

RE: panda and windows xp stop error

Source:

http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2008-04/msg00297.html

- *From:* bluerider <bluerider@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 28 Apr 2008 02:10:01 -0700
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THANKS A LOT FOR YOUR REPLY

THE PROBLEM CONTINUES TO REPEAT EACH TIME PANDA INTERNET SECURITY 2008 SCANS MY PC. THE COMPUTER CRASHES IN THE MIDDLE OF DISK C: SCAN AND A STOP ERROR MESSAGE APPEARS ON A BLUE SCREEN. I TRIED MY BEST TO FOLLOW YOUR DIRECTIONS BUT I AM NOT AN EXPERT&

Test your RAM with a memtest from here:
download this tool and unzip it and make a floppy or CD/DVD and run it on Reboot.

<http://www.memtest86.com/>

You may need to reposition/reset the RAM sticks in their slots.

How many Disk space you have on the system?

How many RAM you have on the system?

Can you use Task manager to see which process using the most of the CPU usage?

I CANNOT MAKE THE CD ROM WITH THE FILE DOWNLOADED ON <http://www.memtest86.com/>. IS THERE AN EASIER WAY TO TEST MY RAM.

MY PC HAS TWO DISKS C: AND D: 30 GB EACH. DISCK C: IS ALMOST FULL 2,55 GB FREE WHILE DISCK D: IS ALMOST EMPTY 24 GB FREE.

I HAVE 512 MB RAM ON THE SYSTEM.

THE PROCESS USING MOST OF THE CPU USAGE IS SYSTEM IDLE CICLE 90%.

Run disk clean up and then run this command:

```
sfc /scannow
```

I RAN THE COMMAND AND LUNCHED A PANDA SCAN AFTER THE CHEK AND IT WAS COMPLETED SUCCESFULLY. ANYWAY THE PROBLEM REPEATED THE DAY AFTER.

Have a look in the Event Viewer

THE SYSTEM ERRORS ARE REPORTED AS FOLLOWS:

Event kind: Error

Event origin: System Error

Event cathegory: (102)

Description:

BCCode 1000050, BCP1 fb969000, BCP2 2 00000000, BCP3 3 804eee1b, BCP4 4 00000000

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APPLICATION ERRORS ARE REPORTED AS FOLLOWS:

Event kind: Error

Event origin: Ci

Event category: CI service

Description:

Content index c:\system volume information\catalog.wci damaged. Stop and re-start cisvc service.

THANKS,
BLUERIDER

"nass" wrote:

"bluerider" wrote:

Dear experts,

I have installed Panda internet security on my computer (Windows xp Home Edition sp 2) and I am experiencing some problems. The computer crashes in the middle of a complete scan and a message appears on a blue screen saying that windows was closed to avoid dangers. When I restart a message with the stop error is sent to the windows service. The answer is that the stop error is caused by a device driver installed on the computer or by antivirus software. The message then asks me to check if I have two or more antivirus/firewall installed.

I have been using only Panda since 2004 and don't have any other antivirus. I tried to download and install Panda again but the stop error repeats. I also installed the Panda hotfix hfp120801s1 but it didn't help. In addition I noticed that when Panda updates the date reported on the icon near the clock refers to the previous day and not the current day.

Here are the details of the stop errors that usually come up on blue screen:

BCCode : 10000050 BCP1 : FD91D000 BCP2 : 00000000 BCP3 :
804EEE1B
BCP4 : 00000000 OSVer : 5_1_2600 SP : 2_0

BCCode : 10000050 BCP1 : F96C2000 BCP2 : 00000000 BCP3 : 804EEE22
BCP4 : 00000000 OSVer : 5_1_2600 SP : 2_0

Do you have any advice? Is there a patch to correct this conflict between Panda and windows?

I would really appreciate your help.

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usage?.

Run disk clean up and then run this command:

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Have a look in the Event Viewer and send us the error messages you will see
there in your next post:

Open a Notepad, customize or minimize to the taskbar as you will need it
later for this step to copy the error message on it.

Open a run command and type in:

eventvwr.msc click [OK] you will get the Event viewer control Panel.

click on each of these:

Application

System

Security

Look in the right Pane/window for error message with red (X) or Yellow
exclamation mark /\ , double click each one to get more info about the
causer.

On the Event error properties message you will see:

Up Arrow

Down arrow

Two pages

Click on the two pages to copy the error message then bring up the Notepad
you opened earlier and right click on the first line and select Paste from
the list, this will paste the error message on a Notepad.

Please don't duplicate the error message one of each kind will be sufficient.

HOW TO: View and Manage Event Logs in Event Viewer in Windows XP

<http://support.microsoft.com/kb/308427/en-us>

Please we need just the error messages with Red (X) and don't repeat the
error, just one of each kind and post them back in your next post.

HTH.

nass

<http://www.nasstec.co.uk>