

Re: My computer's crashing – need help.....fast!!!

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anonymous_at_discussions.microsoft.com

Date: 05/04/04

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Thank you so much! I'm going to print this out and try it when I get home. I'm not sure if it is Norton 2003 for Windows XP since my brother downloaded it. It was the last thing installed so I will do as you instructed and uninstall it and then download all the critical updates. I was getting frustrated after calling both my computer's manufacturer as well as my ISP but never getting through. Thank you for your help!

>-----Original Message-----

>On Tue, 4 May 2004 10:01:48 -0700, "MSI"

<msi96@hotmail.com> wrote:

>

>>Hello, I hope someone will be able to help me. I'm
>>writing from work since my home computer has been
>>crashing. I have Windows XP and a dial up modem. Over
>>the weekend, I received this error message saying that
my

>>computer was going to restart in 1 minute. I figured I
>>had a virus so my brother downloaded this Norton anti-
>>virus 2003 software and I don't know if it did something
>>to my computer because now I can't log on at all. When
I

>>try to log on, I get the following message:

>>

>>Microsoft Visual C++ Runtime Library

>>

>>Runtime Error!

>>Program:

>>C:\ProgramFiles\CommonFiles\SymantecShared\ccEvtMgr.exe

>>

>>R6025

>>--pur virtual function call

>>

>>Then a blue screen pops up with this message:

>>

>>A problem has been detected and windows has been shut
down

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>>to prevent damage to your computer.
>>
>>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 be sure you have adequate disk space. If a
>>driver is identified in the stop message, disable the
>>driver or check with the manufacturer for driver
updates.
>>Try changing video adapters.
>>
>>Check with your hardware vendor for any BIOS updates.
>>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: 0x0000008E (0xC0000005, 0xEFC10247,
0xF02B7B70,
>>0x00000000)
>>
>>*** SAVRT SYS–Address EFC102A7 base at EFBF2000, Date
>>Stamp 3d40d9c3
>>
>>Beginning dump of physical memory
>>Physical memory dump complete
>>Contact your system administrator or technical support
>>group for further assistance.
>>
>>I've restarted my comuter several times and these
messages
>>keep popping up. I appreciate your help!
>
>MSI
>
>I am going to guess the Norton did not install properly.
>Restart your machine in Safe Mode.
>Press F8 when the machine starts up and go into the
Advanced Startup
>options and select safe mode.
>Go to Control Panel and Uninstall the Norton to stabilize
the machine.
>It is the last thing you installed correct?
>
>Enable your Internet Connection Firewall (ICF)
>In Control Panel, double–click Networking and Internet
Connections,

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- >*and then click Network Connections.*
- >*Right-click the connection on which you would like to enable ICF, and*
- >*then click Properties.*
- >*On the Advanced tab, check the option to Protect my computer and*
- >*network*
- >
- >*Restart the computer.*
- >*Log back onto the internet.*
- >*Go to <http://windowsupdate.microsoft.com>*
- >*Download and install all critical updates.*
- >
- >
- >*Download and read the instructions for reinstalling Norton 2003. By*
- >*the way is the 2003 version for Windows XP?*
- >
- >*hth*
- >*jbrown*
- >
- >.
- >