

Re: Please help me! Bluescreen of death

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.mediacenter/2006-02/msg01872.html>

- *From:* "JoeK" <JoeK@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 28 Feb 2006 07:39:27 -0800
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Doug,

I have a issue. My computer appears to stop at random times; the screen goes black and it becomes unresponsive. This started in my old Compaq 7000 desktop, which I got rid of last year, but kept the hard-drive since I had just replaced it a few months prior to dumping the old system.

So I have a new PC with two hard drives. The transferred Hard Drive is from the old system, and I have another that came with the new computer. When checking the event logs on the computer, I received the message about the "bugcheck", and I have also received entries just prior to the re-start event that stated something along the lines of a "control-alt-delete" restart.

I've been suspecting memory and have changed this out, but your message leads me to the hard drive. I'm not worried about the information, since I have a good backup. And if I assume that the mother board is okay (since it is a new computer, and the problem persists), how do I go down the path of fixing the driver, as you suggested might be the problem?

I appreciate your help in advance.

THanks

Joe

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Joe

"Doug Frisk" wrote:

"MissMariaUNC06" <MissMariaUNC06@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:733F6D0D-3E09-443E-B5A3-97B75CA9F2BB@xxxxxxxxxxxxxxxxxxxxxx>

I have a brand new HP Pavillion Notebook it's not even four months old yet and I have a major problem here. I have windows xp home edition with sp2, it came that way on the laptop and I've never had any problems until now.

Re: Please help me! Bluescreen of death

Last night I went to go turn on my computer and the first thing I get is a black screen stating, "We apologize for the inconvenience but something has stopped Windows from working correctly. etc, etc." It then asks me how do I wish to start windows, I chose start normally, (however, I now have tried safe mode and all the other options). Once I do this the windows xp screen comes up like the computer is operating normally. Then it goes to a blue screen that says to prevent damage to your computer windows must shut down at this time etc. etc. The screen disappears before I get a chance to read everything. I get this result every time and I've tried starting windows under the other options as well. It doesn't even name a file that is causing the problem and all the stop message has is like 6 zeros and then 7b at the end of it. I called tech support for hp and they told me to try a repair with the disk that came with my laptop, this didn't work either the blue screen still continues to come up and my computer then proceeds to do a restart because it goes back to the black screen all over again. Everybody is saying that it sounds like I will have to wipe my hard drive clean which deletes all of my work, and I am a college student, I have thesis and tons of other work saved on this computer that I have not had a chance to print out, and I'm freaking out over here because if i don't get that work I'm screwed! Please help! Thanks for your time and help in advance.

Well a 0000007B bugcheck is inaccessible boot device. Which means that while XP was booting it lost communication with the hard drive.

Essentially 3 things could be wrong here.

1) There's a fault in the disk controller on the motherboard of the laptop. If this is the case, it has to be brought in for service and the motherboard replaced. This is exactly the behavior I experienced with a Compaq laptop about 5 years ago.

2) There's a fault with the disk drive in the laptop. (This is not likely as it's starting to boot and a total disk failure would normally generate a "operating system not found" type of message.)

3) The disk driver (the bit of software that lets Windows talk to the disk through the disk controller) has become corrupted.

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Your main concern right now is that you want to get the information off the disk before attempting a re-install from the recovery CDs. In order to do that, you're going to need to read the data from the disk using another computer. The easiest way to do that is remove the hard drive from your laptop and connect it using an IDE-USB bridge.

<http://www.newegg.com/Product/Product.asp?Item=N82E16817145751> is an example of an inexpensive one that works well. (I have two of them). Remove the disk from your laptop, connect it to this device and then plug it into another computer running XP and you should be able to read the data and recover the files you need.

Once you've done that, replace the disk and use the recovery software to attempt to rebuild your laptop.

Then when it still doesn't work you can send it into HP and not worry about them reformatting your hard drive and losing all of your data.