

# Re: Not Responding errors

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2007-08/msg01624.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-08/msg01624.htm)

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- *From:* nass <nass@xx>
  - *Date:* Sun, 19 Aug 2007 15:22:01 -0700
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"Curious1975" wrote:

Dell Dimension 2350

Processor x86 Family 15 Model 2 Stepping 7 GenuineIntel ~2392 Mhz  
Intel, Pentium 4 CPU, 2.40GHz

Symantec/Norton Anti-Virus v. 14.2.0.29

Anti-Spy:

I downloaded SUPER Anti-Spyware (Free Edition) the other day to double check my Verizon version just in case that one was missing something. It picked up the typical spyware and I removed it.

Verizon Yahoo Online Protection Anti-Spy v. 2005.5.2.1

Motherboard – don't know how to tell other than downloading a program to tell me and at this point I'd rather not download anything else

Update History – all successful for August 19 and prior

Software Updates – 5 (don't know if they're necessary so I haven't installed them)

Root Certificates Update

Microsoft .NET Framework 3.0: x86 (KB928416)

Remote Desktop Connection (Terminal Services Client 6.0) for Windows XP (KB925876)

Microsoft Base Smart Card Cryptographic Service Provider Package: x86 (KB909520)

Microsoft .NET Framework version 1.1

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Hardware Updates – 1

Conexant Systems, Inc. – Modems – Conexant D850 56K V.9x DFVc Modem

While I have your attention, a program called ccApp always hangs when I'm shutting down the computer and I have to End Task on it. Also, something called FontCapture does the same thing. Today explorer.exe also hung and I had to "End" it.

Upon restart, it takes a good 3–4 minutes for my icons to appear and then another minute or so before I can click on anything.

I thought maybe these issues were all related to my overall problem so I'm mentioning them.

Again, I appreciate your assistance.

"Gerry" wrote:

Your main problem is fairly obvious. Insufficient RAM memory. You need to add at least 256 mb but the system would probably benefit from adding 512 mb. You need to consult your motherboard manual to see what type and amount of memory can be installed.

What is your CPU speed?

What is your computer make and model? What is the make and model of your motherboard?

Event Type: Error Event Source: Automatic LiveUpdate Scheduler Event Category: Scheduler Events Event ID: 101

This indicates that the Windows Updates for August were not installed. The problem could well have arisen because your system had not long been started and was busy running anti-virus scans etc. You should check to see if the Updates have since installed.

Select, Start, Help and Support, Keep your Windows up– to–date with Windows Update, Review your Update History .You should see a number of successful updates on or after 19 August 2007 if they have been installed. If there are any red Failed Icons click on each icon and post details of the Error code.

If no updates are there. Select, Start, Help and Support, Keep your Windows up– to–date with Windows Update, Custom and then follow on screen instructions.

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Only try this after Windows XP has been running for 30 minutes and any anti-virus scan has completed.

What anti-virus and anti-spyware programmes do you have installed. If you have the anti-virus programme I think you have your system may benefit from having a less demanding programme.

It is difficult to be sure whether the other error are being caused by a stressed system have insufficient RAM memory or for some other reason.

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Hope this helps.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

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Adding to Gerry advice which I disagree with, the applications/programs you have if maintain correctly can happily perform under 256 MB of RAM you have, but you looks having a trouble somewhere on your system.

I commented some not all of the error messages , but please check the Time and Date on your system set up correctly as this can screw up the updates for windows and other software on your System.

first try this to perform the rest of steps:

Run disk clean up and Defrag in safe mode, if your system configured to remember password you can be selective in your clean up method.

= Hanging application msimn.exe

Event ID: 1002

Microsoft Outlook Express

= Initialization of the COM subsystem failed. Error code: 0x8007041D

Event ID: 101

<http://support.microsoft.com/kb/902322>

= Hanging application ACDSec.exe

Nokia PC Suite for your mobile to sync and access/share files/folders and contacts.

= mplayerc.exe

Media Player Classic , this not Windows media player (9,10,11)

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= LUALL.EXE

Symantec LiveUpdate, if you run the update engine for Norton which the Process ccApp.exe is a Symantec process, that indicate symantec didn't release the Memory on shut down causing this error to be thrown on the log. As I said if you run the update for Norton you will get the error message updates failed with this error "LUALL.EXE" 80078 or similar, then there is a link click on this and you will be taken to symantec to download a plug-in for the Update engine which check for updates and sysnc with the symantec server in real time, download the tool, there is a step-by-step guide on how to perform this.

Then open a run command and type in:

sfc /scannow click [OK] you may need your XP CD installation media for this procedure to be accomplished

Or repair/install of XP, note if you have IE7 you need to uninstall to perform the repair.

How to Perform a Windows XP Repair Install:

<http://michaelstevestech.com/XPrepairinstall.htm>

HTH.

nass

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www.nasstec.co.uk

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