Forum: Windows 10
Topic: Ecran bleu sous Windows 10.
Subject: Re: Ecran bleu sous Windows 10.
Publié par: claudevz823
Contribution le : 09/03/2018 21:40:10

en lisant vos commentaires , je viens d avoir 2 fois des écrans bleu avec whea uncorrectable error;
suit a quoi j ai vérifié tous les pilotes un a un dans le gestionnaire de périphériques
Venant de découvrir whocrashes, je viens de le passer et j aimerais que qulequ'un me donne son
avis du résultat de l analyse ci dessous

Windows version: Windows 10 , 10.0, build: 16299
Windows dir: C:WINDOWS
Hardware: Aspire ES1-711, Acer, EA70_BM
CPU: GenuineIntel Intel(R) Pentium(R) CPU N3540 @ 2.16GHz Intel586, level: 6
4 logical processors, active mask: 15
RAM: 4170924032 bytes total
Crash dumps are enabled on your computer.

Crash dump directories:
C:WINDOWS
C:WINDOWSMinidump

On Fri 09/03/2018 19:44:33 your computer crashed or a problem was reported
crash dump file: C:WINDOWSMinidump 30918-31921-01.dmp
This was probably caused by the following module: hal.dll (hal+0x3BEFF)
Bugcheck code: 0x124 (0x0, 0xFFFF9A84C23F4028, 0xF6200004, 0xD010A)
Error: WHEA_UNCORRECTABLE_ERROR
file path: C:WINDOWSsystem32hal.dll
product: Microsoft® Windows® Operating System
company: Microsoft Corporation
description: Hardware Abstraction Layer DLL
Bug check description: This bug check indicates that a fatal hardware error has occurred. This bug
check uses the error data that is provided by the Windows Hardware Error Architecture (WHEA).
This is 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 Fri 09/03/2018 19:44:33 your computer crashed or a problem was reported
crash dump file: C:WINDOWSMEMORY.DMP
This was probably caused by the following module: hal.dll (hal!HalBugCheckSystem+0xCF)
Bugcheck code: 0x124 (0x0, 0xFFFF9A84C23F4028, 0xF6200004, 0xD010A)
Error: WHEA_UNCORRECTABLE_ERROR
file path: C:WINDOWSsystem32hal.dll
product: Microsoft® Windows® Operating System

company: Microsoft Corporation
description: Hardware Abstraction Layer DLL
Bug check description: This bug check indicates that a fatal hardware error has occurred. This bug check uses the error data that is provided by the Windows Hardware Error Architecture (WHEA). This is 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.

Conclusion
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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.

merci par avance