

## Re: BSOD bad\_pool\_header SBS 2003

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-06/msg01970.html>

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- *From:* Tim W <[tim@xxxxxxxxxxxxxxxx](mailto:tim@xxxxxxxxxxxxxxxx)>
  - *Date:* Fri, 20 Jun 2008 17:45:20 -0700 (PDT)
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Looks like it actually was Avast...uninstalled Avast and the distributed network manager, did a normal startup, and no BSOD.

Everything isn't working correctly (Windows is telling me I have to re-activate within 3 days?), but its working enough where I'm confident the worst is behind me.

Couldn't re-install Avast for some reason; I'm going to shut it down and come back to the office tomorrow to figure out the rest.

Any other suggestions are always appreciated, and I'll be sure to keep this thread updated.

Thanks,

Tim

On Jun 20, 7:34 pm, "SuperGumby [SBS MVP]" <n...@xxxxxxxxxxx> wrote:

I actually only got alerted to this site today, might help.

<http://www.aumha.org/a/stop.php>

0x00000019: BAD\_POOL\_HEADER

A pool header issue is a problem with Windows memory allocation. Device driver issues are probably the most common, but this can have diverse causes including bad sectors or other disk write issues, and problems with some routers. (By theory, RAM problems would be suspect for memory pool issues, but I haven't been able to confirm this as a cause.)

"STOP: 0x00000019" error message on Windows Server 2003 {KB 892260} Server 2003 (NTFS problem corrected in current Service Pack)

Error message when a Delayed Write Failure event is reported in Windows Server 2003: "Stop 0x00000019 - BAD\_POOL\_HEADER" or "Stop 0xCD PAGE\_FAULT\_BEYOND\_END\_OF\_ALLOCATION" {KB 925259} Server 2003 (driver issue; hotfix available)

When backing up to Clarion storage in a SAN environment, Windows Server 2003 may stop responding after restart {KB 884585} Server 2003 (caused by adding

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more than 20 mount points during the backup; hotfix available)  
When trying to control a Systems Management Server 2003 client from a remote location, Stop error on SMS 2003 client {KB 905795} SMS 2003 (driver issue)

---comment---

Disk write errors. SO, yes, AV is a possibility, also %free space (DO NOT tell me 'I have 37GB free', tell me what percentage)

"Tim W" <t...@xxxxxxxxxxxxxxxx> wrote in message

[news:757f483d-bce7-4403-acff-130227cb6385@xx](mailto:news:757f483d-bce7-4403-acff-130227cb6385@xx)

Of course, on a Friday afternoon, the server suddenly went down 5 minutes before I was going to leave (3 hours ago).

Upon restart, sometimes I get to the login, and get an 0x19 bad\_pool\_header. Sometimes, I get it before login. But I get it every time.

I can get into safe mode, and if I pick 'Diagnostic Startup', I can reboot and log in fine.

The first 2 dump files tell me the probable culprit is aswMon2.sys, which is Avast (I have the Avast SBS suite running on here).

I tried to disable certain processes (shadow copy, and then Avast), but every dump file still points to aswMon2.sys. My next step that I plan on trying after I post this is to uninstall Avast and see what happens.

I have made no hardware changes in well over a year. The last debug of memory.dmp is included below.

If the same thing happens after I uninstall Avast, I will run memtest. In the meantime, if anybody has any other suggestions, please feel free to reply.

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Thanks

DEBUG INFO:

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BAD\_POOL\_HEADER (19)

The pool is already corrupt at the time of the current request.

This may or may not be due to the caller.

The internal pool links must be walked to figure out a possible cause of

the problem, and then special pool applied to the suspect tags or the driver

verifier to a suspect driver.

Arguments:

Arg1: 00000020, a pool block header size is corrupt.

Arg2: e1647d48, The pool entry we were looking for within the page.

Arg3: e1647db0, The next pool entry.

