

need help with error message please

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.mediacenter/2005-01/3259.html>

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I'm assuming that scandisk of Windows 98 is now error-checking tool for XP. With that assumption, I was told to run scandisk because I'm having with AOL freezing up all the time (message of AOL title bar reads "Not Responding") and other problems.

Right clicking c drive brings up properties, select tools tab and run error-checking utility. After running for less than 30 seconds, this message appears:

If driver is identified in stop message, disable driver or check with manufacturer for driver updates. Try changing video adapters.

Check with hardware vendor for any BIOS updates. Disable BIOS memory options such as caching or shadowing. If you need to use safe mode to remove or disable components, restart and press F8 to select advanced startup options then select safe mode.

Technical information

Stop: 0x0000007e (0xc0000005, 0xf971dc27, 0xf9e65840, 0xf9e6553c)

Tbcsnud.sys - address f971dc27 base at f9705000 Datestamp 3b8d7887

What I need is for someone explain what that means and what I need to do, in very simple terms and step-by-step directions (computers for idiots) please!