**System Information (local)**

Computer name: DESKTOP-6KGF1HE
Windows version: Windows 10, 10.0, version 2009, build: 19043
Windows dir: C:\WINDOWS
Hardware: 80X6, LENOVO, LNVNB161216
CPU: GenuineIntel Intel(R) Core(TM) i7-7500U CPU @ 2.70GHz 8664, level: 6
4 logical processors, active mask: 15
RAM: 8396877824 bytes (7,8GB)

**Crash Dump Analysis**

Crash dumps are enabled on your computer.

**Crash dump directories:**
C:\WINDOWS
C:\WINDOWS\Minidump

**On Mon 20/09/2021 01:44:23 your computer crashed or a problem was reported**
crash dump file: C:\WINDOWS\Minidump\092021-6015-01.dmp
This was probably caused by the following module: [ndu.sys](http://www.google.com/search?q=ndu.sys) (0xFFFFF8044C0C4425)
Bugcheck code: 0x1E (0xFFFFFFFFC0000005, 0xFFFFF8044C0C4425, 0xFFFFBA8011C95D78, 0xFFFFBD8056BFD920)
Error: [KMODE\_EXCEPTION\_NOT\_HANDLED](http://www.google.com/search?q=MSDN+bugcheck+KMODE_EXCEPTION_NOT_HANDLED)
file path: C:\WINDOWS\system32\drivers\ndu.sys
product: [Microsoft® Windows® Operating System](http://www.google.com/search?q=Microsoft®%20Windows®%20Operating%20System)
company: [Microsoft Corporation](http://www.google.com/search?q=Microsoft%20Corporation)
description: Windows Network Data Usage Monitoring Driver
Bug check description: This indicates that a kernel-mode program generated an exception which the error handler did not catch.
This might be a case of memory corruption. This may be because of a hardware issue such as faulty RAM, overheating (thermal issue) or because of a buggy driver.
The crash took place in a 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 Mon 20/09/2021 16:23:32 your computer crashed or a problem was reported**
crash dump file: C:\WINDOWS\Minidump\092021-6796-01.dmp
This was probably caused by the following module: [bddci.sys](http://www.google.com/search?q=bddci.sys) (0xFFFFF8036A40E7E1)
Bugcheck code: 0xD1 (0xFFFFF8026A44C538, 0x2, 0x0, 0xFFFFF8036A40E7E1)
Error: [DRIVER\_IRQL\_NOT\_LESS\_OR\_EQUAL](http://www.google.com/search?q=MSDN+bugcheck+DRIVER_IRQL_NOT_LESS_OR_EQUAL)
file path: C:\WINDOWS\system32\drivers\bddci.sys
product: [Bitdefender BDDCI](http://www.google.com/search?q=Bitdefender%20BDDCI)
company: [Bitdefender](http://www.google.com/search?q=Bitdefender)
description: BDDCI filter driver
Bug check description: This indicates that a kernel-mode driver attempted to access pageable memory at a process IRQL that was too high.
This bug check belongs to the crash dump test that you have performed with WhoCrashed or other software. It means that a crash dump file was properly written out.
A third party driver was identified as the probable root cause of this system error. It is suggested you look for an update for the following driver: bddci.sys (BDDCI filter driver, Bitdefender).
Google query: [bddci.sys Bitdefender DRIVER\_IRQL\_NOT\_LESS\_OR\_EQUAL](http://www.google.com/search?q=bddci.sys+Bitdefender+DRIVER_IRQL_NOT_LESS_OR_EQUAL)

**On Sun 19/09/2021 22:36:41 your computer crashed or a problem was reported**
crash dump file: C:\WINDOWS\Minidump\091921-6359-01.dmp
This was probably caused by the following module: [intelppm.sys](http://www.google.com/search?q=intelppm.sys) (intelppm+0x138f)
Bugcheck code: 0x133 (0x1, 0x1E00, 0xFFFFF807192FA320, 0x0)
Error: [DPC\_WATCHDOG\_VIOLATION](http://www.google.com/search?q=MSDN+bugcheck+DPC_WATCHDOG_VIOLATION)
file path: C:\WINDOWS\system32\drivers\intelppm.sys
product: [Microsoft® Windows® Operating System](http://www.google.com/search?q=Microsoft®%20Windows®%20Operating%20System)
company: [Microsoft Corporation](http://www.google.com/search?q=Microsoft%20Corporation)
description: Processor Device Driver
Bug check description: The DPC watchdog detected a prolonged run time at an IRQL of DISPATCH\_LEVEL or above. This could be caused by either a non-responding driver or non-responding hardware. This bug check can also occur because of overheated CPUs (thermal issue).
The crash took place in a Microsoft module. The description of the module may give a hint about a non responding device in the system.

