



# How to identify a blue screen of death

What does this BSOD mean?

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Your PC ran into a problem and needs to restart. We're just collecting some error info, and then we'll restart for you

0% Completed



For more information about this issue and possible fixes, visit

<http://windows.com/stopcode>

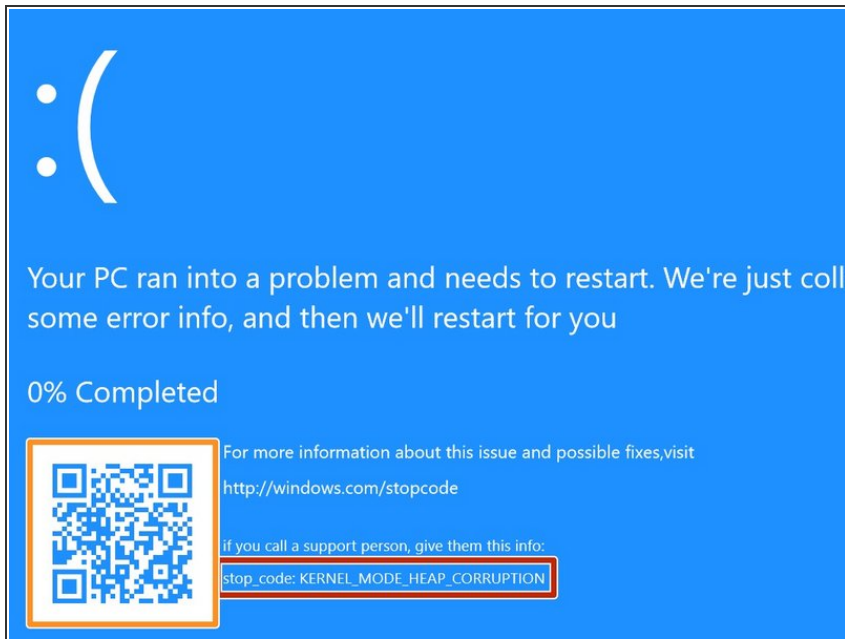
if you call a support person, give them this info:

stop\_code: KERNEL\_MODE\_HEAP\_CORRUPTION

# INTRODUCTION

How to identify a blue screen of death

## Step 1 — How to identify a blue screen of death



- ① There are many different things that can cause a BSOD
  - For this identification guide, you will be needing the StopCode
  - using this error, you can go to the [BSOD troubleshooting on Microsoft's site](#) and find out what your issue is.
  - Or, you could scan the QR code given, and it will bring up the support page for that error.

To reassemble your device, follow these instructions in reverse order.