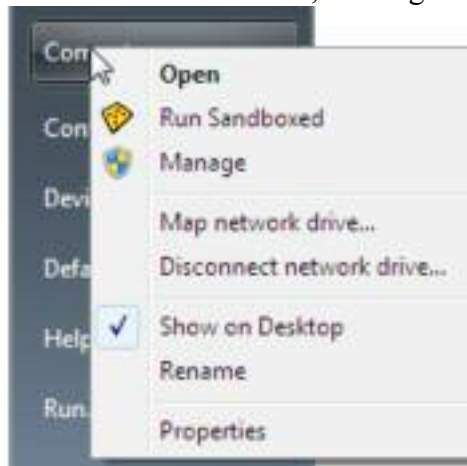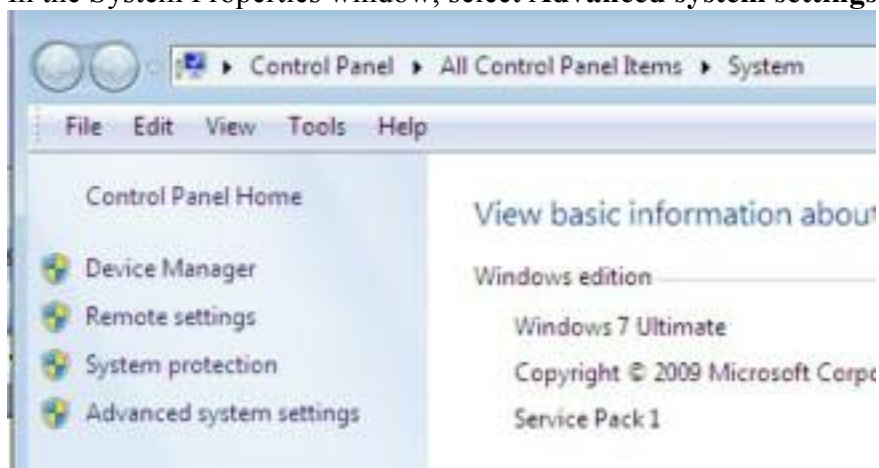**Troubleshooting Windows 7 crash events.**

In order to try to understand why Windows 7 might crash, restart or shutdown unexpectedly, it is necessary to ensure that the system is configured to capture system failure and debug information. To check that this is enabled, do the following.

1. Click on the Start button, then right-click on **Computer** and select **Properties** from the menu shown.
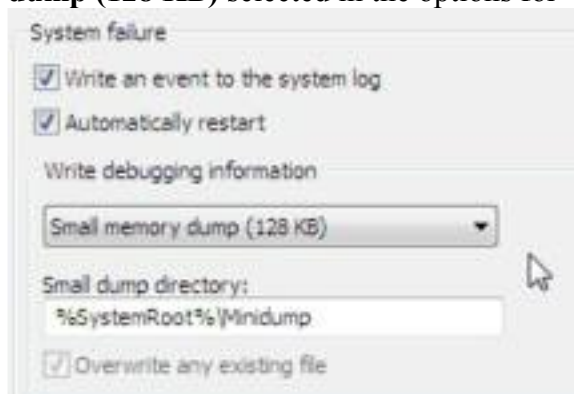
2. In the System Properties window, select **Advanced system settings**

3. In the System Properties new window, select the **Advanced** page tab, then click on the **Settings** button for the **Startup and Recovery** section of the page.

