

# HP Power Manager

## Crash

```
(c74.60c): Access violation - code c0000005 (first chance)
First chance exceptions are reported before any exception handling.
This exception may be expected and handled.
eax=00000041 ebx=0088963b ecx=0018f4c8 edx=00190000 esi=0018f280
edi=0018f4c8
eip=76c3c886 esp=0018f20c ebp=0018f218 iopl=0         nv up ei pl nz na pe
nc
cs=0023  ss=002b  ds=002b  es=002b  fs=0053  gs=002b
efl=00010206
msvcrt!_get_printf_count_output+0x2e:
76c3c886 8802             mov     byte ptr [edx],al
ds:002b:00190000=41
```

## Analyze

```
0:000> !analyze -v
*****
***
*
*
*
*
*
*
*
*
*
*****
***

*** WARNING: Unable to verify checksum for C:\Program Files (x86)\HP\Power
Manager\DevManBE.exe
*** ERROR: Module load completed but symbols could not be loaded for
C:\Program Files (x86)\HP\Power Manager\DevManBE.exe

KEY_VALUES_STRING: 1

TIMELINE_ANALYSIS: 1

Timeline: !analyze.Start
  Name: <blank>
  Time: 2019-05-07T13:30:15.90Z
  Diff: 4909 mSec
```

Timeline: Dump.Current

Name: <blank>

Time: 2019-05-07T13:30:20.0Z

Diff: 0 mSec

Timeline: Process.Start

Name: <blank>

Time: 2019-05-07T13:29:27.0Z

Diff: 53000 mSec

Timeline: OS.Boot

Name: <blank>

Time: 2019-05-07T13:14:12.0Z

Diff: 968000 mSec

DUMP\_CLASS: 2

DUMP\_QUALIFIER: 0

FAULTING\_IP:

msvcrt!\_get\_printf\_count\_output+2e

76c3c886 8802 mov byte ptr [edx],al

EXCEPTION\_RECORD: (.exr -1)

ExceptionAddress: 76c3c886 (msvcrt!\_get\_printf\_count\_output+0x0000002e)

ExceptionCode: c0000005 (Access violation)

ExceptionFlags: 00000000

NumberParameters: 2

Parameter[0]: 00000001

Parameter[1]: 00190000

Attempt to write to address 00190000

FAULTING\_THREAD: 00000dbc

DEFAULT\_BUCKET\_ID: INVALID\_POINTER\_WRITE

PROCESS\_NAME: DevManBE.exe

FOLLOWUP\_IP:

msvcrt!\_get\_printf\_count\_output+2e

76c3c886 8802 mov byte ptr [edx],al

WRITE\_ADDRESS: 00190000

ERROR\_CODE: (NTSTATUS) 0xc0000005 - The instruction at 0x%08lx referenced memory at 0x%08lx. The memory could not be %s.

EXCEPTION\_CODE: (NTSTATUS) 0xc0000005 - The instruction at 0x%08lx referenced memory at 0x%08lx. The memory could not be %s.

```
EXCEPTION_CODE_STR:  c0000005
EXCEPTION_PARAMETER1:  00000001
EXCEPTION_PARAMETER2:  00190000
WATSON_BKT_PROCTAMP:  48a03a83
WATSON_BKT_MODULE:  msvcrt.dll
WATSON_BKT_MODSTAMP:  4eeaf722
WATSON_BKT_MODOFFSET:  c886
WATSON_BKT_MODVER:  7.0.7601.17744
MODULE_VER_PRODUCT:  Microsoft® Windows® Operating System
BUILD_VERSION_STRING:  7601.23915.amd64fre.win7sp1_ldr.170913-0600
MODLIST_WITH_TSCHKSUM_HASH:  e8d2d137c84067e819bda7983d27b1e0a67c4660
MODLIST_SHA1_HASH:  2eb8c9cb28b71df9b9c9e25ffdd6b76e261fe185
NTGLOBALFLAG:  70
APPLICATION_VERIFIER_FLAGS:  0
PRODUCT_TYPE:  1
SUITE_MASK:  272
DUMP_TYPE:  fe
ANALYSIS_SESSION_HOST:  IEWIN7
ANALYSIS_SESSION_TIME:  05-07-2019 06:30:15.0090
ANALYSIS_VERSION:  10.0.17134.226 x86fre
THREAD_ATTRIBUTES:
OS_LOCALE:  ENU
PROBLEM_CLASSES:
    ID:  [0n309]
    Type:  [@ACCESS_VIOLATION]
    Class:  Addendum
    Scope:  BUCKET_ID
    Name:  Omit
    Data:  Omit
```

```
PID:    [Unspecified]
TID:    [0xdbc]
Frame:  [0] : msvcrt!_get_printf_count_output

ID:     [0n282]
Type:   [INVALID_POINTER_WRITE]
Class:  Primary
Scope:  DEFAULT_BUCKET_ID (Failure Bucket ID prefix)
        BUCKET_ID
Name:   Add
Data:   Omit
PID:    [Unspecified]
TID:    [0xdbc]
Frame:  [0] : msvcrt!_get_printf_count_output
```