**On Sun 19/09/2021 20:14:19 your computer crashed or a problem was reported**
crash dump file: C:\WINDOWS\Minidump\091921-6828-01.dmp
This was probably caused by the following module: [bddci.sys](http://www.google.com/search?q=bddci.sys) (0xFFFFF8004B12E7E1)
Bugcheck code: 0xD1 (0xFFFFF7FF4B16C538, 0x2, 0x0, 0xFFFFF8004B12E7E1)
Error: [DRIVER\_IRQL\_NOT\_LESS\_OR\_EQUAL](http://www.google.com/search?q=MSDN+bugcheck+DRIVER_IRQL_NOT_LESS_OR_EQUAL)
file path: C:\WINDOWS\system32\drivers\bddci.sys
product: [Bitdefender BDDCI](http://www.google.com/search?q=Bitdefender%20BDDCI)
company: [Bitdefender](http://www.google.com/search?q=Bitdefender)
description: BDDCI filter driver
Bug check description: This indicates that a kernel-mode driver attempted to access pageable memory at a process IRQL that was too high.
This bug check belongs to the crash dump test that you have performed with WhoCrashed or other software. It means that a crash dump file was properly written out.
A third party driver was identified as the probable root cause of this system error. It is suggested you look for an update for the following driver: bddci.sys (BDDCI filter driver, Bitdefender).
Google query: [bddci.sys Bitdefender DRIVER\_IRQL\_NOT\_LESS\_OR\_EQUAL](http://www.google.com/search?q=bddci.sys+Bitdefender+DRIVER_IRQL_NOT_LESS_OR_EQUAL)

**On Sun 19/09/2021 19:49:25 your computer crashed or a problem was reported**
crash dump file: C:\WINDOWS\Minidump\091921-6843-01.dmp
This was probably caused by the following module: [ntoskrnl.exe](http://www.google.com/search?q=ntoskrnl.exe) (nt+0x3ff0e7)
Bugcheck code: 0x133 (0x1, 0x1E00, 0xFFFFF80638CFA320, 0x0)
Error: [DPC\_WATCHDOG\_VIOLATION](http://www.google.com/search?q=MSDN+bugcheck+DPC_WATCHDOG_VIOLATION)
file path: C:\WINDOWS\system32\ntoskrnl.exe
product: [Microsoft® Windows® Operating System](http://www.google.com/search?q=Microsoft®%20Windows®%20Operating%20System)
company: [Microsoft Corporation](http://www.google.com/search?q=Microsoft%20Corporation)
description: NT Kernel & System
Bug check description: The DPC watchdog detected a prolonged run time at an IRQL of DISPATCH\_LEVEL or above. This could be caused by either a non-responding driver or non-responding hardware. This bug check can also occur because of overheated CPUs (thermal issue).
The crash took place in the Windows kernel. Possibly this problem is caused by another driver that cannot be identified at this time.

**Conclusion**

5 crash dumps have been found and analyzed. A third party driver has been identified to be causing system crashes on your computer. It is strongly suggested that you check for updates for these drivers on their company websites. Click on the links below to search with Google for updates for these drivers:

[bddci.sys (BDDCI filter driver, Bitdefender)](http://www.google.com/search?q=bddci.sys+Bitdefender+Bitdefender%20BDDCI)

If no updates for these drivers are available, try searching with Google on the names of these drivers in combination with the errors that have been reported for these drivers. Include the brand and model name of your computer as well in the query. This often yields interesting results from discussions on the web by users who have been experiencing similar problems.

Read the topic [general suggestions for troubleshooting system crashes](https://www.resplendence.com/whocrashed_troubleshooting) 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.