

Forum: [Hack Forums](#)

Thread: [Blue screen](#)

Sparkfear - June 24, 2014, 8:23 am

Since today I got a blue screen and since then my start up sound has become all laggy.
The fact that it lags a little bit doesn't bother but that there might be something wrong does a little.

If anyone could assist me on getting to know what's wrong, that would be great!

Code Problem signature:

Problem Event Name: BlueScreen

OS Version: 6.1.7601.2.1.0.256.1

Locale ID: 1033

Additional information about the problem:

BCCode: a0000001

BCP1: 0000005

BCP2: 000000

BCP3: 000000

BCP4: 000000

OS Version: 6_1_7601

Service Pack: 1_0

Product: 256_1

Files that help describe the problem:

C:\Windows\Minidump\062414-6255-01.dmp

C:\Users\Robin\AppData\Local\Temp\WER-8486-0.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

rossonomous - June 24, 2014, 8:31 am

Start with just doing a system restore to prev date.

Aura - June 24, 2014, 8:35 am

Download and execute [BlueScreenView](#).

Take a screenshot of it then post it here please.

Sparkfear - June 24, 2014, 8:48 am

(Jun 24, 2014 08:35 AM)Aur? Wrote: [\[CITE\]](#) Download and execute [BlueScreenView](#).

Take a screenshot of it then post it here please. Here it is.

Spoiler [\(Click to View\)](#)

Aura - June 24, 2014, 8:54 am

This crash was caused by your ATI/AMD graphic card drivers.
Start by updating the drivers then update your Windows Performance Index.

<http://www.sevenforums.com/tutorials/263-windows-experience-index-update-refresh-score.html>

Sparkfear - June 24, 2014, 9:01 am

(Jun 24, 2014 08:54 AM)Aur? Wrote: [\[CITE\]](#) This crash was caused by your ATI/AMD graphic card drivers.

Start by updating the drivers then update your Windows Performance Index.

<http://www.sevenforums.com/tutorials/263-windows-experience-index-update-refresh-score.html>

My AMD driver seemed to be up-to-date. (Including all others)

Spoiler [\(Click to View\)](#)

Aura - June 24, 2014, 9:15 am

(Jun 24, 2014 09:01 AM)sparkfear Wrote: [\[CITE\]](#) My AMD driver seemed to be up-to-date. (Including all others)

Spoiler [\(Click to View\)](#)

How did you check that ? Manually by yourself or using a third-party software ?

Sparkfear - June 24, 2014, 9:17 am

(Jun 24, 2014 09:15 AM)Aur? Wrote: [\[CITE\]](#) How did you check that ? Manually by yourself or using a third-party software ?

I checked with the program: "Slimdrivers." Also the AMD Gaming evolved should alert me when it's not.

Aura - June 24, 2014, 9:21 am

(Jun 24, 2014 09:17 AM)sparkfear Wrote: [\[CITE\]](#) I checked with the program: "Slimdrivers." Also the AMD Gaming evolved should alert me when it's not.

Do me a favor and uninstall that "Slimdrivers" program. All these programs are pretty much useless and cause way more issues than they solve. Drivers updates and installations should always be done manually by downloading the drivers from the hardware manufacturer website or your computer/laptop manufacturer website. Except for graphic card drivers, drivers never really have to be updated except if you have an issue with the current drivers (BSOD), an issue with the device not working or if a program requires you to update your drivers.

Sparkfear - June 24, 2014, 9:30 am

(Jun 24, 2014 09:21 AM)Aur? Wrote: [\[CITE\]](#) Do me a favor and uninstall that "Slimdrivers" program. All these programs are pretty much useless and cause way more issues than they solve. Drivers updates and installations should always be done manually by downloading the drivers from the hardware manufacturer website or your computer/laptop manufacturer website. Except for graphic card drivers, drivers never really have to be updated except if you have an issue with the current drivers (BSOD), an issue with the device not working or if a program requires you to update your drivers.

I just downloaded the newest driver off the site and the boot sound is perfectly normal ?.

Thanks a lot Aura!

Aura - June 24, 2014, 9:36 am

(Jun 24, 2014 09:30 AM)sparkfear Wrote: [\[CITE\]](#) I just downloaded the newest driver off the site and the boot sound is perfectly normal ?.

