

## RE: explorer.exe freezes

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2007-12/msg04847.html>

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- *From:* xrbaker <xrbaker@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Sun, 23 Dec 2007 17:45:01 -0800
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First I created a restore point... I ran the HD Tune scan and all was well. Below is additional info. I ran CCleaner. I made Nass's recommended IE changes. I noticed this evening that I think it is simply the VZ Access Manager itself that is the problem. I had booted the machine. When I floated the cursor over the Explorer toolbar it popped up the appropriate text by the mouse pointer like Volume, etc. I then launched the VA Access Manager. Bam. Toolbar frozen. Both IE and Outlook of course depend on VZ Access Manager as it is their TCP/IP broadband connection and they are the two products that "freeze" the most. I'm wondering if it is really them, or the fact that they are waiting on VA which is frozen.

Anyway, I've spend some time this evening making your recommended changes. Now I'll see if any of them make any difference.

Thanks,

Russ

HD Tune: IC25N030ATMR04-0 Information

Firmware version : MOAOAD0A  
Serial number : MRG2A9K2K1JU4J  
Capacity : 27.9 GB (~30.0 GB)  
Buffer size : 1740 KB  
Standard : ATA/ATAPI-0  
Supported mode : UDMA Mode 5 (Ultra ATA/100)  
Current mode : UDMA Mode 5 (Ultra ATA/100)

S.M.A.R.T : yes  
48-bit Address : yes  
Read Look-Ahead : yes  
Write Cache : yes  
Host Protected Area : yes  
Device Configuration Overlay : yes  
Automatic Acoustic Management: yes  
Power Management : yes  
Advanced Power Management : yes  
Power-up in Standby : yes

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Security Mode : yes  
Firmware Upgradable : no

Partition : 1  
Drive letter :  
Label :  
Capacity : 31 MB  
Usage : 0.00%  
Type : unknown (DEh)  
Bootable : No

Partition : 2  
Drive letter : C:\  
Label :  
Capacity : 28576 MB  
Usage : 59.17%  
Type : NTFS  
Bootable : Yes

HD Tune: IC25N030ATMR04-0 Health

ID Current Worst ThresholdData Status  
(01) Raw Read Error Rate 100 100 62 0 Ok  
(02) Throughput Performance 104 104 40 5927 Ok  
(03) Spin Up Time 158 158 33 1 Ok  
(04) Start/Stop Count 100 100 0 1558 Ok  
(05) Reallocated Sector Count 100 100 5 0 Ok  
(07) Seek Error Rate 100 100 67 0 Ok  
(08) Seek Time Performance 114 114 40 39 Ok  
(09) Power On Hours Count 75 75 0 11279 Ok  
(0A) Spin Retry Count 100 100 60 0 Ok  
(0C) Power Cycle Count 100 100 0 1332 Ok  
(BF) G-sense Error Rate 100 100 0 0 Ok  
(C0) Power Off Retract Count 100 100 0 73 Ok  
(C1) Load Cycle Count 90 90 0 100629 Ok  
(C2) Temperature 105 105 0 196660 Ok  
(C4) Reallocated Event Count 100 100 0 0 Ok  
(C5) Current Pending Sector 100 100 0 0 Ok  
(C6) Offline Uncorrectable 100 100 0 0 Ok  
(C7) Ultra DMA CRC Error Count 200 200 0 0 Ok

Power On Time : 11279  
Health Status : Ok

"nass" wrote:

"xrbbaker" wrote:

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## RE: explorer.exe freezes

Running XP Pro

all patches, fixes applied

IE7

Outlook 2003–HTTPS connection to remote Exchange server

McAfee–frequently scanned

Stopzilla–frequently scanned

desktop set up as Internet Connection Sharing hub

Verizon wireless broadband card for Internet access

My machine freezes up in various ways when I first start an application. I'll try to start Outlook and it will kick off and then lock up. At other times Outlook will be working fine, I'll be keying in a new email, and then I click Send, and it locks up. At other times IE7 locks up upon launch. This morning for example I rebooted and after the machine started its processes I kicked off IE7 and it locked up. I then alt+ctrl+delete and select Shutdown. Usually I get a message that explorer.exe is hanging do I want to END it. I select yes. Shutdown partially works and then typically just hangs during the shut down process and I have to hit the power button. I had to repeat this 3 times before IE7 finally worked. For the most part once IE is working and Outlook is working everything is fine and I can go for days as long as I never shut it down.

