

# Desktop Freezes When Loading Large Media Files

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2005-09/msg02162.html>

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- *From:* "RD Shurr" <RShurr@xxxxxxxxxx>
  - *Date:* Sun, 4 Sep 2005 13:41:43 -0400
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[Fresh Install]

Hello,

Since My PC is a dell, i can not request direct support from microsoft and dell is not experinced enough to handle my issue, as many know dell phone techs aren't really techs..

Anyways, heres my problem..

I'm on a week old freshly reinstalled system by hand and for some reason since all latest windows updates for XP Home SP2 have been installed, i've been having severe problems directly open any large media file.. Mainly videos..

Everytime i attempt to directly access/open a large media file over 300mb's the desktop freezes, and then a minute later a "Windows Error Report" pops up that Dr. Watson crashed, and asks to send/dont send in a crash report.. Below is the technical data on that crash report.

The media files are not infected and work perfectly if not accessed directly.

Does anyone know whats causing this and/or how to solve this..

EventType : BEX P1 : drwtsn32.exe P2 : 5.1.2600.0 P3 : 3b7d84a2

P4 : dbghelp.dll P5 : 5.1.2600.2180 P6 : 4110969a P7 : 0001295d

C:\DOCUME~1\Ryan\LOCALS~1\Temp\WER4ff2.dir00\drwtsn32.exe.mdmp

C:\DOCUME~1\Ryan\LOCALS~1\Temp\WER4ff2.dir00\appcompat.txt

## Desktop Freezes When Loading Large Media Files

P8 : c0000409 P9 : 00000000

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- *Follow-Ups:*
    - ◆ **RE: Desktop Freezes When Loading Large Media Files**
      - ◇ *From:* Smaschmeyer
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