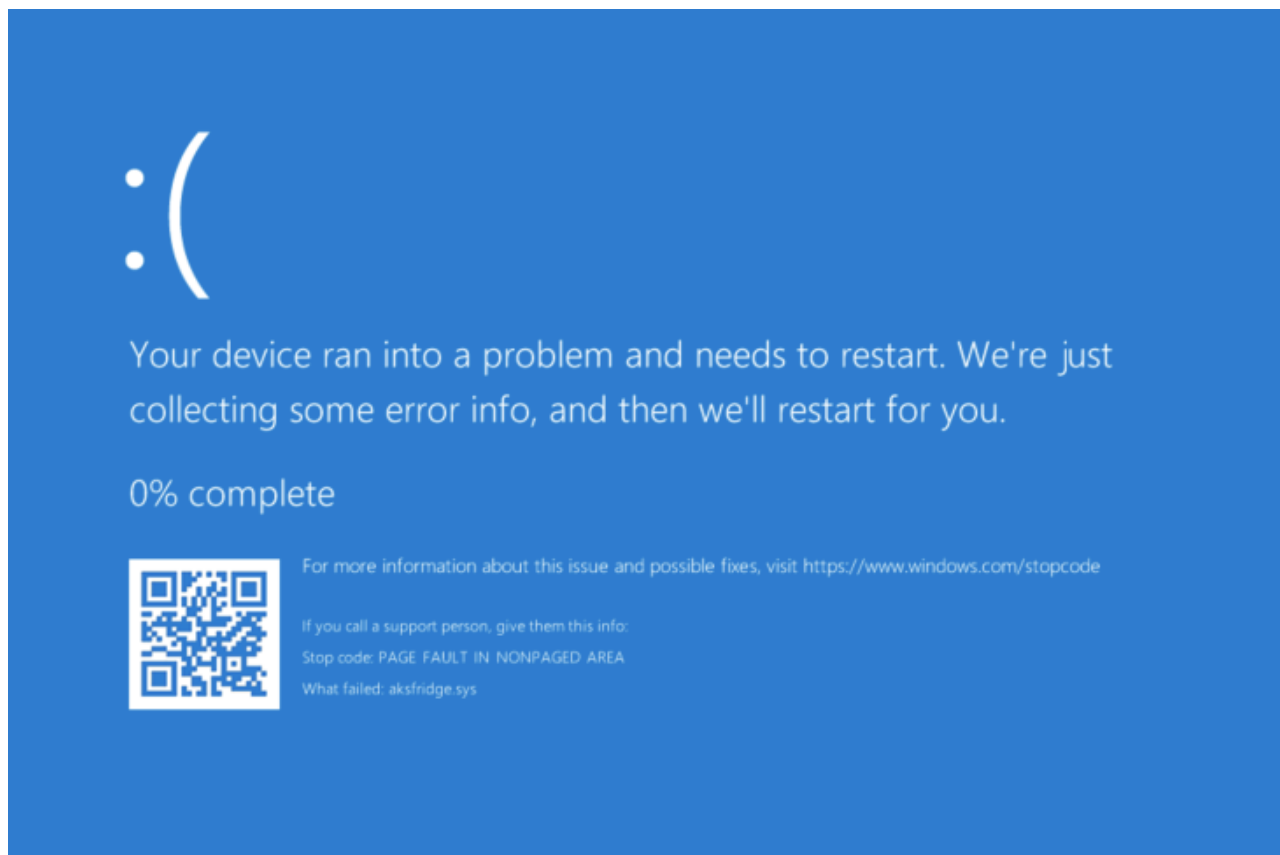# Windows 10 version 2004 crashes with a blue screen PAGE FAULT IN NONPAGED AREA error

Problem

There are two scenarios where Windows 10 Version 2004 can crash due to a Mastercam installation.

1. Windows 10 is updated from a previous version to 2004 and older HASP drivers were installed already. The operating system will crash during startup with a blue screen PAGE FAULT IN NONPAGED AREA aksfridge.sys error and fail to load Windows.

