

Re: Blue Screen crash of XP after Windows Updates

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2007-07/msg00615.html>

- *From:* Joan Murphy <JoanMurphy@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 12 Jul 2007 05:56:02 -0700
-

Thanks for your help, I had to do the restore again as I could not stop the Automatic updates! I have now got them switched off (permanently I hope). I have managed to access work thru VPN successfully and no more problems so far in event log. I will keep my fingers crossed! I have submitted the problem to MS via e-mail Confirmation number:1039327095.

—
Joni

"TaurArian [MS-MVP]" wrote:

Joan, that's doesn't look good and should be reported to MS:
start a free Windows Update support incident request:
<https://support.microsoft.com/oas/default.aspx?gprid=6527>
Copy the log into the email request. MS should be aware of the problems users are facing.

I was lucky with this update as I accidently installed it without incident at home. When it was offered on the work computer, I chose to hide it until I knew more about this particular update as that computer is over 3 years old.

—
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TaurArian [MS-MVP] 2005-2008 – Australia

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How to make a good post: <http://www.dts-l.org/goodpost.htm>
Defending your machine: <http://defendingyourmachine2.blogspot.com/>
<http://taurarian.mvps.org/index.htm>

Emails will not be acknowledged – please post to the newsgroup so all may benefit.

"Joan Murphy" <JoanMurphy@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:74832105-7E41-4592-A95E-46E499EE5870@xxxxxxxxxxxxxxxxxxxxx>
| I have restored my PC to 2 days ago (prior to windows updates) and am now
| back up on running although have not accessed work thru VPN which seemed to

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| set of the reboot. The following is information from my Event log of the
| System Errors.
| The process msixec.exe has initiated the restart of JOANSPC for the
| following reason: No title for this reason could be found
| Minor Reason: 0x2
| Shutdown Type: reboot
| Comment: The Windows Installer initiated a system restart to complete or
| continue the configuration of 'Microsoft ActiveSync'.
|
| 12/07
| 1:08:51 eventlog
| Microsoft (R) Windows (R) 5.01. 2600 Service Pack 2 Multiprocessor Free.
| 1:08:52 save dump
| The computer has rebooted from a bugcheck. The bugcheck was: 0x1000007f
| (0x00000008, 0xf7817d70, 0x00000000, 0x00000000). A dump was saved in:
| C:\WINDOWS\Minidump\Mini071207-01.dmp.
|
| 1:12:52 system error
| Error code 1000007f, parameter1 00000008, parameter2 f7817d70, parameter3
| 00000000, parameter4 00000000.
|
| 1:39:04
| Microsoft (R) Windows (R) 5.01. 2600 Service Pack 2 Multiprocessor Free.
| 1:39:05
| The computer has rebooted from a bugcheck. The bugcheck was: 0x1000007f
| (0x00000008, 0xf7817d70, 0x00000000, 0x00000000). A dump was saved in:
| C:\WINDOWS\Minidump\Mini071207-02.dmp.
| 1:41:22
| Error code 1000007f, parameter1 00000008, parameter2 f7817d70, parameter3
| 00000000, parameter4 00000000.
|
| 2:34:00
| Microsoft (R) Windows (R) 5.01. 2600 Service Pack 2 Multiprocessor Free.
| 2:34:01
| The computer has rebooted from a bugcheck. The bugcheck was: 0x1000007f
| (0x00000008, 0xf7817d70, 0x00000000, 0x00000000). A dump was saved in:
| C:\WINDOWS\Minidump\Mini071207-05.dmp.
| 2:40:09
| Error code 1000007f, parameter1 00000008, parameter2 f7817d70, parameter3
| 00000000, parameter4 00000000.
|
| 3:22:12
| The process winlogon.exe has initiated the restart of JOANSPC for the
| following reason: No title for this reason could be found
| Minor Reason: 0x17
| Shutdown Type: reboot
| Comment: Update for Windows XP (KB936357)
|
| 4:02:09
| Microsoft (R) Windows (R) 5.01. 2600 Service Pack 2 Multiprocessor Free.
| 4:02:10

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| The computer has rebooted from a bugcheck. The bugcheck was: 0x1000007f
| (0x00000008, 0xf7817d70, 0x00000000, 0x00000000). A dump was saved in:
| C:\WINDOWS\Minidump\Mini071207-06.dmp.

| 4:04:06

| Error code 1000007f, parameter1 00000008, parameter2 f7817d70, parameter3
| 00000000, parameter4 00000000.

| Hope this helps...

| --

| Joni

| "realcestmoi" wrote:

| > Hello Joni.

| >

| > No error report in the blue screen with a number like: 0x00000000XX

| > (0X00000000; 0X00000000.....) ?

| >

| > Asking because that will pinpoint the problem

| >

| > If not try booting last known good configuration or TaurArian's suggestion

| > below.

| >

| > Best regards,

| > Michel Denie

| >

| >

| > "Joan Murphy" <JoanMurphy@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

| > news:7B551C1F-AB5D-4522-9AC9-47EA5159EB53@xxxxxxxxxxxxxxxxxxx

| >> My PC has worked for 2 years fine until today. My PC is now rebooting

| >> itself

| >> about 30mins after starting . The error report says it is corrupted. I

| >> have

| >> tried uninstalling KB936357 (My PC is INTEL) but it is still rebooting

| >> itself. Any other ideas?

| >> --

| >> Joni

| >>

| >>

| >> "realcestmoi" wrote:

| >>

| >>> Hi there,

| >>>

| >>> The KB936357 is an update for Intel based processors, so I hope yours is

| >>> an

| >>> Intel CPU ?

| >>>

| >>> If so try booting in safe mode and disable automaticly restart if a

| >>> system

| >>> faillure occurs which is to be found: right click my comp. choose

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| > >> properties
| > >> than startup and recovery settings button, than unmark the box
| > >> automaticly
| > >> restart under system faillure, click apply and ok.
| > >>
| > >> Reboot and you should get the blue screen permanently without the system
| > >> rebooting, write down the full errorcode and report it here.
| > >>
| > >> You can also try to uninstall the specific update from add remove
| > >> programs
| > >> and see if the error is gone by doing so.
| > >>
| > >> Best regards,
| > >> Michel Denie
| > >>
| > >>
| > >> "dalek" <dalek@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
| > >> news:C7F035B7-2DBA-4CD8-917D-B350AF4C6979@xxxxxxxxxxxxxxxxxxxx
| > >> > After Windows Update performs the latest updates, the system now
| > >> > crashes
| > >> > with
| > >> > a Blue Screen of Death within 10 minutes startup. Doesn't matter if you
| > >> > log
| > >> > in or not.
| > >> >
| > >> > – Security Update for Windows XP (KB939373)
| > >> > – Security Update for Microsoft .NET framework, Version 2.0 (KB928365)
| > >> > – Update for Windows XP (KB936357)
| > >> > – Windows Malicious Software Removal Tool – July 2007 (KB980830)
| > >> >
| > >> > I'm afraid to do any more development on this system because it has
| > >> > become
| > >> > unstable after the updates.
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