

# Re: blue screen

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2009-02/msg03722.html>

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- *From:* "Gerry" <[gerry@xxxxxxxxxx](mailto:gerry@xxxxxxxxxx)>
  - *Date:* Thu, 19 Feb 2009 01:17:43 -0000
- 

jgb555

w32time synching is not going to cause your problems.

Try chkdsk /f /r

---

Hope this helps.

Gerry

~~~~

FCA

Stourport, England

Enquire, plan and execute

~~~~~

jgb555 wrote:

Its not through my employer. I dont have any of those programs on here. I do have McAfee on here though. The blackberry connects to the laptop direct through a usb cable for synching. Its not using an enterprise server or anything. I looked back at the w32time synching issue and it appears in the system log with an x every time it tries to synch. Could that cause blue screen errors. My question I guess at this point is do i once again tell acer i am having the same issues and its their machine thats defective and to give me a new one or is it not that? I feel they will as its under warranty. I dont know, it just seems like you say there are multiple issues right?

"Gerry" wrote:

jgb555

Here's a list of Remote Control software.

Re: blue screen

- 1st DameWare NT Utilities 24%
- 2nd Radmin 3.0 Remote Control 18%
- 3rd AdminMagic 9%
- 4th RemotelyAnywhere 8%
- 5th Desktop Authority 6%
- 6th GoverLAN 4%
- 6th Net Control 2 4%
- 6th NetSupport Manager 4%

Is the computer yours or one provided by your employers for your use?  
Remote Control software can be used to provide support and users probably often do not know it is on the computer.

You mentioned a blackberry. Can you connect directly to your computer using this device?

It is not necessarily all of these different issues! You can often get more than one BSOD caused by the same underlying problem.

--

Hope this helps.

Gerry

~~~~

FCA

Stourport, England

Enquire, plan and execute

~~~~~

jgb555 wrote:

Correct. I meant it just seemed to solve the HP issue. Now its all of these different issues

"Gerry" wrote:

jgb555

I am not certain but I think the problem with HP software is not the only problem you have. The problem with HP might be resolved by updating the HP software / drivers.

--

Re: blue screen

Hope this helps.

Gerry

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jgb555 wrote:

Thanks Jerry. Thats a lot of info I will have to sort through to try and figure this out. To answer your question the HP software is a 6300 all in one. I disabled the HP program at start up and only open it when necessary which seems to have fixed that issue for now.

"Gerry" wrote:

jgb

Background information on Stop Error message

<http://msdn2.microsoft.com/en-us/library/ms793437.aspx>

0x00000050:

PAGE\_FAULT\_IN\_NONPAGED\_AREA

(Click to consult the online MSDN article.)

Requested data was not in memory. An invalid system memory

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address was referenced.  
Defective memory (including main memory, L2 RAM cache, video RAM) or incompatible software (including remote control and antivirus software) might cause this Stop message, as may other hardware problems (e.g., incorrect SCSI termination or a flawed PCI card).  
Source:  
<http://aumha.org/a/stop.htm>

Background information on Stop Error message  
<http://msdn2.microsoft.com/en-us/library/ms793589.aspx>

0x0000000A:  
IRQL\_NOT\_LESS\_OR\_EQUAL  
Typically due to a bad driver, or faulty or incompatible hardware or software.  
Use the General Troubleshooting

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of STOP  
Messages  
checklist  
above.  
Technically,  
this error  
condition  
means that a  
kernel-mode  
process or  
driver tried  
to access a  
memory  
location  
to which it  
did not have  
permission,  
or at a  
kernel  
Interrupt  
ReQuest  
Level  
(IRQL) that  
was too  
high. (A  
kernel-mode  
process  
can access  
only other  
processes  
that have an  
IRQL lower  
than, or  
equal to, its  
own.)

Source:

<http://aumha.org/a/stop.htm>

You receive  
a "Stop  
0x0000000A"  
error  
message in  
Windows  
XP

<http://support.microsoft.com/kb/314063/>

Background  
information  
on Stop  
Error

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message

0x8E

<http://msdn2.microsoft.com/en-us/library/ms794023.aspx>

0x0000008E:

KERNEL\_MODE\_EXCEPTION\_NOT\_HANDLED

A kernel

mode

program

generated

an

exception

which the

error

handler

didn't catch.

These are

nearly

always

hardware

compatibility

issues

(which

sometimes

means a

driver issue

or a

need for a

BIOS

upgrade).

Source:

<http://aumha.org/a/stop.htm>

You have

mentioned

Win32k.sys

in

connection

your

0x00000050

Stop

Error and

there is a

reference to

Win32k.sys

in

Background

information

on Stop

Error

message

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Re: blue screen

0x8E. It is  
not clear  
exactly  
what  
constitutes a  
third party  
remote  
control  
program?

One error  
refers to  
hpqtra08.exe,  
which is an  
HP Digital  
Imaging  
Monitor.  
What HP  
hardware is  
installed?

--

Hope this  
helps.

Gerry  
~~~~  
FCA  
Stourport,  
England  
Enquire,  
plan and  
execute

~~~~~  
jgb555  
wrote:

Thanks.  
So  
this  
would  
have  
to  
be  
hardware  
i  
installed

Re: blue screen

I  
guess?  
Could  
that  
be  
a  
printer,  
zip  
drive,  
mouse,  
blackberry?

