

Re: Blue Screen Crash – WIA service

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2009-05/msg01250.htm

- *From:* "Gerry" <gerry@xxxxxxxxxx>
 - *Date:* Fri, 15 May 2009 23:54:46 +0100
-

You should have a small pagefile on C drive –say 50 mb.

<http://www.aumha.org/win5/a/xpvm.htm>

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Hope this helps.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

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TVeblen wrote:

It crashes to restart.

I disabled the restart function. I will take note of the stop code if I can recreate the error and post back. Again, this is an intermittent problem.

One note (probably unrelated): I created a Swapfile/Pagefile of 9GB on the first partition of my second hard drive (Drive E:) and no pagefile on Drive C: with Windows. When I disabled the restart function I got the message: "If the pagefile on volume C: has an initial size of less than 0 MB, then the system may not be able to create a debugging information file if a STOP error occurs. Continue anyway?".

"Gerry" <gerry@xxxxxxxxxx> wrote in message

news:OZBbEpY1JHA.4288@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

In your original post your header says Blue Screen Crash Do you mean it causes the computer to restart or does the programme crash back to the desktop. If the computer restarts I would expect a Stop Error report but you have not posted one.

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Disable automatic restart on system failure. This should help by allowing time to write down the STOP code properly. Right click on the My Computer icon on the Desktop and select Properties, Advanced, Start-Up and Recovery, System Failure and uncheck box before Automatically Restart.

Do not re-enable automatic restart on system failure. Check for variants of the Stop Error message.

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Hope this helps.

Gerry
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FCA  
Stourport, England  
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TVeblen wrote:

Hi Gerry

My Registry entry is lightly different: There is no Class Name or Last Write Time in any key.
"Type" is 0x00000020 (32)
"Start" is 0x00000002 (2)

WIASERVC.DLL version is: 5.1.2600.5512

Graphics Card: EVGA 896-P3-1255-AR GeForce GTX 260+
Drivers are most current.

Event Viewer for Event 7022:
Event Type: Error
Event Source: Service Control Manager
Event Category: None
Event ID: 7022
Date: 5/15/2009
Time: 6:55:06 AM
User: N/A
Computer: CHLOE
Description:
The Windows Image Acquisition (WIA) service hung on starting.
For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

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Event Viewer for Event 7034:
Event Type: Error
Event Source: Service Control Manager
Event Category: None
Event ID: 7034
Date: 5/13/2009
Time: 4:58:54 PM
User: N/A
Computer: CHLOE
Description:
The Windows Image Acquisition (WIA) service terminated unexpectedly. It has done this 2 time(s).
For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

There are no problem devices.

Device Manager shows no problems.

Thanks for your time.

"Gerry" <gerry@xxxxxxxx> wrote in message
<news:urVnFDX1JHA.1864@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

How do the entries in your Registry compare to this extract from my own? Key Name:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\stisvc
Class Name: <NO CLASS>
Last Write Time: 15/05/2009 – 15:13
Value 0
Name: Type
Type: REG_DWORD
Data: 0x20

Value 1
Name: Start
Type: REG_DWORD
Data: 0x2

What is the version of WIASERVC.DLL in your C:\windows\system32 folder? What make and model is your graphics card? Have you been to the manufacturers web site for the latest drivers.

Can you please post a copy of the Event ID: 7034 error report?

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You can access Event Viewer by selecting Start, Control Panel, Administrative Tools, and Event Viewer.

A tip for posting copies of Error Reports!
Run Event Viewer and double click on the error you want to copy. In the window, which appears is a button resembling two pages. Click the button and close Event Viewer. Now start your message (email) and do a paste into the body of the message. Make sure this is the first paste after exiting from Event Viewer.

Are any devices malfunctioning? Select Start, All Programs, Accessories, System Tools, System Information. Open Components under System Summary and click on Problem Devices. Is anything listed there? 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?

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Hope this helps.

Gerry
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TVeblen wrote:

Windows XP–SP3. All updates current to 5/5/09.

Re: Blue Screen Crash – WIA service

Core i7 system on Asus P6T
with EVGA GTX260 video
and SATA drives.

I am getting an occasional,
very specific blue screen
error/crash.

It only occurs when I click
on a link in Outlook Express
(v6.00.2600) to play a
Windows Media Player file
(not an
attachment). This condition
may also involve Firefox
3.0.10. I run
AVG 8.5 (Which I mention
because I've seen this pop
up in my web
searches on this issue.) I
click on the link in the
email, WMP
opens, it freezes for 10
seconds or so, the blue
screen flashes by, and the
system
restarts. When I try again, I
click on the link, Firefox
opens,
2 tabs open, WMP opens,
and the video plays just fine.

The Error Log shows Event
7022 – Service Control
Manager: The
Windows Image Acquisition
(WIA) service hung on
starting.

There are also multiple
events of: The Windows
Image Acquisition
(WIA) service terminated
unexpectedly, which may or
may not be
related to this error event.

The WIA service is set to
Automatic, and it is
(normally) started.

I have 2 All-In-One Canon
printers (with scanners) and

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they have
not exhibited any problems. I
have 2 cameras that connect
via USB
with default windows
drivers (found new
hardware – no user input)
that work fine. All told the
system shows no problems
or errors
other than this very specific
operation.

I am not getting a boot
problem (very common
web post), no delays
in startup or file opening, no
slowdowns.
Any thoughts?