

## Re: Explorer unresponsive

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2008-01/msg00593.html>

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- *From:* "Jeff Stanton" <jstanton@xxxxxxxxxx>
  - *Date:* Fri, 25 Jan 2008 08:05:32 -0500
- 

"Gerry" <gerry@xxxxxxxxxx> wrote in message  
<news:%23DmCVazXIHA.5160@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

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?

Sorry about that. I had the figures, but forgot to include them:

Easyshare.exe 34,584K  
explorer.exe 30,156K  
crSvcHst.exe 78,816K  
GoogleDesktop.exe 74,724K  
msimn.exe 29,720K

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.

I did try this early on, with no help, but these add ons have been in place for a long time, and the problem just popped up out of the blue. There have been no changes in my system for some time. No added software, no upgrades, etc.

Is your mouse wired or wireless?

The mouse is wired.

Re: Explorer unresponsive

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

Norton is the only one. Scanning is done on a regular basis, automatically.

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Hope this helps.

Gerry

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FCA

Stourport, England

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Jeff Stanton wrote:

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

Jeff

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.

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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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Jeff Stanton wrote:

Gerry,  
1.0 Gb RAM  
Task Manager:  
Total Commit 413204  
Limit 2521760  
Peak 928444

Re: Explorer unresponsive

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

Information\catalog.wci\00010003.ci

349 32 MB \System Volume

Information\\_restore{65CB372D-E45C-438A-8D1D-62BA9819FA04}\RP1283\sn

314 24 MB \Documents and

Settings\NetworkService\Local

Settings\Temporary Internet

Files\Content.IE5\016N4LUZ\iTunes[1].msi

308 31 MB

\System Volume

Re: Explorer unresponsive

Information\\_restore{65CB372D-E45C-438A-8D1D-62BA9819FA04}\RP1222\sn  
278 17 MB \System Volume  
Information\\_restore{65CB372D-E45C-438A-8D1D-62BA9819FA04}\RP1251\AC  
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\vcridist32\_11-26-2007\_14h5m14s.log  
195 14  
MB \System Volume  
Information\\_restore{65CB372D-E45C-438A-8D1D-62BA9819FA04}\RP1266\AC  
182 13 MB \System Volume  
Information\\_restore{65CB372D-E45C-438A-8D1D-62BA9819FA04}\RP1243\AC  
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\M928366Unir  
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\AC  
129 8 MB \System Volume  
Information\\_restore{65CB372D-E45C-438A-8D1D-62BA9819FA04}\RP1225\AC  
120 15 MB \Program  
Files\Corel\CorelDRAW  
Graphics Suite  
13\Corel\PHOTO-PAINT\Samples\Sample2.cpt  
118 88 MB \export.reg

Re: Explorer unresponsive

114 7 MB \System Volume  
Information\\_restore{65CB372D-E45C-438A-8D1D-62BA9819FA04}\RP1266\AC  
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\AC

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

Re: Explorer unresponsive

Date: 1/19/2008

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 iexplor

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@xxxxxxxx> wrote in message

[news:%23WvXJxpWIHA.6140@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto: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

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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.

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

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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