

# Re: Stop Error Message: 0X0000007A(OXC03E10A8.....

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.setup\\_deployment/2007-04/msg00135.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.setup_deployment/2007-04/msg00135.htm)

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- *From:* Carroll <Carroll@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Thu, 12 Apr 2007 14:12:02 -0700
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I was able to run 'chkdsk c: /f/r & chkdsk d: /f/r on both of my HDs but the report at the end of the test was briefly flashed on the display, not long enough to read the report. Does that mean there was nothing found and the drives are OK? I would think the report at the end of this test would be available somewhere in a file but I have no idea what the file name would be. I would also think the report would stay on the display/screen until the user deleted it?

—  
Carroll  
Lake Forest, CA

"John John" wrote:

It could be that the problem was a one time only thing, Windows could have made a bad disk read or made a bad write then tried to read from it. It is quite possible that a simple reboot might have taken care of the problem. It could be that a minor case of disk corruption caused the error. It is difficult to know exactly what caused the error, this is an excerpt from a Windows Resource Kit troubleshooting guide:

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Stop 0x0000007A or KERNEL\_DATA\_INPAGE\_ERROR

This Stop message, also known as Stop 0x7A, indicates that the requested page of kernel data from the paging file could not be read into memory.

One of the following conditions usually causes a Stop 0x7A: a bad sector in a paging file, a virus, a disk controller error, defective hardware, or failing RAM. In rare cases, a Stop 0x7A occurs when nonpaged pool resources run out.

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The Windows 2000 Resource Kit offers further advice which may also apply to Windows XP:

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## Resolving the Problem

Stop 0x7A is usually caused by a bad block (sector) in a paging file, a virus, a disk controller error, or failing RAM. In rare cases, it is caused when nonpaged pool resources run out. It is also caused by defective hardware.

**Viruses.** Check your computer for viruses, using any up-to-date, commercial virus scanning software that examines the Master Boot Record of the hard disk. Any Windows 2000 file system can be infected by viruses.

**Bad block.** An I/O status code of 0xC000009C or 0xC000016A normally indicates the data cannot be read from the disk due to a bad block (sector). If you can restart the system after the error, Autochk runs automatically and attempts to map out the bad sector. If Autochk does not scan the hard disk for errors, you can manually launch the disk scanner. Run Chkdsk /f /r on the system partition. You must restart the system before the disk scan begins. If you cannot start the system due to the error, use the Recovery Console and run Chkdsk /r. For more information about the Recovery Console, see "Troubleshooting Tools and Strategies" in this book.

**Failing RAM.** Another common cause of this error message is failing RAM. Run hardware diagnostics supplied by the system manufacturer, especially the memory scanner. For details on these procedures, see the owner's manual for your computer.

Also, check that all the adapter cards in the computer, including memory modules, are properly seated. Use an ink eraser or an electrical contact treatment, available at electronics supply stores, to ensure adapter card contacts are clean. Be sure to wipe the cleaned contacts off, removing all cleaning debris, before reinstalling the adapter card into the computer. If compressed air is available, use it to clear out the adapter card slot.

Check the System Log in Event Viewer for additional error messages that might help pinpoint the device that is causing the error. Disabling memory caching of the BIOS might also resolve it.

Finally, if all the above steps fail to resolve the error, take the system motherboard to a repair facility for diagnostic testing. A crack, a scratched trace, or a defective component on the motherboard can also cause this error.

For more troubleshooting information about the 0x7A Stop message, refer to the Microsoft Knowledge Base link, using the keywords winnt and 0x0000007A. For information about this resource, see "Additional Resources" at the end of this chapter.

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The one thing that is a bit unsettling about the error is seeing NTFS.sys associated with it. I do not want to unduly alarm you but that can sometimes be very bad news! I cannot stress enough that you should make sure that your important files are properly backed up! After the files are backed up it may be a good idea to run a chkdsk on the drive. Be warned that running chkdsk may lead to loss of data, it is always advisable to have a proper backup before running chkdsk. Not running chkdsk may be a bad decision if disk corruption is suspected. If left unchecked minor disk corruption may develop into a major corruption problem that may lead to loss of data. Microsoft sums it up this way:

"For a mission-critical computer that is expected to be online 24 hours a day, doing nothing (not running chkdsk) might be a necessary choice. The drawback to this option is that relatively minor corruption can become major corruption if you do not repair the volume as soon as possible after you detect the corruption. Therefore, consider this option only if keeping a system online is more important than the integrity of the data stored on the corrupted volume. You must consider all data on the corrupted volume at risk until you run Chkdsk."

John

Carroll wrote:

Thanks John for your excellent input, I have a question for you since it sounds like you have lots of knowledge concerning this type of problem. Since I posted this message, I disabled all power options and the screen saver which was the Microsoft blank screen saver, not a third party screen saver is there is such a thing. After disabling these features, I have not encountered this problem again. Is it possible this type of problem could be repaired by nothing more than shutting down the computer and rebooting? I suspect this problem may not resurface and again, it may happen again, I hope not.