

Re: random XP crashes

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.perform_maintain/2008-02/msg00185.htm

- *From:* "Gerry" <gerry@xxxxxxxxxx>
 - *Date:* Sun, 17 Feb 2008 20:12:39 -0000
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Diane

Background information on Stop Error message

<http://msdn2.microsoft.com/en-us/library/ms795478.aspx>

0x00000008, or Double Fault, indicates that an exception occurs during a call to the handler for a prior exception. Typically, the two exceptions are handled serially. However, there are several exceptions that cannot be handled serially, and in this situation the processor signals a double fault. There are two common causes of a double fault:

A kernel stack overflow. This overflow occurs when a guard page is hit, and the kernel tries to push a trap frame. Because there is no stack left, a stack overflow results, causing the double fault. If you think this overview has occurred, use the !thread debugger extension to determine the stack limits, and then use the kb (Display Stack Backtrace) debugger command with a large parameter (for example, kb 100) to display the full stack.

A hardware problem.

0x0000007F: UNEXPECTED_KERNEL_MODE_TRAP

One of three types of problems occurred in kernel-mode: (1) Hardware failures. (2) Software problems. (3) A bound trap (i.e., a condition that the kernel is not allowed to have or intercept). Hardware failures are the most common cause (many dozen KB articles exist for this error referencing specific hardware failures) and, of these, memory hardware failures are the most common.

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

In essence you have two areas where the problem could be. A software problem which could be difficult to determine and a hardware problem where it is easier to eliminate some of the possibilities. I gave a link regarding trouble shooting hardware:

http://www.elephantboycomputers.com/page2.html#Hardware_Tshoot

Dust inside the computer casing can cause overheating and result in this type of error. Take the casing off and use an Air Duster to clean. Also check that all fans are working.

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Try HD Tune(freeware) as you can see the SMART information relating to the drive etc.

Download and run it and see what it turns up.

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

Select the Info tabs and place the cursor on the drive under Drive letter and then double click the two page icon (copy to Clipboard) and copy into a further message.

Select the Health tab and then double click the two page icon (copy to Clipboard) and copy into a further message. Make sure you do a full surface scan with HD Tune.

You need then to test the RAM. Please refer to the link on how to do this.

If these measures do not identify the cause of the problem you would be best to seek professional help. The power supply unit can only be tested by swapping in a replacement and most home users do not have a spare one to use. The software diagnosis is beyond the capabilities of most users.

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Hope this helps.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

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DiHo wrote:

I've been experiencing random Windows XP crashes since November. At first, I thought it was associated with an automatic Windows download. I've tried everything under the sun, but to no avail. I'm about ready to wipe off my hard drive and start from scratch. It happened this morning again and here is the info from the Event Viewer:

System error, category 102, event 104

Error code 1000007f, parameter1 00000008, parameter2 80042000, parameter3 00000000, parameter4 00000000.

Can anyone out there help me?

Thank you

Diane

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