

Forum:[Hack Forums](#)

Thread: [BSOD after Windows Update - Windows 8.1](#)

Quiver - June 4, 2014, 11:56 am

Alright guys, I've been having this problem for more than a week now and I just cannot figure out what is the issue.

I've done all of the research I can for the error but nothing seems to work. I've tried a lot but I'm not going to list everything here as I don't remember everything I've tried either haha.

The Problem:

I'm running Windows 8.1 x64. My computer runs perfectly fine until I decide to (or it does automatically) install the latest Windows Updates for the computer. As soon as I install the updates and restart, I get a BSOD with the error `CRITICAL_PROCESS_DIED`. Which really doesn't tell me much.(Thanks Microsoft)

This only happens after installing updates though. I can restart my computer just fine until I download and install the updates. I assume it's probably a driver somewhere that's causing the issue but I don't know which one or what to do about it.

I went and bought a new PSU and hooked it all up in case that was the problem, but it is not.

Here is a link to a paste of the memory dump I get after the crash. I don't know what any of it means but hopefully some of you do.

<http://pastebin.com/drYFxEGE>

If anyone can provide some advice it would be MUCH appreciated! I can only go a few days before having to restore Windows because it decides to automatically install and all recent updates.

Thanks!

Jeremy Clarkson - June 4, 2014, 12:01 pm

Try reverting back to 8 by restoring see if the issue continues. If it doesn't it maybe a bug with the update. If you really want to upgrade just get the 8.1 iso and use your 8 serial it will work. I use 8.1 pro and i have no problems with it.

I hope you get it fixed man!

Aura - June 4, 2014, 12:02 pm

(Jun 4, 2014 11:56 AM)Quiver Wrote: [\[CITE\]](#) Alright guys, I've been having this problem for more than a week now and I just cannot figure out what is the issue.

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Thanks!

CRITICAL_PROCESS_DIED BSOD means that an essential process for Windows to run/function was killed and therefore it stopped the whole OS from working. Were you installing Important or Recommended Updates ?

Quiver - June 4, 2014, 12:08 pm

(Jun 4, 2014 12:02 PM)Aur? Wrote: [\[CITE\]](#) CRITICAL_PROCESS_DIED BSOD means that an essential process for Windows to run/function was killed and therefore it stopped the whole OS from working. Were you installing Important or Recommended Updates ?

I've tried installing just Important Updates and both Important and Recommended. Both seem to cause the same error.

I even at one point installed every update individually and restarted after each one to see which one was causing it. After about 6 updates I found one update that did cause the crash (KB2930275). So I tried hiding that update and installing all of the others and my computer doesn't crash then but it's really buggy. (A lot of the white space in the window panes are black)

Aura - June 4, 2014, 12:10 pm

(Jun 4, 2014 12:08 PM)Quiver Wrote: [\[CITE\]](#) I've tried installing just Important Updates and both Important and Recommended. Both seem to cause the same error.

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That's weird. Is your copy of Windows 8.1 legit and genuine ?

Quiver - June 4, 2014, 12:11 pm

(Jun 4, 2014 12:10 PM)Aur? Wrote: [\[CITE\]](#) That's weird. Is your copy of Windows 8.1 legit and genuine ?

I know, I've never seen anything like it which is why I'm so confused haha.

And yes it is, I upgraded to it through the Windows Store and used my Windows 8 Product Key.

I've had Windows 8.1 for a long time now and have never had problems until recently. I even wiped my entire HDD and reinstalled Windows and still get the same issue. It's just bizarre.

I think what I might try if you don't have any other suggestions, is to hook my HDD up to another

computer. Then download and install all updates using that computer and then hook my HDD back up to mine and see if that worked. It's like something is stopping the updates from installing correctly and then causing these errors.

Aura - June 4, 2014, 12:14 pm

(Jun 4, 2014 12:11 PM)Quiver Wrote: [\[CITE\]](#) I know, I've never seen anything like it which is why I'm so confused haha.

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Looks like this update is known to cause issues under Windows 8.1 :

http://answers.microsoft.com/en-us/windows/forum/windows8_1-windows_update/why-does-kb2930275-update-crash-my-windows-81/97ea12fd-1d3e-484c-a106-7228eedfc91c

Quiver - June 4, 2014, 12:16 pm

(Jun 4, 2014 12:14 PM)Aur? Wrote: [\[CITE\]](#) Looks like this update is known to cause issues under Windows 8.1 :

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Interesting. I'm going to try and do what was posted on that link. If that doesn't work then I'll try what I posted above. And if both of those don't work, I'll post back here again haha.

