

Re: How do I diagnose a desktop freeze?

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2005-09/msg05678.html>

- *From:* Ron Martell <ron.martell@xxxxxxxxxx>
 - *Date:* Sat, 10 Sep 2005 20:48:29 -0700
-

"computer freezes" <computer.freezes@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

>i have the same problem,i just have xp home and norton 2005 and nothing else
>and it still freezes and i can't find anything wrong thru the event error
>log. it seems since someof windows updates, but not sure. I have a new hard
>drive in my computer,just put 2 weeks ago and have had the problem since.
>

1. If there is any sort of Norton/Symantec product installed on a computer then that always has to be a prime suspect as the culprit for any and all problems that occur on that computer. Guilty until proven innocent.
2. When you installed the new hard drive, did you install a clean new copy of Windows on the new drive or did you use a disk cloning utility to transfer the installed Windows from the old hard drive? If you did a clean install then you probably need to check the websites of the computer/motherboard manufacturer and also the manufacturer's of your video and sound cards for any updated Windows XP drivers. Do not trust the hardware items from Windows updates to give you the latest driver versions. In fact it is generally best not install any updated hardware driver updates from the Windows Update site. Rather you should just use the presence of these updated drivers as an indicator that you need to go the appropriate manufacturer's web site and the latest drivers from there.

Good luck

Ron Martell Duncan B.C. Canada
—
Microsoft MVP
On-Line Help Computer Service
<http://onlinehelp.bc.ca>

In memory of a dear friend Alex Nichol MVP

Re: How do I diagnose a desktop freeze?

<http://aumha.org/alex.htm>

• **References:**

- ◆ **[How do I diagnose a desktop freeze?](#)**
 ◇ From: JimD
 - ◆ **[Re: How do I diagnose a desktop freeze?](#)**
 ◇ From: S.Sengupta
 - ◆ **[Re: How do I diagnose a desktop freeze?](#)**
 ◇ From: JimD
 - ◆ **[Re: How do I diagnose a desktop freeze?](#)**
 ◇ From: computer freezes
-
- Prev by Date: **[Re: DVD-ROM Problem](#)**
 - Next by Date: **[Re: Duplicate root folder](#)**
 - Previous by thread: **[Re: How do I diagnose a desktop freeze?](#)**
 - Next by thread: **[Re: How do I diagnose a desktop freeze?](#)**
 - Index(es):
 - ◆ **[Date](#)**
 - ◆ **[Thread](#)**