
Subject: uPCI 4J sporadic Blue Screen with Windows 7 Embedded

Posted by [enesne](#) on Fri, 18 Jan 2019 13:53:58 GMT

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Hello Support,

We have many uPCI 4J cards in use in our PLC controllers. In a few systems, the IPC sporadically crashes with blue screen.

In the Minidump you can see that the rocket.sys is the reason for that.

Would it be possible to analyze the attached Minidump?

Many Thanks!

enesne

please rename the attached file in .dmp

File Attachments

1) [011719-11434-01.txt](#), downloaded 31 times

Subject: Re: uPCI 4J sporadic Blue Screen with Windows 7 Embedded

Posted by [Matt](#) on Fri, 18 Jan 2019 14:46:36 GMT

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Hello Enesne,

Can we please get some more detail about the situation?

- 1) Exact operating system version
- 2) Hardware of the IPC and uPCI cards
- 3) Version of drivers
- 4) Has this setup been working fine previously, or has the blue screen been an issue since it was stood up?
- 5) How often does this happen, and are there any patterns of usage before a crash?
- 6) Are there multiple systems? If so, do any systems *not* show the crash, and are there any differences from those that do?

Thanks,

Matt

Subject: Re: uPCI 4J sporadic Blue Screen with Windows 7 Embedded

Posted by [enesne](#) on Mon, 21 Jan 2019 15:21:37 GMT

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Hello Matt,

1)Windows Embedded Standard 7 Version 6.1 (Build 7601: Service Pack 1)

2)Intel Core i7-6820EQ 2.8 GHz, Intel QM170 IPC:

<https://www.boschrexroth.com/variou/utlities/mediadirector>

<y/index.jsp?language=en-GB&publication=NET&filterMedia>

iatype=2329&search_query=DOK-SUPPL%20-VPB%2040.4%20-IT&search_action=submit

RocketPort Card: <https://comtrol.com/rocketport-multi-port-serial-cards/rocket>

<port-universal-pci/rocketport-universal-pci-4j>

3)DriverVer=11/19/2014,8.14

4)I checked the installation logs and found no problem. The system was installed on 19.1.2018.

Since crashed four times with a rocket.sys bluescreen.

5)four times. At the last blue screen, a colleague has reported that he has noticed no external influences. But the mistake happens very seldom to judge.

6)Yes there are multiple systems! The IPCs and RP-Cards are the same! But the connect Serial devices are different! On this IPC we connected two Cognex IN-SIGHT 5400 Vision Systems. Is it conceivable that a connected device leads to an error?

Many Thanks,
enesne

Subject: Re: uPCI 4J sporadic Blue Screen with Windows 7 Embedded

Posted by [Kurt](#) on Tue, 11 Feb 2020 18:03:30 GMT

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Hi,

Sorry about the length of time to get back to you. The email notification is not working.
Is this the same issue you were working with Matt about earlier?

Thanks,
Kurt