4. In the Startup and Recovery window, ensure that in the System failure section, you have **Small memory dump (128 KB)** selected in the options for Write debugging information.
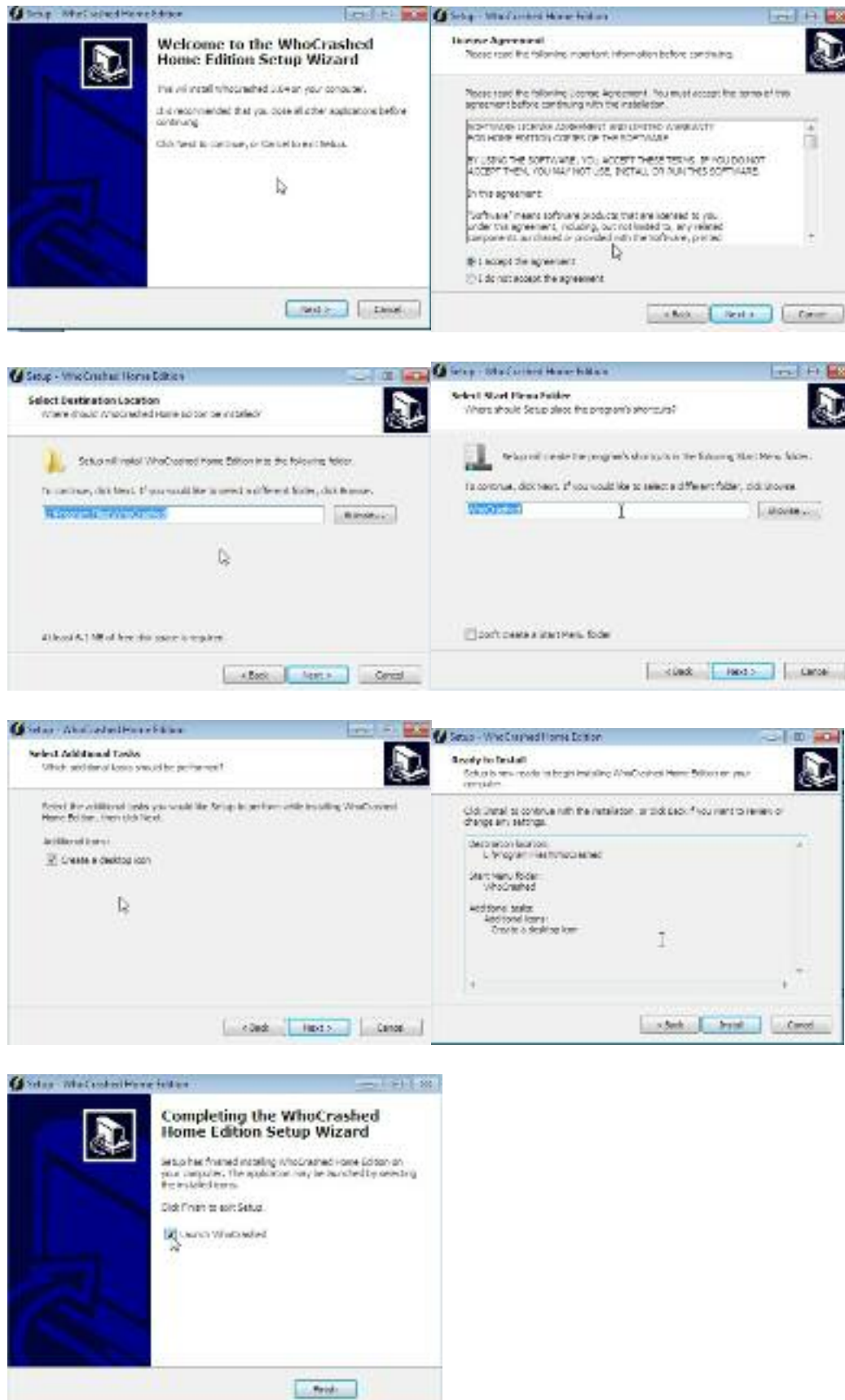
5. Click the OK button and close any further System Properties windows.