BUGCHECK\_STR: APPLICATION\_FAULT\_INVALID\_POINTER\_WRITE

PRIMARY\_PROBLEM\_CLASS: APPLICATION\_FAULT

LAST\_CONTROL\_TRANSFER: from 76c3d0ef to 76c3c886

STACK\_TEXT:

0018f208 76c3d0ef 004b11a7 fffffd8f0 0018f4a8

msvcrt!\_get\_printf\_count\_output+0x2e

0018f218 76c3d0ba 00001c2c 0233a138 ffffffff

msvcrt!\_get\_printf\_count\_output+0xa8

0018f4a8 76c4d399 0018f4c8 004b1190 00000000 msvcrt!\_output\_l+0xb57

0018f4e8 0041d884 0018f508 004b1190 02368b58 msvcrt!sprintf+0x5a

WARNING: Stack unwind information not available. Following frames may be wrong.

0018f818 41414141 41414141 41414141 41414141 DevManBE+0x1d884

0018f81c 41414141 41414141 41414141 41414141 0x41414141

0018f820 41414141 41414141 41414141 41414141 0x41414141

0018f824 41414141 41414141 41414141 41414141 0x41414141

0018f828 41414141 41414141 41414141 41414141 0x41414141

0018f82c 41414141 41414141 41414141 41414141 0x41414141

0018f830 41414141 41414141 41414141 41414141 0x41414141

0018f834 41414141 41414141 41414141 41414141 0x41414141

0018f838 41414141 41414141 41414141 41414141 0x41414141

0018f83c 41414141 41414141 41414141 41414141 0x41414141

0018f840 41414141 41414141 41414141 41414141 0x41414141

0018f844 41414141 41414141 41414141 41414141 0x41414141

0018f848 41414141 41414141 41414141 41414141 0x41414141

0018f84c 41414141 41414141 41414141 41414141 0x41414141

0018f850 41414141 41414141 41414141 41414141 0x41414141

0018f854 41414141 41414141 41414141 41414141 0x41414141

0018f858 41414141 41414141 41414141 41414141 0x41414141

0018f85c 41414141 41414141 41414141 41414141 0x41414141

0018f860 41414141 41414141 41414141 41414141 0x41414141

0018f864 41414141 41414141 41414141 41414141 0x41414141

[illegible]

