

Re: Computer Freezing

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.hardware/2007-08/msg00186.html>

- *From:* "Gerry" <gerry@xxxxxxxxxx>
 - *Date:* Sun, 5 Aug 2007 22:50:06 +0100
-

Anaka

The problem you have with the graphics card is not unique to you. I saw another thread a couple of days ago throwing up a similar error report.

What exactly do you mean by a forced reboot?

What do you mean by Disk CleanUp freezing. The assessing by DiskCleanUp of how much space it can gain does take quite a while. It the saving from compressing old files that does this. You just have to be patient with it. If freezing is happening later then there is a different problem.

You can use cCleaner (freeware) which does a more thorough job.
<http://www.ccleaner.com/ccdownload.asp>
<http://www.ccleaner.com/>

With any cleaner you need to proceed with caution. To be safe you should create a restore point before using cCleaner. cCleaner also offers backup before removal.

When using cCleaner think twice before checking Autocomplete Form History under Internet Explorer. You do get a warning but this one has irritating consequences. You may need to restore your system's recollection of passwords after use so keep a record off computer so that they can easily be re-entered.

Leave the Scan for Issues option alone.

When you removed RAM memory did you do this stick by stick so that you could identify which stick, if any might be faulty?

Hope this helps.

Re: Computer Freezing

Gerry

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FCA

Stourport, England

Enquire, plan and execute

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Anaka wrote:

I installed the 7.6 display drivers and no longer get this atimtag error when my computer freezes. I also noticed that this error is being sent upon force reboot not when the freeze initially occurs. I think the error is because my computer is force rebooted not because of the freeze itself. It's probably upset about something in the driver not being shut down properly.

I attempted a Disk Clean and it froze on me.

Thank you for all your help thus far.

"Anaka" wrote:

I don't see anything relating to a Raedon 9600 with Catalyst 7.7 or anything about computer freezes. I've uninstalled these drivers and reinstalled just the display driver and there is still a problem with freezes.

I have already cleaned out dust when I went to exchange out memory and check if that was the problem. I've checked that all fans are properly working at that time too.

"Gerry" wrote:

Anaka

There are some known unresolved issues with Catalyst 7.7 with Windows XP.

http://www2.ati.com/relnotes/catalyst_77_release_notes.html#197309

Have you tried removing the computer case side panel and removing the dust? Ideally you need an Air Duster which contains compressed to remove the dust. You might be surprised at the amount of dust inside. Also make sure you can hear / see that the fans are working. Working fans are very important for the well being

Re: Computer Freezing

of your computer. If one fails it can result in a fried motherboard, which is infinitely more expensive to replace than a fan. An Air Duster is also useful for cleaning out food crumbs trapped in keyboards.

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Hope this helps.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

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Anaka wrote:

Graphics Card: I have a ATI Radeon 9600 series. I downloaded the latest drivers from here. <http://ati.amd.com/support/drivers/xp/radeonx-xp.html> I searched on google and found that people with Catalyst 7.7 have been receiving this atimtag error in their event viewer. I guess I'll try uninstalling the driver and reinstalling just the display driver. It does seem like everytime my computer freezes I get this atimtag CRT error saying "CRT invalid display type".

Clean Up: I'll do a Disk CleanUp and Disk Defrag. I've cleaned up temps.

Printer: I haven't used a printer at all on this computer. I did have one connected via USB but I never installed the drivers or used it. It currently is not connected as well.

Overheating: The last few times my computer has froze the

Re: Computer Freezing

temperature has only been 35C which isn't very hot. I don't think the 2 make a connection.

Yesterday, was a bit strange. I had one freeze in the morning about 30 minutes after starting it up. After running all the tests it didn't freeze at all for hours. I thought the probably mysteriously disappeared. I was able to install Visual Studio (which is a good 2 hours) without any problems at all. Later that night I decided to transfer some files over from my laptop through the network on share documents. After a few minutes of copying my desktop froze.

This morning I tried powering on my desktop and it wouldn't turn on. I started to think my power supply went out. I shut it down fine last night. I decided to check the coord and I exchanged the power coord and it was able to power up just fine. I read somewhere when your computer freezes it could be a problem with your power supply. Maybe it fried my power coord? I have no idea. It's just really strange.

