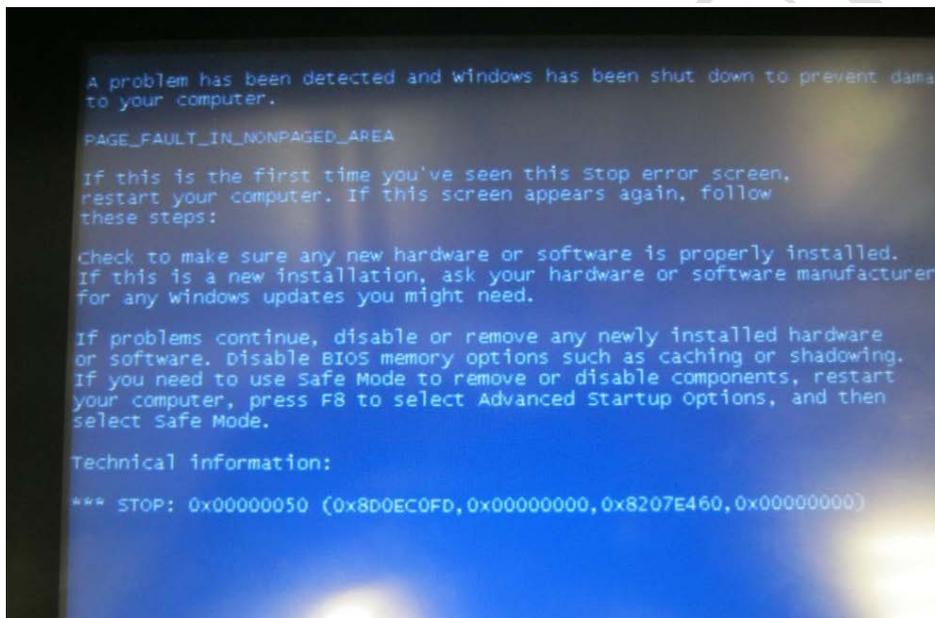


Advantech AE Technical Sharing Documentation

Date	2018/09/27	SR#	1-3562830446
Category	■FAQ □SOP	Related OS	Windows 7
Abstract	How to Fix “Page fault in non-paged area” Error.		
Keyword	Blue screen, Page fault in non-paged area,		
Related Product	UNO, TPC, PPC, Windows 7		

■ **Problem Description:**



After a few more restarts, the message came back again! This error message basically means that Windows is trying to find a piece of data in memory and it cannot be found.

According to Microsoft, this error can be caused by faulty hardware (RAM, hard drive), anti-virus software, a corrupted NTFS volume or bad drivers. In this article, I'll walk you through the different solutions, some of which are easier than others. Note that bad memory (RAM) is the main reason this error occurs, but I don't mention it till much further down only because it could require opening your computer and adding/removing RAM chips.

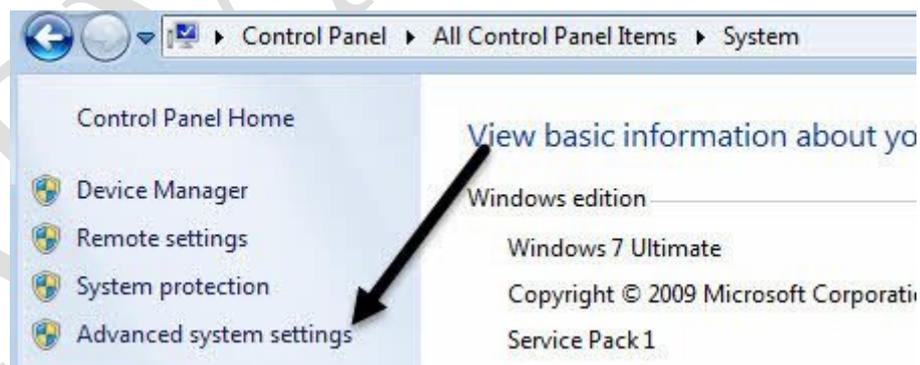
■ Solution - Step by Step:**Step1 Adjust Paging File**

To start off, you can try a simple trick with the paging file that fixes the issue for some folks. If the issue is not hardware related, then Step 1 solution might just work.

