

Re: Program Not Responding

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2004-12/3669.html>

From: JHEarcht (*JHEarcht_at_discussions.microsoft.com*)

Date: 12/05/04

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Malke,

Thanks for the response. I have concluded that this may be an OS glitch, because I have exhausted most of the other options. As you suggested, I opened Event Viewer, and it merely confirmed that various applications suddenly and randomly hang for no apparent reason. [hung apps include: kernel.dll, MSiInstaller, MS Office, MS Outlook, MS Word, and several graphics and CAD apps] I have excluded viruses, malware, and hardware [e.g. ran a memory tester]. I have carefully combed thru running apps and processes in Task Manager. I have rooted-out some suspicious software in the Registry. The only other clue I have, is that the problem may have started after an automatic update of WinXP. Since SP2 seems to wreak havoc on some systems, I have turned off the automatic updates. I could try to restore to a point before each update, but since the problem is intermittent, that could take a long time.

What I'm looking for now is some insight into the mechanics of a hang-up. What kind of calls or commands could cause "this application is not responding" errors"? The Knowledge Base showed lots of examples, but not much of a pattern. Do you have any other ideas or suggestions? Thanks again,

JHE

"Malke" wrote:

> *JHEarcht wrote:*
>
> > *Windows XP, SP1*
> >
> > *For the last couple of months, various applications*
> > *have started to lockup for no apparent reason. The*
> > *error message is: "This program is not responding".*
> > *So I have to close and restart the program. Another*
> > *example is sometimes when I Shut-down Windows this*
> > *error message appears: "IExplore.exe - this program*
> > *is not responding".*
> >

microsoft.public.windowsxp.general: Re: Program Not Responding

> > *I have a virus checker, firewall, and spyware remover.*
> > *According to these, I have no viruses, trojan horses,*
> > *or adware on my computer. I haven't updated to Service*
> > *Pack 2, but I have several automatic updates. And I*
> > *suspect that one of them may have caused the problem.*
> > *The MS Knowledge Base has plenty of "not responding"*
> > *entries, but none fit my setup specifically.*
> >
> > *I'd like to know what kind of Windows glitch will*
> > *result in repeated "not responding" errors. Any*
> > *suggestions will be appreciated. Thanks,*
>
> *It doesn't necessarily have to be "a Windows glitch". It could be*
> *failing hardware. There isn't any way to tell from your post, except*
> *that if your antivirus is current and the definitions are updated you*
> *probably don't have malware. Are there any clues in Event Viewer*
> *(Start>Run eventvwr.msc [enter])? Try doing a clean boot. Perhaps*
> *something legitimate that is running in the background has a problem.*
> *Here's a link to how to do a clean boot:*
>
> <http://support.microsoft.com/default.aspx?kbid=310353>
>
> *Malke*
> --
> *MS MVP – Windows Shell/User*
> *Elephant Boy Computers*
> [*www.elephantboycomputers.com*](http://www.elephantboycomputers.com)
> *"Don't Panic!"*
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