



Analysis Summary		
Type	Description	Recommendation
 Error	In w3wp__PID__2960__Date__06_12_2009__Time_12_11_43AM__3__Second_Chance_Exception_C0000005.dmp the assembly instruction at <b>ntdll!RTtlAllocateHeap+33e</b> in <b>C:\WINDOWS\system32\ntdll.dll</b> from <b>Microsoft Corporation</b> has caused an <b>access violation exception (0xC0000005)</b> when trying to <b>read from</b> memory location <b>0x00000000</b> on thread <b>0</b>	An access violation exception thrown by a heap memory manager function indicates <b>heap corruption</b> . Please follow the steps outlined in the following Knowledge Base article: <a href="#">300966 How to debug heap corruption issues in Internet Information Services (IIS)</a>
	Heap corruption was detected in heap <b>0x03720000</b> , however pageheap was <b>not</b> enabled in this dump. Please follow the instructions in the recommendation section for troubleshooting heap corruption issues.	
	Current NTGlobalFlags value: <b>0x0</b>	
 Information	DebugDiag determined that this dump file (w3wp__PID__2960__Date__06_12_2009__Time_12_11_43AM__3__Second_Chance_Exception_C0000005.dmp) is a crash dump and did not perform any hang analysis. If you wish to enable <b>combined crash and hang analysis</b> for crash dumps, edit the CrashHangAnalysis.asp script (located in the DebugDiag\Scripts folder) and set the <b>g_DoCombinedAnalysis</b> constant to <b>True</b> .	

Analysis Details



 Your browser settings are currently prohibiting this report's scripts from running. This is preventing some features of this analysis report from displaying properly. To enable scripts to run, right-click the security warning above and choose "Allow Blocked Content..." or enable the "Allow active content to run in files on My Computer\*" setting on the Advanced tab of your "Internet Options" dialog to avoid being prompted in the future

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[Faulting Thread](#)  
[Faulting Module Information](#)

 Report for w3wp\_\_PID\_\_2960\_\_Date\_\_06\_12\_2009\_\_Time\_12\_11\_43AM\_\_3\_\_Second\_Chance\_Exception\_C0000005.dmp

Report for  
w3wp\_\_PID\_\_2960\_\_Date\_\_06\_12\_2009\_\_Time\_12\_11\_43AM\_\_3\_\_Second\_Chance\_Exception\_C0000005.dmp

Type of Analysis Performed	Crash Analysis
Machine Name	WEB
Operating System	Windows Server 2003 Service Pack 2
Number Of Processors	2
Process ID	2960
Process Image	c:\WINDOWS\system32\inetssrv\w3wp.exe
System Up-Time	21:06:45
Process Up-Time	21:04:35

Thread 0 - System ID 2964

Entry point	w3wp!wmainCRTStartup
Create time	11-6-2009 3:07:09
Time spent in user mode	0 Days 0:0:0.156
Time spent in kernel mode	0 Days 0:0:0.187

Function	Arg 1	Arg 2	Arg 3	Source
ntdll!RTtlAllocateHeap+33e	03720000	00000000	00000020	
libgfl290!gflPNGSetComment+6f4	00000018	04b19108	00000018	
libgfl290!gflPNGSetComment+5eb	0000001c	04b214bd	00000000	
libgfl290!gflPNGSetComment+20ee	04b00000	00000001	00000001	
ntdll!LdrpCallInitRoutine+14	04b1ba4a	04b00000	00000000	
ntdll!LdrShutdownProcess+182	00000000	00000001	7ffda8000	
kernel32!_ExitProcess+43	fffffffe	77e8f3b0	fffffffe	
kernel32!ExitProcess+14	fffffffe	0006ff5c	77bcaefc	
msvcrt!_crtExitProcess+32	fffffffe	00000000	fffffffe	
msvcrt!_cinit+d2	fffffffe	00000000	00000000	
msvcrt!exit+11	fffffffe	00000000	00000000	
w3wp!wmainCRTStartup+144	00000000	00000000	7ffda8000	
kernel32!BaseProcessStart+23	010018f8	00000000	78746341	

