
Welcome to WhoCrashed (Professional Edition) v 5.51

This program checks for drivers which have been crashing your computer. If your computer has displayed a blue (or black) screen of death, suddenly rebooted or shut down then this program will help you find the root cause and possibly a solution.

Whenever a computer suddenly reboots without displaying any notice or blue (or black) screen of death, the first thing that is often thought about is a hardware failure. In reality, on Windows most crashes are caused by malfunctioning device drivers and kernel modules. In case of a kernel error, many computers do not show a blue screen unless they are configured for this. Instead these systems suddenly reboot without any notice.

This program will analyze your crash dumps with the single click of a button. It will tell you what drivers are likely to be responsible for crashing your computer. It will report a conclusion which offers suggestions on how to proceed in any situation while the analysis report will display internet links which will help you further troubleshoot any detected problems.

To obtain technical support visit www.resplendence.com/support

[Click here to check if you have the latest version or if an update is available.](#)

Click the Analyze Local button to analyze this computer or the Analyze Remote button for a computer on the network...

System Information (local)

Computer name: DESKTOP-5SCL2PH
Windows version: Windows 10 , 10.0, build: 10586
Windows dir: C:\Windows
Hardware: Inspiron 11-3157, Dell Inc., 0J0KDN
CPU: GenuineIntel Intel(R) Pentium(R) CPU N3700 @ 1.60GHz Intel586, level: 6
4 logical processors, active mask: 15
RAM: 4202459136 bytes total

Crash Dump Analysis

Crash dump directory: C:\Windows\Minidump

Crash dumps are enabled on your computer.

On Sat 16/04/2016 8:01:10 AM GMT your computer crashed

crash dump file: C:\Windows\Minidump\041616-8796-01.dmp

uptime: 06:28:20

This was probably caused by the following module: [acsock64.sys](#) (acsock64+0x158DD)

Bugcheck code: 0xC5 (0x760E0002, 0x2, 0x0, 0xFFFFF800BEAB9840)

Error: [DRIVER_CORRUPTED_EXPOOL](#)

file path: C:\Windows\system32\drivers\acsock64.sys

product: [Cisco AnyConnect Secure Mobility Client](#)

company: [Cisco Systems, Inc.](#)

description: Cisco AnyConnect Kernel Driver Framework Socket Layer Interceptor

Bug check description: This indicates that the system attempted to access invalid memory at a process IRQL that was too high.

This appears to be a typical software driver bug and is not likely to be caused by a hardware problem. This might be a case of memory corruption. More often memory corruption happens because of software errors in buggy drivers, not because of faulty RAM modules.

A third party driver was identified as the probable root cause of this system error. It is suggested you look for an update for the following driver: acsock64.sys (Cisco AnyConnect Kernel Driver Framework Socket Layer Interceptor, Cisco Systems, Inc.).

Google query: [Cisco Systems, Inc. DRIVER CORRUPTED EXPOOL](#)

On Sat 16/04/2016 8:01:10 AM GMT your computer crashed

crash dump file: C:\Windows\memory.dmp

uptime: 06:28:20

This was probably caused by the following module: [acsock64.sys](#) (acsock64+0x158DD)

Bugcheck code: 0xC5 (0x760E0002, 0x2, 0x0, 0xFFFFF800BEAB9840)

Error: [DRIVER CORRUPTED EXPOOL](#)

file path: C:\Windows\system32\drivers\acsock64.sys

product: [Cisco AnyConnect Secure Mobility Client](#)

company: [Cisco Systems, Inc.](#)

description: Cisco AnyConnect Kernel Driver Framework Socket Layer Interceptor

Bug check description: This indicates that the system attempted to access invalid memory at a process IRQL that was too high.

This appears to be a typical software driver bug and is not likely to be caused by a hardware problem. This might be a case of memory corruption. More often memory corruption happens because of software errors in buggy drivers, not because of faulty RAM modules.

A third party driver was identified as the probable root cause of this system error. It is suggested you look for an update for the following driver: acsock64.sys (Cisco AnyConnect Kernel Driver Framework Socket Layer Interceptor, Cisco Systems, Inc.).

Google query: [Cisco Systems, Inc. DRIVER CORRUPTED EXPOOL](#)

On Sat 16/04/2016 12:15:24 AM GMT your computer crashed

crash dump file: C:\Windows\Minidump\041616-8718-01.dmp

uptime: 07:50:43

This was probably caused by the following module: [mwac.sys](#) (mwac+0x61B8)

Bugcheck code: 0x19 (0x20, 0xFFFFE002024CC2D8, 0xFFFFE002024CD068, 0x4D93630)

Error: [BAD POOL HEADER](#)

Bug check description: This indicates that a pool header is corrupt.

