

RE: FREEZE! You're a genius if you can figure this one out!!!

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<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2007-09/msg01695.html>

- *From:* Al Can Help <AlCanHelp@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
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Hi Nass.....

Looks like I have a bit of trial and error ahead of me yet! I can't believe a repair shop (independent) could not correct the problems.

Thanks for all of these suggestions.

Hopefully I can be successful. It is a clean install already. I think I'll remove all of the peripheral drives and go from there.

a

"nass" wrote:

"Al Can Help" wrote:

Homegrown with MSI K8T Neo-V and AMD Athlon 64bit 754 socket 3400+; 1.5GB Ram, ATI Radeon X1600Pro AGP 512MB video, 4 HD's, 2 SATA and all 4 connected to PCI adaptor card. The machine freezes up at random but always when a video file, such as an .wmv or internet feed news video is played. Downloaded .wmv files also cause it to freeze. I have to reboot as it will not accept any keyboard or mouse commands. Videos from online sources, DVD or one of my stored Pinnacle videos is played. I am using Windows Media Player. Plugins are installed for DVD play. I also have Nero 7 Ultra Edition and Microsoft Plus! Digital Media Edition installed. MP3, CDs and WMA files played through WMP do not cause a problem. Here is what I have been through both here and at a local shop: Replaced the motherboard and processor with identical components in hopes of not having to reload all of my software. Tried 4 different MBs, identical to the original. Purchased new 160GB HD and did a clean install of XP SP2 OS using the shop's disc; my license. Purchased two new 1GB Ram, one of which was then declared bad by the

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shop

(it does post up in another computer) DDR

I have uninstalled/downloaded/installed various versions of Windows Media Player

I have uninstalled/downloaded/installed various versions of Adobe Reader

As I write this I put a video in the DVD player. It plays UNTIL I attempt to use the control for full screen either by double clicking on the image or using the pull down menu for view. Freezes up.

Swapped out video cards

Eliminated all hardware and built it back up with new drivers.

Checked for viruses home and at the shop.

At this moment I'm working in Corel Paint Shop Pro without any difficulties.

I also have not had any problems playing FreeCell. Emails through Microsoft Outlook and online page loading have not been a problem. The tech said one stick of the new 1GB Sandisc ram failed to post but I have a 512 in there and it posts with the other 1GB, showing 1.5 GB. The tech said he swapped ram in

the two slots with no post.

What's left???

thanks

Try to perform a clean boot and then recheck the items one at-a time and see which program will cause the issue.

Also look in the event viewer, every error should log there either success or failure.

Use the FileMon and the Process Explorer to capture the running process in realtime and see which will cause or take the most CPU usage and make Freeze!.

Any Third-Party Toolbars installed?.

=How to perform a clean boot procedure to prevent background programs from interfering with a game or a program that you currently use

<http://support.microsoft.com/kb/331796>

Download the FileMon to see the Running Processes in realtime from here:

<http://www.microsoft.com/technet/sysinternals/utilities/filemon.mspx>

Or Process Explorer :

<http://www.microsoft.com/technet/sysinternals/Processesandthreadsutilities.mspx>

3... You may have a bad RAM try to test your RAM by running Memory test by downloading this tool and unzip it and make a floppy or CD/DVD and run it on Reboot.

<http://oca.microsoft.com/en/windiag.asp>.

You may need to reposition/reset the RAM sticks in their slots.

Open a Notepad, customize or minimize to the taskbar as you will need it later for this step to copy the error message on it.

Open a run command and type in:

eventvwr.msc click [OK] you will get the Event viewer control Panel.

click on each of these:

Application

System

Security

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Look in the right Pane/window for error message with red (X) or Yellow exclamation mark /!\ , double click each one to get more info about the causer.

On the Event error properties message you will see:

Up Arrow

Down arrow

Two pages

Click on the two pages to copy the error message then bring up the Notepad you opened earlier and right click on the first line and select Paste from the list, this will paste the error message on a Notepad.

Please don't duplicate the error message one of each kind will be sufficient.

HOW TO: View and Manage Event Logs in Event Viewer in Windows XP

<http://support.microsoft.com/kb/308427/en-us>

HTH.

Let us know.

Regards,

nass

www.nasstec.co.uk