

## Re: Explorer unresponsive

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2008-01/msg00589.html>

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- *From:* "Gerry" <[gerry@xxxxxxxxxx](mailto:gerry@xxxxxxxxxx)>
  - *Date:* Fri, 25 Jan 2008 09:42:00 -0000
- 

Jeff

You did not answer this question.

You should be able to gather more information from Task Manager. With the Processes tab open select View, Select, Columns and check the boxes before Peak Memory Usage and Virtual Memory size. What are the figures for the 6 processes using the largest amounts?

Have you tried disabling Internet Explorer Add Ons and observing for effect. Add them back one by one and see what difference they make? In Internet Explorer select Tools, Manage Add Ons, Enable or Disable Add Ons.

Is your mouse wired or wireless?

I have noted that you have Norton Internet Security 2008. Do you have any other anti-spyware programmes? Have you scanned for spyware recently?

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Hope this helps.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

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Jeff Stanton wrote:

"Gerry" <[gerry@xxxxxxxxxx](mailto:gerry@xxxxxxxxxx)> wrote in message  
[news:uEx8yBGXIHA.4448@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:uEx8yBGXIHA.4448@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Jeff

Re: Explorer unresponsive

The Commit Charges figures from Task Manager are less than your RAM. The peak is large but the current figure quite reasonable. Are you running some programmes e.g. graphics which create big demands for memory?

I run Corel Draw and Photoshop.

The Defragmenter Report suggests you have an HP Digital Image software. What exactly is this?

It is a program for moving digital photos from camera to computer and manipulating them.

You should be able to gather more information from Task Manager. With the Processes tab open select View, Select, Columns and check the boxes before Peak Memory Usage and Virtual Memory size. What are the figures for the 6 processes using the largest amounts?

Does your system become noticeably more responsive after rebooting?

Not that I have noticed.

Your system is badly fragmented.

Select Start, All Programs, Accessories, System Tools, Disk CleanUp to Empty your Recycle Bin and Remove Temporary Internet Files. Also select Start, All Programs, accessories, System Tools, Disk CleanUp, More Options, System Restore and remove all but the latest System Restore point. Run Disk Defragmenter.

I did all you specified, then rebooted and tried again, but IE still freezes after it opens.

Hope this helps.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

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Re: Explorer unresponsive

Jeff Stanton wrote:

Gerry,  
1.0 Gb RAM  
Task Manager:  
Total Commit 413204  
Limit 2521760  
Peak 928444  
Computer on 24/7, with periodic reboots.  
Defragmenter:  
Volume (C:)  
Volume size = 102 GB  
Cluster size = 4 KB  
Used space = 28.76 GB  
Free space = 72.82 GB  
Percent free space = 71 %

Volume fragmentation  
Total fragmentation = 7 %  
File fragmentation = 15 %  
Free space fragmentation = 0 %

File fragmentation  
Total files = 98,587  
Average file size = 529 KB  
Total fragmented files = 4,799  
Total excess fragments = 25,294  
Average fragments per file = 1.25

Pagefile fragmentation  
Pagefile size = 1.50 GB  
Total fragments = 1

Folder fragmentation  
Total folders = 8,371  
Fragmented folders = 248  
Excess folder fragments = 569

Master File Table (MFT) fragmentation  
Total MFT size = 131 MB  
MFT record count = 107,496  
Percent MFT in use = 80 %  
Total MFT fragments = 3

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Fragments File Size Most fragmented files  
1,536 14 MB \Documents and Settings\Jeff  
Stanton\Local Settings\Temp\Norton Internet Security 2008  
11-26-2007  
14h5m28s.log 901 56 MB \System Volume

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Information\catalog.wci\00010003.ci  
349 32 MB \System Volume  
Information\\_restore{65CB372D-E45C-438A-8D1D-62BA9819FA04}\RP1283\snapshot\  
314 24 MB \Documents and  
Settings\NetworkService\Local Settings\Temporary Internet  
Files\Content.IE5\016N4LUZ\iTunes[1].msi 308 31 MB  
\System Volume  
Information\\_restore{65CB372D-E45C-438A-8D1D-62BA9819FA04}\RP1222\snapshot\  
278 17 MB \System Volume  
Information\\_restore{65CB372D-E45C-438A-8D1D-62BA9819FA04}\RP1251\A0080619  
274 17 MB \Program Files\Common Files\Symantec  
Shared\VirusDefs\BinHub\viruscan7.dat 221 2 MB  
\Documents and Settings\Jeff Stanton\Local  
Settings\Application  
Data\HP\Digital Imaging\cache2\3.DB 201 2 MB  
\Documents  
and Settings\Jeff Stanton\Local  
Settings\Temp\vcredist32\_11-26-2007\_14h5m14s.log 195  
14  
MB \System Volume  
Information\\_restore{65CB372D-E45C-438A-8D1D-62BA9819FA04}\RP1266\A0081101  
182 13 MB \System Volume  
Information\\_restore{65CB372D-E45C-438A-8D1D-62BA9819FA04}\RP1243\A0080426  
163 21 MB \Documents and Settings\Jeff  
Stanton\Local Settings\Application  
Data\Google\GoogleEarth\dbCache.dat 147 9 MB  
\WINDOWS\Microsoft.NET\Framework\v1.1.4322\Updates\M928366\M928366Uninstall.ms  
144 9 MB  
\WINDOWS\PCHealth\HelpCtr\DataColl\CollectedData\_31544.xml  
144 9  
MB  
\WINDOWS\PCHealth\HelpCtr\DataColl\CollectedData\_31964.xml  
144 9 MB  
\WINDOWS\PCHealth\HelpCtr\DataColl\CollectedData\_33074.xml  
144 9 MB  
\WINDOWS\PCHealth\HelpCtr\DataColl\CollectedData\_32954.xml  
144 9 MB  
\WINDOWS\PCHealth\HelpCtr\DataColl\CollectedData\_32324.xml  
144 9 MB  
\WINDOWS\PCHealth\HelpCtr\DataColl\CollectedData\_32354.xml  
140 663 KB \WINDOWS\ntbtlog.txt  
136 8 MB  
\WINDOWS\PCHealth\HelpCtr\DataColl\CollectedData\_33103.xml  
130 1 MB \Documents and Settings\Jeff  
Stanton\Local Settings\Application Data\HP\Digital  
Imaging\cache2\44.DB 129 8 MB \System Volume  
Information\\_restore{65CB372D-E45C-438A-8D1D-62BA9819FA04}\RP1225\A0079914  
129 8 MB \System Volume  
Information\\_restore{65CB372D-E45C-438A-8D1D-62BA9819FA04}\RP1225\A0079916  
120 15 MB \Program Files\Corel\CorelDRAW  
Graphics Suite

