

Re: 6:00 Computer Locks up.

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- *From:* "Bikini Browser" <bikini.browser@xxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 25 Oct 2006 11:16:01 -0400
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Thanks for the ideas... I will check your list of things to check and report back to this group.

How do you check for a memory leak? Why would a memory leak cause it to lock up at a special time?

I really appreciate your fast reply,,,

Dale

"Pegasus (MVP)" <I.can@xxxxxxx> wrote in message
news:uWhOAPE%23GHA.3344@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

"Bikini Browser" <bikini.browser@xxxxxxxxxx> wrote in message
news:eCJI0IE%23GHA.2408@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hello everyone...

I have a client that says her computer locks up around 6:00 almost every evening. So I set the clock for 5:45, and waited and nothing happened.

So

then I waited for the real 6:00 to pass, and nothing happened. I can't recreate the problem.

I ran LavaSoft Spyware and installed the latest version of Norton

Anti-Virus

and had no luck. Meaning that those tools did not find any problems.

Now I plan on running AVG Anti-Spyware on it to see what it can find. I

will

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check for open connections.

The client runs MS Word and WordPerfect on the same Computer. I can't find any other patterns of client behavior that I can report. Such as if she

was

printing at the time or if she had more than two applications opened at

one

time. I can't find a pattern yet.

It appears as the computer is not totally locked up because we can run the task manager.

I checked the Scheduler to see if anything was scheduled at 6:00 and nothing.

When the computer is actually "locked up", the client reboots the computer and everything works again normally.

The last time it locked up, I had them run the task manager and after we opened the task manager, the computer did not seem to be locked up anymore.

This time, we did not have to reboot it.

Can anyone tell me where else to look? How can I recreate the problem?

When the computer is actually "locked up", what can I do to locate the source of the "lockup"?

Any ideas would be appreciated.

Thanks in advance.

Dale

You might have a memory leak and the computer might not lock up at 6:00 but after x hours of running time. You can easily verify this by rebooting the machine at 5:00 and check how long it takes before it locks up again.

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You should provide more details about the locked up status, e.g.

- Does the mouse still work?
 - Does the CapsLock light work?
 - Can you press Ctrl+Shift+Esc?
 - Can you ping the machine?
 - What does the Task Manger tell you? What tasks are running?
- What is the CPU loading?