

Forum: [Hack Forums](#)

Thread: [Blue Screen Help](#)

voidname - October 17, 2011, 2:16 pm

So I run Windows 7 and I keep getting blue screened while I am away from my computer for a few hours. Here is the Error Report:

Code Problem signature:

Problem Event Name: BlueScreen
OS Version: 6.1.7601.2.1.0.256.48
Locale ID: 1033

Additional information about the problem:

BCCode: 1000008e
BCP1: C0000005
BCP2: 82A3B7EB
BCP3: 95590804
BCP4: 00000000
OS Version: 6_1_7601
Service Pack: 1_0
Product: 256_1

Files that help describe the problem:

C:\Windows\Minidump\101711-14445-01.dmp
C:\Users\Christian\AppData\Local\Temp\WER-41605-0.sysdata.xml

Read our privacy statement online:

<http://go.microsoft.com/fwlink/?linkid=104288&clcid=0x0409>

If the online privacy statement is not available, please read our privacy statement offline:

C:\Windows\system32\en-US\erofflps.txt

Anxuein - October 17, 2011, 2:31 pm

Can you zip the contents of Windows\Minidump and upload them please?

voidname - October 17, 2011, 2:52 pm

What do you mean the contents of Windows?

Anxuein - October 17, 2011, 2:54 pm

(Oct 17, 2011 02:52 PM)voidname Wrote: [\[CITE\]](#) What do you mean the contents of Windows?

Download a program that allows you to ZIP files.

Once you've done that, navigate Windows Explorer to C:\Windows

Once you're there, right click on MiniDump and ZIP it and then upload it.

P.S. Sorry if you don't understand, I am half asleep lol

Windows 7 was my idea - October 17, 2011, 2:54 pm

(Oct 17, 2011 02:52 PM)voidname Wrote: [\[CITE\]](#) What do you mean the contents of Windows?

i assume he means something like to go my computer>C>windows folder>and in there should be something called minidump.

I could be wrong though.

Anxuein - October 17, 2011, 2:56 pm

(Oct 17, 2011 02:54 PM)windows 7 was my idea Wrote: [CITE](#) i assume he means something like to go my computer>C>windows folder>and in there should be something called minidump.

I could be wrong though.

Yeah, that is what I mean, you simplified it, cheers :P haha.

voidname - October 17, 2011, 3:03 pm

"Can not create Minidump.rar

Access is denied."

Fixed it. Here is the link: <http://www.#!/?d=7QAREAXL>

Anxuein - October 17, 2011, 3:05 pm

Copy that file to your desktop, then try to ZIP it.

If I don't reply tonight, I'll reply tomorrow because I'm going to sleep. Unless somebody else assists you, of course.

voidname - October 18, 2011, 1:01 pm

Updated my last post. Let me know if you find anything. It just did it again.

Anxuein - October 18, 2011, 3:24 pm

Okay. Thanks for that.

The DMP file is showing:

Code Probably caused by : ntkrpamp.exe (nt!KiSignalSynchronizationObject+1c)Do you have a USB device that we could run Memtest with?

voidname - October 18, 2011, 5:11 pm

I have a USB, yes. Is there a size requirement?

Anxuein - October 18, 2011, 11:19 pm

No.

Can you download 'MemTest' and install it to the USB drive.

The go to Start > Restart and then boot up with the USB.

Leave it running for at least 5-6 passes.

Any errors could be bad RAM.

voidname - October 19, 2011, 2:34 pm

Where is MemTest located? Is it in my computer or on a website?

Anxuein - October 19, 2011, 2:51 pm

Terribly sorry. I was meant to put the URL tags around 'Memtest'.

Download memtest [here](#)

voidname - October 19, 2011, 2:53 pm

Which one do I download?

<http://prntscr.com/3kr98>

Anxuein - October 19, 2011, 2:57 pm

If you are going to install it on one of a USB drive, use one of the USB installations.
Try the Auto-Installer.

voidname - *October 19, 2011, 3:04 pm*

<http://prntscr.com/3ks6r>

What do I do with this? It didn't reboot automatically.

bludgard - *November 29, 2011, 11:47 am*

I know this is late:

<WER-41605-0.sysdata.xml> is malware; just for future reference....

voidname - *November 29, 2011, 4:49 pm*

So... What does that mean for me? I'm a newbie.

bludgard - *December 9, 2011, 5:44 am*

Soory for the late post:

Download and install [Malwarebytes](#). Run a full malware scan and see if it pics it up. It should quarantine the process until further user input.

I'll try harder to keep up with the thread, lots of distractions of late.

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