

Windows XP Unexpectedly Shuts Down and Reboots

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.perform_maintain/2004-04/3650.html

From: Darnko (*anonymous_at_discussions.microsoft.com*)

Date: 04/26/04

Date: Mon, 26 Apr 2004 11:24:50 -0700

>-----Original Message-----

>About 3 weeks ago I started getting messages on start up
>that my Registry was damaged and that it had been
>recovered by use of an alternate or back up copy.

Shortly

>afterwards, my computer started shutting down and
>rebooting without warning. After each reboot, I was told
>that Windows XP had recovered from an error (sometimes
>serious, sometimes not) and was sending a report to
>Microsoft.

>

>With each report, the Online Crash Analysis (OCA) stated
>that the problem was a device driver but that the OCA
>could not state which one.

>

>Within a few days the problems with the registry got
worse
>and I did a diagnostic on the computer which found that
my
>hard drive had two bad sectors. I replaced the hard
drive

>and reinstalled Windows.

>

>The reinstall stopped the bad registry messages for a
time
>but I still had the sudden shutdown and reboot each time
>with a message similar to described above.

>

>A friend told me I had a worm or virus and gave me
Norton

>software to find the virus (either So Big or Blaster)
and

>then Windows patches to plug security problems. This
>crashed my computer and corrupted the system so that it

microsoft.public.windowsxp.perform_maintain: Windows XP Unexpectedly Shuts Down and Reboots

>would not start up.

>

>I again reformatted the hard drive and reinstalled the OS.

>I was able to boot up but still had the rebooting. On one

>reboot yesterday, the OCA stated that there were "fixes"

>for the problem (no detail on what the problem is though)

>and that I should follow a link to Windows Update. There I

>was given the "fix" of 44 different downloads. I started

>with the first SP1 which had to be downloaded separately.

>

>Five hours later, the download was done. After two

>restarts and one message of a bad registry and that I

>should shutdown and restart (wasn't XP supposed to stop

>all this?) I finally got the computer to reboot

normally.

>It stayed up for awhile and then rebooted.

>

>I contacted Dell support and they had me run their

>diagnostic CD which did a full test of all my hardware

>over almost 4 hours. All checked out.

>

>Any ideas anyone? This is a Dell 4500 with an 80 GB Hard

>Drive (a new one that is a Western Digital; the original

>was also 80 GB). I have 256 MB memory and a CD RW.

>

>I copied the codes from the last five reboots. Hope this

>gives someone out there a clue as to what is wrong since

>all Dell will do is help me reinstall Windows XP yet

again.

>

>BCCode : a BCP1 : FE09CC50 BCP2 : 00000002

>BCP3 : 00000000 BCP4 : 80509120 OSVer :

>5_1_2600 SP : 0_0 Product : 768_1

>C:\WINDOWS\Minidump\Mini042504-03.dmp

>C:\DOCUME~1\STUART~1\LOCALS~1\Temp\WER7.tmp.dir00

>\sysdata.xml

>

>Second serious error

>BCCode : 1a BCP1 : 00000781 BCP2 : C03057E8

>BCP3 : 00000000 BCP4 : E10D5368 OSVer :

>5_1_2600 SP : 0_0 Product : 768_1

>C:\WINDOWS\Minidump\Mini042504-04.dmp

>C:\DOCUME~1\STUART~1\LOCALS~1\Temp\WER8.tmp.dir00

>\sysdata.xml

>

>Generic Host Process for Win32 Services error April 25,

>2004 at 5:23 p.m.

microsoft.public.windowsxp.perform_maintain: Windows XP Unexpectedly Shuts Down and Reboots

>szAppName : szAppVer : 0.0.0.0 szModName :
>unknown szModVer : 0.0.0.0 offset : 00000000
>Included in the error report:
>C:\DOCUME~1\STUART~1\LOCALS~1\Temp\WERA.tmp.dir00
>\svchost.exe.mdmp
>C:\DOCUME~1\STUART~1\LOCALS~1\Temp\WERA.tmp.dir00
>\appcompat.txt
>
>BCCode : 51 BCP1 : 00000004 BCP2 : 00000001
>BCP3 : E22BD680 BCP4 : 40810E20 OSVer : 5_1_2600
>SP : 1_0 Product : 768_1
>Above recorded at 7:38 p.m. on April 25, 2004
>
>Another system has recovered from a serious error at
7:58
>p.m. on April 25, 2004
>BCCode : 10000050 BCP1 : F1B33268 BCP2 :
>00000000 BCP3 : 8057E83E BCP4 : 00000000 OSVer :
>5_1_2600 SP : 1_0 Product : 768_1
>
>
>. Try this first..

<http://vil.nai.com/vil/stinger/>

<http://securityresponse1.symantec.com/sarc/sarc.nsf/html/w32.blaster.worm.removal.tool.html>

"Virus Alert About the Blaster Worm and Its Variants"
<http://support.microsoft.com/?id=826955>

"What You Should Know About the Blaster Worm and Its Variants"
<http://www.microsoft.com/security/incident/blast.asp>
>