

BAD_POOL_HEADER BSOD during backup on Windows XP or 2003

Introduction

If you are experiencing a Blue screen of death (BSOD) or a sudden reboot during a backup on Windows XP or 2003, then consider the following solution. This applies to any software that engages VSS, not just Macrium Reflect.

A BSOD is the error message resulting from a kernel mode crash. These are typically caused by either faulty drivers or failing hardware. Unfortunately, Windows is often configured to reboot after crash so the BSOD message is hidden. If your machine suddenly and unexpectedly reboots, this is typically due to a kernel mode crash. You can either configure your machine not to reboot on a BSOD (see [here \[support.microsoft.com\]](http://support.microsoft.com)) or use the free tool [blue screen view \[www.nirsoft.net\]](http://www.nirsoft.net) to display previous BSOD errors.

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A problem has been detected and Windows has been shut down to prevent damage to your computer.
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The problem seems to be caused by the following file: ntoskrnl.exe
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BAD_POOL_HEADER
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If this is the first time you've seen this stop error screen, restart your computer. If this screen appears again, follow these steps:
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Check to make sure any new hardware or software is properly installed. If this is a new installation, ask your hardware or software manufacturer for any Windows updates you might need.
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If problems continue, disable or remove any newly installed hardware or software. Disable BIOS memory options such as caching or shadowing. If you need to use safe mode to remove or disable components, restart your computer, press F8 to select Advanced Startup Options, and then select Safe Mode.
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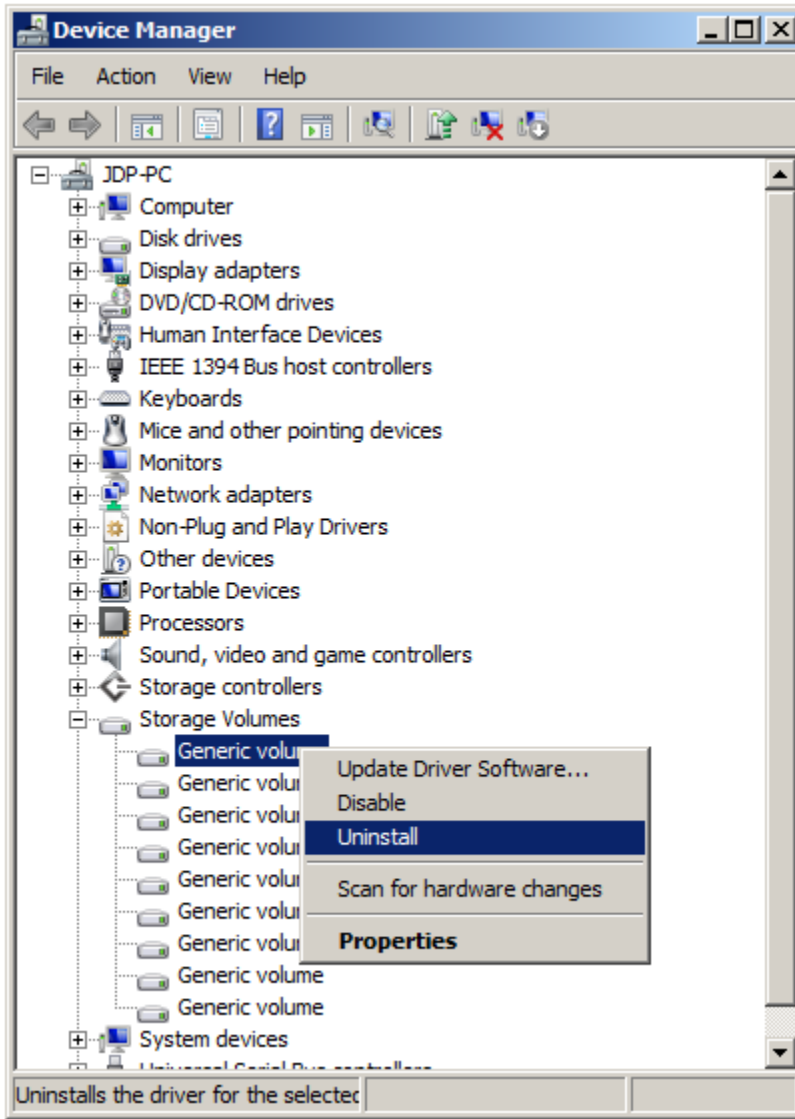
```
Technical Information:
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*** STOP: 0x00000019 (0x00000020, 0xe150ce50, 0xe150ce70, 0x0c040201)
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*** ntoskrnl.exe - Address 0x805376ba base at 0x804d7000 DateStamp 0x4ea6bb78
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1. Go to windows Device Manager (<http://support.microsoft.com/kb/307970>)
2. Click "view" and select "show hidden devices"
3. Scroll down to "storage volumes"
4. Click on the plus to expand.
5. Click on each one listed and right click and uninstall. You may get a message indicating a reboot is required. Select no until you do them all.
6. Reboot.
7. Wait till windows automatically reinstalls devices. You may get a prompt to reboot again.

8. Reboot.



Imaging your system involves the transfer of volumes of data much higher than you experience in normal system operation. This can reveal real latent hardware issues. If the above solution does not fix your issue, or you are receiving a different BSOD, then consider replacing your hardware or checking for loose / faulty leads or cooling issues such as loose heat sinks or faulty fans.