

Re: HELP! Memory Dump! BSOD! Rebooting ALL the time!

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.hardware/2008-12/msg00141.html>

- *From:* Nan <Nan@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 4 Dec 2008 07:36:04 -0800
-

I tried repair installation which took a LONG time, and afterwards, it went straight into the blue screen. Instead of dumping complete, now it says dumping physical memory to disk: then a number that keeps going up???

"Nan" wrote:

Hi, Gerry. I bought my Compaq laptop from Bestbuy and it came with XP Home edition, only C Drive. It was never partitioned.
The Chinese software was a software for downloading but it might not matter.
When I tried to start Norton, it said it couldn't run in safe mode. It was Norton 360.
I couldn't access Event Viewer error either under safe mode
My webcam is CE (Creative Labs, Inc), Model No PD1170.
Thanks for your help.

"Gerry" wrote:

Nan

What Chinese software? Name? Is it something you installed?

Have you tried running Norton in safe mode? What version of Norton is installed?

What is your computer make and model?

What do you have by way of a Windows XP? How is it described on the face of the CD?

What happens when you try to access Event Viewer error reports?

Can you identify your webcam in this link? Model?

Re: HELP! Memory Dump! BSOD! Rebooting ALL the time!

Hope this helps.

Gerry

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FCA

Stourport, England

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Nan wrote:

I rebooted my computer again, that chinese software did start, so did Norton, but it still went to the blue screen....SOOOOOOOO frustrating!

"Nan" wrote:

Hi,Gerry.

The problem occurs after the booting. It will get to the desktop for a min or two then goes to the blue screen, then reboots. A constant cycle. I can go into the safe mode and the problem won't occur. The last know good configuration setting would still have the problem.

The line above the technical info said: Check to be sure you have adequate disk space. if a driver is identified in the stop message, disable the driver or check with the manufacturer for driver update. Try changing video adapters. Check with your hardware vendor for any BIOS update. Disable BIOS memory options such as caching or shadowing. If you need to use safe mode to remove or disable components, restart your computer, press f8 to select advanced startup options, and then select safe mode.

I checked the device manager, no yellow question marks. I tried

Re: HELP! Memory Dump! BSOD! Rebooting ALL the time!

sigverif.exe, it said everything was digitally signed.

Our webcam is a CREATIVE brand. We had it installed a couple of years ago and never had a problem with it. As for error reports, I can't access it at this moment....

Well, yesterday I took it to a computer shop and they refused to fix it. Their only option for me is to reinstall the whole system! Ah, I didn't allow that to happen. I took my computer to work anyways, after a few cycles, it miraculously worked normally! The problem is, this morning, when I turned it on, it happened again. Then I got lucky and it was normal and I was able to work for a few hours.

Right now I am back home, and my laptop is completely failing me. I have done tons of cycles and it wouldn't work for me. I did notice that when the two times it actually worked, the startup program list showed this Chinese download software was loaded, then it was safe.

All these times it went in cycles, that program didn't run, neither did Norton...So, here I am, stuck!! Help! Help! I also noticed that other than the C0000005 error code, the following error codes/numbers seem to have changed...

"Gerry" wrote:

Nan

Does the problem occur during the boot process or after? Does it occur in Safe Mode?

STOP: 0x0000008E
(0xc0000005,
0x85EE90BD,
0xECF62B4C, 0x00000000)
What appears on the line below what is above?

Re: HELP! Memory Dump! BSOD! Rebooting ALL the time!

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>

Are there any yellow question marks in Device Manager? Right click on the My Computer icon on your Desktop and select Properties, Hardware, Device Manager. If yes what is the Device Error code?

Try Start, Run, type "sigverif.exe" without quotes and hit OK. What drivers are listed as unsigned? Disregard those which are not checkedAmarjeet wrote:

"we unplugged our webcam and it still wouldn't work"
What software, if any, did you install?

Please post complete copies of the Error Reports from Event Viewer.

You can access Event Viewer by selecting Start, Control Panel, Administrative Tools, and Event Viewer. When researching the meaning of the error, information regarding Event ID, Source and Description

Re: HELP! Memory Dump! BSOD! Rebooting ALL the time!

are important.

A tip for posting copies of Error Reports! Run Event Viewer and double click on the error you want to copy. In the window, which appears is a button resembling two pages. Click the button and close Event Viewer. Now start your message (email) and do a paste into the body of the message. Make sure this is the first paste after exiting from Event Viewer.

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Hope this helps.

Gerry

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FCA

Stourport, England

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Nan wrote:

I actually read that link before, but I still can't figure out what to do next. Any more specific details I can follow? Thanks for your help.

"Bob I" wrote:

Re: HELP! Memory Dump! BSOD! Rebooting ALL the time!

See

<http://msdn.microsoft.com/en-gb/library/ms794023.aspx>

nan

wrote:

My
Compaq
(XP
HOME
edition
SP2)
laptop
is
suddenly
going
through
this
whole
physical
memory
dump
complete
thing.
I
turned
it
off
just
like
normal
this
afternoon.
Then
tonight
when
I
turned
it
on,
it
got
to
my
desktop,
seemed
normal
for

Re: HELP! Memory Dump! BSOD! Rebooting ALL the time!

less
than
1
min,
then
went
to
the
blue
screen
that
includes
the
following
technical
Information:
STOP:
0x0000008E
(0xc0000005,
0x85EE90BD,
0xECF62B4C,
0x00000000)
Beginning
dump
of
physical
memory
Physical
Memory
dump
complete
Contact
your
system
administrator
or
technical
support
group
for
further
assistance.
Then
it
would
reboot,
do
the
same
thing,
over

Re: HELP! Memory Dump! BSOD! Rebooting ALL the time!

and
over
again.

So
I
googled
on
my
husband's
computer
and
learned
about
the
minidump
folder
thing.

Then
I
went
and
started
my
computer
in
safe
mode
and
found
the
folder,
but

I
couldn't
read
the
minidump
files.

So
I
googled
some
more
and
learned
about
downloading
the
debugging
tools

Re: HELP! Memory Dump! BSOD! Rebooting ALL the time!

which
I
did
(on
my
hubby's
computer).
I
transferred
the
debugging
file
to
my
safe
mode
computer
tried
to
install
and
it
wouldn't
let
me.
SO
silly
me,
I
copied
the
dump
files
onto
my
hubby's
computer,
hoping
to
read
them
there.
Then
I
realized
that
the
debugging
tools
need
more

Re: HELP! Memory Dump! BSOD! Rebooting ALL the time!

than
just
the
dump
file
to
actually
read
it,
and
it
would
require
image
path,
symbols
stuff.
Well,
now
I
am
totally
lost.
What
do
I
do?

At
first,
my
hubby
thought
it
was
probably
because
he
plugged
in
the
webcam
thing
before
my
laptop
finished
starting...some
post
did
say

Re: HELP! Memory Dump! BSOD! Rebooting ALL the time!

it
would
cause
the
BSOD
problem,
well,
we
unplugged
our
webcam
and
it
still
wouldn't
work.
I
read
this
link
<http://forums.techguy.org/windows-nt...debugging.ht>
but
couldn't
really
follow...
The
following
link
suggested
a
similar
video
cam
plug
issue
but
I
am
not
good
enough
to
follow
what
he
did
to
fix...
<http://www.eggheadcafe.com/software/...se-a-stop.a>

I

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am
now
totally
stuck!!!!
Please
help
me!
What
do
I
do
now?