

Re: computer sporadically rebooting itself

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2005-06/msg01469.htm

- *From:* fad <fad@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 7 Jun 2005 10:31:06 -0700
-

Hello, I am having the same problem. When I try to access certain websites the computer shuts down. This only happens when I am trying to access certain websites. So the computer shuts down and I get a blue screen with a STOP message:

STOP:0x0000000A(0x00000000,0x00000002,0x00000000,0x804ebb8b)

Can you help in solving this problem

thanks

"Joshua Smith [MSFT]" wrote:

- > Hi Wilco,
- >
- > Lets try this, we may have more luck. To determine what driver is
- > causing the problem I need you to enable driver verifier.
- > Steps:
- > 1) Windows Key + R
- > 2) Type in 'verifier' and hit enter
- > 3) Make sure 'Create Standard Setting' is selected and hit next
- > 4) Click on 'Select all drivers installed on this computer' and hit Finish
- > 5) Reboot
- >
- > There is a possibility that your computer will crash on reboot. If this
- > occurs hit F8 when rebooting just before the windows logo screen and select
- > the safe mode boot option. Follow the same steps above but on step 4 choose
- > 'Select driver names from a list'; hit next; check the box next to any
- > driver where the provider is not Microsoft; hit Finish; reboot.
- >
- > This will slow the performance of you computer a little while enabled but
- > will hopefully catch the driver causing corruption. Next time you crash
- > the blue screen will hopefully say something like
- > "DRIVER_VERIFIER_DETECTED_VIOLATION". If this occurs please send the
- > corresponding minidump (by default it is at c:\windows\Minidump) my way.
- > If you have any questions or I didn't explain something well enough don't
- > hesitate to e-mail me back. Good Luck,
- >

Re: computer sporadically rebooting itself

>
> Joshua Smith
> OpenGL Test Lab
> Microsoft
> -----
>
> Get Secure! www.microsoft.com/security
>
> This posting is provided "AS IS" with no warranties, and confers no rights
>
>
> "wilco" <wilco@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
> news:8E026853-960C-4A3D-A07E-654604AB8389@xxxxxxxxxxxxxxxxxxxx
>> Ok, did that. I get no BSOD, no errors at all. Nothing in the event logs.
>> The
>> system just sporadically reboots, no warning, no shutdown screen, just
>> goes
>> blank for a second then starts up at the BIOS initialization screen, as if
>> someone hit the reset button. It does not do this with a new drive/fresh
>> install. Just with original drive with all the latest patches and updates.
>> After a couple times it won't even make it to the Windows login screen.
>>
>> The drive works and is error free as a slave drive.
>>
>> Anyone else make any progress with Ron's suggestion?
>>
>> Thanks,
>>
>> "Ron Martell" wrote:
>>
>>> taylor <taylor@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:
>>>
>>>> Hello, I am having some trouble with my machine and was wondering if
>>>> anybody
>>>> could explain it. I will be on my cpu playing games, and than out of
>>>> nowhere
>>>> it will just reboot my system. It only happens once every couple hours
>>>> and it
>>>> has only started in the last week. I spoke to my friend who also has XP
>>>> and
>>>> he says he has had problems with his cpu restarting for about 5 days as
>>>> well.
>>>> Any help would be greatly appreciated
>>>
>>> Open Control Panel – System – General and click on the Settings button
>>> in the Startup and Recovery (bottom) section.
>>>
>>> In the Startup and Recovery window click on the checkbox for
>>> "Automatically restart" to clear it. Then click on Apply and OK as
>>> needed to exit.
>>>

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>>> That should put an end to the spontaneous reboots. However they may
>>> be replaced by a "Blue Screen Of Death" STOP error message and the
>>> computer may then lock up, requiring a manual power off and restart.
>>>
>>> If that does happen then the contents of the STOP error message,
>>> including the STOP Code and all 4 parameters, will be a direct clue as
>>> to the underlying cause of the problem. Post that information back
>>> here if you require assistance with diagnosing this.
>>>
>>> Good luck
>>>
>>>
>>> Ron Martell Duncan B.C. Canada
>>> --
>>> Microsoft MVP
>>> On-Line Help Computer Service
>>> <http://onlinehelp.bc.ca>
>>>
>>> In memory of a dear friend Alex Nichol MVP
>>> <http://aumha.org/alex.htm>
>>>
>
>
>
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• *Follow-Ups:*

◆ *Re: computer sporadically rebooting itself*

◇ *From:* Joshua Smith [MSFT]

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