

Re: duplicate entries in device managers.

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2005-08/msg00634.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2005-08/msg00634.htm)

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- *From:* "Nepatsfan" <[nepatsfan@xxxxxxxxxxxxx](mailto:nepatsfan@xxxxxxxxxxxxx)>
  - *Date:* Sun, 31 Jul 2005 21:02:12 -0400
- 

Answered inline.

Viviank wrote:

- > Thanks for your response. I won't worry about the duplicate
- > entries. I took your advice and I can read my blue screen
- > now. I've read your link, but still can't figure out what is
- > causing the problem. My error is
- >
- > PAGE\_FAULT\_IN\_NONPAGED\_AREA
- > (OXF86EEF12, OX00000000, OXF86ADOS1, OX00000000)
- >
- > I suspect my problem might be a digital research scanner I
- > tried to install, but I really thought I removed everything
- > there. It does not show up any longer in my device manager.
- > Is there anywhere else that this scanner might be lurking
- > and causing me problems. Thanks in advance.
- >
- > Vivian

FYI, here's what Microsoft has to say about that error message:

[http://msdn.microsoft.com/library/default.asp?url=/library/en-us/ddtools/hh/ddtools/BCCodes\\_db6acb86-ecd5-449e-](http://msdn.microsoft.com/library/default.asp?url=/library/en-us/ddtools/hh/ddtools/BCCodes_db6acb86-ecd5-449e-)

We'll get back to this article later but first, a few questions:

1. On the blue screen, were there any files mentioned?  
Something ending with .sys maybe? What is the exact message?
2. What installation files did you use when you tried to install the scanner? Were they specifically written for use with Windows XP? If they weren't supplied with the scanner where did you get them?
3. When did you try to install the scanner? If it was recently, say within the last few days, have you considered using System Restore to take your computer back to a time before the installation? In case you're not familiar with System Restore,

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here's an article with more info:

How to restore the operating system to a previous state in  
Windows XP

<http://support.microsoft.com/kb/306084>

4. Did you look in Event Viewer to see if there were any errors  
or warnings listed that could be related to your problem?

If you can't find an obvious source for this problem then you  
might want to do the following:

First, post your question with as much detail as you can to the  
Windows XP Hardware newsgroup. Use a title which describes the  
problem.

PAGE\_FAULT\_IN\_NONPAGED\_AREA might cover it.

Next, try some of the suggestions in the Microsoft article. For  
instance download and run memtest86 from this location:  
<http://www.memtest86.com/>. To run chkdsk, do the following:

Go to Start ->Run and enter cmd.exe in the Open box.  
Click OK.

In the command prompt window enter chkdsk C:\ /r /f and hit  
Enter.

You'll have to reboot your computer to complete the procedure  
so hit Y when asked.

Finally, if you find yourself spending more than a few hours  
trying to solve this problem, and you decide to take your  
computer somewhere to have it repaired, make sure that you have  
backed up all of your important data files. Make sure you have  
all the media necessary to reinstall your software  
applications. I've heard too many horror stories from people  
whose systems were wiped clean and restored to their original  
factory state with no warning by repair shops.

Nepatsfan

>>

>> Little picture answer:

>> Your Pentium 4 processor supports Hyper-Threading. That's

>> why you see two entries in Device Manager. Take a look

>> towards the bottom of this article for more details:

>>

>> Verifying Hyper-Threading Technology in Windows XP Device  
>> Manager

>> <http://support.intel.com/support/processors/pentium4/sb/CS-017371.htm>

>>

>> Big picture answer:

>> Go to Start -> Control Panel -> System.

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- >> In System Properties, click on the Advanced tab.
- >> On the Advanced tab, click on "Settings" in the Startup and Recovery section.
- >> In the System Failure section uncheck Automatically Restart.
- >> Click OK twice.
- >> Now when a blue screen is displayed it will stay until you restart you computer.
- >> Make note of any relevant info and take a look at this site to troubleshoot the error message:
- >>
- >> <http://aumha.org/win5/kbestop.htm>
- >>
- >> Good luck
- >>
- >> Nepatsfan

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• **Follow-Ups:**

- ◆ **Re: duplicate entries in device managers.**  
◇ From: Viviank

• **References:**

- ◆ **duplicate entries in device managers.**  
◇ From: Viviank
- ◆ **Re: duplicate entries in device managers.**  
◇ From: Nepatsfan
- ◆ **Re: duplicate entries in device managers.**  
◇ From: Viviank

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