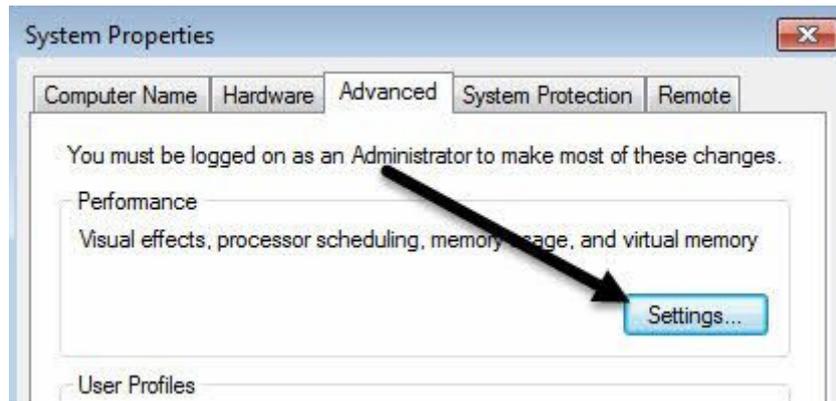
First, open the **Control Panel** and click on **System**. You can also right-click on **Computer** or **This PC** and choose **Properties**.



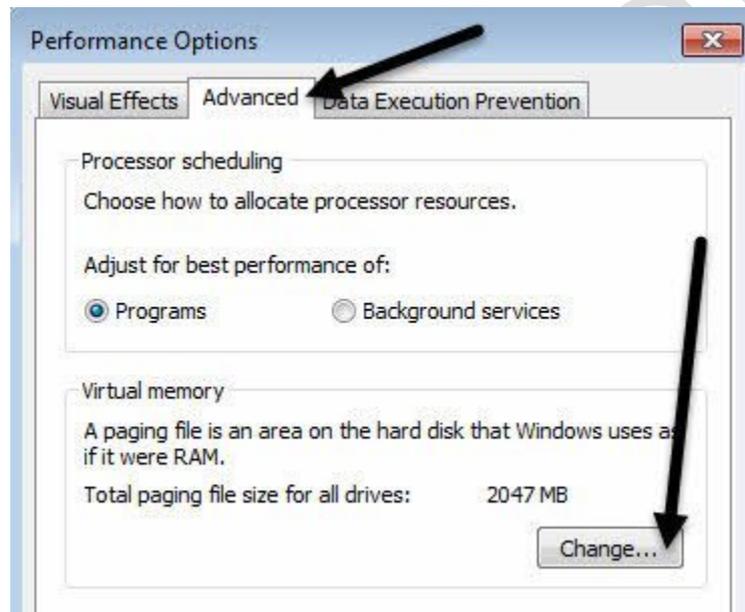
Now click on the Advanced System Settings link on the left hand side.



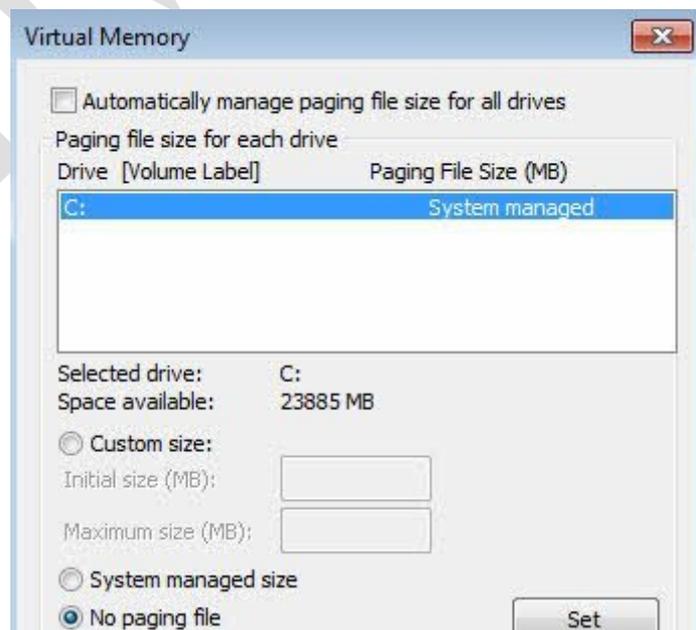
Under Performance, click on the Settings button.



