

Re: PLEASE HELP – Crash

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2005-01/0909.html

From: Bob Harris (*rharris270[SPAM]*)

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You might start by trying to eliminate potential hardware problems. For example, do a memory test, run from a DOS floppy. See this link for a free tester:

<http://www.memtest.org/>

In general, it might be a good idea to power off the PC and re-seat all PCI boards and firm-up all connections to disks and other internal devices.

Does your PC have software to monitor the motherboard? Most modern PCs do. If so, use it to watch the temperatures and voltages. If the temperatures are high or the voltages are low, you will have a clue. In particular, heat can cause a PC to shutdown and/or act oddly. If any question about temperature, add more cooling.

Do you have a lot of things attached to the PC, that did not come with it, and/or did you add several things inside the box and/or replace anything? Some PCs come with a power supply that is adequate for the original configuration, but will not support unlimited upgrades. For example, a new video card could be sucking a lot more power than the video chip on the motherboard. Also, self-powered USB and self-powered firewire devices get their power from the PC's power supply.

If hardware can be ruled out, then be sure to do a virus scan, with updated antivirus definitions. Seemingly random failures can be virus related. Scanning for non-virus malware (spyware, adware) is also a good idea, but probably has nothing to do with your problem.

Finally, if no hardware and no virus, try some software testing/fixes:

1. Run CHKDSK C: /R from a command prompt, accept the offer to do it next reboot, reboot. This may take an hour or so. If errors are found, run a plain CHKDSK C: to see whether they were fixed. If not run CHKDSK with /R a second time.
2. Try SCF /SCANNOW. This may prompt you for an XP CD. Note that this CD must be the same service pack as the installation on the PC. If not, you

need to borrow one or make one via a process called slipstreaming.

3. Try a repair installation of XP. This can be done from the full retail version CD (or retail upgrade), but usually not from an OEM CD. Here are some links to repairing XP:

<http://support.microsoft.com/default.aspx?scid=kb:en-us:315341>

http://www.webtree.ca/windowsxp/repair_xp.htm

http://www.extremetech.com/print_article/0.3998.a=23979.00.asp

"Kaveh" <Kaveh@discussions.microsoft.com> wrote in message news:692665DF-12EB-4FE3-8E99-9A386C7D620E@microsoft.com...

> *Hey thanks for reading this*

> *I need help badly*

>

> *i run Windowes XP PRO*

> *Every now and then i have a random CRASH*

>

> *The desktop (including all icons, wallpaper, etc) along with the start menu, quick launch bar and taskbar (and system tray) all disappear and crash*

> *at the same time.*

>

> *What is left remaininng is everything else (including all internet connected*

> *programs, task manager works fine, mouse and keyboard are fine, i can launch*

> *new programs but EXPLORER seems to crash).*

>

> *Also when i minimize the reminaning programs, they disappear as well. If*

> *i*

> *minimize everything all that remains is a black screen (no nothing)*

>

> *Then i reboot and its all fine again – only to happen again.*

>

> *it seems to trigger itself when the computer gets busy*

>

> *Please help*

> *Here is my email*

> *azizi_kaveh@hotmail.com*

>

> *Here is my MSN*

> *kaveh_khoshteepezadeh@homail.com*

>