This appears to be a typical software driver bug and is not likely to be caused by a hardware problem. This might be a case of memory corruption. More often memory corruption happens because of software errors in buggy drivers, not because of faulty RAM modules.

A third party driver was identified as the probable root cause of this system error. It is suggested you look for an update for the following driver: mwac.sys .

Google query: [mwac.sys BAD POOL HEADER](#)

On Fri 15/04/2016 3:16:30 PM GMT your computer crashed

crash dump file: C:\Windows\Minidump\041616-8562-01.dmp

uptime: 00:07:12

This was probably caused by the following module: [tcpip.sys](#) (tcpip+0x150EC2)
Bugcheck code: 0x19 (0x20, 0xFFFFE0014B8E6B00, 0xFFFFE0014B8E6B20, 0x4020022)
Error: [BAD_POOL_HEADER](#)
file path: C:\Windows\system32\drivers\tcpip.sys
product: [Microsoft® Windows® Operating System](#)
company: [Microsoft Corporation](#)
description: TCP/IP Driver

Bug check description: This indicates that a pool header is corrupt.

This appears to be a typical software driver bug and is not likely to be caused by a hardware problem. This might be a case of memory corruption. More often memory corruption happens because of software errors in buggy drivers, not because of faulty RAM modules.

The crash took place in a standard Microsoft module. Your system configuration may be incorrect. Possibly this problem is caused by another driver on your system that cannot be identified at this time.

On Fri 15/04/2016 3:08:14 PM GMT your computer crashed

crash dump file: C:\Windows\Minidump\041616-8812-01.dmp
uptime: 00:48:56

This was probably caused by the following module: [mwac.sys](#) (mwac+0x6135)
Bugcheck code: 0x19 (0x20, 0xFFFFE00141251D70, 0xFFFFE00141251D90, 0x402000A)
Error: [BAD_POOL_HEADER](#)

Bug check description: This indicates that a pool header is corrupt.

This appears to be a typical software driver bug and is not likely to be caused by a hardware problem. This might be a case of memory corruption. More often memory corruption happens because of software errors in buggy drivers, not because of faulty RAM modules.

A third party driver was identified as the probable root cause of this system error. It is suggested you look for an update for the following driver: mwac.sys .

Google query: [mwac.sys BAD_POOL_HEADER](#)

On Fri 15/04/2016 2:18:48 PM GMT your computer crashed

crash dump file: C:\Windows\Minidump\041616-8671-01.dmp
uptime: 11:30:45

This was probably caused by the following module: [mwac.sys](#) (mwac+0x90BF)
Bugcheck code: 0xC2 (0x7, 0x126C, 0x0, 0xFFFFE000AFAA9D58)
Error: [BAD_POOL_CALLER](#)

Bug check description: This indicates that the current thread is making a bad pool request.

This appears to be a typical software driver bug and is not likely to be caused by a hardware problem.

A third party driver was identified as the probable root cause of this system error. It is suggested you look for an update for the following driver: mwac.sys .

Google query: [mwac.sys BAD_POOL_CALLER](#)

Conclusion

6 crash dumps have been found and analyzed. 2 third party drivers have been identified to be causing system crashes on your computer. It is strongly suggested that you check for updates for these drivers on their company websites. Click on the links below to search with Google for updates for these drivers:

[acsock64.sys \(Cisco AnyConnect Kernel Driver Framework Socket Layer Interceptor, Cisco Systems, Inc.\)](#)

mwac.sys

If no updates for these drivers are available, try searching with Google on the names of these drivers in combination with the errors that have been reported for these drivers. Include the brand and model name of your computer as well in the query. This often yields interesting results from discussions on the web by users who have been experiencing similar problems.

Read the topic [general suggestions for troubleshooting system crashes](#) for more information.

Note that it's not always possible to state with certainty whether a reported driver is responsible for crashing your system or that the root cause is in another module. Nonetheless it's suggested you look for updates for the products that these drivers belong to and regularly visit Windows update or enable automatic updates for Windows. In case a piece of malfunctioning hardware is causing trouble, a search with Google on the bug check errors together with the model name and brand of your computer may help you investigate this further.