Click on the Advanced tab and then click on the Change button under the Virtual Memory heading.



Finally, we have reached where we need to be. Uncheck the Automatically manage paging file size for all drives box and then select No paging file.

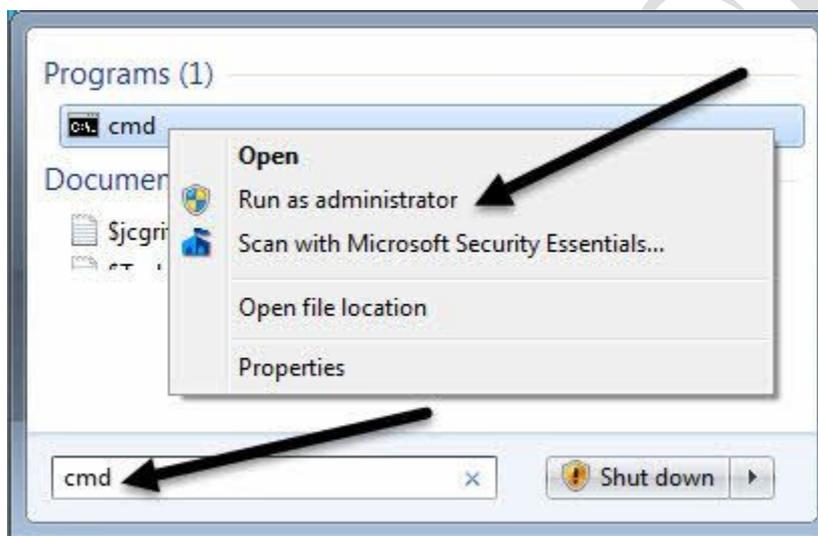


Click OK several times to get out of all the dialog windows and then restart your computer. Once you are back in, follow the exact steps again shown above, but this time select System managed size and check the Automatically manage paging file size for all drives box.

Step2 Check Disk

This error can also occur if your hard drive is either failing or has errors on the drive. One quick way to check the hard drive is to run the `chkdsk` command in Windows.

To do this, click on Start and type in **cmd**. Right-click on the top result and choose **Run as Administrator**.



