

## Re: Lockups continue

**Source:**

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2004-02/8087.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2004-02/8087.html)

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**From:** Tom Richards (*newsgroups\_at\_brainsturgeonSPAM.com*)

**Date:** 02/25/04

Date: Tue, 24 Feb 2004 22:58:18 -0500

I installed an extraction fan and another fan blowing directly on the cpu and memory sticks. Still locked up. I'm going to try a new power supply tomorrow. :-(

--

Tom Richards

email@brainsturgeonSPAM.com

"djcurtis7" <curti@videotron.ca> wrote in message

news:eekjKSC%23DHA.220@TK2MSFTNGP09.phx.gbl...

> Tom i also had lockups at random anytime anyplace...spent hours in the  
> newsgroups trying to find an answer

> finally i found the solution...cpu overheating freezing my computer...

> solution install a 4 inch fan in the computer right over the cpu

> cools it down and now not one problem...everthing running smooth... try  
it

> you won t be disapointed...

> "Tom Richards" <newsgroups@brainsturgeonSPAM.com> wrote in message

> news:uSpg8DB#DHA.4084@tk2msftngp13.phx.gbl...

> > 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?

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> >  
> > 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.  
> > =====  
> > 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

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> > 0048: 74 20 30 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;0318378
> >
> > 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.
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> >
> > 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
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> > email@brainsturgeonSPAM.com
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