Welcome to WhoCrashed (Home Edition) v 6.70

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

Whenever a computer suddenly reboots without displaying any notice or blue (or black) screen of death, the first thing that is often thought about is a hardware failure. In reality, on Windows a lot of system crashes are caused by malfunctioning device drivers and kernel modules. In case of a kernel error, many computers do not show a blue or black 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.

Please note that this version of WhoCrashed is not licensed for use by professional support engineers.

Click here for more information on the professional edition.
Click here to buy the the professional edition of WhoCrashed.

System Information (local)

Computer name: DESKTOP-P0PUAUM
Windows version: Windows 10, 10.0, version 2009, build: 19044
Windows dir: C:\Windows
Hardware: PC ZEN PERFECT, LDLC, Micro-Star International Co., Ltd., MAG B550M MORTAR WIFI (MS-7C94)
CPU: AuthenticAMD AMD Ryzen 5 5600X 6-Core Processor 8664, level: 25
12 logical processors, active mask: 4095
RAM: 17102372864 bytes (15,9GB)

Crash Dump Analysis

Crash dumps are enabled on your computer.

Crash dump directories:
C:\Windows
C:\Windows\Minidump

On Sun 09/01/2022 19:48:14 your computer crashed or a problem was reported
crash dump file: C:\Windows\Minidump\010922-7390-01.dmp
This was probably caused by the following module: ntoskrnl.exe (nt+0x3F70D0)
Bugcheck code: 0xA (0xFFFFBE8EE819F022, 0x2, 0x0, 0xFFFFF8071148AB3F)
Error: IRQL_NOT_LESS_OR_EQUAL
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 Microsoft Windows or a kernel-mode driver accessed paged memory at DISPATCH_LEVEL or above. This is a software bug.
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.
The crash took place in the Windows kernel. Possibly this problem is caused by another driver that cannot be identified at this time.

On Sun 09/01/2022 19:48:14 your computer crashed or a problem was reported
crash dump file: C:\Windows\MEMORY.DMP
This was probably caused by the following module: focusriteusbaudio.sys (FocusriteUSBAudio+0x6D3F)
Bugcheck code: 0xA (0xFFFFBE8EE819F022, 0x2, 0x0, 0xFFFFF8071148AB3F)
Error: IRQL_NOT_LESS_OR_EQUAL
file path: C:\Windows\system32\drivers\focusriteusbaudio.sys
product: Focusrite Thunderbolt
company: Focusrite Audio Engineering Ltd.
description: Focusrite Thunderbolt
Bug check description: This indicates that Microsoft Windows or a kernel-mode driver accessed paged memory at DISPATCH_LEVEL or above. This is a software bug.
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: focusriteusbaudio.sys (Focusrite Thunderbolt, Focusrite Audio Engineering Ltd.).
Google query: focusriteusbaudio.sys Focusrite Audio Engineering Ltd. IRQL_NOT_LESS_OR_EQUAL

On Sun 09/01/2022 14:44:11 your computer crashed or a problem was reported
crash dump file: C:\Windows\Minidump\010922-6812-01.dmp
This was probably caused by the following module: ntoskrnl.exe (nt+0x3F70D0)
Bugcheck code: 0xC2 (0x99, 0xFFFFA58740C8CC70, 0x0, 0x0)
Error: BAD_POOL_CALLER
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 the current thread is making a bad pool request.
This appears to be a typical software driver bug and is not likely to be caused by a hardware problem.
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 08/01/2022 01:27:13 your computer crashed or a problem was reported

crash dump file: C:\Windows\Minidump\010822-10593-01.dmp
This was probably caused by the following module: ntoskrnl.exe (nt+0x3F70D0)
Bugcheck code: 0xC7 (0x3, 0xFFFFC80EEC1F03D0, 0x1D5B, 0xC)
Error: TIMER_OR_DPC_INVALID
file path: C:\Windows\system32\ntoskrnl.exe
product: Microsoft® Windows® Operating System
company: Microsoft Corporation
description: NT Kernel & System
Bug check description: This is issued if a kernel timer or delayed procedure call (DPC) is found somewhere in memory where it is not permitted.
This appears to be a typical software driver bug and is not likely to be caused by a hardware problem. This may be a case of memory corruption. More often memory corruption happens because of software errors in buggy drivers, not because of faulty RAM modules. Memory corruption can also occur because of overheating (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.

On Sat 01/01/2022 13:00:15 your computer crashed or a problem was reported
crash dump file: C:\Windows\Minidump\010122-6296-01.dmp
This was probably caused by the following module: ntoskrnl.exe (nt+0x3F70D0)
Bugcheck code: 0xC2 (0xD, 0xFFFFA60B5E77FD80, 0xFFFFF801, 0xEDA744E7F1DB74A7)
Error: BAD_POOL_CALLER
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 the current thread is making a bad pool request.
This appears to be a typical software driver bug and is not likely to be caused by a hardware problem.
The crash took place in the Windows kernel. Possibly this problem is caused by another driver that cannot be identified at this time.

The following dump files were found but could not be read. These files may be corrupted:
C:\Windows\LiveKernelReports\WATCHDOG-20220102-1145.dmp

Conclusion

6 crash dumps have been found and analyzed. Only 5 are included in this report. If dump files are found and they could not be analuzed, it means they are corrupted. Because crash dumps are an emergency measure it is not uncommon for this to happen, however often it points to a problem in the storage stack. It is suggested that you run CHKDSK on your system drive to check your drive for errors.
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:

focusriteusbaudio.sys (Focusrite Thunderbolt, Focusrite Audio Engineering Ltd.)

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 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.