Service Information

MACHINE TYPE :	YV180Xg, YV100Xg, YV100XTg, YV88Xg, YVPXg, YCP, HSDXg,	No: SI1011001E-000
	THREEM, YG200(L), YG100(R), YG88(R), YGP, YGD, I-CubeII,	ISSUED DATE: 17 February 2011
	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.

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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.

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.

Check this text is displayed.

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-CubeII
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.	−	✓	✓
	0x0000007F	During shutdown: Software malfunction	Upgrade the operation system (OS).	−	✓	−
		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).