I downloaded procexp and have it kick off auto during start up so that when everything freezes I can still watch what goes on. I really think what is happening is that explorer.exe is the problem. That is because whether Outlook locks or IE7 locks, when I try to break out it says the explorer.exe is not responding. Since both of these apps use the internet connection it also may be that it doesn't talk properly with tcp/ip or my wireless card at times. Of course it's possible that the hangs for each application are caused by totally unrelated things.

In the event viewer I'll get things like this:

### APPLICATION

Faulting application iexplore.exe, version 7.0.6000.16574, faulting module sziebho.dll, version 5.0.5.5, fault address 0x00007fb9.

Hanging application iexplore.exe, version 7.0.6000.16574, hang module hungapp, version 0.0.0.0, hang address 0x00000000.

### SYSTEM

The DNS proxy agent was unable to read the local list of name–resolution servers from the registry. The data is the error code.

The Network Address Translator (NAT) was unable to request an operation of the kernel–mode translation module. This may indicate misconfiguration, insufficient resources, or an internal error. The data is the error code.

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The server {C7E39D60-7A9F-42BF-ABB1-03DC0FA4F493} did not register with DCOM within the required timeout.

In summary I tend to waste 30 minutes every time I start the machine due to this nonsense and then it generally behaves. I'd really like to get that 30 minutes back. Any ideas on where to start are greatly appreciated.

Thanks,

Russ

Go through these Cleaning steps:

1... First, try to clean up your caches, Internet files and delete cookies by doing this:

Click Start >> Control Panel >> Double click Network and Internet Connections >> Double click Internet Options.

On the IE properties windows you will see these Tabs:

General | Security | Privacy | Content | Connections | Programs | Advanced

Under General Tab clear your History, Internet Files and Cookies.

Then click on Advanced tab and scroll down to under the Browsing Option:

[&] Browsing

[ ] Enable Third-Party browser extensions (Req Rest) uncheck this box.

Then click on Programs Tab and click Manage Add-Ons and Disable all non Verified Add-Ons (You should Renable them later one-by-one and see the culprit and update it or remove it.

How to manage Add-Ons:

<http://support.microsoft.com/kb/883256>

Scan for malware from here:

Spybot Search & Destroy

<http://www.safer-networking.org/en/download/index.html>

SuperAntispyware – Free

<http://www.superantispyware.com/superantispywarefreevspro.html>

RootkitRevealer v1.71

By Bryce Cogswell and Mark Russinovich

<http://www.microsoft.com/technet/sysinternals/Security/RootkitRevealer.msp>

Open a run command and

type in:

ipconfig /flushdns click [OK]

ipconfig /renew click [OK]

netsh winsock reset click [OK]

Reboot the machine and see if the error will be lgged after a while.

Faulting application , version 0.0.0.0, faulting module unknown, version 0.0.0.0, fault address 0x00000000.

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This can indicate a memory is Bad so check your RAM sticks by downloading this tool to check it with:

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

<http://www.memtest86.com/>

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

### APPLICATION

Faulting application iexplore.exe, version 7.0.6000.16574, faulting module sziebho.dll, version 5.0.5.5, fault address 0x00007fb9.

sziebho.dll is: STOPzilla Browser Helper Object Module, try to uninstall the StopZilla and then Reinstall it and get the updates from the website.

= An event ID 10010 error message may be logged many times in the event log

<http://support.microsoft.com/kb/873375>

COM+ and DCOM Errors When Remapping Citrix Drive

<http://support.microsoft.com/?kbid=280719>

<http://support.microsoft.com/default.aspx?scid=http://support.microsoft.com:80/support/kb/articles/Q187/1/46>

<http://www.microsoft.com/technet/prodtechnol/windows2000serv/reskit/w2000Msgs/4035.msp?mfr=true>

You may need to uninstall and reinstall the TCP/IP or your NIC then reinstall, also check the Power options for your NIC is set to NOT Turn OFF this Device OFF when System Idle.

How to reset Internet Protocol (TCP/IP) in Windows XP

<http://support.microsoft.com/kb/299357>

How to Troubleshoot Basic TCP/IP Problems

<http://support.microsoft.com/kb/169790>

Remove some unwanted Programs from starting up with your system and causing the undesired delay in Start Up, by using the Autoruns.exe from Microsoft website.

HTH.

nass

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<http://www.nasstec.co.uk>