

Re: Stop-Error: Terminalserver reboots weekly – ntkrpamp.exe

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.general/2008-02/msg00512.html>

- *From:* Andreas.Konrad <AndreasKonrad@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 14 Feb 2008 00:21:03 -0800
-

Sorry, here is the next Minidump after installing the hotfix... :-(

Microsoft (R) Windows Debugger Version 6.8.0004.0 X86
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Loading Dump File [C:\d\Analysedaten\BSOD_NTCL0512\Mini020908-01.dmp]
Mini Kernel Dump File: Only registers and stack trace are available

Symbol search path is:

SRV*c:\symbols*<http://msdl.microsoft.com/download/symbols>

Executable search path is:

Windows Server 2003 Kernel Version 3790 (Service Pack 2) MP (16 procs) Free
x86 compatible

Product: Server, suite: Enterprise TerminalServer

Built by: 3790.srv03_sp2_qfe.071022-1210

Kernel base = 0x80800000 PsLoadedModuleList = 0x808a8e48

Debug session time: Sat Feb 9 01:45:34.232 2008 (GMT+1)

System Uptime: 0 days 12:29:43.359

Loading Kernel Symbols

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Loading User Symbols

Loading unloaded module list

.....

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* Bugcheck Analysis

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Use !analyze -v to get detailed debugging information.

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BugCheck 100000D1, {0, d0000002, 8, 0}

Probably caused by : ntkrpamp.exe (nt!KiIdleLoop+a)

Followup: MachineOwner

14: kd> !analyze -v

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* Bugcheck Analysis

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DRIVER_IRQL_NOT_LESS_OR_EQUAL (d1)

An attempt was made to access a pageable (or completely invalid) address at an interrupt request level (IRQL) that is too high. This is usually caused by drivers using improper addresses.

If kernel debugger is available get stack backtrace.

Arguments:

Arg1: 00000000, memory referenced

Arg2: d0000002, IRQL

Arg3: 00000008, value 0 = read operation, 1 = write operation

Arg4: 00000000, address which referenced memory

Debugging Details:

READ_ADDRESS: 00000000

CURRENT_IRQL: 2

FAULTING_IP:

+0

00000000 ?? ???

PROCESS_NAME: Idle

CUSTOMER_CRASH_COUNT: 1

DEFAULT_BUCKET_ID: DRIVER_FAULT_SERVER_MINIDUMP

BUGCHECK_STR: 0xD1

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LAST_CONTROL_TRANSFER: from f779fee0 to 00000000

FAILED_INSTRUCTION_ADDRESS:

+0

00000000 ?? ???

STACK_TEXT:

WARNING: Frame IP not in any known module. Following frames may be wrong.

f7916d30 f779fee0 8086feb9 f779f000 a3863af8 0x0

f7916d50 8088f2b2 00000000 0000000e 00000000 0xf779fee0

f7916d54 00000000 0000000e 00000000 00000000 nt!KiIdleLoop+0xa

STACK_COMMAND: kb

FOLLOWUP_IP:

nt!KiIdleLoop+a

8088f2b2 f390 pause

SYMBOL_STACK_INDEX: 2

SYMBOL_NAME: nt!KiIdleLoop+a

FOLLOWUP_NAME: MachineOwner

MODULE_NAME: nt

IMAGE_NAME: ntkrpamp.exe

DEBUG_FLR_IMAGE_TIMESTAMP: 471cab92

FAILURE_BUCKET_ID: 0xD1_CODE_AV_NULL_IP_nt!KiIdleLoop+a

BUCKET_ID: 0xD1_CODE_AV_NULL_IP_nt!KiIdleLoop+a

Followup: MachineOwner

"Thee Chicago Wolf" wrote:

Well, downloaded and installed the hotfix. Improvements will be shown within the next days. I'll keep you posted. Thanks so far.

Great. Let the group know if there's been any improvement. It would be

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good to know this does address the issues you've been facing and can be recommended to others.

– Thee Chicago Wolf