

Lockups continue

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.hardware/2004-02/3747.html>

From: Tom Richards (*newsgroups_at_brainsturgeonSPAM.com*)

Date: 02/21/04

Date: Fri, 20 Feb 2004 19:24:01 -0500

This may be bad form but I'm reaching new levels of desperation. I started a thread (full string below) in the help_and_support group 5 days ago and was engaged in a dialogue with Ronnie Vernon but haven't heard back from him for a few days. Anyway, my machine is still freezing up intermittently and with no pattern at all and for the first time in my semi-geeky pc life, I'm baffled. Here's my dilemma. Thanks for reading:

=====

For 2 months I've been plagued by intermittent lockups on my xp pro machine. There are no error messages when this occurs – the pc just freezes. I've had the machine out for 2 weeks for repair and the tech returned it and recommended removing my partitions (which I did) and reformatting (also did). I've tried all software fixes as well as some hardware fixes: reseated memory sticks, reseated video and sound cards and replaced the hard drive. Would the next step be replacing the motherboard? Or does anyone have any other ideas?

Gateway Performance 1500
386 MB RDRAM

--

Tom Richards
email@brainsturgeonSPAM.com

=====

Go to Start/Run and type `eventvwr.msc` and press OK. In the Event Viewer, click on Applications in the menu and look for any X error messages that coincide with the time the error occurred. Double click the error message to see the details. At the top/right of the details dialog box, click the small icon that looks like 2 text pages to copy the error message and paste the message back here in a reply to this post.

Another thing to look at is Start/Run, type: `msinfo32` and press OK. Expand the Components item and click on the Problem Devices item. If there is an entry for a hardware device there, it could be where the problem is coming from.

--

Ronnie Vernon
Microsoft MVP
Windows Shell/User
Please reply to the newsgroup so all may benefit.

=====

microsoft.public.windowsxp.hardware: Lockups continue

Here is the error message from the Event Viewer that seems to coincide with one of the lockups:

```
+++++
Event Type: Error
Event Source: Application Hang
Event Category: (101)
Event ID: 1002
Date: 2/14/2004
Time: 8:17:31 AM
User: N/A
Computer: SAL
Description:
Hanging application IEXPLORE.EXE, version 6.0.2800.1106, hang module
hungapp, version 0.0.0.0, hang address 0x00000000.
For more information, see Help and Support Center at
http://go.microsoft.com/fwlink/events.asp.
```

```
Data:
0000: 41 70 70 6c 69 63 61 74   Applicat
0008: 69 6f 6e 20 48 61 6e 67   ion Hang
0010: 20 20 49 45 58 50 4c 4f     IEXPLO
0018: 52 45 2e 45 58 45 20 36   RE.EXE 6
0020: 2e 30 2e 32 38 30 30 2e   .0.2800.
0028: 31 31 30 36 20 69 6e 20   1106 in
0030: 68 75 6e 67 61 70 70 20   hungapp
0038: 30 2e 30 2e 30 2e 30 20   0.0.0.0
0040: 61 74 20 6f 66 66 73 65   at offse
0048: 74 20 30 30 30 30 30 30   t 000000
0050: 30 30                       00
```

```
+++++
The only Problem Device listed in System Information is a PS/2 Mouse and it
says "This device is not present, not working properly or does not have all
it's drivers installed." I use a USB mouse - MS Explorer - and it's
functioning properly according to System Information.
```

--

Tom Richards
email@brainsturgeonSPAM.com

=====

Tom

Check Internet Explorer for any "extras" like third party toolbars that may have been installed. If any are present, even the Google toolbar, remove it. Many problems with Internet Explorer are caused by spyware applications that invade the browser. You should get the free version of AdAware and Spybot to help remove these applications.

AdAware

<http://www.lavasoftusa.com/support/download/>

Spybot

<http://security.kolla.de/>

If the problem is still there after these procedures, go to the following website and follow the instructions for reinstalling Internet Explorer. How to Reinstall or Repair Internet Explorer and Outlook Express in Windows XP:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;Q318378>

Post back with the results.

=====

I've used Ad Aware regularly for a year or 2. The freeze-ups have occurred after (and during) a clean install and wiping of my main drive. The "during" part was 2 lockups during the clean install - I had to power boot twice to resume the installation. I have 2 hard drives installed and have even tried disconnecting the slave and it still freezes. So I'm not sure that 3rd party apps/spyware/Google Toolbar (which I have installed) could come into play here - or am I wrong Ronnie? And reinstalling IE and OE is also something that I've tried, also to no avail.

microsoft.public.windowsxp.hardware: Lockups continue

There is no pattern to the freeze-ups -- no correlation between what apps are open and when the freezes occur. Sometimes the machine freezes during booting. Ack....

The machine just locked up, I went to Event Viewer and there was no error message present.

--

Tom Richards
email@brainsturgeonSPAM.com

--

Tom Richards
email@brainsturgeonSPAM.com