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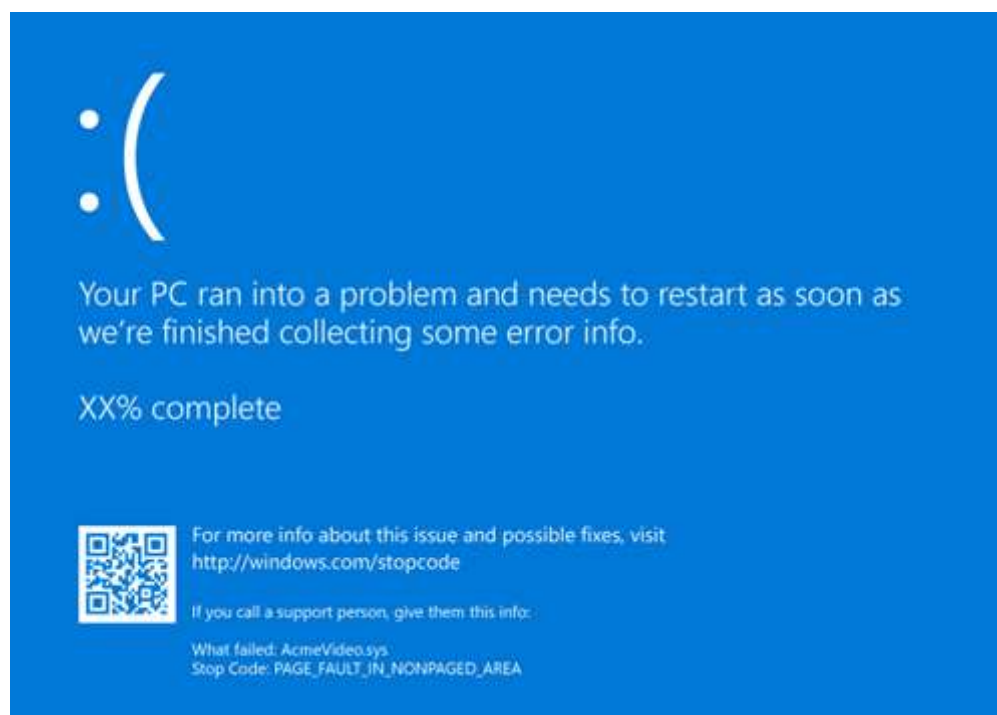
Resolving Blue Screen errors in Windows

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Blue Screen errors (also called *bug checks*, *STOP code errors*, *kernel errors*, or *BSOD errors*) can occur if a serious problem causes Windows to shut down or restart unexpectedly to protect itself from data loss. You might see a message that says, "Windows has been shut down to prevent damage to your computer" or a similar message.



A hardware device, its driver, or software might have caused this error. To help determine the cause, the blue screen error might display a STOP code, such as PAGE_FAULT_IN_NONPAGED_AREA. When it's available, the module name of the code that was being executed is also listed after "What failed:".

Basic Troubleshooting Steps for Blue Screen Errors

1. **Remove any new hardware.** If you added new hardware to your PC before the error, shut down your PC, remove the hardware, and try restarting.
2. **Start your PC in safe mode.** If you're having trouble restarting, you can start your PC in safe mode. See [Start your PC in safe mode in Windows](#) for details. From safe mode, you can try the remaining troubleshooting steps.
3. **Check the Device Manager.** Right-click the **Start** button and select **Device Manager**. Check to see if any devices are marked with the exclamation point (!). Right-click the device and select **Update driver**. If updating the driver doesn't help, try disabling or uninstalling the device.
4. **Check for sufficient free space on the hard drive.** The operating system and some applications require sufficient free space to create swap files and perform other functions. Based on the system configuration, the exact requirement varies, but it's a good idea to have 10% to 15% of free space available.
5. **Install the latest Windows Updates.** To check for updates, select **Start**  > **Settings**  > **Windows Update** , then select **Check for updates**.
6. **Try the Blue Screen Troubleshooter.** In Windows, open [Get Help](#). In the Get Help app, type **Troubleshoot blue screen error**. Follow the guided walkthrough in the Get Help app.

Note: If you're not on a Windows device, you can run the Blue Screen Troubleshooter on your browser by going to [Contact Microsoft Support](#) and typing **Troubleshoot blue screen error**. Then follow the guided walkthrough under "Recommended Help".

7. **Restore Windows.** If none of these steps help, try restoring Windows using a system restore point, or one of the other options listed at [Recovery options in Windows](#). Choose the recovery option that most closely matches your scenario.

Advanced Troubleshooting Steps for Blue Screen Errors

1. **Check the Event Viewer.** Check the system log in Event Viewer for other error messages that might help pinpoint the device or driver that's causing the error. For more information, see [Open Event Viewer](#). Look for critical errors in the system log that occurred in the same time frame as the blue screen.
2. **Run the Windows Memory Diagnostics tool.** In the search box, type **Memory**, and then select **Windows Memory Diagnostic**. After running the diagnostic, use the Event Viewer to view the results under the system log. Look for the *MemoryDiagnostics-Results* entry to view the results.
3. **Memory dump analysis.** IT professionals and developers can try performing a memory dump analysis. For details and other advanced troubleshooting steps, see [Advanced troubleshooting for stop or blue screen errors](#).

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