

Computer – Blue screen comes up on reboot

Symptoms:

The computer crashes, regularly or intermittently, and when it reboots it comes up with a Windows Blue screen with an error message. It may look similar to the image on the right:

Solutions:

This is a PC related issue and will have nothing to do with the Digilink-Xtreme software. There are 2 main reasons for the Blue Screen error (otherwise known as the Blue Screen of death): it is either a hardware issue with the PC, or a driver issue.



Step 1:

Regardless of the issue, you will want to copy the Arrakis folder to another drive:

- 1) go to the **C:** drive
- 2) right click on the **Arrakis** folder
- 3) select **Copy**
- 4) go to the other hard drive (external hard drive, or over the network)
- 5) select the desired location and right click and select **Paste**

Step 2:

Once your Arrakis folder has been copied to another hard drive, you may want to do a complete system restore. This will require the original system discs from when the PC was purchased. This will restore the original drivers and may fix the Blue Screen error.

Step 3:

If for some reason restoring the PC to its original state does not correct the issue, it is likely that it is a hardware issue. It is likely to be cheaper and easier to purchase a new PC as opposed to replacing hardware and hoping to fix the issue.