The next step is to download and install a program called **WhoCrashed** from the following web site:
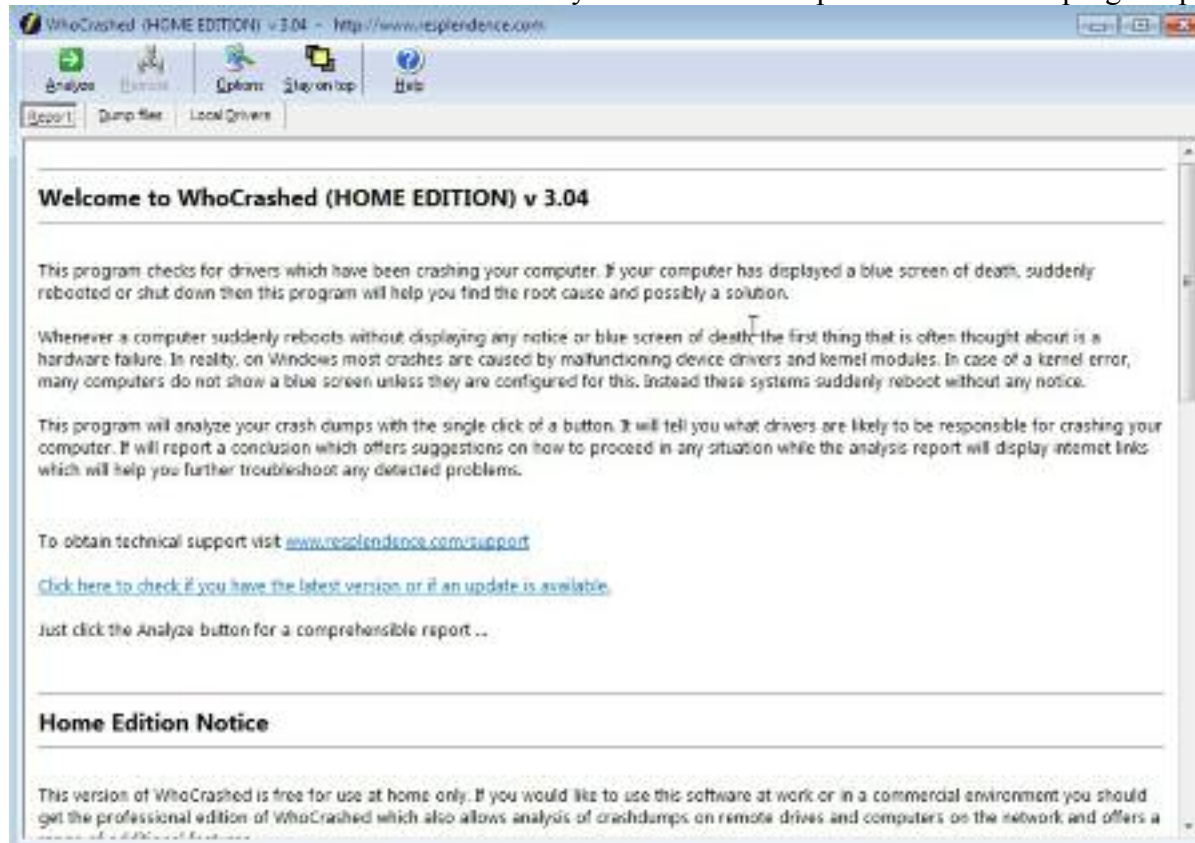http://www.resplendence.com/whocrashed

Note: click on the word **Download** at the very top of the web page, above the word Resplendence, then scroll down the downloads page to the **Crash Analysis Tools** section and select the **Download free home edition** link on the right hand side.

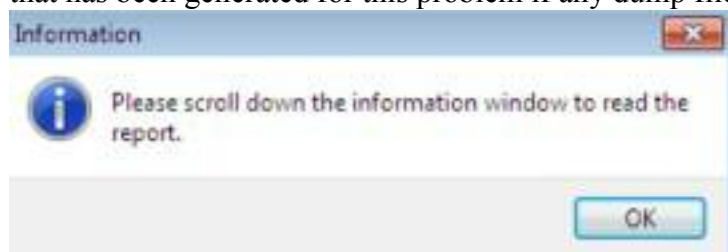Install **whocrashedSetup.exe** on your computer.

When the next Windows crash, restart or shutdown occurs, you should now have a system memory dump file on your local hard disk drive which WhoCrashed can try to analyse.

Launch WhoCrashed then click on the Analyze button at the top left corner of the program page.