At the prompt, type in the following command:

```
chkdsk /f
```

If you get a message stating the drive is locked and if you would like to schedule a `chkdsk` on the next restart, type in Y for yes. Go ahead and restart your computer and allow `chkdsk` to run, which could take a long time on Windows 7 and earlier. The process is much faster on Windows 8 and Windows 10.

```
Checking file system on C:
The type of the file system is NTFS.

A disk check has been scheduled.
Windows will now check the disk.

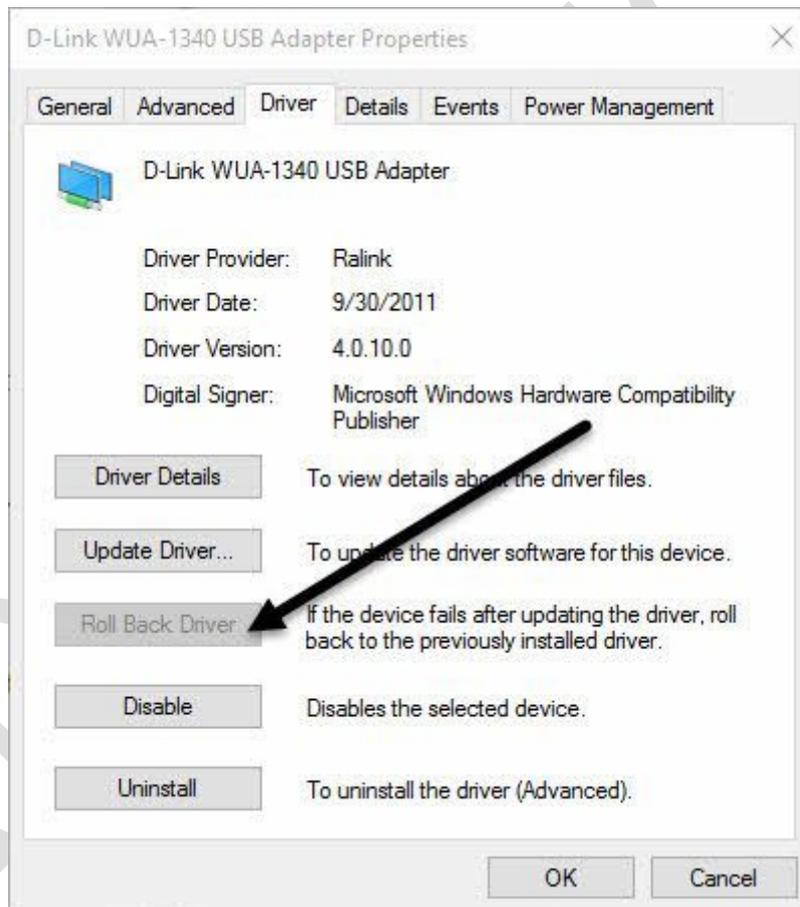
CHKDSK is verifying files (stage 1 of 3)...
0 percent complete. (147 of 141056 file records processed)
```

Step3 Bad Driver

If you recently updated a driver for a piece of hardware on your computer, it could be a faulty driver causing the blue screen issue. Drivers are essential for Windows, but sometimes the latest drivers can cause more problems than they fix.

If you are using third-party to automatically update your PC drivers, it's probably a good idea to configure the software so that you can review each driver that is going to be updated beforehand.

Anyway, you can try to fix this problem by clicking on Start and typing in Device Manager. Right-click on the device that you updated the driver for and select Roll Back Driver. You can also choose Properties and then go to the Driver tab and click the Roll Back Driver button.



If the button is disabled or you don't see the option when you right-click on a device, that means the current driver is the only driver ever installed for that device.

One last thing you can try is to click the Uninstall button and restart your computer. Windows will automatically try to install the driver for the hardware when Windows reboots. If this didn't work, try the next method.

Step4 Last Known Config

In some cases, the issue is bigger than just a driver and will require using the Last Known Good Configuration feature in Windows.

```
Windows Advanced Options Menu
Please select an option:

Safe Mode
Safe Mode with Networking
Safe Mode with Command Prompt

Enable Boot Logging
Enable UGA Mode
Last Known Good Configuration (your most recent settings that worked)
Directory Services Restore Mode (Windows domain controllers only)
Debugging Mode
Disable automatic restart on system failure
```

This basically brings back an older version of the entire Windows registry that worked. In Windows 7 and earlier, you just have to press the F8 key in order to bring up the Advanced Options screen when booting up.

In addition to trying Last Known, you should also try to do a System Restore if Last Known didn't work.

Step5 Check RAM

As mentioned above, RAM is usually the main culprit when it comes to this error. Usually, it means the RAM has become defective. Most computers will have multiple RAM chips installed and you can sometimes fix the problem by just removing the bad chip and leaving the rest in.

If you think there is a problem with the memory, Please send to RMA.

Step6 Anti-virus Software

In some rare cases, your anti-virus software can be causing the blue screen errors. I recommend uninstalling your anti-virus program completely and then restarting the computer.

The chances are quite small that any software will cause this error, but it's worth a shot at this point, especially if you are using an anti-virus product from a smaller lesser-known company.

Reference:

<https://www.online-tech-tips.com/computer-tips/page-fault-in-non-paged-area-error/>