Welcome to WhoCrashed (HOME EDITION) v 5.02

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: PC-DE-NOËLE
windows version: Windows Vista Service Pack 2, 6.0, build: 6002

windows dir: C:\Windows
Hardware: HP Pavilion dv6 Notebook PC, Hewlett-Packard, Quanta, 3629
CPU: GenuineIntel Pentium(R) Dual-Core CPU T4200 @ 2.00GHz Intel586, level: 6
2 logical processors, active mask: 3
RAM: 3217494016 total

Crash Dump Analysis

Crash dump directory: C:\Windows\Minidump

Crash dumps are enabled on your computer.

On Sat 20/12/2014 19:16:59 GMT your computer crashed
crash dump file: C:\Windows\Minidump\Mini122014-01.dmp
This was probably caused by the following module: ataport.sys (ataport+0xFA9A)
Bugcheck code: 0x7A (0xFFFFFFFFC0458748, 0xFFFFFFFFC0000185, 0x40416860, 0xFFFFFFFF8B0E9A9A)
Error: KERNEL_DATA_INPAGE_ERROR
file path: C:\Windows\system32\drivers\ataport.sys
product: Microsoft® Windows® Operating System
company: Microsoft Corporation
description: ATAPI Driver Extension
Bug check description: This bug check indicates that the requested page of kernel data from the paging file could not be read into memory.
The crash took place in a standard Microsoft module. Your system configuration may be incorrect. Possibly this problem is caused by another driver on your system that cannot be identified at this time.

On Sat 20/12/2014 19:16:59 GMT your computer crashed
crash dump file: C:\Windows\memory.dmp
This was probably caused by the following module: ataport.sys (ataport+0x13EC7)
Bugcheck code: 0x7A (0xFFFFFFFFC0458748, 0xFFFFFFFFC0000185, 0x40416860, 0xFFFFFFFF8B0E9A9A)
Error: KERNEL_DATA_INPAGE_ERROR
file path: C:\Windows\system32\drivers\ataport.sys
product: Microsoft® Windows® Operating System
company: Microsoft Corporation
description: ATAPI Driver Extension
Bug check description: This bug check indicates that the requested page of kernel data from the paging file could not be read into memory.
The crash took place in a standard Microsoft module. Your system configuration may be incorrect. Possibly this problem is caused by another driver on your system that cannot be identified at this time.

Conclusion

2 crash dumps have been found and analyzed. No offending third party drivers have been found. Connsider 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.