Comprehensive Bluescreen Troubleshooting Guide

A blue screen, commonly referred to as "The Blue Screen of Death, or BSoD" is a semi-common crash relating to Windows computers. There are a large number of reasons for a bluescreen error, so a variety of troubleshooting steps are required. Steps 1-3 of this guide should be easy to run and resolve many issues.

1. System diagnostics:
   Most university machines have hardware diagnostics built into their firmware. To run this tool, press the F12 key while the computer is first starting, and select "Hardware Diagnostics". Errors with RAM or Hard Disk commonly show up here and are one of the leading causes of a BSoD

2. Disk Corruption:
   A common cause of BSoD is errors on the disk. This can be checked by right-clicking the start menu and opening powershell. In the blue window, type `chkdsk` and hit enter. If any errors come up, you may need to restart the PC to fix them.

3. Windows Corruption:
   Another common cause of BSoD is corrupt system files. If you are able to login to your computer, right click the start menu and open powershell. Type `sfc /scannow` and press enter. This scan usually takes around an hour and will fix corrupt files. Another easy way to fix windows corruption is to simply re-install windows, either by re-imaging, or manually using a windows 10 boot image.

4. Drivers/Firmware:
   A less frequent but still regular cause of bluescreen crashes is out-of-date or corrupt drivers. Finding the up-to-date drivers is a difficult process. The key drivers to look out for are Chipset, Ethernet, BIOS, Video, and IO (usb or thunderbolt). Finding the most recent version requires checking your manufacturer's support site. For example, "Acer Predator 15 inch drivers" will usually return a download page for Acer drivers. On University supported machines, call ITS and this process can be done by an experienced technician.

Critical process died since updating to 1803:

disabling "Aggressive Link Power Management" in Bios. You may want to fool around with other power management settings if that doesn't help, but it was the one that worked for me.

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