No: SI1011001E-000

ISSUED DATE: 17 February 2011

Service Information

MACHINE TYPE: YV180Xg, YV100Xg, YV100XTg, YV88Xg, YVPXg, YCP, HSDXg,

THREEM, YG200(L), YG100(R), YG88(R), YGP, YGD, I-Cubell,

YS24(X), YS100, YS88, YS12(P,F), YG12(F), YSP, YG300

CLASSIFICATION: Troubleshooting

Blue Screen Errors Troubleshooting

This document helps determine and fix "Blue Screen of Death" errors issued on Xg/YG/YS series machines.

Warning

- YAMAHA is not responsible for any problems caused by the misuse of the document.
- Make sure to thoroughly understand the contents of the document, and perform the troubleshooting procedures on your own responsibility.

Safety note

Strictly follow the precautions in the "Safety" section in the user's manual.

Disclaimer

This document contains the preliminary information subject to change in the future.

The information contained in this document represents the current view of YAMAHA on the issues discussed as of the date of issuance. As YAMAHA must respond to changing market conditions, it should not be interpreted to be a commitment on the part of YAMAHA, and YAMAHA cannot guarantee the accuracy of any information presented after the date of issuance.

This document is provided for information purposes only, and it is provided without any warranties, either express or implied.

It is the responsibility of the user to comply with all applicable copyright laws. Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the written permission of YAMAHA.

However, this shall not be construed to limit the user's right granted by Copyright law.

YAMAHA may have patents, patent applications, trademarks, copyrights, or other intellectual property rights covering subject matter in this document. Except as expressly provided in any written license agreement from YAMAHA, this document does not give users any license to these patents, trademarks, copyrights, or other intellectual property.

The names of actual companies and products mentioned in this document may contain the trademarks of their respective owners.

Service Information

1 "Blue Screen of Death" errors

When an unexpected error is detected by Windows during machine operation from system startup through to shutdown, a full blue screen with white text error message may appear to alert the operator to the problem. Applicable fix should vary depending on the issued message, thus check the message to determine your fix, then try it.

2 Check the error message

The blue screen error message is issued in either of the following two patterns:

■ Pattern 1: with STOP code

When many text lines appear as shown below, the message includes a STOP code. Check the STOP code.

```
eck to be sure you have adequate disk space. If a driver is lentified in the Stop message, disable the driver or check th the manufacturer for driver updates. Try changing video iapters.

neck with your hardware vendor for any BIOS updates. Disable IOS memory options such as caching or shadowing. If you need to use Safe Mode to remove or disable components, restart your omputer, press FB to select Advanced Startup options, and then elect Safe Mode.

Technical information:

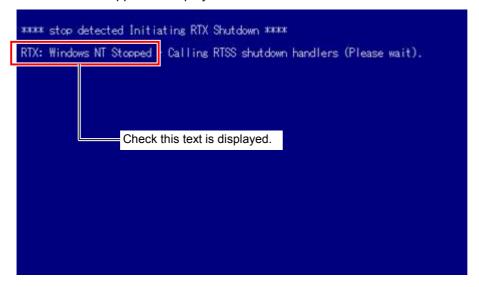
Top: 0x0000007E (0xc0000005, 0xEF3C3FFD, 0xED045C58, 0xED045954)

The mormous e.sys - Address EF3C3FFD base at EF3C1000, DateStamp 3dab0b22

Check the STOP code.
```

■ Pattern 2: with no STOP code

When only a few text lines appear as shown below, a STOP code is not issued. Check that "RTX: Windows NT Stopped" is displayed.



Service Information

3 Troubleshooting

According to the STOP code issued on the screen, determine possible causes and fixes for the error in the below table. Then try the suggested fixes.

Applicable machine models

Xg Series: YV180Xg, YV100Xg, YV100XTg, YV88Xg, YVPXg, YCP, HSDXg, THREEM

YG series: YG200(L) , YG100(R) , YG88(R) , YGP , YGD , I-Cubell YS series: YS24(X) , YS100 , YS88 , YS12(P,F) , YG12(F) , YSP , YG300

✓: Apply —: Not apply

STOP code		Possible causes	Fixes	Xg series	YG series	YS series
Pattern 1	0x0000000A	Poor terminal connection	Clean the contact area of the system/vision boards with alcohol.	✓	✓	-
		Hardware failure	Replace the system board	✓	✓	✓
	0x0000001E	Poor terminal connection	Clean the contact area of the system/vision boards with alcohol.	✓	✓	_
		Hardware failure	Replace the system board	✓	✓	_
	0x00000024	CF card failure	Run CheckDisk for CF, replace CF.	✓	✓	✓
	0x00000035	Hardware failure	Replace the system board	✓	✓	✓
	0x00000050	Poor terminal connection	Clean the contact area of the system/vision boards with alcohol.	✓	✓	_
		Hardware failure	Replace the system board	✓	✓	_
	0x0000007A	CF card failure	Run CheckDisk for CF, replace CF.	✓	✓	✓
	0x0000007B	CF card failure	Run CheckDisk for CF, replace CF.	✓	✓	✓
	0x0000007E	Software malfunction	Upgrade the machine application software to one incorporating blue screen error countermeasure.	ı	√	✓
	0x0000007F	During shutdown: Software malfunction	Upgrade the operation system (OS).	ı	√	-
		During startup and operation: Hardware failure	Replace the system board	√	√	√
	0x0000008E	CF card failure	Run CheckDisk for CF, replace CF.	✓	✓	✓
	0x0000009C	Hardware failure	Replace the system board	✓	✓	✓
Pattern 2	RTX: windows NT stopped	Software malfunction	Upgrade the machine application software to one incorporating blue screen error countermeasure.	-	~	√

Note

- "CF" in the above table is short for "CompactFlash".
- For information about upgrading the machine application software for blue screen countermeasure, contact us.

Note

If you encounter other STOP codes or message, or you cannot recover from error even after attempting the suggested fixes, please photograph the issued error message entirely and report to us (for all applicable machine models).