
Welcome to WhoCrashed (HOME EDITION) v 6.65

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-MKA2AL4

Windows version: Windows 10 , 10.0, version 1903, build: 18362

Windows dir: C:\WINDOWS

Hardware: Galaxy Book 12, SAMSUNG ELECTRONICS CO., LTD., SM-W720NZKBXEF

CPU: GenuineIntel Intel(R) Core(TM) i5-7200U CPU @ 2.50GHz Intel8664, level: 6

4 logical processors, active mask: 15

RAM: 4192133120 bytes (3,9GB)

Crash Dump Analysis

Crash dumps are enabled on your computer. This system is not configured for complete or automatic crash dumps. For best results, configure your system to write out complete or automatic crash dumps. Select Tools->Crash Dump Configuration from the main menu to configure your system to write out complete memory dumps.

Crash dump directories:

C:\WINDOWS

C:\WINDOWS\Minidump

On Fri 10/07/2020 03:47:29 your computer crashed or a problem was reported

crash dump file: C:\WINDOWS\Minidump\071020-13125-01.dmp

This was probably caused by the following module: [ntoskrnl.exe](#) (nt+0x99EAC)

Bugcheck code: 0x1000007E (0xFFFFFFFFC0000005, 0xFFFFF80321899EAC, 0xFFFFFA7001A17F318, 0xFFFFFA7001A17EB60)

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.

Conclusion

One crash dump has been found and analyzed. No offending third party drivers have been found. Consider 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.