

A+ Core 1 and Core 2 CertMaster Perform 15.0

4.2.8 Troubleshoot OS Errors and Crash Screens

If a boot device is found, the boot sector code is loaded into memory and takes over from the system firmware, loading the rest of the operating system files. Common symptoms of errors after this point are usually due to software or device driver issues rather than hardware problems.

One of the most common symptoms of serious faults in a Windows system is the appearance of the **Blue Screen of Death (BSOD)**. This proprietary crash screen indicates issues such as system memory faults, hardware device or driver problems, or OS file corruption. The BSOD can be caused by:

- Faulty or incompatible device drivers
- Corrupted system files
- Defective hardware components
- Overheating or power supply issues

To troubleshoot a BSOD:

- Use a camera to scan the QR code displayed on the screen for more information.
- The error is logged in the System log with "BugCheck" as the source. Use the first hex value (e.g., 0x0a) from the event description to search for more information online.
- If you have a support contract, a memory dump is generated for further analysis.

Blue screen of death (BSOD) preventing a Windows PC from booting



Your PC ran into a problem and needs to restart. We'll restart for you.



For more information about this issue and possible fixes, visit <http://windows.com/stopcode>

If you call a support person, give them this info:

Stop Code: DRIVER_CAUGHT_MODIFYING_FREED_POOL

Screenshot courtesy of Microsoft.



A blue screen is a crash screen specific to Windows. macOS shows a spinning pinwheel (spinning wait cursor) for catastrophic failures. Linux displays a kernel panic or a "Something has gone wrong" message.

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