"Gerry" wrote:

Anaka

The error is linked to your graphics card. What is the make and model of your graphics card? Don't forget you can roll back as well as update drivers.

When you provide Event Viewer Reports it helps to provide a complete report using the

Re: Computer Freezing

copy and paste tip I
provided in my
last post.

Cleaning up = Try running
Disk CleanUp in all user
profiles.

Select Start, All Programs,
Accessories, System Tools,
Disk
CleanUp to Empty your
Recycle Bin and Remove
Temporary Internet
Files. Also select Start, All
Programs, accessories,
System
Tools, Disk CleanUp, More
Options, System Restore
and remove all
but the latest System
Restore point. Run Disk
Defragmenter.

The list of unsigned drivers
all seem to be linked to an
XPS
Printer. Problems seem to
arise with in Vista but there
are no
clear reports of problems
when using Windows XP.
Do you use your
printer to print documents in
Asian languages?

Overheating would cause
freezing. Are all your fans
working? Dust
bunnies an also cause over
heating.

http://www.elephantboycomputers.com/page2.html#Hardware_Tshoot

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Hope this helps.

Gerry
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Re: Computer Freezing

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Stourport, England

Enquire, plan and execute

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Anaka wrote:

Event

Viewer: I

checked the
application

logs and

there were a

few

errors and

more

warnings. In

the system

logs their

were a

number

of errors

only on

ati3mtag.

Seeing the

ati does that

mean ATI

(my

graphics

card?) or is

that

something

different?

I'm not

familiar

with these

logs.

Windows

Update

History: It's

fine.

Drivers: No

yellow

question

marks. I've

run a

program

called

Re: Computer Freezing

Driver
Detective to
find any
updated
drivers for
my
computer as
well and it
conflicts
with the
drivers my
motherboard
gives me.
I don't
know if I
trust the
program.

Cleaned up
after all the
changes?: I
don't
understand
this
question.

sigverif.exe:
The
following
came up not
signed:
mxdwdrv.dll
mxdwdui.dll
mxdwdui.gpd
mxdwdui.ini
stddtype.gdl
stdscheme.gdl
stdschmx.gdl
unidrv.dll
unidrvui.dll
unires.dll

HD Tune:
HD Tune:
WDC
WD800JB-00ETA0
Information

Firmware
version :
77.07W77

Re: Computer Freezing

Serial
number :
WD-WMAHL1248571
Capacity :
74.5 GB
(~80.0 GB)
Buffer size :
8192 KB
Standard :
ATA/ATAPI-6
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
: no

Re: Computer Freezing

Power-up
in Standby :
no
Security
Mode : yes
Firmware
Upgradable
: yes

Partition : 1
Drive letter
: C:\
Label :
Capacity :
76308 MB
Usage :
26.00%
Type :
NTFS
Bootable :
Yes

HD Tune:
WDC
WD800JB-00ETA0
Health

ID Current
Worst
ThresholdData
Status (01)
Raw Read
Error Rate
200 197 51
0 Ok (03)
Spin Up
Time 90 87
21
2008 Ok
(04)
Start/Stop
Count 100
100 40
710 Ok (05)
Reallocated
Sector
Count 200
200 140
0
Ok (07)
Seek Error

Re: Computer Freezing

Rate 200
200 51 0
Ok (09)
Power On
Hours
Count 58 58
0
31142 Ok
(0A) Spin
Retry Count
100 99 51
0
Ok (0B)
Calibration
Retry Count
100 100 51
2
Ok (0C)
Power
Cycle
Count 100
100 0
680 Ok
(C2)
Temperature
110 253 0
33 Ok (C4)
Reallocated
Event
Count 200
200 0
0
Ok (C5)
Current
Pending
Sector 200
200 0 0
Ok (C6)
Offline
Uncorrectable
200 200 0 0
Ok (C7)
Ultra DMA
CRC Error
Count 200
253 0 0
Ok (C8)
Write Error
Rate 200 85
51 0
Ok

Re: Computer Freezing

Power On
Time :
31142
Health
Status : Ok

HD Tune:
WDC
WD800JB-00ETA0
Error Scan

Scanned
data : 76288
MB
Damaged
Blocks : 0.0
%
Elapsed
Time :
31:03

High Heat:
In the
process of
doing the
error scan
the
temperature
on HD Tune
started at
29C and
went up to
51C/123F. I
believe
anything
over 120F
is hot?
However, if
the
computer
was
overheating
why would
it be
overheating
now that I
did a
reformat
and not
before hand

Re: Computer Freezing

when the
computer
had more
programs
and worse
cache? Plus,
why, if it
was
overheating,
would it be
freezing
instead of
shutting
down?
Normally,
when a
computer
overheats it
shuts down
for safety
not freeze
and
continue to
run. (These
are just a
few
thoughts.)

