Digilink-Xtreme Troubleshooting Guide

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.

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A problem has been detected and windows has been shut down to prevent damage to your computer.

DRIVER_IRQL_NOT_LESS_OR_EQUAL.

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 make sure any new hardware or software is properly installed. If this is a new installation, ask your hardware or software manufacturer for any Windows updates you might need.

If problems continue, disable or remove any newly installed hardware or software. Disable BIOS memory options such as caching or shaddwing. If you need to use Safe Mode to remove or disable components, restart your computer, press FB to select Advanced startup options, and then select safe Mode.

Technical information:

*** STOP: 0x00000001 (0x00000000,0x000000002,0x000000000,0xFCBaC2A4)

*** CRASHDD.SYS - Address FCBAC2A4 base at FCBAC000, Datestamp 36bb6f3c seginning dump of physical memory to disk: 100 shysical memory dump complete.

Contact your system administrator or technical support group for further assistance.
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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.