

## RE: BugCheck and Supposed Reboot

**Source:**

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-03/6424.html>

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**From:** AcesComp (AcesComp\_at\_discussions.microsoft.com)

**Date:** 03/23/05

Date: Wed, 23 Mar 2005 11:01:04 -0800

We finally got an answer (but not necessarily a solution) from MS Product Support, they say the problem is caused by Symantec AntiVirus and that we should get an update from them. The funny thing is we have several other servers running Server 2003 versions and SAV9 and they work fine as long as Windows Updates are NOT installed.

To answer your RAID question – No IBM hardware, but since we were having problems, there are three different RAID vendors that we tried – Intel SRCU42X, Adaptec i20 ASR-2010S, and 3Ware 7506-4LP. All three had the same problems. After Windows Updates caused instability, we recovered by reverting to a saved image (Ghost) of the Server boot drive. Help that info helps.

"Victor Racioppi – The Childrens Place" wrote:

> AcesComp...I am having the same exact problem after a windows update. I went  
> into safe mode, removed all the installed updates and I'm still having the  
> problem. You said you think it's a conflict with the RAID drivers. We are  
> running ibm 345 with 6m adapter with the bios and firmware level at 7.10.11.  
> If would be interesting to see if you're running the same config.  
>  
> Please get back with any new information you have.  
>  
> Thanks  
>  
> "AcesComp" wrote:  
>  
> > Jerry – thanks for your reply.  
> >  
> > We already have a support call into Microsoft on this topic since 2/21/2005  
> > (SRX050221607088) and they have been absolutely NO help. We were hoping that  
> > some other user had a similar problem and could shed some light. Our opinion  
> > right now is that a recent Windows Update has caused a conflict with RAID  
> > drivers – we are having a similar problem with 3 other Servers and each has  
> > different RAID hardware and drivers. There have been no other hardware or  
> > software changes to those Servers and they have been in production for over  
> > six months each.

>>  
>>  
>> *"Jerry zhao (MSFT)" wrote:*  
>>  
>>> *Hi,*  
>>>  
>>> *Thanks for your posting.*  
>>>  
>>> *Based on my research, I found the following information according to your*  
>>> *error code.*  
>>>  
>>> *Error Message:*  
>>> *STOP: 0x00000020 (parameter, parameter, parameter, parameter)*  
>>> *KERNEL\_APC\_PENDING\_DURING\_EXIT*  
>>> *Explanation:*  
>>> *This is a Windows 2000 Executive character-mode STOP message. It indicates*  
>>> *that a kernel-mode asynchronous procedure call (APC) was found pending*  
>>> *during thread termination. The first parameter is the address of the APC*  
>>> *found pending during exit. The second parameter is the thread's APC disable*  
>>> *count. And the third parameter is the current IRQL (interrupt request*  
>>> *level). If the thread's disable count is non-zero, it is the source of the*  
>>> *problem: the current IRQL should be 0. If it is not, a driver's*  
>>> *cancellation routine returned at an elevated IRQL.*  
>>> *User Action:*  
>>> *If this is the first time you have booted after installing new hardware,*  
>>> *remove the hardware and boot again. Check the Microsoft Hardware*  
>>> *Compatibility List to verify that the hardware and its drivers are*  
>>> *compatible with Windows 2000. For information about the hardware, contact*  
>>> *the supplier. If you are installing Windows 2000 for the first time, check*  
>>> *the Windows 2000 system requirements, including the amount of RAM and disk*  
>>> *space required to load the operating system. Also, check the Hardware*  
>>> *Compatibility List to verify that the system can run Windows 2000. If*  
>>> *Windows 2000 is loaded and no new hardware has been installed, reboot with*  
>>> *recovery options set to create a dump file. If the message continues to*  
>>> *appear, select the Last Known Good option when you reboot. If there is no*  
>>> *Last Known Good configuration, try using the Emergency Repair Disk. If you*  
>>> *do not have an Emergency Repair Disk, contact your technical support group.*  
>>>  
>>> *Generally, the public newsgroup only gives fundamental help. If you want*  
>>> *advance diagnosis and troubleshooting, a support call to our product*  
>>> *service team will be needed for further assistance. As for the issue like*  
>>> *yours, debugging the dump will be necessary in most time. For a complete*  
>>> *list of Microsoft Product Support Services phone numbers and information*  
>>> *about support costs, visit the following Microsoft Web site:*  
>>>  
>>> *<http://support.microsoft.com/default.aspx?scid=fh;EN-US;CNTACTMS>*  
>>>  
>>> *Please feel free to let me know if you have any questions or if you need*  
>>> *further assistance. I'm glad to be of service.*  
>>>  
>>> *Best regards,*

> > >

> > > *Jerry Zhao (MSFT)*

> > >

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