



How To Identify a Blue Screen of Death

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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.

20% complete



For more information about this issue and possible fixes, visit <https://www.windows.com/stopcode>

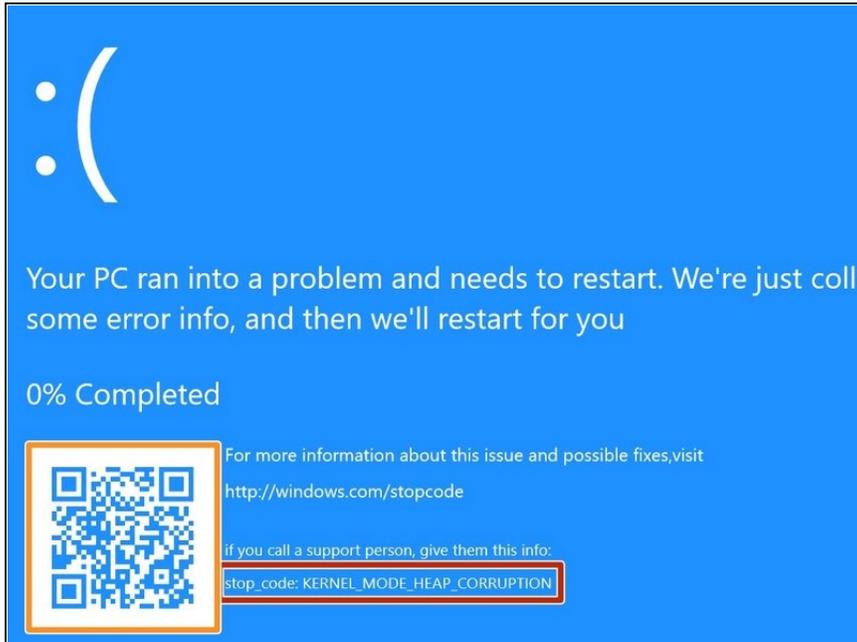
If you call a support person, give them this info:

Stop code: CRITICAL_PROCESS_DIED

INTRODUCTION

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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 Stop Code. You can see it at the bottom right of the QR code.
- Scan the QR code on screen, or go directly to the [Microsoft BSOD troubleshooting page](#) and do some investigating.
- The [list of Bug Check codes](#) may prove especially useful

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