

# Technical Tips



## Troubleshoot the Blue Screen of Death with Blue Screen View

Blue Screen View which is a free utility to display and interpret the data located in the mini dump files after the BSOD occurs.

### Blue Screen of Death:

The BSOD is actually a protection mechanism that shuts down the system functions before further damage can occur. Many times the BSOD is caused by a hardware driver issue and a reboot can solve it. Unfortunately, that isn't always the case and additional troubleshooting is needed. The problem is that the computer will reboot before you can write down the error message and figure out what is wrong.

```
A problem has been detected and windows has been shut down to prevent damage to your computer.
```

```
The problem seems to be caused by the following file: kbdhid.sys
```

```
MANUALLY_INITIATED_CRASH
```

```
If this is the first time you've seen this stop error screen, restart your computer. If this screen appears again, follow these steps:
```

```
Check to make sure any new hardware or software is properly installed. If this is a new installation, ask your hardware or software manufacturer for any Windows updates you might need.
```

```
If problems continue, disable or remove any newly installed hardware or software. Disable BIOS memory options such as caching or shadowing. If you need to use safe mode to remove or disable components, restart your computer, press F8 to select Advanced Startup Options, and then select Safe Mode.
```

```
Technical Information:
```

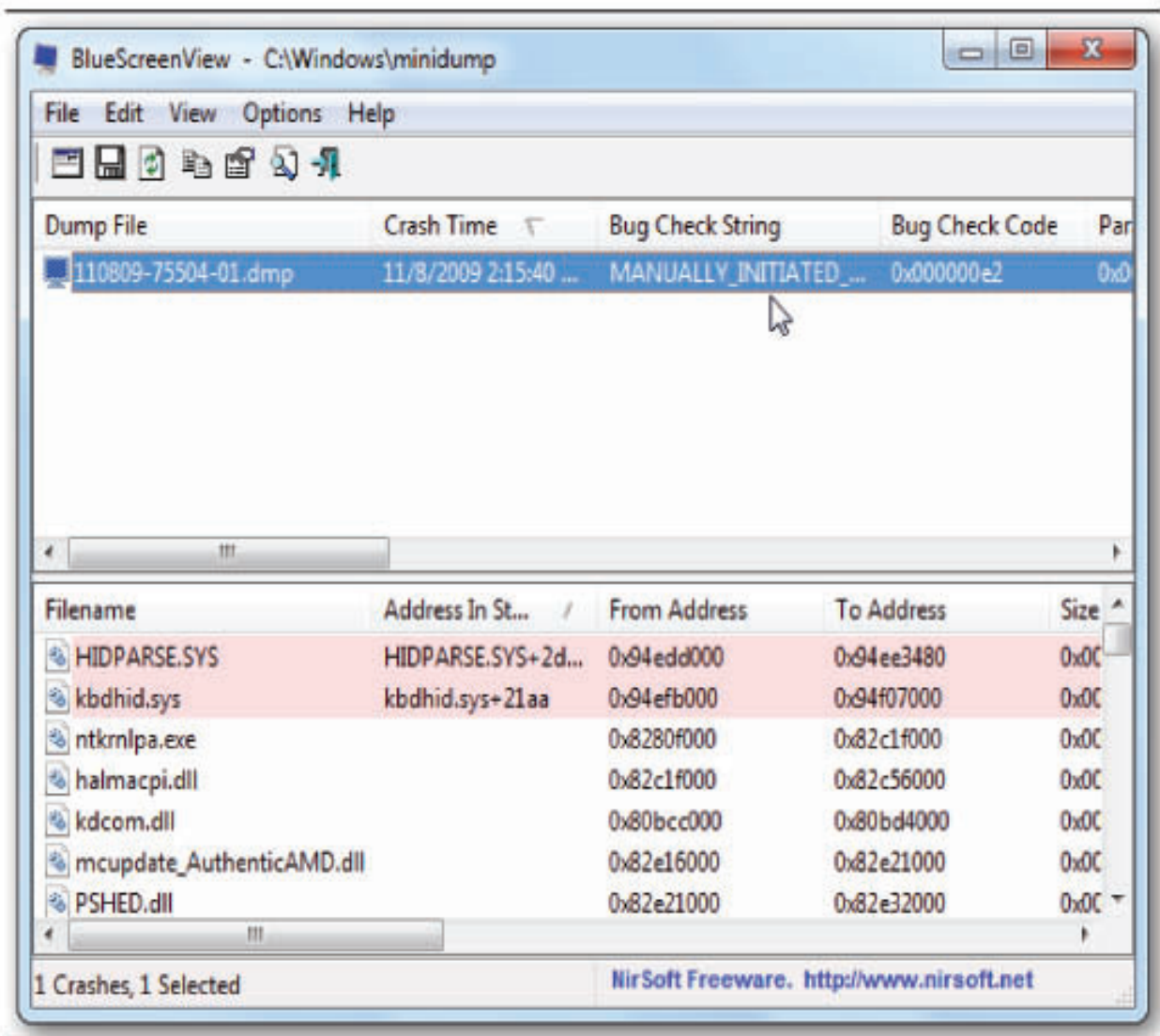
```
*** STOP: 0x000000e2 (0x00000000, 0x00000000, 0x00000000, 0x00000000)
```

```
*** kbdhid.sys - Address 0x94efd1aa base at 0x94efb000 DateStamp 0x4a5bc705
```