"Gerry"
wrote:

Anaka

No
error
messages?
Does
that
include
a
complete
review
of
all
reports
in
the
System
and

Re: Computer Freezing

Application
logs
in
Event
Viewer?

Have
you
checked
Windows
Update
History
to
check
that
installed
correctly?
Problems
recently
for
some
users
involving
Net
Framework
updates.

Have
you
cleaned
up
after
all
the
changes?

Drivers?
Are
there
any
yellow
question
marks
in
Device
Manager?
Right
click
on
the
My

Re: Computer Freezing

Computer
icon
on
your
Desktop
and
select
Properties,
Hardware,Device
Manager.
If
yes
what
is
the
Device
Error
code?

Try
Start,
Run,
type
"sigverif.exe"
without
quotes
and
hit
OK.
What
drivers
are
listed
as
unsigned?
Disregard
those
which
are
not
checked.

I
would
try
HD
Tune
(freeware).
Download
and
run

Re: Computer Freezing

it
and
see
what
it
turns
up.
<http://www.hdtune.com/>

Select
the
Info
tabs
and
place
the
cursor
on
the
drive
under
Drive
letter
and
then
double
click
the
two
page
icon
(
copy
to
Clipboard
)
and
copy
into
a
further
message.

Select
the
Health
tab
and
then
double
click

Re: Computer Freezing

the
two
page
icon
(
copy
to
Clipboard
)
and
copy
into
a
further
message.
Also
do
a
full
surface
scan
with
HD
Tune.

--

Hope
this
helps.

Gerry
~~~~  
FCA  
Stourport,  
England  
Enquire,  
plan  
and  
execute

~~~~~

Anaka
wrote:

Re: Computer Freezing

I
did
a
harddrive
diagnostic
test
quick
and
extended
and
found
no
errors.

"Anaka"
wrote:

Wow
that's
a
lot
of
questions.
I
just
did
a
memory
test
with
Windows
Memory
Diagonistics
and
it
passed
all
the
tests.
I
think
this
may
be
helpful,
my
computer
will
also
freeze

Re: Computer Freezing

in
safe
mode.

And
to
answer:

1.
There
were
no
problems
prior
to
reformatting
my
computer.

The
reason
I
reformated
was
because

I
wanted
a
to
optimize
my
system.

I
do
this
once
or
twice

a
year
when
needed.

Your
harddrive
becomes
fragmented
due
to
moving
files,
downloading
files,
uninstalling

Re: Computer Freezing

and
installing,
and
etc.
I
wanted
to
clean
my
harddrive
so
I
could
have
less
cache
misses.
I
was
planning
to
install
all
my
programming
applications
(VS,
DirectX
SDK,
V
Tune,
MSDN,
etc.)
which
eats
up
a
lot
of
space
and
I
need
it
to
be
as
neatly
placed
as
possible.

Re: Computer Freezing

I
hope
that
answers
that
question.

2.
When
I
did
a
CHKDSK
the
last
2
steps
(4
and
5)
took
a
long
time
to
complete.
Seeing
as
I
have
tested
a
lot
of
other
things
I
believe
it
may
be
the
harddrive.
I
am
having
trouble
finding
the
diagnostic
utility

Re: Computer Freezing

for
my
harddrive.
The
model
is
WDC
WD800JB-00ETA0
if
anyone
can
help
me
with
that.

3.
To
reformat
my
computer
I
made
a
floppy
bootdisk.
Inserted
it
and
let
it
run.
Restarted
my
computer
with
OS
CD
and
went
to
the
blue
setup
screen.
I
deleted
my
old
partition
and

Re: Computer Freezing

then
created
a
new
one
afterwards.
It
went
through
the
setup
process
and
restarted.
Then
the
OS
setup
started.
Everything
went
smoothly.
I
did
not
have
any
freezing
problems
at
this
point.