

Re: IRQ BSOD

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2008-12/msg00496.htm

- *From:* "Gerry" <gerry@xxxxxxxxxx>
 - *Date:* Sat, 6 Dec 2008 18:06:51 -0000
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Aldago

Download and install the User Profile Hive Cleanup Service
Download details: User Profile Hive Cleanup Service
<http://snipurl.com/5b61>

UPHClean v1.5e readme.txt
<http://snipurl.com/ko8m>

This may resolve the Warning message without the need to configure services.

What is the status of Stopzilla on your computer?

Is this a possibility?
<http://support.microsoft.com/kb/311806>

Hope this helps.

Gerry
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FCA  
Stourport, England  
Enquire, plan and execute  
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aldago wrote:

I neglected to answer all the questions in my last post. In particular, Gerry asked about the make and model of the computer I'm using. I did list that info at the bottom of my original post and it can also be found below on these replies. As for Windows CDs I do not have an original for this machine. I did make a bootable recovery disk using Bart's PE and the I 386 file from the computer. I do have disks for Windows XP Pro. One of the things I did do was to check the

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Device Manager and all looks normal. I have recently discovered that the bsod occurs on shutdown and not reboot – idf that helps any. I had read where this bsod had occurred with some malware compromised machines so just to cover all bets I ran HijackThis and submitted the log file for analysis. The results indicated a couple of suspicious files but nothing glaring.

"aldago" wrote:

Thanks guys. I'm trying all the things mentioned. So far I shut down my machine with a restart so that I could get the bsod. I in fact got the bsod, shut the computer down, then booted without a problem and checked the Event Viewer error messages and I got two warnings and two errors.

The Warnings were as follows:

Windows saved user ALSEMACHINE\Owner registry while an application or service was still using the registry during log off. The memory used by the user's registry has not been freed. The registry will be unloaded when it is no longer in use. This is often caused by services running as a user account, try configuring the services to run in either the LocalService or NetworkService account.

Windows cannot unload your classes registry file – it is still in use by other applications or services.

The file will be unloaded when it is no longer in use.

The Errors were:

The following boot–start or system–start driver(s) failed to load:
szkg

The SonicWALL NetExtender Service service failed to start due to the following error:

The system cannot find the file specified.

I took care of the NetExtender problem. That program is uninstalled including whatever was in the registry. This didn't solve the problem.

What I don't know how to do is configure the services to run in either the Local Service or NetworkService account. Can anyone walk me through it? I'm about to go through the resolutions proposed in the Microsoft Knowledge Base Article 314063.

"Gerry" wrote:

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Make sure all your fans are working and the computer is free of dust. Use an Air Duster to remove dust. Overheating could be the problem.

Background information on Stop Error message
<http://msdn2.microsoft.com/en-us/library/ms793589.aspx>

0x0000000A: IRQL_NOT_LESS_OR_EQUAL
Typically due to a bad driver, or faulty or incompatible hardware or software. Use the General Troubleshooting of STOP Messages checklist above. Technically, this error condition means that a kernel-mode process or driver tried to access a memory location to which it did not have permission, or at a kernel Interrupt ReQuest Level (IRQL) that was too high. (A kernel-mode process can access only other processes that have an IRQL lower than, or equal to, its own.)
Source: <http://aumha.org/a/stop.htm>

You receive a "Stop 0x0000000A" error message in Windows XP
<http://support.microsoft.com/kb/314063/>

There are a lot of practical suggestions in the Knowledge Base
Article 314063

Are there any yellow question marks in Device Manager?
Right click on the My Computer icon on your Desktop and select Properties, Hardware, Device Manager. If yes what is the Device Error code?

What exactly do you have by way of a Windows XP CD?

What is your computer make and model?

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Hope this helps.

Gerry

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aldago wrote:

I've started getting a bsod with the message "irq_less_or_not_equal" when I reboot my computer but everything is fine when I boot from a cold start. I researched the message on Google and found out that it could be a faulty memory problem or a driver conflict problem. Microsoft says that most of the time this error comes from a conflict. I ran memtest86 and the memory seems ok. I'd like to avoid a complete reinstall of Windows or deleting all of my software to see where the conflict lies (could it be the security updates?). Does anyone know have any suggestions for tracking down the conflict?

Computer Info:

Emachine T3506
Total Physical Memory: 1.5Gb
DIMM 1 512 MB Speed 400 (oem)
DIMM 2 1024 MB Speed 400
Windows XP Home SP2
3.2 GHz Intel Celeron
120Gb Hard Drive