

# Re: Fatal System Error / stop Error

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2005-06/msg02811.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2005-06/msg02811.htm)

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- *From:* "Ivee" <[notmesothere@xxxxxxx](mailto:notmesothere@xxxxxxx)>
  - *Date:* Mon, 13 Jun 2005 12:14:22 -0500
- 

Good, I'm glad it's resolved.

If you want to rid your pc of Norton, post back. There are other AV's out there that are less resource hogs, and don't conflict with so many other things.

"FalcoPilot" <[FalcoPilot@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:FalcoPilot@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message <news:6C5A0B73-4992-407E-87E4-82C8E47855F5@xxxxxxxxxxxxxxxxxxxx>

>

>

> "Ivee" wrote:

>

>> The horse is out of the barn on this one, but I'd ditch Norton..I finally  
>> did after three years.

>> Anyway, see if this helps...

>> <http://support.microsoft.com/default.aspx?scid=kb:en-us:325672>

>>

>>

>> "FalcoPilot" <[FalcoPilot@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:FalcoPilot@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message

>> <news:279AB039-AD06-4521-A230-BDA4FC4DDA42@xxxxxxxxxxxxxxxxxxxx>

>> >I am running Windows XP Pro, SP2 with all the latest updates.

>> > The only software that I have loaded recently has been for a new HP

>> > Deskjet

>> > 5100 and Norton Anti Virus 2005.

>> > I am running ZoneAlarm Pro firewall and keep this up to date.

>> > At some point one of these must have installed an update that has given

>> > me

>> > a

>> > conflict. I have had occasional "blue screens" and had to reboot. Now

>> > the

>> > system refused to stay up – each reboot gives me the same blue screen,

>> > hangs

>> > briefly and then reboots.

>> >

>> > The error message is:

>> >

>> > \*\*\* STOP 0x000000c4 (0x00000090, 0xFFDF120, 0x00000000, 0x00000000)

>> >

Re: Fatal System Error / stop Error

>>> then "beginning dump of physical memory". "Physical dump completed"  
>>>  
>>> Higher up in the message it says that "a device attempting to corrupt  
>>> the  
>>> system has been caught. The faulty driver currently on the kernel stack  
>>> must  
>>> be replaced".  
>>>  
>>> I have used F8 at start up and tried all the options for booting –  
>>> debugging,  
>>> last known configuration etc , etc. the only one that works is safe  
>>> mode.  
>>> However, in that mode, I cannot use my CD–writer, USB ports etc so  
>>> can't  
>>> extract data, should I need to clean install. My last back up was a  
>>> month  
>>> ago. I have the data, via Safe Mode operation, but can't do a new  
>>> backup  
>>> in  
>>> Safe Mode and am loath to reinstall all my apps.  
>>>  
>>> Oh and I can't uninstall any apps such as the printer driver or Norton  
>>> as  
>>> this doesn't work in SM also.  
>>>  
>>> Can anyone tell me how I can locate and troubleshoot the rogue driver  
>>> and  
>>> extract it please?  
>>>  
>>> I am at the edge of my PC competency and would be really grateful for  
>>> some  
>>> help.  
>>>  
>>> Many thanks in advance.  
>>>  
>>> Geoffrey G  
>>>  
>>>  
>>> Thanks, I've. For your and anyone else's information, Rick looked at my  
>>> dumps and correctly ascertained that the rogue file was a NAV one. I  
>>> managed to manually delete all but one called NAVShExt.dll to which I am  
>>> not allowed access. However, on rebooting, everything seems stable, once  
>>> more. No NAV near my machines again!  
>>>  
>>> Thanks again, Rick  
>>>  
>>> Regards to all  
>>>  
>>> Geoffrey

- *Follow-Ups:*
  - ◆ **Re: Fatal System Error / stop Error**  
◇ *From: FalcoPilot*
  
- *References:*
  - ◆ **Fatal System Error / stop Error**  
◇ *From: FalcoPilot*
  - ◆ **Re: Fatal System Error / stop Error**  
◇ *From: lvee*
  - ◆ **Re: Fatal System Error / stop Error**  
◇ *From: FalcoPilot*
  
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