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13\Core\PHOTO-PAINT\Samples\Sample2.cpt

118 88 MB \export.reg

114 7 MB \System Volume

Information\\_restore{65CB372D-E45C-438A-8D1D-62BA9819FA04}\RP1266\A0081087

110 661 KB \Documents and Settings\Jeff

Stanton\Local Settings\Application Data\HP\Digital

Imaging\cache2\67.DB 108 6 MB \Program

Files\Common Files\Symantec

Shared\SymcData\ncol.0defs\BinHub\Identifiers.xml.bin

106 19 MB

\System Volume

Information\\_restore{65CB372D-E45C-438A-8D1D-62BA9819FA04}\RP1266\A0081097

No memory optimizers. Event Viewer:

Event Type: Error

Event Source: DCOM

Event Category: None

Event ID: 10010

Date: 1/20/2008

Time: 9:11:16 PM

User: PREFERRE-25E480\Jeff Stanton

Computer: PREFERRE-25E480

Description:

The server

{FBA44040-BD27-4A09-ACC8-C08B7C723DCD} did

not register

with DCOM within the required timeout.

Event Type: Error

Event Source: Application Hang

Event Category: None

Event ID: 1001

Date: 1/19/2008

Time: 8:52:07 AM

User: N/A

Computer: PREFERRE-25E480

Description:

Fault bucket 126637809.

For more information, see Help and Support Center at

<http://go.microsoft.com/fwlink/events.asp>.

Data:

0000: 42 75 63 6b 65 74 3a 20 Bucket:

0008: 31 32 36 36 33 37 38 30 12663780

0010: 39 0d 0a 9..

For more information, see Help and Support Center at

<http://go.microsoft.com/fwlink/events.asp>.

Event Type: Error

Event Source: Application Hang

Event Category: (101)

Event ID: 1002

Date: 1/19/2008

Re: Explorer unresponsive

Time: 8:52:04 AM

User: N/A

Computer: PREFERRE-25E480

Description:

Hanging application iexplore.exe, version 6.0.2900.2180, hang module hungapp, version 0.0.0.0, hang address 0x00000000.

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

Data:

0000: 41 70 70 6c 69 63 61 74 Applicat  
0008: 69 6f 6e 20 48 61 6e 67 ion Hang  
0010: 20 20 69 65 78 70 6c 6f iexpl  
0018: 72 65 2e 65 78 65 20 36 re.exe 6  
0020: 2e 30 2e 32 39 30 30 2e .0.2900.  
0028: 32 31 38 30 20 69 6e 20 2180 in  
0030: 68 75 6e 67 61 70 70 20 hungapp  
0038: 30 2e 30 2e 30 2e 30 20 0.0.0.0  
0040: 61 74 20 6f 66 66 73 65 at offse  
0048: 74 20 30 30 30 30 30 30 t 000000  
0050: 30 30 00

"Gerry" <gerry@xxxxxxxxxx> wrote in message  
<news:%23WvXJxpWIHA.6140@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Jeff

How much RAM.

Try Ctrl+Alt+Delete to select Task Manager and click the Performance Tab. Under Commit Charge what is the Total, the Limit and the Peak? Do you leave your computer on 24/7?

Open Disk Defragmenter and click on Analyse. Select View Report and click on Save As and Save. Now find VolumeC.txt in your My Documents Folder and post a copy. Do this before running Disk Defragmenter as it is more informative.

Any memory optimisers installed?

Please post copies of all Error and Warning Reports appearing in the System and Application logs in Event Viewer for the last boot.

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No Information Reports or Duplicates please. Indicate which also appear in a previous boot.

You can access Event Viewer by selecting Start, Control Panel, Administrative Tools, and Event Viewer.

A tip for posting copies of Error Reports!  
Run Event Viewer and double click on the error you want to copy. In the window, which appears is a button resembling two pages. Click the button and close Event Viewer. Now start your message (email) and do a paste into the body of the message. Make sure this is the first paste after exiting from Event Viewer.

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Hope this helps.

Gerry  
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FCA  
Stourport, England  
Enquire, plan and execute  
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Jeff Stanton wrote:

Internet Explorer on my desktop has suddenly become unresponsive. I can open it, it still receives and displays websites, but will not respond to my mouse. Any suggestions?

Jeff