

## Re: 99–100% Explorer Processor Usage

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2006-07/msg04111.html>

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- *From:* "brayogee" <[brayogee@xxxxxxxxxx](mailto:brayogee@xxxxxxxxxx)>
  - *Date:* 13 Jul 2006 04:08:56 -0700
- 

Comparing two incidents of the 99–100% persistent processor usage, the following processes are common:

1. hkcmd.exe
2. ACIntUsr.EXE
3. PccNTMon.exe
4. OSA.EXE

brayogee wrote:

Yes.  
The following processes are pegged to it:

hkcmd.exe  
ACIntUsr.EXE  
PccNTMon.exe  
qtask.exe  
internat.exe  
OSA.EXE  
Winword.exe  
procexp.exe

The tool expressly indicates the 'parent'/root 'Windows Explorer' is running at 100% CPU usage not any of the 'child' processes in the hierachy.

JS wrote:

When running Process Explorer the first column is labeled 'Process', in this column you will find a process named Explorer.

Did you click on the + symbol to the left of Explorer to list what running under this?

JS

"brayogee" <[brayogee@xxxxxxxxxx](mailto:brayogee@xxxxxxxxxx)> wrote in message  
[news:1152701428.434918.135000@xx](mailto:news:1152701428.434918.135000@xx)

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The process that runs at 100% is 'explorer.exe' and is represented as follows:

Process – explorer.exe  
PID – 1564  
CPU – 100.00  
Description – Windows Explorer  
Company Name – Microsoft Corporation

Right clicking the selected process and selecting 'google' takes one to the following link:  
[www.google.com/search?q=explorer.exe](http://www.google.com/search?q=explorer.exe)

This turns out to be general details about 'Windows Explorer' but nothing specific in regards to what is causing the 99–100% processor usage.

Is there more to how one can use this tool to identify what is causing Windows Explorer consume 99–100% CPU usage?

brayogee wrote:

Cool. Will update with info once received on the 99–100% CPU usage scenario for the benefit of all.

JS wrote:

Click on the process that running at 99%, once it highlighted, right click and from the options listed select: google This should display what out there on the web about the process.

JS

"brayogee"  
<brayogee@xxxxxxxx>  
wrote in message  
[news:1152529978.981133.123170@xx](mailto:news:1152529978.981133.123170@xx)

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Thanks.

Looking at screenshots when the reported problem occurs, the application runs as a single separate process whose CPU usage and memory consumption is normal. The abnormality lies on the separate explorer.exe process which consumes 99–100% CPU.

Query:  
Using this tool, in a Treeview format view and the listing of explorer.exe, how can one know exactly which application is making Windows Explorer misbehave?

JS wrote:

You  
need

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to  
find  
the  
specific  
process  
in  
that  
custom  
app  
that's  
taking  
all  
the  
CPU  
resources.  
Try  
Process  
Explorer:  
<http://www.sysinternals.com/Utilities/ProcessExplorer.html>

JS

"brayogee"  
<brayogee@xxxxxxxx>  
wrote  
in  
message  
<news:1152375319.524422.117950@xxxxxxxxxxxxxxxxxxxxxxxx>

Hi,  
Have  
a  
problem  
where  
computers  
running  
a  
custom  
application  
are  
experiencing  
machine  
freezes  
with  
Explorer.exe  
running  
at  
99–100%  
CPU  
usage  
for

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extended periods. This renders the custom application unusable.

The workaround is to kill the explorer.exe process or reboot the machine. This incidents seem to be of a random nature and occur on multiple PCs. The OS's on this PCs are Win2K and WinXP SP2.

Following is a list of findings

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so  
far  
as  
to  
the  
possible  
causes  
of  
this  
problem.  
None  
of  
them  
seems  
to  
have  
eliminated  
the  
incidents  
I'm  
reporting:–

1.  
Hardware  
device  
or  
undetected  
hardware  
problems  
e.g.  
USB  
devices

2.  
Presence  
of  
a  
virus  
which  
takes  
on  
the  
form  
of  
explorer

Ref:  
<http://www.computing.net/security/wwwboard/forum>

3.  
Bugs  
with  
anti-virus

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programme  
updates  
like  
OfficeScan/TrendMicro

e.g.

Ref:

<http://esupport.trendmicro.com/support/viewxml.do?>

4.  
Presence  
of  
a  
corrupt  
AVI  
file  
on  
the  
server

or  
client  
PC(s)

Ref:

<http://www.beyond3d.com/forum/archive/index.php/t>

5.  
A  
bug  
with  
Microsoft  
products  
where  
Explorer.exe  
uses  
100  
Percent  
of  
the  
CPU

When  
You  
Right-Click

an  
Item  
in  
Windows  
Explorer.

Ref:

<http://support.microsoft.com/?kbid=837115>

6.

A

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bug  
with  
Microsoft  
products  
where  
Windows  
Stops  
Responding  
When  
You  
Click  
a  
Large  
AVI  
File  
in  
Windows  
Explorer.  
Ref:  
<http://support.microsoft.com/default.aspx?scid=kb;en-us;929592>

Is  
there  
anyone  
else  
who  
has  
experienced  
their  
Windows  
Explorer  
running  
at  
99–100%  
CPU  
usage?  
If  
so,  
what  
measure(s)  
were  
successfully  
undertaken  
to  
address  
this?

As  
I  
look  
deeper

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into  
this  
issue,  
I'd  
appreciate  
any  
further  
information  
based  
on  
your  
experiences  
with  
this  
issue.

Thank  
you.