|          |          |          |          |          |            |
|----------|----------|----------|----------|----------|------------|
| 0018f934 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f938 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f93c | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f940 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f944 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f948 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f94c | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f950 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f954 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f958 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f95c | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f960 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f964 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f968 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f96c | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f970 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f974 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f978 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f97c | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f980 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f984 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f988 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f98c | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f990 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f994 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f998 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f99c | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f9a0 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f9a4 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f9a8 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f9ac | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f9b0 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f9b4 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f9b8 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f9bc | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f9c0 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f9c4 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f9c8 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f9cc | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f9d0 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f9d4 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f9d8 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f9dc | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f9e0 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f9e4 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f9e8 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f9ec | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f9f0 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f9f4 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |
| 0018f9f8 | 41414141 | 41414141 | 41414141 | 41414141 | 0x41414141 |



```
0018fac8 41414141 41414141 41414141 41414141 0x41414141
0018facc 41414141 41414141 41414141 41414141 0x41414141
0018fad0 41414141 41414141 41414141 41414141 0x41414141
0018fad4 41414141 41414141 41414141 41414141 0x41414141
0018fad8 41414141 41414141 41414141 41414141 0x41414141
0018fadc 41414141 41414141 41414141 41414141 0x41414141
0018fae0 41414141 41414141 41414141 41414141 0x41414141
0018fae4 41414141 41414141 41414141 41414141 0x41414141
0018fae8 41414141 41414141 41414141 41414141 0x41414141
0018faec 41414141 41414141 41414141 41414141 0x41414141
0018faf0 41414141 41414141 41414141 41414141 0x41414141
0018faf4 41414141 41414141 41414141 41414141 0x41414141
0018faf8 41414141 41414141 41414141 41414141 0x41414141
0018fafc 41414141 41414141 41414141 41414141 0x41414141
0018fb00 41414141 41414141 41414141 41414141 0x41414141
0018fb04 41414141 41414141 41414141 41414141 0x41414141
0018fb08 41414141 41414141 41414141 41414141 0x41414141
0018fb0c 41414141 41414141 41414141 41414141 0x41414141
0018fb10 41414141 41414141 41414141 41414141 0x41414141
0018fb14 41414141 41414141 41414141 41414141 0x41414141
0018fb18 41414141 41414141 41414141 41414141 0x41414141
0018fb1c 41414141 41414141 41414141 41414141 0x41414141
0018fb20 41414141 41414141 41414141 41414141 0x41414141
0018fb24 41414141 41414141 41414141 41414141 0x41414141
0018fb28 41414141 41414141 41414141 41414141 0x41414141
0018fb2c 41414141 41414141 41414141 41414141 0x41414141
0018fb30 41414141 41414141 41414141 41414141 0x41414141
0018fb34 41414141 41414141 41414141 41414141 0x41414141
0018fb38 41414141 41414141 41414141 41414141 0x41414141
0018fb3c 41414141 41414141 41414141 41414141 0x41414141
0018fb40 41414141 41414141 41414141 41414141 0x41414141
0018fb44 41414141 41414141 41414141 41414141 0x41414141
0018fb48 41414141 41414141 41414141 41414141 0x41414141
0018fb4c 41414141 41414141 41414141 41414141 0x41414141
0018fb50 41414141 41414141 41414141 41414141 0x41414141
0018fb54 41414141 41414141 41414141 41414141 0x41414141
0018fb58 41414141 41414141 41414141 41414141 0x41414141
0018fb5c 41414141 41414141 41414141 41414141 0x41414141
0018fb60 41414141 41414141 41414141 41414141 0x41414141
0018fb64 41414141 41414141 41414141 41414141 0x41414141
```

STACK\_COMMAND: ~0s ; .cxr ; kb

THREAD\_SHA1\_HASH\_MOD\_FUNC: ccb6a9afab45f7e6c9b2418fac1b99e53ff7cb39

THREAD\_SHA1\_HASH\_MOD\_FUNC\_OFFSET: 32a659d6d84c16508a38f4e27162fc87ceb011a2

THREAD\_SHA1\_HASH\_MOD: 9c3b26ee1fe3f096862e62f6ce7af8a259f7d9c8

FAULT\_INSTR\_CODE: 1ff0288

SYMBOL\_STACK\_INDEX: 0

SYMBOL\_NAME: msvcrt!\_get\_printf\_count\_output+2e

FOLLOWUP\_NAME: MachineOwner

MODULE\_NAME: msvcrt

IMAGE\_NAME: msvcrt.dll

DEBUG\_FLR\_IMAGE\_TIMESTAMP: 4eeaf722

FAILURE\_BUCKET\_ID:  
INVALID\_POINTER\_WRITE\_c0000005\_msvcrt.dll!\_get\_printf\_count\_output