I  
think  
thats  
the  
only  
hardware

I  
installed.  
These  
mean  
anything  
to  
you?  
They  
were  
other  
errors

1.  
0x000000A,  
0x000001C,  
0x0000000,  
0x80502367

BCCode  
:  
100000a  
BCP1  
:  
0053004A  
BCP2  
:  
000001C  
BCP3  
:  
0000000  
BCP4  
:  
80502367  
OSVer

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:  
5\_1\_2600  
SP  
:  
3\_0  
Product  
:  
256\_1

2.  
BCCode  
:  
1000008e  
BCP1  
:  
C0000005  
BCP2  
:  
BF8022A8  
BCP3  
:  
A6F2C784  
BCP4  
:  
00000000  
OSVer  
:  
5\_1\_2600  
SP  
:  
3\_0  
Product  
:  
256\_1

AppName:  
hpqtra08.exe  
AppVer:  
70.0.170.0  
ModName:  
hpzidr12.dll  
ModVer:  
10.1.1.5  
Offset:  
00007209

3.  
BCCode  
:  
1000008e  
BCP1

Re: blue screen

:  
C0000005  
BCP2  
:  
804FA76F  
BCP3  
:  
A6282C14  
BCP4  
:  
00000000  
OSVer  
:  
5\_1\_2600  
SP  
:  
2\_0  
Product  
:  
256\_  
  
BCCode  
:  
24  
BCP1  
:  
001902FE  
BCP2  
:  
A607B5DC  
BCP3  
:  
A607B2D8  
BCP4  
:  
8056F16A  
OSVer  
:  
5\_1\_2600  
SP  
:  
3\_0  
Product  
:  
256\_1

"ACC"  
wrote:

Re: blue screen

0x00000050  
errors  
are  
usually  
hardware  
related,  
possibly  
a  
bad/corrupt  
driver.  
Almost  
impossible  
to  
identify.

The  
only  
way  
I've  
been  
able  
to  
sort  
these  
errors  
is  
a  
reformat  
and  
reinstall  
everything  
from  
scratch.

w32time  
errors  
are  
common  
and  
can  
be  
ignored  
(just  
means  
the  
time  
server  
is  
offline).

Not

Re: blue screen

much  
help,  
I  
know.  
"jgb555"  
<jgb555@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote  
in  
message  
news:DEA7797D-0684-4108-9DE2-618E538DC11

I  
have  
had  
numerous  
blue  
screen  
issues  
with  
an  
acer  
notebook.  
It  
went  
back  
to  
them  
once  
and  
they  
replaced  
the  
RAM.  
Didnt  
fix  
issue.  
Went  
back  
again,  
they  
reloaded  
OS.  
Didnt  
fix  
issue.  
This  
is  
what  
happened  
yesterday.

Re: blue screen

before  
shutdown:  
Page\_fault\_in\_nonpaged\_area

0x00000050  
(0xF000E2CF,  
0x00000000,  
0xBF89441D1,  
0x00000002)  
Win32k.sys

–  
BF89441D1  
base  
at  
BF80000

at  
reboot:  
BCCode  
:  
10000050  
BCP1  
:  
F000E2CF  
BCP2  
:  
00000000  
BCP3  
:  
BF8944D1  
BCP4  
:  
00000002  
OSVer  
:  
5\_1\_2600  
SP  
:  
3\_0  
Product  
:  
256\_1

This  
is  
the  
pasted  
data  
from  
event  
viewer

Re: blue screen

with  
"x"  
entry  
right  
before  
blue  
screen:  
Event  
Type:  
Error  
Event  
Source:  
System  
Error  
Event  
Category:  
(102)  
Event  
ID:  
1003  
Date:  
2/17/2009  
Time:  
8:44:15  
PM  
User:  
N/A  
Computer:  
ACER-PC  
Description:  
Error  
code  
10000050,  
parameter1  
f00e2cf,  
parameter2  
00000000,  
parameter3  
bf8944d1,  
parameter4  
00000002.

For  
more  
information,  
see  
Help  
and  
Support  
Center  
at

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<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

31

30

30

30

30

30

35

1000005

0020:

30

20

20

50

61

Re: blue screen

72  
61  
6d  
0  
Param  
0028:  
65  
74  
65  
72  
73  
20  
66  
30  
eters  
f0  
0030:  
30  
30  
65  
32  
63  
66  
2c  
20  
00e2cf,  
0038:  
30  
30  
30  
30  
30  
30  
30  
00000000  
0040:  
2c  
20  
62  
66  
38  
39  
34  
34  
,  
bf8944  
0048:  
64  
31  
2c

Re: blue screen

20  
30  
30  
30  
30  
d1,  
0000  
0050:  
30  
30  
30  
32  
0002

I  
am  
trying  
to  
see  
if  
this  
notebook  
is  
just  
a  
lemon  
or  
if  
this  
is  
a  
result  
of  
software  
i  
installed.  
I  
didnt  
really  
install  
much  
or  
anything  
crazy.  
I  
have  
numerous  
examples  
of  
the  
above

Re: blue screen

and  
they  
are  
all  
different  
errors.  
In  
the  
event  
viewer  
I  
had  
several  
entries  
with  
an  
"x"  
for  
windows  
search.  
I  
uninstalled  
it  
but  
it  
didnt  
fix  
the  
problem.  
Several  
"x"  
with  
w32Time.  
Dont  
know  
why  
it  
wont  
sync  
but  
doesnt  
seem  
like  
it  
should  
cause  
bluescreen