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## Welcome to WhoCrashed (HOME EDITION) v 4.01

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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](http://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 ...

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## Home Edition Notice

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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 also allows analysis of crashdumps on remote drives and computers on the network and offers a range of additional features.

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

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

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## System Information (local)

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computer name: JAN-PC

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

windows dir: C:\Windows

CPU: GenuineIntel Intel(R) Core(TM) i5-2500K CPU @ 3.30GHz Intel586, level: 6

4 logical processors, active mask: 15

RAM: 8497147904 total

VM: 2147352576, free: 1985318912

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## Crash Dump Analysis

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Crash dump directory: C:\Windows\Minidump

Crash dumps are enabled on your computer.

**On Mon 20.05.2013 14:16:16 GMT your computer crashed**

crash dump file: C:\Windows\Minidump\052013-9516-01.dmp

This was probably caused by the following module: [ntoskrnl.exe](#) (nt+0x7EFC0)

Bugcheck code: 0xA (0xFFFFFFFFFFFFD8, 0x2, 0x0, 0xFFFFF8000308F69B)

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 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 Mon 20.05.2013 14:16:16 GMT your computer crashed**

crash dump file: C:\Windows\memory.dmp

This was probably caused by the following module: [ntkrnlmp.exe](#) (nt!KeBugCheckEx+0x0)

Bugcheck code: 0xA (0xFFFFFFFFFFFFD8, 0x2, 0x0, 0xFFFFF8000308F69B)

Error: [IRQL NOT LESS OR EQUAL](#)

Bug check description: This indicates that Microsoft Windows or a kernel-mode driver accessed paged memory at DISPATCH\_LEVEL or above.

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 Sun 19.05.2013 17:15:52 GMT your computer crashed**

crash dump file: C:\Windows\Minidump\051913-7378-01.dmp

This was probably caused by the following module: [grmnusb.sys](#) (grmnusb+0x5351)

Bugcheck code: 0x1000007E (0xFFFFFFFFC0000005, 0xFFFFF8800E344351, 0xFFFFF880031CB268, 0xFFFFF880031CAAC0)

Error: [SYSTEM\\_THREAD\\_EXCEPTION\\_NOT\\_HANDLED\\_M](#)

file path: C:\Windows\system32\drivers\grmnusb.sys

product: [Garmin USB GPS](#)

company: [GARMIN Corp.](#)

description: grmnusb.sys

Bug check description: This indicates that a system thread generated an exception which the error handler did not catch.

This appears to be a typical software driver bug and is not likely to be caused by a hardware problem.

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: grmnusb.sys (grmnusb.sys, GARMIN Corp.).

Google query: [GARMIN Corp. SYSTEM\\_THREAD\\_EXCEPTION\\_NOT\\_HANDLED\\_M](#)

**On Sat 18.05.2013 14:44:46 GMT your computer crashed**

crash dump file: C:\Windows\Minidump\051813-7722-01.dmp

This was probably caused by the following module: [ntoskrnl.exe](#) (nt+0x7EFC0)

Bugcheck code: 0xA (0xFFFFFFFFFFFFD8, 0x2, 0x0, 0xFFFFF8000307769B)

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 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 Fri 17.05.2013 22:22:40 GMT your computer crashed**

crash dump file: C:\Windows\Minidump\051813-9640-01.dmp

This was probably caused by the following module: [ntoskrnl.exe](#) (nt+0x1530)

Bugcheck code: 0x100007E (0xFFFFFFFFC0000005, 0xFFFFF80003019530, 0xFFFFF880031A1218, 0xFFFFF880031A0A70)

Error: [SYSTEM\\_THREAD\\_EXCEPTION\\_NOT\\_HANDLED\\_M](#)

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 system thread generated an exception which the error handler did not catch.

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 Fri 17.05.2013 20:34:25 GMT your computer crashed**

crash dump file: C:\Windows\Minidump\051713-8299-01.dmp

This was probably caused by the following module: [cmudexp.sys](#) (0xFFFFF88006483895)

Bugcheck code: 0xD1 (0x50, 0x2, 0x0, 0xFFFFF88006483895)

Error: [DRIVER\\_IRQL\\_NOT\\_LESS\\_OR\\_EQUAL](#)

file path: C:\Windows\system32\drivers\cmudexp.sys

product: [C-Media Audio Driver \(WDM\)](#)

company: [C-Media Inc](#)

description: C-Media Audio WDM 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 appears to be a typical software driver bug and is not likely to be caused by a hardware problem.

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: cmudexp.sys (C-Media Audio WDM Driver, C-Media Inc).

Google query: [C-Media Inc DRIVER\\_IRQL\\_NOT\\_LESS\\_OR\\_EQUAL](#)

#### **On Fri 17.05.2013 06:03:45 GMT your computer crashed**

crash dump file: C:\Windows\Minidump\051713-9094-01.dmp

This was probably caused by the following module: [ntoskrnl.exe](#) (nt+0x7EFC0)

Bugcheck code: 0xC2 (0x7, 0x109B, 0x0, 0xFFFFFA8008A94A50)

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.

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## Conclusion

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7 crash dumps have been found and analyzed. 2 third party drivers have 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:

[cmudaxp.sys \(C-Media Audio WDM Driver, C-Media Inc\)](#)

[grmnusb.sys \(grmnusb.sys, GARMIN Corp.\)](#)

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