

Microplan Support – FAQ



How to solve Blue Screen Of Death BSOD?

The blue screen of death can be generated for several reasons, however it is not a problem if it comes out just once.

But if it comes out frequently it is a real problem.

The first and probable cause could be a driver issue for a new hardware connected to the computer or an upgrade which changed good drivers with bad ones. Sometimes even a Windows upgrade could generate problems.

Of course there are a lot of other possible reasons for a BSOD. Maybe after a wrong shutdown any Windows driver could have been corrupted or got a hard disk damage in some sectors.

The installation of a program not meant for that platform can lead to a BSOD.

A virus could also be the reason of a BSOD. Finally a problem with the RAM could also generate a BSOD.

So what we can suggest is:

- Execute a hard disk checking (scandisk or similar)
- Execute a RAM test with some programs like MemTest86 or similar
- Restore Windows installation (only drivers)
- Make a virus scanning of the system

If no one of the previous operations solve the problem, you should re-install the computer completely. We don't suggest to keep on using a computer with BSOD because it has become unreliable.



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