

AltiGen KB

Windows Blue Screen

In rare situations, Windows may crash and display a blue screen with an error message displayed in white text ("blue screen", "blue screen of death", "BSOD"). This can happen for a variety of reasons, but it usually indicates a problem with a third-party driver or third-party hardware.

In most instances, a Windows memory dump will be created. This file can help pinpoint the source of the crash. By default, the file will be saved to C:\Windows\Minidump\ -- look for the most recent file. Collect a set of traces, then zip up the dump file and open a case.

If you'd like to analyze the dump file yourself, follow the instructions below. Note that you're looking for the specific file that caused the system to crash.

- 1) Create the folder c:\symbols
- 2) Download and install the Debugging Tools for Windows (32-bit).
- 3) Note the location of your latest dump file (for instance, C:\Windows\Minidump\Mini011005-01.dmp)
- 4) Go to Start -> Run, type in cmd and hit enter, then type cd "c:\program files\Debugging Tools for Windows (x86)"

Copy and paste the following items in bold:

```
kd -z C:\Windows\Minidump\Mini011005-01.dmp [This should be the path to your dump file]
```

```
kd> .logopen c:\debug.txt
```

```
kd> .sympath srv*c:\symbols*http://msdl.microsoft.com/download/symbols
```

```
kd> .reload;!analyze -v;r;kv;lmnt;.logclose;q
```

Once complete, open C:\debug.txt. The name of the failing module will be at multiple places in the log; the best place to start is by looking at the "FAULTING_IP" section. For instance:

```
FAULTING_IP:
```

```
ialmnt5+12fa1
```

In this case, a web search on "ialmnt5" shows that the faulting module was an Intel video driver. This could mean there's a problem with the driver or hardware.

<https://know.altigen.com/questions/1004/>