A pop up box will appear when the analysis is complete advising you to scroll down the page to see the report that has been generated for this problem if any dump files are found.

Crash Dump Analysis

Crash dump directory: L:\Windows\Minidump

Crash dumps are enabled on your computer.

No valid crash dumps have been found on your computer

Conclusion

Crash dumps are enabled but no valid crash dumps have been found. It may be that there are problems which prevent crash dumps from being written out. Check out the following article for possible causes: If crash dumps are not written out.
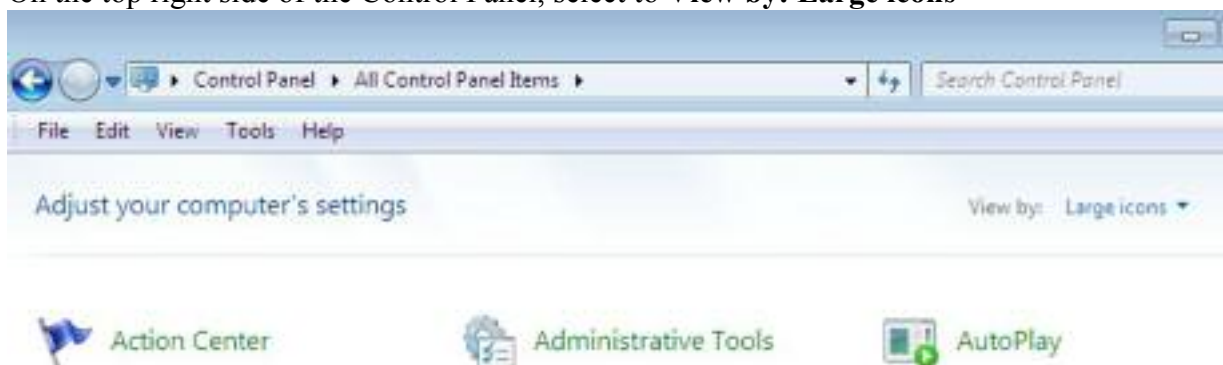
In case your computer does experience sudden reboots it is likely these are caused by malfunctioning hardware, power failure or a thermal issue. To troubleshoot a thermal issue, check the temperature using your BIOS setup program, check for dust in CPU and motherboard fans and if your computer is portable make sure it's located on a hard surface. Otherwise it's suggested you contact the support department of the manufacturer of your system or test your system with a memory test utility for further investigation.

Check out the following articles for more information: Troubleshooting sudden resets and shut downs.

Read the topic general suggestions for troubleshooting system crashes for more information.

One further place that can be checked to try to identify the cause of Windows problem events is the System Event Logs which can be accessed as follows:

1. Click on Start then select **Control Panel**

2. On the top right side of the Control Panel, select to **View by: Large icons**

3. Select **Administrative Tools** from the list of icons shown.

4. Select **Event Viewer** from the list of Administrative Tools.

5. Wait while the Event Viewer panel is updated – this may take a little time to complete.
   Note: you may need to expand the size of the Event Viewer panel to see more detail.

6. Look for any Events shown with the Event Type of Critical – if any are shown, then you can expand this particular section by clicking on the + (plus sign) next to the word Critical.

Event Viewer (Local)

Overview and Summary

Last refreshed: 23/04/2012 21:49:44

Overview

To view events that have occurred on your computer, select the appropriate source, log or custom view node in the console tree. The Administrative Events custom view contains all the administrative events, regardless of source. An aggregate view of all the logs is shown below.

Summary of Administrative Events

Event Type	Event ID	Source	Log	Last hour	24 hours	7 days
Critical	-	-	-	0	0	0
⊞ Error	-	-	-	1	33	171
⊞ Warning	-	-	-	0	0	1
⊞ Information	-	-	-	25	154	926
⊞ Audit Success	-	-	-	0	32	2,314

The Overview and Summary panel of the Event Viewer gives an indication of the frequency of any critical, error, warning or information type events that have been detected, i.e. the number that occurred in the last hour, the last 24 hours etc.