## **BlueScreenView:**

BlueScreenView is a handy utility that will display the BSOD dump file in an easy to read report so you can see what caused it. When you launch BlueScreenView it scans for minidump files (*usually C:\Windows\minidump*) created by the crash and displays the information. The dump files are displayed in the top pane and in the lower pane it highlights the drivers involved that caused the crash.

Download Link: <http://www.nirsoft.net/utills/bluescreenview.zip>



The screenshot shows the BlueScreenView application window. The title bar reads "BlueScreenView - C:\Windows\minidump". The menu bar includes "File", "Edit", "View", "Options", and "Help". Below the menu bar is a toolbar with icons for file operations. The main window is divided into two panes. The top pane displays a table of dump files:

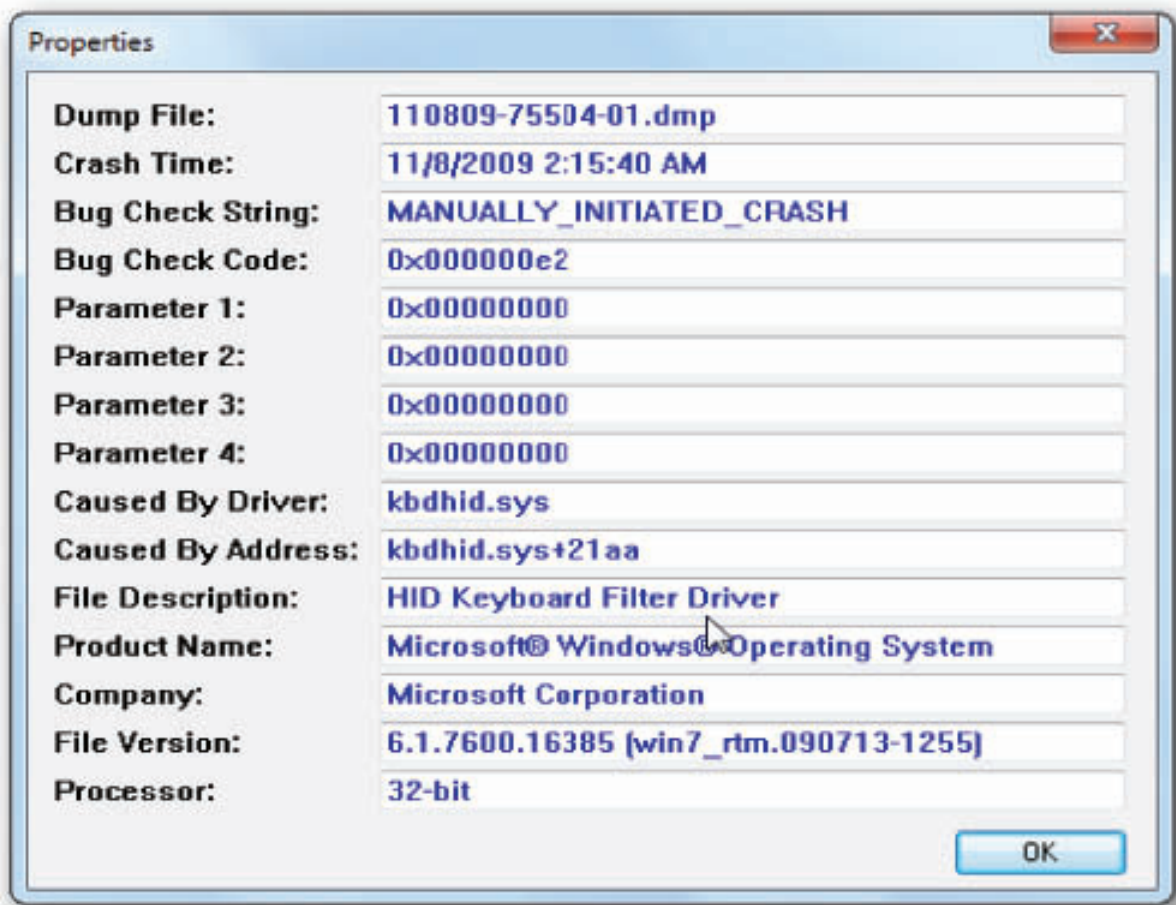
Dump File	Crash Time	Bug Check String	Bug Check Code	Par
110809-75504-01.dmp	11/8/2009 2:15:40 ...	MANUALLY_INITIATED_...	0x000000e2	0x0

The bottom pane displays a table of driver addresses involved in the crash:

Filename	Address In St...	From Address	To Address	Size
HIDPARSE.SYS	HIDPARSE.SYS+2d...	0x94edd000	0x94ee3480	0x0C
kbdhid.sys	kbdhid.sys+21aa	0x94efb000	0x94f07000	0x0C
ntkrnlpa.exe		0x8280f000	0x82c1f000	0x0C
halmacpi.dll		0x82c1f000	0x82c56000	0x0C
kdcom.dll		0x80bcc000	0x80bd4000	0x0C
mcupdate_AuthenticAMD.dll		0x82e16000	0x82e21000	0x0C
PSHED.dll		0x82e21000	0x82e32000	0x0C

At the bottom of the window, it shows "1 Crashes, 1 Selected" and "NirSoft Freeware. <http://www.nirsoft.net>".

Double click on the drivers to display an easy to read table showing the various properties of the error.



## Crashes Information Columns

1. Dump File: The Minidump filename that stores the crash data
2. Crash Time: The created time of the Minidump filename, which also matches to the date/time that the crash occurred.
3. Bug Check Code: The bug check code, as displayed in the blue screen window
4. Parameter 1/2/3/4: The 4 crash parameters that are also displayed in the blue screen of death.
5. Caused By Driver: The driver that probably caused this crash. BlueScreenView tries to locate the right driver or module that caused the blue screen by looking inside the crash stack. However, be aware that the driver detection mechanism is not 100% accurate, and you should also look in the lower pane, that display all drivers/modules found in the stack. These drivers/modules are marked in pink color

6. **Caused By Address:** Similar to 'Caused By Driver' column, but also display the relative address of the crash.
7. **File Description:** The file description of the driver that probably caused this crash. This information is loaded from the version resource of the driver.
8. **Product Name:** The product name of the driver that probably caused this crash. This information is loaded from the version resource of the driver.
9. **Company:** The Company name of the driver that probably caused this crash. This information is loaded from the version resource of the driver.
10. **File Version:** The file version of the driver that probably caused this crash. This information is loaded from the version resource of the drive.

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