2. A Mastercam installation is executed on a Windows 10 version 2004 system that had no previous installations of HASP drivers. Before the Mastercam installation completes, a blue screen PAGE FAULT IN NONPAGED AREA aksdf.sys error pops up and the computer shuts down.

Cause

Windows Update version 2004 has been found to cause many hardware conflicts, including blue screen errors when older HASP drivers are detected (which are installed with all versions of Mastercam). Due to this, Microsoft has put the update on hold for any computer that has HASP drivers installed. Although this hold is in place, the update can still be manually installed onto these systems and result in a blue screen crash.

Note: This issue will occur for all Mastercam customers, regardless of the type of licensing being used. Even a customer running a software license will have this issue due to the HASP drivers being part of all Mastercam installations.

Solution

For systems that updated from a previous release of Windows to 2004 and had HASP drivers already installed, Windows will fail to load and always come up to a blue screen error message before the desktop appears. The solution for cases where Windows cannot successfully start can be found on the HASP manufacturer's website: https://supportportal.thalesgroup.com/csm?id=kb_article_view&sys_kb_id=39f264ea1b981854f12064606e4bcb2f&sysparm_article=KB0021742
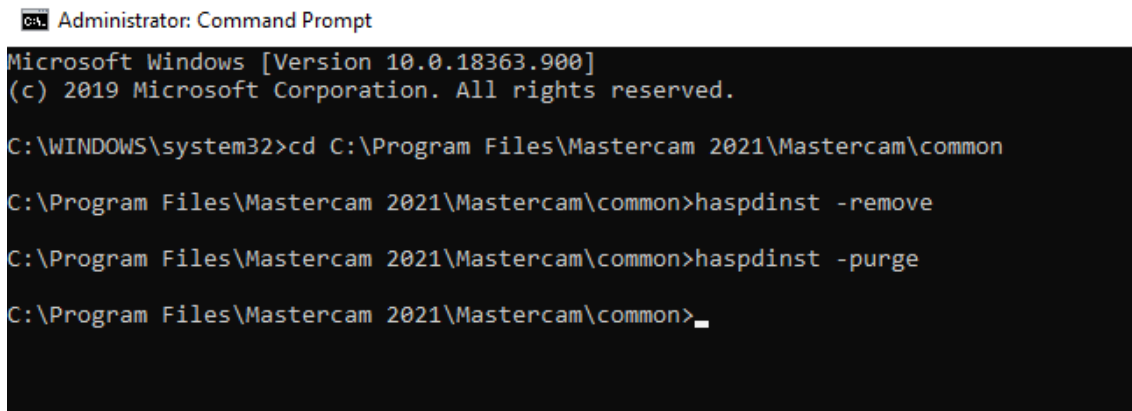
For systems where Windows version 2004 loads successfully, the old HASP drivers can be removed and the newer ones installed in their place.

1. Unplug the HASP or NetHASP from the USB Port on the computer.

2. Open command prompt and type these commands in. If Mastercam 2021 is not installed on the system, replace the path listed below with the latest version installed on the system. Also, press **Enter** after each command and click **OK** in the Operation successfully complete dialog that pops up after the haspdinst command completes.

   cd C:\Program Files\Mastercam 2021\Mastercam\common

   haspdinst -remove

   haspdinst -purge

3. Reboot the system.

4. Install new HASP drivers from here: https://downloads.mastercam.com/public/drivers/Sentinel_LDK_20200608_setup.zip

If you have a failed partial installation of Mastercam that you cannot uninstall or repair, this tool from Microsoft can help to remove it:
https://support.microsoft.com/en-us/help/17588/windows-fix-problems-that-block-programs-being-installed-or-removed

When Mastercam is installed **after** these newest drivers are installed, the newer drivers will not get overwritten by the older ones that normally get installed during Mastercam installations. Therefore avoiding a blue screen crash during install.

References

Thales Group KB0021742

Posted 2 Months Ago by FRico1

https://kb.mastercam.com/KnowledgebaseArticle50730.aspx