

Re: Staying online

Source:

http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2003-08/7067.html

From: Mike Mulligan (mmulligan_at_invalid.net)

Date: 08/19/03

Date: Tue, 19 Aug 2003 15:13:26 -0400

So-called 'blue screen errors' are typically indicative of problematic hardware or software drivers. If you have not changed any of your hardware recently, then you may have a faulty software driver. It's not totally impossible that the worm contributed to this problem, since the effects of malicious software can be highly unpredictable.

Microsoft Knowledge Base Article – 322205:

"How to Troubleshoot Hardware and Software Driver Problems in Windows XP"

<http://support.microsoft.com/default.aspx?scid=kb:en-us:322205>

Microsoft Knowledge Base Article – 314103:

"Preparation Before You Contact Microsoft After Receiving a STOP Message on a Blue Screen"

<http://support.microsoft.com/default.aspx?scid=kb:en-us:314103>

Mike Mulligan

"Ron" <ronrush@gmx.net> wrote in message
news:009c01c3667d\$b8454b40\$a601280a@phx.gbl...

> *help!*

>

> *i downloaded the patch, 'cleaned' my computer and ran the*

> *virus update. i did exactly what i was told on microsoft*

> *solutions for 'blaster'.*

>

> *however, my computer still shuts down in a while, like*

> *every 4 or 5 hrs it will restart by itself.*

>

> *there is a blue screen before it restarts, but it flashes*

> *before my eyes, abt 1 sec and i can't read it. my comp*

> *wld restart and everything returns to normal.*

>

> *so i will be expecting itself to auto restart in any 4 or*

> *5 hours.*

>

> *what is happening??????? any idea???????*

>
>
> >-----Original Message-----
> >My friends computer,running Windows XP Home Edition,
> >unexpectedly goes off line and then restarts within 5
> >minutes of internet surfing. I have searched for the
> >worm,came up empty, updated and installed his virus
> >protection, had no problems after doing this, was online
> >for as long as I wished. He calls back 5 hours later
> >saying he's having the same problem. What could he be
> >doing?
> >.
> >