

Re: Blue error screen then reboot

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2008-04/msg01966.htm

- *From:* divagran <divagran@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sun, 20 Apr 2008 16:15:01 -0700
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The stop error occurs at random however, it has never happened during start up or shut down always when I am in the middle of doing something. I have not tried the safe mode primarily because I don't really know what I'm doing and the instructions don't tell me what to do once in safe mode. I have a Dell Inspiron I6400 Genuine Intel(R) CPU, T2300 @ 1.66GHz. My sound system is Sigma Tel High Definition Audio CODEC. The cd is TSST Corp DVD+-RW TS-L532B.

I do hope that this is the information you inquired about. Thanks for your response.

"Gerry" wrote:

Has the BSOD occurred more than once? Does it occur on start up or later?

Can you successfully boot into safe mode?

What is your computer make and model?

What exactly is your Windows XP CD?

Background information on Stop Error message
<http://msdn2.microsoft.com/en-us/library/ms795930.aspx>

0x000000D1: DRIVER_IRQL_NOT_LESS_OR_EQUAL
The system attempted to access pageable memory using a kernel process IRQL that was too high. The most typical cause is a bad device driver (one that uses improper addresses). It can also be caused by faulty or mismatched RAM, or a damaged pagefile.

Source: <http://aumha.org/a/stop.htm>

Your error refers to portcls.sys, which may be a pointer to the cause of the problem.

What does your system rely on for sound?

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Hope this helps.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

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divagran wrote:

I am having the same problem with my computer. I am not a computer guru so techie talk might baffle me. This is the error I get:
A problem has been detected and windows has been shut down to prevent damage to your computer. DRIVER_IRQL_NOT_LESS_OR_EQUAL.
If this is the first time you've seen this stop error screen, restart your computer. If this screen appears again, follow these steps.
Check to make sure any new hardware or software is properly installed. If this is a new installation, ask your hardware or software manufacturer for any windows updates you might need.
If the problem continue, disable or remove any newly installed hardware or software. Disable BIOS memory options such as caching or shadowing. If you need to use Safe Mode to remove or disable components, restart your computer, press F8 to select advance startup options and then select safe mode. Technical info
***STOP: 0x000000D1 (0x0000000c, 0x00000002, 0x00000000, 0xAA659F21)
***portcls.sys – address AA659F21 base at AA659000, datestamp 40574E49.

I have searched on microsoft for this specific error but have had no luck. It does not seem to matter what I am doing, it just shuts down. Can you help me?

"Nepatsfan" wrote:

You say "I sorted the reboot out, but the error still appears". Just out of curiosity, what information is contained in the error message? What is the stop error code displayed when you see the blue screen? Is there any mention of a driver, something like filename.sys? Have you installed all the latest updates,

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including Service Pack 2, from Microsoft?

If you've been troubleshooting this problem for a few days and making no progress then it may be time to either perform a repair install or, as you suggest, a clean installation. Keep in mind that reinstalling Windows will only repair a driver related error. If your problem is with the physical hardware component, e.g. bad memory, then the problem will soon reappear.

Note: If you've had to reinstall XP on this laptop before you can disregard the following suggestions. You already know the drill. Before you wipe out your hard drive, make sure you've got all the CD's you need to get the job done. If you weren't supplied with an XP CD or a recovery CD, check your laptops manual and familiarize yourself with the operating system recovery procedure. Make sure you've got the 25 digit product key needed to activate your copy of XP. It's usually found on the bottom of your laptop. It also doesn't hurt to download all the latest drivers that are available from the manufacturer's web site and put them on a CD.

Good luck

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Nepatsfan

"vyp0r" <vyp0r@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

news:4C28D96F-D8DA-46FD-9F8C-393649485A8A@xxxxxxxxxxxxxxxxxxxx

Hi, I recently posted (3/3/05) questions regarding a blue error screen, with the following question:

"Hi, ocaasionally I am just minding my own business on my laptop when all of a sudden the screen goes blue, and an error message appears (DOS style) and the

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system reboots 1 or 2 seconds later. This obviously does not give me time to read the error of course so I don't know what is wrong or how to go about fixing it. It's happened 3 times in total. Twice in one day about a week and a half ago, and once today. Each time I was doing a different activity on the computer so I don't believe they relate to something I'm doing at the time.

Can anybody help?"

I sorted the reboot out, but the error still appears. It says that it's an error with hardware or software drivers, but I don't know which. I don't know how to find out, so I used the system restore utility in order to restore my laptop to before I remember the errors occurring. But the error has happened again since then (also, sometimes a serious error message pops-up when I turn on the computer and log in.) Files involved include the following:

C:\DOCUME~1\ED-VYP~1\LOCALS~1\Temp\WERc13b.dir00\Mini030305-01.dn

C:\DOCUME~1\ED-VYP~1\LOCALS~1\Temp\WERc13b.dir00\sysdata.xml

I'm thinking of just backing up all my important files and formatting the laptop in order to get rid of the error once and for all.

Any thoughts much appreciated.

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