

Troubleshoot blue screen errors

Applies to: Windows 10

A blue screen error (also called a stop error) can occur if a problem causes your device to shut down or restart unexpectedly. You might see a blue screen with a message that your device ran into a problem and needs to restart.

Note

If you are experiencing a black or blank screen error, see [Troubleshoot black screen or blank screen errors](#) for more info.

On this page, we'll take you through a series of troubleshooting steps to try and help you figure out the cause of the blue screen error and how to resolve it.

The steps in this article are intended to help troubleshoot common stop error codes, such as the following:

- CRITICAL_PROCESS_DIED
- SYSTEM_THREAD_EXCEPTION_NOT_HANDLED
- IRQL_NOT_LESS_OR_EQUAL
- VIDEO_TDR_TIMEOUT_DETECTED
- PAGE_FAULT_IN_NONPAGED_AREA
- SYSTEM_SERVICE_EXCEPTION
- DPC_WATCHDOG_VIOLATION

Notes

- You may also receive hexadecimal error codes, such as 0x0000000A, 0x0000003B, 0x000000EF, 0x00000133, 0x000000D1, 0x1000007E, 0xC000021A, 0x0000007B, 0xC000000F, and more.
- This article doesn't contain a list of all error codes, but since many error codes have the same potential resolutions, your best bet is to follow the steps below to troubleshoot your blue screen error.

Though the steps on this page might look complicated at first glance, just follow them in order, step-by-step, and we'll try to get you back on track.