

# Re: Please help!

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2005-08/msg00331.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2005-08/msg00331.htm)

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- *From:* "Terra Prime" <[somebody@xxxxxxxxxxxxxxxxxxxxxx](mailto:somebody@xxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Sat, 30 Jul 2005 21:24:16 GMT
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Taken from the MSDN Bug Check Code page:

## Cause

This bug check is issued if paged memory (or invalid memory) is accessed when the IRQL is too high.

The error that generates this bug check usually occurs after the installation of a faulty device driver, system service, or BIOS.

If you encounter bug check 0xA while upgrading to a later version of Windows, this error might be caused by a device driver, a system service, a virus scanner, or a backup tool that is incompatible with the new version.

## Resolving the Problem

If a kernel debugger is available, obtain a stack trace.

To resolve an error caused by a faulty device driver, system service, or BIOS

- 1.. Restart your computer.
- 2.. Press F8 at the character-based menu that displays the operating system choices.
- 3.. Select the Last Known Good Configuration option from the Windows Advanced Options menu. This option is most effective when only one driver or service is added at a time.

To resolve an error caused by an incompatible device driver, system service, virus scanner, or backup tool

- 1.. Check the System Log in Event Viewer for error messages that might identify the device or driver that caused the error.
- 2.. Try disabling memory caching of the BIOS.
- 3.. Run the hardware diagnostics supplied by the system manufacturer, especially the memory scanner. For details on these procedures, see the owner's manual for your computer.
- 4.. Make sure the latest Service Pack is installed.
- 5.. If your system has small computer system interface (SCSI) adapters, contact the adapter manufacturer to obtain updated Windows drivers. Try disabling sync negotiation in the SCSI BIOS, checking the cabling and the SCSI IDs of each device, and confirming proper termination.

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6.. For integrated device electronics (IDE) devices, define the onboard IDE port as Primary only. Also, check each IDE device for the proper master/slave/stand-alone setting. Try removing all IDE devices except for hard disks.

Sydnyt wrote:

> Hi Will-

> The message that came up was IRQL\_NOT\_LESS\_OR\_EQUAL....I hope this is what you wanted??? Also....where would I find Events Viewer?

>

> "Will Denny" wrote:

>

>> Hi

>>

>> If you don't see any error messages, right click on My Computer,

>> select Properties and then the Advanced tab. Click on Settings

>> under Startup and Recovery and disable 'Automatically restart'.

>> Next time your PC reboots, you should see a Blue Screen. Could you

>> please post the Stop Code from the BSOD?

>>

>> Also, please have a look in the Event Viewer to see if any entries

>> there may refer to the problem

>> --

>>

>> Will Denny

>> MS-MVP Windows Shell/User

>> Please reply to the News Groups

>>

>>

>> "Sydnyt" <Sydnyt@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

>> [news:9A7D1A0B-DCF5-4E86-8654-0EE46B94816B@xxxxxxxxxxxxxxxxxxxx](mailto:news:9A7D1A0B-DCF5-4E86-8654-0EE46B94816B@xxxxxxxxxxxxxxxxxxxx)

>>> Hi- I just downloaded a new application to my PC (AllSlots...online

>>> casino).

>>> When I pull it up it'll work for about 5 minutes, then my computer

>>> shuts down

>>> completely and restarts! Any suggestions??? Would greatly

>>> appreciate it :) Sydney

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• **References:**

◆ **Please help!**

◇ From: Sydnyt

◆ **Re: Please help!**

◇ From: Will Denny

◆ **Re: Please help!**

◇ From: Sydnyt

Re: Please help!

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