

# Re: blue screen crash while attempting to go in control panel

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2007-08/msg01503.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-08/msg01503.htm)

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- *From:* Marty <[Marty@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Marty@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Sat, 18 Aug 2007 10:26:02 -0700
- 

Well, after 3 different virus scans and 3 malware scans there is nothing found, I think its a hardware issue with the new hard drive or RAM. I'll do the other tests you recommended and get back. Oh, the computer would crash when I played Silent Hunter 4..Maybe ram?

"Gerry" wrote:

Marty

You seem to have Spyware Doctor. Try uninstalling and observe for effect.

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Hope this helps.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

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Marty wrote:

The video card is the standard 815gl laptop card and I tried the old and latest driver with no luck. When I cclick on the links you posted they dont work....So I have a hardware issue with drivers...I figured

"nass" wrote:

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Hi marty,

Your first error indicate a bad hardware driver installed on your system. Read here:

<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx?query=sysdata&cbol>

stop: 0x0000008E (0x00000005, 0xAA7A1232,0xA9A15B9C, 0x0000000)

KERNEL\_MODE\_EXCEPTION\_NOT\_HANDLED

Q244617 – How to Use Driver

Verifier to Troubleshoot Device Drivers in Windows 2000

<http://support.microsoft.com/support/kb/articles/Q244/6/17.ASP>

stop: 0x0000008E

<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx?query=stop%3A+0x0>

Also, if you have one of these Video cards try to get the latest

driver for your Video card Specs.

Links:

Nvidia (GeForce drivers) driver downloads:

<http://www.nvidia.com/content/drivers/drivers.asp>

The HaxDoor virus may cause a "STOP 0x00000050" or "STOP 0x0000008e"

error message

<http://support.microsoft.com/kb/903251>

ATI (Radeon drivers) driver downloads:

<http://ati.amd.com/support/driver.html>

Then go through these cleaning steps:

Click Start >> Control Panel >> Double click Network and Internet

Connections >> Double click Internet Options.

On the IE properties windows you will see these Tabs:

General | Security | Privacy | Content | Connections |

Programs |

Advanced.

Under General Tab clear your History, Internet Files and Cookies.

= Then try to Disable the Add-Ons on your Browser somehow installed

on your browser, On how to disable the Add-ons follow this:

Click on Programs Tab and then click the Manage Add-Ons Button there

Disable the None/Not Verified Plug-ins/Add-ons ( you need to Renable

them one-by-one later and see which is the culprit or you can send

them here in your next post) and click [OK] to confirm your Changes.

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How to manage Add-Ons:

<http://support.microsoft.com/kb/883256>

Click on Advanced Tab and scroll down under the browsing option and

uncheck this box:

Browsing

Enable Third-Party browser extensions (Req Rest) and

click Apply

then OK to close your IE Properties.

2.... And also for malware from here:

[http://onecare.live.com/site/en-gb/default.htm?s\\_cid=sah](http://onecare.live.com/site/en-gb/default.htm?s_cid=sah)

<http://onecare.live.com/standard/en-gb/default.htm>

[http://www.lavasoft.com/products/ad-aware\\_se\\_personal.php](http://www.lavasoft.com/products/ad-aware_se_personal.php)

<http://www.safer-networking.org> ; for Spybot S&D

Run a scan from here on-line:

<http://www.sophos.com>

<http://www3.ca.com/securityadvisor/virusinfo/scan.aspx>

<http://security.symantec.com/sscv6/default.asp?productid=symhome&langid=ie&venid=sym>

Download Avast Cleaner from here:

<http://www.avast.com/eng/avast-virus-cleaner.html>

Lots of tools to download and disinfect your machine:

<http://www.bitdefender.co.uk/site/Downloads/browseFreeRemovalTool/>

<http://free.grisoft.com/doc/5390/lng/us/tpl/v5>

=How to perform a clean boot procedure to prevent

background

programs from interfering with a game or a program that you

currently use <http://support.microsoft.com/kb/331796>

3... You may have a bad RAM try to test your RAM by running Memtest

by downloading this tool and unzip it and make a floppy or CD/DVD

and run it on Reboot.

<http://www.memtest86.com/>

You may need to reposition/reset the RAM sticks in their slots.

Second error message referring to Spyware Doctor do you have it

installed, it may be corrupted or damaged.

iksysflt.sys-address: AA7A1232 base at aa79a000

Spyware Doctor found here in these locations/paths:

C:\WINDOWS\system32\drivers\iksysflt.sys

C:\WINDOWS\system32\drivers\ikfilesec.sys

C:\WINDOWS\system32\drivers\ikfileflt.sys

HTH.

Let us know.

Regards,

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nass

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www.nasstec.co.uk

"Marty" wrote:

Here's the error message..itwouldn't let me  
copy and paste but:  
Bcp1: c0000005 bcp2: aa7a1232 bcp3:  
a9bc7b9c

"nass" wrote:

Try to to Tab F8 on boot up  
then when you represented  
with the  
boot options either select:

Last Good configuration (  
Your most recent settings  
that worked)

Or try this:  
Disable Automatic restart on  
system failure to capture the  
error  
message. You can use Safe  
Mode Option (first on the  
menu) to log  
into safe mode that you will  
be able and troubleshoot  
from there  
by accessing the Event  
Viewer and see the log for  
error messages  
and you can copy & paste in  
your next post. HOW TO:  
View and  
Manage Event Logs in  
Event Viewer in Windows  
XP  
<http://support.microsoft.com/kb/308427/en-us>  
HTH.  
nass

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www.nasstec.co.uk

"Marty" wrote:

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The blue  
screen  
appears for  
less than 1  
second and  
I can't read  
anything

"David B."  
wrote:

You  
need  
to  
provide  
the  
blue  
screen  
error  
message,  
"the  
computer  
crashes  
with  
the  
blue  
screen"  
tells  
us  
nothing.

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Crosspost,  
do  
not  
multipost  
[http://www.blakjak.demon.co.uk/mul\\_crss.htm](http://www.blakjak.demon.co.uk/mul_crss.htm)  
How  
to  
ask  
a  
question  
<http://support.microsoft.com/kb/555375>  
How  
to  
Post

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<http://www.dts-l.org/goodpost.htm>

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"Marty"

<Marty@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote

in

message

<news:75D0C5BB-03EB-48B2-A2EA-CA4257E66A7E@x>

I  
just  
put  
a  
new  
hard  
drive  
in  
and  
reinstalled  
windows  
xp  
home  
and  
for  
some  
odd  
reason  
when  
I  
attempt  
to  
go  
into  
the  
control  
panel  
the  
computer  
crashes  
with  
the  
blue  
screen.  
Other  
then  
this  
problem,  
the  
computer

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works  
fine.  
There  
is  
no  
windows  
page  
after  
rebooting  
suggesting  
a  
solution...Help!  
Marty