NTDLL!RTLALLOCATEHEAP+33E

Detailed Info For Corrupt Heap

Heap 47 - 0x03720000

Heap Name	libgfl290!EXIFThumbGet+359320
Heap Description	This heap is used by libgfl290
Reserved memory	1,06 MBytes
Committed memory	112,00 KBytes (10,29% of reserved)
Uncommitted memory	976,00 KBytes (89,71% of reserved)
Number of heap segments	2 segments
Number of uncommitted ranges	3 range(s)
Size of largest uncommitted range	860,00 KBytes
Calculated heap fragmentation	11,89%

Segment Information

Base Address	Reserved Size	Committed Size	Uncommitted Size	Number of uncommitted ranges	Largest uncommitted block	Calculated heap fragmentation
0x03720640	64,00 KBytes	56,00 KBytes	8,00 KBytes	1	8,00 KBytes	0,00%
0x04d70000	1.024,00 KBytes	56,00 KBytes	968,00 KBytes	2	860,00 KBytes	11,16%

Top 5 allocations by size

Allocation Size - 15056	<div></div>	14,70 KBytes
Allocation Size - 10800	<div></div>	10,55 KBytes
Allocation Size - 3600	<div></div>	7,03 KBytes
Allocation Size - 6144	<div></div>	6,00 KBytes
Allocation Size - 1024	<div></div>	2,00 KBytes

Top 5 allocations by count

Allocation Size - 32	<div></div>	18 allocation(s)
Allocation Size - 64	<div></div>	11 allocation(s)
Allocation Size - 48	<div></div>	3 allocation(s)
Allocation Size - 656	<div></div>	3 allocation(s)
Allocation Size - 144	<div></div>	3 allocation(s)

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In w3wp\_PID\_\_2960\_\_Date\_\_06\_12\_2009\_\_Time\_12\_11\_43AM\_\_3\_\_Second\_Chance\_Exception\_C0000005.dmp the assembly instruction at **ntdll!RtlAllocateHeap+33e** in **C:\WINDOWS\system32\ntdll.dll** from **Microsoft Corporation** has caused an **access violation exception (0xC0000005)** when trying to **read from** memory location **0x00000000** on thread [Q](#)

Heap corruption was detected in heap [0x03720000](#), however pageheap was **not** enabled in this dump. Please follow the instructions in the recommendation section for troubleshooting heap corruption issues.

Current NTGlobalFlags value: **0x0**

Module Information

Image Name:	C:\WINDOWS\system32\ntdll.dll	Symbol Type:	PDB
Base address:	0x7c800000	Time Stamp:	Mon Feb 09 12:02:56 2009
Checksum:	0x000c2b9d	Comments:	
COM DLL:	False	Company Name:	Microsoft Corporation
ISAPIExtension:	False	File Description:	NT Layer DLL
ISAPIFilter:	False	File Version:	5.2.3790.4455 (srv03_sp2_gdr.090203-1205)
Managed DLL:	False	Internal Name:	ntdll.dll
VB DLL:	False	Legal Copyright:	© Microsoft Corporation. All rights reserved.
Loaded Image Name:	ntdll.dll	Legal Trademarks:	
Mapped Image Name:		Original filename:	ntdll.dll
Module name:	ntdll	Private Build:	
Single Threaded:	False	Product Name:	Microsoft® Windows® Operating System
Module Size:	776,00 KBytes	Product Version:	5.2.3790.4455
Symbol File Name:	c:\symcache\ntdll.pdb\4613B105DA224E789F26051F952BE5A82\ntdll.pdb	Special Build:	&

Script Summary

Script Name	Status	Error Code	Error Source	Error Description	Source Line
CrashHangAnalysis.asp	Completed				