

## Re: Windows freezes up

**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2004-04/16629.html>

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Depends.....

Unexplained computer behavior may be caused by deceptive software

<http://support.microsoft.com/default.aspx?scid=kb;EN-US:827315>

Ad-Aware

<http://www.lavasoftusa.com/>

Spybot

<http://tinyurl.com/btf8>

CWS shredder (Line 313)

[http://www.kellys-korner-xp.com/xp\\_tweaks.htm](http://www.kellys-korner-xp.com/xp_tweaks.htm)

Hijack This

<http://www.spychecker.com/program/hijackthis.html>

Free Online Virus Scan

[http://housecall.trendmicro.com/housecall/start\\_corp.asp](http://housecall.trendmicro.com/housecall/start_corp.asp)

If the above hasn't helped nor applies:

You can use Event Viewer to view and manage the event logs, gather information about hardware and software problems, and monitor Windows security events.

To view the event log: Administrative Tools/Event Viewer or Start/Run/eventvwr.

To review Shutdown Event Tracker data, Open Event Viewer. Click System Log, scroll to the Event column, and find entries with the number 1075.

HOW TO: View and Manage Event Logs in Event Viewer in Windows XP

<http://support.microsoft.com/default.aspx?scid=kb;EN-US;q308427>

And also:

microsoft.public.windowsxp.general: Re: Windows freezes up

Go to Start/Run/Msinfo32/Hardware Resources, Components/Problem Devices and Software Environment/Windows Error Reporting.

Go to Help and Support/Pick a Task (left side)/Use Tools to view.../(left pane)My Computer Information/(right pane)View the status of my system hardware and software/Hardware/Update and Troubleshooters.

How to Troubleshoot Hardware and Software Driver Problems  
<http://support.microsoft.com/default.aspx?scid=kb:en-us:Q322205>

Try running the DirectX Tool: Start/Run/Dxdiag, Lower Hardware Acceleration (Display/Settings/Advanced/Troubleshoot/Hardware Acceleration). Check System Info for problematic issues: Start/Run/Msinfo32/Hardware Resources and Components/Problem Devices and Software Environment/Windows Error Reporting.

Report Error's to Microsoft automatically

Start/Run/gpedit.msc/Computer Configuration/Administrative Templates/System/Error Reporting. Right click Report Errors/Properties. Check off Enable and then check off, Do not display links to any MS provided more information web sites. Apply, ok.

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All the Best,

Kelly

Microsoft-MVP Windows® XP

2004 Windows MVP "Winny" Award

Troubleshooting Windows XP

<http://www.kellys-korner-xp.com>

Taskbar Repair Tool Plus!

<http://www.kellys-korner-xp.com/taskbarplus!.htm>

"Allie" <hfs1@bigpond.net.au> wrote in message

news:0c4001c425c8\$3c0c6a30\$a501280a@phx.gbl...

>I have a problem where when ever my outlook or explorer

> is up, the screen freezes or just hangs there. Can

> someone help me with how to fix this???

>

> thanks!! :)