BUCKET\_ID:  
APPLICATION\_FAULT\_INVALID\_POINTER\_WRITE\_msvcrt!\_get\_printf\_count\_output+2e

FAILURE\_EXCEPTION\_CODE: c0000005

FAILURE\_IMAGE\_NAME: msvcrt.dll

BUCKET\_ID\_IMAGE\_STR: msvcrt.dll

FAILURE\_MODULE\_NAME: msvcrt

BUCKET\_ID\_MODULE\_STR: msvcrt

FAILURE\_FUNCTION\_NAME: \_get\_printf\_count\_output

BUCKET\_ID\_FUNCTION\_STR: \_get\_printf\_count\_output

BUCKET\_ID\_OFFSET: 2e

BUCKET\_ID\_MODTIMESTAMP: 4eeaf722

BUCKET\_ID\_MODCHECKSUM: a8f06

BUCKET\_ID\_MODVER\_STR: 7.0.7601.17744

BUCKET\_ID\_PREFIX\_STR: APPLICATION\_FAULT\_INVALID\_POINTER\_WRITE\_

FAILURE\_PROBLEM\_CLASS: APPLICATION\_FAULT

FAILURE\_SYMBOL\_NAME: msvcrt.dll!\_get\_printf\_count\_output

TARGET\_TIME: 2019-05-07T13:30:33.000Z

OSBUILD: 7601

OSSERVICEPACK: 1

```
SERVICEPACK_NUMBER: 0

OS_REVISION: 0

OSPLATFORM_TYPE:  x86

OSNAME:  Windows 7

OSEDITION:  Windows 7 WinNt (Service Pack 1) SingleUserTS

USER_LCID:  0

OSBUILD_TIMESTAMP:  2017-09-13 08:11:54

BUILDDATESTAMP_STR:  170913-0600

BUILDLAB_STR:  win7sp1_ldr

BUILDOSVER_STR:  6.1.7601.23915.amd64fre.win7sp1_ldr.170913-0600

ANALYSIS_SESSION_ELAPSED_TIME:  4903

ANALYSIS_SOURCE:  UM

FAILURE_ID_HASH_STRING:
um:invalid_pointer_write_c0000005_msvcrt.dll!_get_printf_count_output

FAILURE_ID_HASH:  {27f390ea-67a8-7817-6f47-dac620d9cece}

Followup:      MachineOwner
-----
```

## Step

```
0:000> t
(c74.60c): Access violation - code c0000005 (first chance)
First chance exceptions are reported before any exception handling.
This exception may be expected and handled.
eax=00000000 ebx=00000000 ecx=41414141 edx=778c34dd esi=00000000
edi=00000000
eip=41414141 esp=0018ec70 ebp=0018ec90 iopl=0         nv up ei pl zr na pe
nc
cs=0023  ss=002b  ds=002b  es=002b  fs=0053  gs=002b
efl=00010246
41414141 ??                ???
0:000> dp esp
0018ec70  778c34c9 0018ed58 0018f80c 0018eda8
0018ec80  0018ed2c 0018f80c 778c34dd 0018f80c
```

|          |          |          |          |          |
|----------|----------|----------|----------|----------|
| 0018ec90 | 0018ed40 | 778c349b | 0018ed58 | 0018f80c |
| 0018eca0 | 0018eda8 | 0018ed2c | 41414141 | 00000000 |
| 0018ecb0 | 0018ed58 | 0018f80c | 778c343c | 0018ed58 |
| 0018ecc0 | 0018f80c | 0018eda8 | 0018ed2c | 41414141 |
| 0018ecd0 | 0018f4c8 | 0018ed58 | 0018f280 | 00000000 |
| 0018ece0 | 00000000 | 00000000 | 00000000 | 00000000 |