

Re: openhci.sys

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.general/2005-01/0823.html>

From: Mustafa BASKURT (*MustafaBASKURT_at_discussions.microsoft.com*)

Date: 01/11/05

Date: Tue, 11 Jan 2005 07:31:11 -0800

In those period have any Power failure problem ?

I found new version of PowerChute –and possible agent–

http://www.apc.com/resource/include/techspec_index.cfm?base_sku=SFPCBE702

And USB driver has an update.

I suggest first uninstall UPS software and USB driver, then reinstall them.

I believe that would solve the problem.

Because all symptoms shows that USB – UPS problem.

"Keith" wrote:

- > *We had a problem with the UPS BSOD'ing the server once before but updated*
- > *UPS software solved that and we haven't had a problem for months.*
- >
- > *Server is Windows 2000 SP4 with all updates*
- > *UPS is an APC Smart 1000*
- > *UPS Software is PowerChute Business Edition Basic 7.0.1*
- > *UPS Agent Driver is version 7.0.1.103*
- > *USB Driver is version 5.0.2195.6675*
- >
- > *Thank you*
- >
- >
- > *"Mustafa BASKURT" <MustafaBASKURT@discussions.microsoft.com> wrote in*
- > *message news:A002D43D-B872-42A4-A3C0-88A53A343947@microsoft.com...*
- > *>I just realised; sorry :(*
- > >
- > > *It seems some comunication problems with USB port and UPS (I think UPS*
- > > *sent*
- > > *shutdown command to server, but server responded as BSOD).*
- > > *Latest USB driver version is (5.0.2195.6717) at MS site. Maybe you should*
- > > *update your USB driver and UPS's driver (Not only software).*
- > >
- > > *Else if you could send me some spesific details;*
- > > *Brand of UPS*

> > *Service Pack information*
> > *USB and UPS driver versionetc.*
> > *I could be more helpful.*
> >
> > *Good luck,*
> >
> > *"Keith" wrote:*
> >
> >> *The MS article you posted refers to Windows 98 – I have a Windows 2000*
> >> *Server.*
> >>
> >> *Our UPS is USB and there was a power problem it logged just before (few*
> >> *minutes) the BSOD. UPS software is already the most up-to-date version*
> >> *though.*
> >>
> >> *"Mustafa BASKURT" <MustafaBASKURT@discussions.microsoft.com> wrote in*
> >> *message news:894ED32E-CEF2-4F65-8C4A-E5F02F8F4D46@microsoft.com...*
> >> > *Hi,*
> >> >
> >> > *openhci.sys is (Standard USB Host Controller) driver.*
> >> > *I think you installed something via USB port and that caused BSOD.*
> >> > *There is a hotfix about that subject at MS support page*
> >> > *Here is a link;*
> >> > <http://support.microsoft.com/kb/250523/EN-US/>
> >> >
> >> > *I hope that could be helpful.*
> >> >
> >> > *"Keith" wrote:*
> >> >
> >> >> *I had a BSOD on one of my Compaq ML350 G3 servers on New Years Day.*
> >> >> *(Windows Server 2K, ISA 2K, Exchange 2K).*
> >> >>
> >> >> *The STOP error was: STOP: 0x000000D1 (0x00000008, 0x00000002,*
> >> >> *0x00000001,*
> >> >> *0xF6B48730)*
> >> >>
> >> >> *Just had chance to run the kernel crash dump file through MS debugging*
> >> >> *tools*
> >> >> *and it seems to point to a problem with OPENHCI.SYS*
> >> >>
> >> >> *What is this file?*
> >> >>
> >> >> *We have had a stable system for months and no configuration changes*
> >> >> *prior*
> >> >> *to*
> >> >> *this error.*
> >> >>
> >> >>
> >> >>
> >> >>

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