

Alienware Systems Crashing To BAD_POOL_HEADER error or 0xD1 DRIVER_IRQL_NOT_LESS_OR_EQUAL BSOD Errors

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This article provides the information on Windows **BAD_POOL_HEADER** error or **0xD1 DRIVER_IRQL_NOT_LESS_OR_EQUAL** on Alienware systems with Non-Volatile Memory Express (NVMe) Solid State Drives (SSD)".

Supported Systems:

Alienware 13 R2

Alienware 15 R2

Alienware 17 R3

Alienware X51 R3

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What is happening?

Some Alienware users have reported BAD_POOL_HEADER errors in Windows 7/8.1/10 causing the system to restart. This issue has only been reported on Precision Workstations, XPS, Alienware and other systems with both the Skylake chipset and a NVMe High Performance SSD.



Your PC ran into a problem and needs to restart. We're just collecting some error info, and then we'll restart for you. (0% complete)

If you'd like to know more, you can search online later for this error: BAD_POOL_HEADER

Stop errors have also been reported with Windows 7 and a stop code of 0xD1 DRIVER_IRQL_NOT_LESS_OR_EQUAL and can point to lastorA.sys.

Dell Engineering has determined that a change to the Intel Storage Controller driver generates this error when SupportAssist interrogates the sensor data stream of the system. All versions of Windows are affected.

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Solution

Dell Engineering released an update to SupportAssist to eliminate this issue March 26th, 2016. Future versions of SupportAssist will incorporate this fix. This update is automatically integrated into SupportAssist on any system with SupportAssist active and the system is connected to the Internet.

After March 26, 2016, if SupportAssist was uninstalled, this update is integrated into the application during the SupportAssist re-installation process, which resolves the Blue Screen issue.

Note: Additional troubleshooting steps to resolve the issue.

1. Uninstall all versions of SupportAssist from Programs and Features.
2. Update the Intel Rapid Storage Tech Driver from the [Dell Support Website](#) if available.
3. Download **SupportAssist version 1.2.6793.01** or later from the [Dell Support Website](#). All of these include the fix.
4. Install SupportAssist, restart the system.