Thanks a lot Aura!
No problem OP ?
Report back if you have any more issues.

Sparkfear - June 26, 2014, 1:55 pm

Sadly today it happened again and my boot up sound is laggy once again.

Spoiler [\(Click to View\)](#)

Seems it's the same driver even though the code is slightly different.
I'm not sure if re-installing the driver will work again for a long period.

Useful info: At the moment of crash I was watching a flash video.
On the internet I found more people complaining about it when watching flash videos.

Aura - June 26, 2014, 2:09 pm

(Jun 26, 2014 01:55 PM)sparkfear Wrote: [\[CITE\]](#) Sadly today it happened again and my boot up sound is laggy once again.

Spoiler [\(Click to View\)](#)

Seems it's the same driver even though the code is slightly different.
I'm not sure if re-installing the driver will work again for a long period.
Uninstall EVERYTHING from AMD.

Go in your Programs Control Panel, uninstall Catalysm Control Center, go to Uninstall, "Custom" and make sure everything is selected. Then once the uninstall is done, shut down your computer, unplug it (power cable), remove the graphic card from your motherboard (totally) for a whole minute before plugging it back in. Once done, restart your computer, redownload your drivers, reinstall them and reboot. And finally upgrade your Windows Experience Index. This is a full graphic card reset this time, different then just updating your drivers.

Sparkfear - June 26, 2014, 2:12 pm

(Jun 26, 2014 02:09 PM)Aur? Wrote: [\[CITE\]](#) Uninstall EVERYTHING from AMD.

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Before doing this, I'd like to say honestly, I'm afraid I'll break something.

I've done some research on the internet and I've found more people having this issue when watching flash videos. Which I was doing at the time, do you think it could be just the fault of the driver not being stable with flash videos or am I actually going to try unplugging my GPU?

Aura - June 26, 2014, 2:13 pm

(Jun 26, 2014 02:12 PM)sparkfear Wrote: [\[CITE\]](#) Before doing this, I'd like to say honestly, I'm afraid I'll break something.

I've done some research on the internet and I've found more people having this issue when watching flash videos. Which I was doing at the time, do you think it could be just the fault of the driver not being stable with flash videos or am I actually going to try unplugging my GPU?

IF you were watching Flash Player videos when it happened, I suggest you to completely uninstall Adobe Flash Player and reinstall it. Be careful to not install that McAfee Scan Plus bloatware while downloading the Flash Player installer.

Sparkfear - June 26, 2014, 2:25 pm

(Jun 26, 2014 02:13 PM)Aur? Wrote: [\[CITE\]](#) IF you were watching Flash Player videos when it happened, I suggest you to completely uninstall Adobe Flash Player and reinstall it. Be careful to not install that McAfee Scan Plus bloatware while downloading the Flash Player installer.

I have uninstalled flash player, did a reboot (notice, here already it stopped lagging my log in/start up sound.) After that I have re installed it again and did another reboot.

It still seems to be fine.

On the AMD forums I noticed that there were people saying on the new beta driver it was fixed, so just to be sure I have installed that and still no sign of any problem found.

Thanks for the quick replies again!

Will update when it goes wrong again :)

Aura - June 26, 2014, 2:26 pm

(Jun 26, 2014 02:25 PM)sparkfear Wrote: [\[CITE\]](#) I have uninstalled flash player, did a reboot (notice, here already it stopped lagging my log in/start up sound.) After that I have re installed it again and did another reboot.

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Thanks for the quick replies again!

Will update when it goes wrong again :)

No problem, let's see how it goes ?

I also requested your thread to be moved in the Windows section, where it belongs ?

[\[Read\] Please post in the right section instead of the WHH section](#) by [Aur?](#)

Sparkfear - June 26, 2014, 2:27 pm

(Jun 26, 2014 02:26 PM)Aur? Wrote: [\[CITE\]](#) No problem, let's see how it goes ?

I also requested your thread to be moved in the Windows section, where it belongs ?

[\[Read\] Please post in the right section instead of the WHH section](#) by [Aur?](#)

Ah small mistake, I'll make sure to do that next time!

Just love your great support and effort.