53 79 73 74 65 6d 20 45 System E  
0008: 72 72 6f 72 20 20 45 72 rror Er  
0010: 72 6f 72 20 63 6f 64 65 ror code  
0018: 20 30 30 30 30 30 30 62 000000b  
0020: 38 20 20 50 61 72 61 6d 8 Param  
0028: 65 74 65 72 73 20 30 30 eters 00  
0030: 30 30 30 30 30 30 2c 20 000000,  
0038: 30 30 30 30 30 30 30 30 00000000  
0040: 2c 20 30 30 30 30 30 30 , 000000  
0048: 30 30 2c 20 30 30 30 00, 0000  
0050: 30 30 30 30 0000  
0018: 73 74 6f 70 6d 2e 65 78 stopm.ex  
0020: 65 20 37 2e 31 35 2e 31 e 7.15.1  
0028: 33 2e 30 20 69 6e 20 70 3.0 in p  
0030: 6d 76 69 65 77 2e 64 6c mview.dl  
0038: 6c 20 31 2e 30 2e 30 2e 1 1.0.0.  
0040: 31 20 61 74 20 6f 66 66 1 at off  
0048: 73 65 74 20 30 30 30 33 set 0003  
0050: 30 39 63 35 0d 0a 09c5..

Event Type: Error

Event Source: Application Error

Event Category: None

Event ID: 1000

Date: 1/26/2008

Time: 10:41:50 PM

User: N/A

Computer: PAUL

Description:

Faulting application dllhost.exe, version 5.1.2600.2180, faulting module ntdll.dll, version 5.1.2600.2180, fault address 0x00018fea.

For more information, see Help and Support Center at

<http://go.microsoft.com/fwlink/events.asp>.

Data:

0000: 41 70 70 6c 69 63 61 74 Applicat  
0008: 69 6f 6e 20 46 61 69 6c ion Fail  
0010: 75 72 65 20 20 64 6c 6c ure dll  
0018: 68 6f 73 74 2e 65 78 65 host.exe  
0020: 20 35 2e 31 2e 32 36 30 5.1.260  
0028: 30 2e 32 31 38 30 20 69 0.2180 i  
0030: 6e 20 6e 74 64 6c 6c 2e n ntdll.

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0038: 64 6c 6c 20 35 2e 31 2e dll 5.1.  
0040: 32 36 30 30 2e 32 31 38 2600.218  
0048: 30 20 61 74 20 6f 66 66 0 at off  
0050: 73 65 74 20 30 30 30 31 set 0001  
0058: 38 66 65 61 0d 0a 8fea..

Event Type: Error

Event Source: System Error

Event Category: (102)

Event ID: 1003

Date: 4/14/2008

Time: 9:47:28 PM

User: N/A

Computer: PAUL

Description:

Error code 000000b8, parameter1 00000000, parameter2 00000000, parameter3 00000000, parameter4 00000000.

For more information, see Help and Support Center at

<http://go.microsoft.com/fwlink/events.asp>.

Data:

0000: 53 79 73 74 65 6d 20 45 System E  
0008: 72 72 6f 72 20 20 45 72 rror Er  
0010: 72 6f 72 20 63 6f 64 65 ror code  
0018: 20 30 30 30 30 30 30 62 000000b  
0020: 38 20 20 50 61 72 61 6d 8 Param  
0028: 65 74 65 72 73 20 30 30 eters 00  
0030: 30 30 30 30 30 30 2c 20 000000,  
0038: 30 30 30 30 30 30 30 30 00000000  
0040: 2c 20 30 30 30 30 30 30 , 000000  
0048: 30 30 2c 20 30 30 30 30 00, 0000  
0050: 30 30 30 30 0000

Event Type: Error

Event Source: DCOM

Event Category: None

Event ID: 10016

Date: 4/14/2008

Time: 9:46:35 PM

User: NT AUTHORITY\SYSTEM

Computer: PAUL

Description:

The application-specific permission settings do not grant Local Launch permission for the COM Server application with CLSID {DCBCA92E-7DBE-4EDA-8B7B-3AAEA4DD412B} to the user NT AUTHORITY\SYSTEM SID (S-1-5-18). This security permission can be modified using the Component Services administrative tool.

For more information, see Help and Support Center at

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<http://go.microsoft.com/fwlink/events.asp>.

Event Type: Error  
Event Source: System Error  
Event Category: (102)  
Event ID: 1003  
Date: 4/14/2008  
Time: 9:26:45 PM  
User: N/A  
Computer: PAUL  
Description:  
Error code 000000b8, parameter1 00000000, parameter2 00000000, parameter3  
00000000, parameter4 00000000.

For more information, see Help and Support Center at  
<http://go.microsoft.com/fwlink/events.asp>.

