

RE: panda and windows xp stop error

Source:

http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2008-04/msg00302.html

- *From:* nass <nass@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 28 Apr 2008 07:21:03 -0700
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"bluerider" wrote:

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 EMPITY 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

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AFTER.

Have a look in the Event Viewer

THE SYSTEM ERRORS ARE REPORTED AS FOLLOWS:

Event kind: Error

Event origin: System Error

Event category: (102)

Description:

BCCode 10000050, BCP1 fb969000, BCP2 2 00000000, BCP3 3 804eee1b, BCP4 4 00000000

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

Go through these cleaning steps:

1... Click start >> Control Panel >> Double Click Network and Internet Connections >> Double click Internet Options, on the IE Properties window you will see these Options:
General | Security | Privacy | Content | Connections | Programs | Advanced .

Click on General Tab (1st Tab on the left) and you will see a Button called [Clear History ..] click on it to clear your History caches, then click on [Delete Files..] to delete Internet Files created over the time, click on [Delete Cookies...] to delete your cookies left by visiting websites. Then click on Advanced tab and scroll down to under the Browsing Option: [&] Browsing
[] Enable Third-Party browser extensions (Req Rest) uncheck this box.

= Then try to Disable the Add-Ons on your Browser somehow installed on your browser, On how to disable the Add-ons follow this:

Click on Programs Tab and then click the Manage Add-Ons Button there Disable the None/Not Verified Plug-ins/Add-ons (you need to Renable them one-by-one later and see which is the culprit .

How to manage Add-Ons:

<http://support.microsoft.com/kb/883256>

Scan for malware from here:

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SuperAntispyware – Free

<http://www.superantispyware.com/superantispywarefreevspro.html>

http://onecare.live.com/site/en-gb/default.htm?s_cid=sah

<http://onecare.live.com/standard/en-gb/default.htm>

RootkitRevealer v1.71

By Bryce Cogswell and Mark Russinovich

<http://www.microsoft.com/technet/sysinternals/Security/RootkitRevealer.msp>

Run a scan from here on-line:

<http://security.symantec.com/sscv6/default.asp?langid=ie&venid=sym>

<http://www3.ca.com/securityadvisor/virusinfo/scan.aspx>

Download Avast Cleaner (off-line scanner) from here:

<http://www.avast.com/eng/avast-virus-cleaner.html>

Lots of tools to download and disinfect your machine (off-line scanner):

<http://www.bitdefender.co.uk/site/Downloads/browseFreeRemovalTool/>

You may have a bad RAM try to test your RAM by running Memory test by downloading this tool and unzip it and make a floppy or CD/DVD and run it on Reboot.

<http://oca.microsoft.com/en/windiag.asp>.

Download this Iso Burner:

<http://software.lsoft.net/Iso-burner.exe>

Download the Hijackthis and send the report to one of many

forums for analysis and troubleshooting:

When all else fails, HijackThis v2.0.2

(http://www.trendsecure.com/portal/en-US/threat_analytics/hijackthis.php) is the preferred tool to use.

It will help you to both identify and remove any hijackware/spyware. Post your log to:

<http://www.spywareinfo.com/~merijn/downloads.html>

<http://aumha.net/viewforum.php?f=30>,

<http://castlecops.com/forum67.html>,

<http://forums.subratam.org/index.php?showforum=7>

<http://www.bleepingcomputer.com/tutorials/tutorial42.html>

<http://www.bleepingcomputer.com/forums/>

Or other appropriate

forums for expert analysis, not here.

can you please send me a copy of the log at: to_you_rossREMOVETHIS@xxxxxxxxxxxx

Good luck,

nass

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

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