
Welcome to WhoCrashed (HOME EDITION) v 5.03

This program checks for drivers which have been crashing your computer. If your computer has displayed a blue screen of death, suddenly rebooted or shut down then this program will help you find the root cause and possibly a solution.

Whenever a computer suddenly reboots without displaying any notice or blue screen of death, the first thing that is often thought about is a hardware failure. In reality, on Windows most crashes are caused by malfunctioning device drivers and kernel modules. In case of a kernel error, many computers do not show a blue screen unless they are configured for this. Instead these systems suddenly reboot without any notice.

This program will analyze your crash dumps with the single click of a button. It will tell you what drivers are likely to be responsible for crashing your computer. It will report a conclusion which offers suggestions on how to proceed in any situation while the analysis report will display internet links which will help you further troubleshoot any detected problems.

To obtain technical support visit www.resplendence.com/support

[Click here to check if you have the latest version or if an update is available.](#)

Just click the Analyze button for a comprehensible report ...

Home Edition Notice

This version of WhoCrashed is free for use at home only. If you would like to use this software at work or in a commercial environment you should get the professional edition of WhoCrashed which allows you to perform more thorough and detailed analysis. It also offers a range of additional features such as remote analysis on remote directories and remote computers on the network.

[Click here for more information on the professional edition.](#)

[Click here to buy the the professional edition of WhoCrashed.](#)

System Information (local)

computer name: HP

windows version: Windows 7 Service Pack 1, 6.1, build: 7601

windows dir: C:\Windows

Hardware: Foxconn, H61MXE

CPU: GenuineIntel Intel(R) Pentium(R) CPU G620 @ 2.60GHz Intel586, level: 6

2 logical processors, active mask: 3

RAM: 3980713984 total

Crash Dump Analysis

Crash dump directory: C:\Windows\Minidump

Crash dumps are enabled on your computer.

On Sat 18/04/2015 18:14:38 GMT your computer crashed

crash dump file: C:\Windows\Minidump\041815-21886-01.dmp

This was probably caused by the following module: [ntoskrnl.exe](#) (nt+0x72A40)

Bugcheck code: 0x19 (0x3, 0xFFFFF80002E64940, 0x0, 0xFFFFF80002E64940)

Error: [BAD_POOL_HEADER](#)

file path: C:\Windows\system32\ntoskrnl.exe

product: [Microsoft® Windows® Operating System](#)

company: [Microsoft Corporation](#)

description: NT Kernel & System

Bug check description: This indicates that a pool header is corrupt.

This appears to be a typical software driver bug and is not likely to be caused by a hardware problem. This might be a case of memory corruption. More often memory corruption happens because of software errors in buggy drivers, not because of faulty RAM modules.

The crash took place in the Windows kernel. Possibly this problem is caused by another driver that cannot be identified at this time.

On Sat 18/04/2015 17:35:14 GMT your computer crashed

crash dump file: C:\Windows\Minidump\041815-20919-01.dmp

This was probably caused by the following module: [ntoskrnl.exe](#) (nt+0x72A40)

Bugcheck code: 0x19 (0x3, 0xFFFFF80002E10970, 0x0, 0xFFFFF80002E10970)

Error: [BAD_POOL_HEADER](#)

file path: C:\Windows\system32\ntoskrnl.exe

product: [Microsoft® Windows® Operating System](#)

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Conclusion

2 crash dumps have been found and analyzed. No offending third party drivers have been found. Consider using WhoCrashed Professional which offers more detailed analysis using symbol resolution. Also configuring your system to produce a full memory dump may help you.

Read the topic [general suggestions for troubleshooting system crashes](#) for more information.

Note that it's not always possible to state with certainty whether a reported driver is responsible for crashing your system or that the root cause is in another module. Nonetheless it's suggested you look for updates for the products that these drivers belong to and regularly visit Windows update or enable automatic updates for Windows. In case a piece of malfunctioning hardware is causing trouble, a search with Google on the bug check errors together with the

model name and brand of your computer may help you investigate this further.