Aura - June 4, 2014, 12:17 pm

(Jun 4, 2014 12:16 PM)Quiver Wrote: [\[CITE\]](#) Interesting. I'm going to try and do what was posted on that link. If that doesn't work then I'll try what I posted above. And if both of those don't work, I'll post back here again haha.

All good haha, let me know how it goes !

I'll check tonight if I have that update installed on my computer already.

Quiver - June 4, 2014, 1:44 pm

(Jun 4, 2014 12:17 PM)Aur? Wrote: [\[CITE\]](#) All good haha, let me know how it goes !

I'll check tonight if I have that update installed on my computer already.

I have no idea what is going on.

I took out my HDD and hooked it up to my desktop upstairs. Booted it up and manually downloaded and installed all of the updates from Microsoft's website.

I then restarted the computer and got the same BSOD. What's so bizarre is that it isn't anything with the hardware because I tried it on a completely different computer.

I just don't understand why I'm the only one being affected here since it's obviously a software error and I'm working on a clean install of Windows 8.1 ?

Unless you have any other suggestions, I think I'm just going to install Windows 7 again. Either that or just turn off Windows Update for a while and hope MS comes out with a new update soon that will fix the problem I'm having.

Aura - June 4, 2014, 2:27 pm

(Jun 4, 2014 01:44 PM)Quiver Wrote: [\[CITE\]](#) I have no idea what is going on.

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I suggest you to turn off Windows Updates for now until more comes out. Install all of them first then leave that one behind (not right now, but later on).

Quiver - June 4, 2014, 2:54 pm

(Jun 4, 2014 02:27 PM)Aur? Wrote: [\[CITE\]](#) I suggest you to turn off Windows Updates for now until more comes out. Install all of them first then leave that one behind (not right now, but later on).

Yeah, I think that's what I'm going to end up doing. Even though we couldn't figure out the problem, I appreciate your help! ?

Virgoh - June 4, 2014, 9:12 pm

yea if its a known issue i would recommend doing a refresh to remove 8.1 and then update back to 8.1 and don't do that update I say do a refresh 1 because it is quicker and 2 because you keep any data you have on there.

Vexane - June 4, 2014, 9:17 pm

I had this issue around last year but honestly I can't remember how I fixed it.

I believe the fix turned out to be "Refreshing" Windows 8.1. The cause turned out to be Update KB2930275.

Quiver - June 4, 2014, 9:47 pm

(Jun 4, 2014 09:17 PM)Varosion Wrote: [\[CITE\]](#) I had this issue around last year but honestly I can't remember how I fixed it.

I believe the fix turned out to be "Refreshing" Windows 8.1. The cause turned out to be Update KB2930275.

That's the exact update that I think is giving me the problems. Except even when I did a refresh it still occurred. And when I install every update except that one it gets really buggy. For now I just downgraded back to Windows 7. I'll give it a month or so before upgrading again and hope that it's fixed.

Tesseract - June 4, 2014, 9:59 pm

(Jun 4, 2014 09:47 PM)Quiver Wrote: [\[CITE\]](#) That's the exact update that I think is giving me the problems. Except even when I did a refresh it still occurred. And when I install every update except that one it gets really buggy. For now I just downgraded back to Windows 7. I'll give it a month or so

before upgrading again and hope that it's fixed.

Try to open an elevated command prompt window (CMD.exe straight from run menu is elevated, UAC disabled) & type Code sfc /scannow and hit enter.

Also, try after that a Code `dism /online /Cleanup-Image /RestoreHealthType` Enter. Errors will be repaired flawlessly if certain Windows components are broken.

Good luck. Keep me updated! ?

Quiver - June 5, 2014, 9:15 am

(Jun 4, 2014 09:59 PM)MaiTriCks Wrote: [\[CITE\]](#) Try to open an elevated command prompt window (CMD.exe straight from run menu is elevated, UAC disabled) & type Code `sfc /scannow` and hit enter.

Also, try after that a Code `dism /online /Cleanup-Image /RestoreHealthType` Enter. Errors will be repaired flawlessly if certain Windows components are broken.

Good luck. Keep me updated! ?

I've already reinstalled Windows 7 as I am fed up with issues for now. I appreciate your help/suggestion though! When I do upgrade to 8.1 again, if I get the same issues, I'll be sure to try out what you said! ?