FATAL ERROR MESSAGES

Q. "what to do" when the 'fatal exception' error message occurs ?

If an error message appears only once, or infrequently (less than once a week given daily use of the system), ignore it and reboot without fear. Most systems acknowledge an incidental error rate of 1 in every 10-100 million operations - that's once every 10 seconds to a minute. Under normal circumstances, these errors are self-correcting but **occasionally cause a system fault that produces the error message** and necessitates a reboot. There's nothing that can be done about this kind of error except to reboot and forget it - that's why **smart users have the auto-save feature enabled** on applications that allow it.

If an error message occurs with some frequency (say, once a week or more often), make a note of both the address and the module which contain the error: the address is given in hexadecimal code (mixed characters/numbers in the range 0-9/A-F), and the module is given as a filename (sometimes with the extension included).

If the **same address** is cited in repeated error messages **but the module cited is sometimes/always different**, there is a strong probability that the error is occurring in RAM (random access memory). This most often indicates that a RAM module has become defective and needs to be replaced. A service call might be necessary to identify the particular RAM module that needs replacement, but a reasonably competent person can sometimes swap modules back and forth with the replacement to do this themselves. (It's really best to let a serviceman do it, however, despite the added cost.)

If the **same module is cited** in repeated error messages, without regard to the address involved, there is a strong probability that the error is in the module - i.e**., a portion of the application in use**. Reinstall the complete software package for that application, and the error message should not reappear thereafter. Reinstalling/copying the module alone is sometimes not enough, reinstall the complete package.

If both the address and module cited differ from one occasion to the next, there is a good possibility that there is a hardware problem not involving RAM.

Go to www.google.com and enter error message, click Search. You will be given a list of links to info about this particular error message. Often a message will be found from someone who had the same problem and what they did to correct it. IF you do not find an answer in Google, then it's time to contact service to identify the faulty component and repair/replace it.

Revised 6/15/2009 JMM