Data:  
0000: 53 79 73 74 65 6d 20 45 System E  
0008: 72 72 6f 72 20 20 45 72 rror Er  
0010: 72 6f 72 20 63 6f 64 65 ror code  
0018: 20 30 30 30 30 30 30 62 000000b  
0020: 38 20 20 50 61 72 61 6d 8 Param  
0028: 65 74 65 72 73 20 30 30 eters 00  
0030: 30 30 30 30 30 30 2c 20 000000,  
0038: 30 30 30 30 30 30 30 30 00000000  
0040: 2c 20 30 30 30 30 30 30 , 000000  
0048: 30 30 2c 20 30 30 30 30 00, 0000  
0050: 30 30 30 30 0000

"nass" wrote:

"Gateway man" wrote:

"nass" wrote:

"Gateway man" wrote:

When importing an audio CD using iTunes  
(7) or WMP (11) I get the blue screen  
STOP: 0X000000B8 (0X00000000,

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0X00000000, 0X00000000, 0X00000000).

When I ran

the event log the Details: Product: Windows  
Operating System; ID: 1003;

Source: System Error; Version: 5.2;

Symbolic Name: ER\_KRNLCRASH\_LOG;

Message:

Error code %1, parameter1 %2, parameter2  
%3, parameter3 %4, parameter4 %5.

Can anyone tell me how to stop my system  
from crashing? I just want to

import audio CD's without having the  
system crash. Your help &or direction  
appreciated!

Any hardware/software or updates installed recently?, please  
state all if

any in your next post.

This always refer to a bad Hardware/driver installed.

Try the Last good known Configuration to log into the  
system, then open

Device manager and see if there is any malfunctioning  
Devices or conflict in

IRQ, also look in the Event Viewer for error message and  
post them back in

your next post.

"Stop 0xB8 ATTEMPTED\_SWITCH\_FROM\_DPC" Error  
Message When You Use a Parallel

Port Zip Drive

<http://support.microsoft.com/kb/281428>

Bug Check 0xB8: ATTEMPTED\_SWITCH\_FROM\_DPC

<http://msdn2.microsoft.com/en-us/library/ms795832.aspx>

If you have Nvidia Graphic card Check for updated drivers  
for your graphics

card:

<http://www.nvidia.com/Download/index.aspx?lang=en-us>

Also check for your sound card driver updates.

First, try to eliminate hardware, by going to Device manager  
and check by

expanding the Plus [+] to see all devices listed, if there is a  
malfunctioning device or conflicting device it will show in

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Device manager.

Read this articles and see, but how did you get rid of the Contra?.

Open a run command and type in these commands to see if there is a conflict in /among drivers :  
pstat.exe click [OK]  
dmpchck.exe click [OK]  
What you get from running this commands?.

How to perform a clean boot in Windows XP  
<http://support.microsoft.com/?id=310353>  
A description of the Safe Mode Boot options in Windows XP  
<http://support.microsoft.com/kb/315222/en-us>

Try to use the Verifier.exe command to see which Drivers not Verified on your system:  
How to Use Driver Verifier to Troubleshoot Windows Drivers  
<http://support.microsoft.com/kb/244617/en-us>

You may have a bad RAM try to test your RAM by running Memtest by downloading this tool and unzip it and make a floppy or CD/DVD and run it on Reboot.  
<http://www.memtest86.com/>  
You may need to reposition/reset the RAM sticks in their slots.  
After that you could do a repair install, and then test.

Use the command chkdsk /r with recovery console:  
<http://support.microsoft.com/kb/314058>  
<http://support.microsoft.com/kb/326215>  
You may need this instruction for XP Repair:  
<http://www.michaelstevensstech.com/XPrepairinstall.htm>

HTH.  
nass  
----  
<http://www.nasstec.co.uk>

There are no device conflicts in Device Manager. There is no verbal error messages on the blue screen only the numbers listed in my first post. The only updates that i have done are iTunes & any Windows updates from MS wuto website. I will run all tests & post again after completion. Thanks!

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To get the exact verbatim of the error message Have a look in the Event Viewer and send us the error messages you will see there in your next post:

Open a Notepad, customize or minimize to the taskbar as you will need it later for this step to copy the error message on it.

Open a run command and type in:

eventvwr.msc click [OK] you will get the Event viewer control Panel.

click on each of these:

Application

System

Security

Look in the right Pane/window for error message with red (X) or Yellow exclamation mark /\ , double click each one to get more info about the causer.

On the Event error properties message you will see:

Up Arrow

Down arrow

Two pages

Click on the two pages to copy the error message then bring up the Notepad you opened earlier and right click on the first line and select Paste from the list, this will paste the error message on a Notepad.

Please don't duplicate the error message one of each kind will be sufficient.

HOW TO: View and Manage Event Logs in Event Viewer in Windows XP

<http://support.microsoft.com/kb/308427/en-us>

Please we need just the error messages with Red (X) and don't repeat the error, just one of each kind and post them back in your next post.

How to perform a clean boot in Windows XP

<http://support.microsoft.com/?id=310353>

A description of the Safe Mode Boot options in Windows XP

<http://support.microsoft.com/kb/315222/en-us>