

Re: Steps before, during and after formatting drive C:

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2007-08/msg05815.html>

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- *From:* Malke <[notreally@xxxxxxxxxxxxxxxxxxxx](mailto:notreally@xxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Sun, 26 Aug 2007 07:39:47 -0700
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InfoHungry wrote:

Thank you so much for your time, patience and info Malke. I have TrendMicro PcCillin2007 installed and run full scans and updates all the time. Have consulted their support section and followed their instructions to find and clean any possible bad things in my PC but that has not helped. It does not find any virus. I am not even sure if the problem is software or hardware related. I do defrag my computer regularly and run the Windows OneCare Live scan very often to help keep my PC in order but I still get a lot of my programs freeze up on me. When I start my computer it can take up to 15 minutes (sometimes longer) for the starting up process to complete. So I think it could even be caused by the way I have programs set up, I just do not know. I will follow your advice to get all my files on to an alternate storage place and try to troubleshoot before I attempt anything else. If I can not perform the troubleshooting myself with the help of your kind advice, I will then find another repair shop to see if they can help me. The one I went to did not want to be responsible for any loss to my files, fair enough! Somethings sound a bit too complicated for me.

I will come back here and post the results of the computing adventure I am about to get into.

OK, pcCillin can definitely slow your computer to a crawl. I really dislike their consumer-level antivirus. The first thing I would do is uninstall pcCillin. Replace it with a far less invasive/bloated program like Avast (free) or even F-Prot (which is what I run on my XP boxen).

If that doesn't completely cure the issue, then do clean-boot troubleshooting per:

Clean boot in Windows XP – <http://support.microsoft.com/kb/310353>

Clean-boot advanced troubleshooting in Windows XP – <http://support.microsoft.com/kb/316434>

How to Troubleshoot By Using the Msconfig Utility in Windows XP –

<http://support.microsoft.com/?id=310560>

It is not necessary to defrag more than possibly once a quarter or every 6 months unless you routinely work with very large files such as when you do video editing, photoshop, etc. As for any registry cleaner such as what comes with OneCare – stay away from that! Registry cleaners are unhealthy for your computer.

On the hardware side, make sure the hard drive(s) are not running in PIO mode. See MVP Hans-Georg Michna's site and fix for that:

<http://winhlp.com/?q=node/10>

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After you've done some of the above, please do come back with results and more questions.

Malke

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"Don't Panic!"

MS-MVP Windows – Shell/User

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