Arg4: 0c0d0410, (reserved)

Debugging Details:

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Page ea58c not present in the dump file. Type ".hh dbgerr004" for details

Page ea860 not present in the dump file. Type ".hh dbgerr004" for details

PEB is paged out (Peb.Ldr = 7ffd800c). Type ".hh dbgerr001" for details

PEB is paged out (Peb.Ldr = 7ffd800c). Type ".hh dbgerr001" for details

BUGCHECK\_STR: 0x19\_20

POOL\_ADDRESS: e1647d48 Paged pool

DEFAULT\_BUCKET\_ID: DRIVER\_FAULT

PROCESS\_NAME: inetinfo.exe

CURRENT\_IRQL: 0

LAST\_CONTROL\_TRANSFER: from 808927bb to 80827c63

STACK\_TEXT:

b9b85344 808927bb 00000019 00000020 e1647d48  
nt!KeBugCheckEx+0x1b  
b9b853ac f7b7ac3c e1647d50 00000000 f7b7c2bd nt!ExFreePoolWithTag  
+0x477  
b9b85464 f7b7ac7f 89c3c008 e3f9e0d0 e13583b8  
Ntfs!NtfsAddDosOnlyName  
+0x1d1  
b9b854a0 f7b904af 89c3c008 00000001 10a00400 Ntfs!NtfsAddLink+0xac  
b9b8569c f7b94a04 89c3c008 8a5ec210 8a5ec3c4 Ntfs!NtfsCreateNewFile  
+0x847  
b9b858c0 f7b91ef8 89c3c008 8a5ec210 b9b85900 Ntfs!NtfsCommonCreate  
+0x1226  
b9b859c4 8081df65 8aa37020 8a5ec210 8b190030  
Ntfs!NtfsFsdCreate+0x17d  
b9b859d8 f725d458 8a5ec3e8 8b190030 8ad303f0 nt!IofCallDriver+0x45  
b9b85a04 8081df65 8aa36260 8a5ec210 00000000 fltmgr!FltpCreate+0xe4  
b9b85a18 ba25c95e 8a1eef60 8a173d58 89c92f00 nt!IofCallDriver+0x45  
WARNING: Stack unwind information not available. Following frames may  
be wrong.  
b9b85a3c ba25683c 8a16c760 005ec210 8081df65 aswMon2+0x695e  
b9b85a5c 808f8f71 b9b85c04 8b13ec70 00000000 aswMon2+0x83c  
b9b85b44 80937942 8b13ec88 00000000 8991d680  
nt!IopParseDevice+0xa35  
b9b85bc4 80933a76 00000000 b9b85c04 00000040  
nt!ObpLookupObjectName  
+0x5b0  
b9b85c18 808eae25 00000000 00000000 00000001  
nt!ObOpenObjectByName  
+0xea  
b9b85c94 808ec0bf 072ef2dc 40100080 072ef278 nt!IopCreateFile+0x447  
b9b85cf0 808eeb4e 072ef2dc 40100080 072ef278 nt!IoCreateFile+0xa3  
b9b85d30 8088978c 072ef2dc 40100080 072ef278 nt!NtCreateFile+0x30  
b9b85d30 7c8285ec 072ef2dc 40100080 072ef278 nt!KiFastCallEntry+0xfc  
072ef2d4 00000000 00000000 00000000 00000000 0x7c8285ec

STACK\_COMMAND: kb

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FOLLOWUP\_IP:

aswMon2+695e

ba25c95e eb22 jmp aswMon2+0x6982 (ba25c982)

SYMBOL\_STACK\_INDEX: a

SYMBOL\_NAME: aswMon2+695e

FOLLOWUP\_NAME: MachineOwner

MODULE\_NAME: aswMon2

IMAGE\_NAME: aswMon2.SYS

DEBUG\_FLR\_IMAGE\_TIMESTAMP: 46326b17

FAILURE\_BUCKET\_ID: 0x19\_20\_aswMon2+695e

BUCKET\_ID: 0x19\_20\_aswMon2+695e

Followup: MachineOwner