

# Re: computer freezing

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2007-09/msg01202.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-09/msg01202.htm)

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- *From:* tess <[tess@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:tess@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Tue, 18 Sep 2007 22:00:01 -0700
- 

Ok, thank you for pointing me in the right direction – Scheduled Tasks is empty. I do know Kaspersky runs a start up scan but all other scans are set to manual at present. It has run without problems all night with no human activity – even automatically downloading Windows Updates. I made the small adjustments in Internet Explorer suggested earlier and deleted cookies, temp files, etc and unchecked "third party browsers". I wish I could sit here all day and tweak but I have to go to work. (+1hr GMT) Thank you for your continued help!

"Gerry" wrote:

Scheduled Tasks =Start, Control Panel, Scheduled Tasks.

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Hope this helps.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

~~~~~

tess wrote:

Task Manager Commit Charge figures changed from Total 272680 before opening Zoom Browser (canon software) to highest 376184 after repeatedly editing and undoing a trim, resizing and undoing and then whizzing through entire recent collection of photos at breakneck speed and after five minutes it was back to 331364. Only after closing canon software down did it hang again a few minutes later. I can't imagine it relates to the camera software, it has rarely been used on this new computer.

Re: computer freezing

When I came home from work with nothing but IE7 open, it also froze. And later on again. Applications in Task Manager just showed Windows XP Newsgroups (Is this Task Scheduler or must I look elsewhere?) I just wish there was somewhere where it would record exactly what caused it – why doesn't Event Manager do that?

We have Kaspersky Internet Security. I believe this also covers spyware but am aware I may need to get additional protection. We started off with Norton Anti virus 2007 (because we've used it for years with no problems) but it was suggested on a Windows forum that this should be scrapped so it got wiped when the shop formatted the drive and reloaded the OS after a repair install didn't solve any problems. It's all been a nightmare. Perhaps a hammer might help!

"Gerry" wrote:

Tess

What happens to the Task Manager figures if you run the Canon camera software? Edit a photo as that will demonstrate what affect Undo can have. Figures afer using the software whilst running it and then say 5 minutes after closing the software would be helpful.

What Tasks, if any, are listed in Task Scheduler?

What are your anti-virus and anti-spyware arrangements?

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Hope this helps.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

~~~~~

tess wrote:

Sorry, forgot to give you my hd info. 298  
GB total, free space =  
256GB

Re: computer freezing

"Gerry" wrote:

Tess

What programmes are you typically running?

Try Ctrl+Alt+Delete to select Task Manager and click the Performance Tab. Under Commit Charge what is the Total, the Limit and the Peak?

How large is your hard disk and how much free space.

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Hope this helps.

Gerry

~~~~~

FCA

Stourport, England

Enquire, plan and execute

~~~~~

tess wrote:

All the  
drivers are  
up to date,  
believe me  
I've tried  
everything!  
These  
hanging  
sessions  
don't  
coincide  
with game  
playing or  
anything  
more

Re: computer freezing

strenuous  
than  
browsing on  
the internet.  
We  
haven't  
exactly had  
the chance  
to settle into  
enjoying the  
new  
machine. It  
seems very  
cool at the  
back, can't  
imagine it's  
overheating.  
Thanks for  
the  
suggestions!

"Rich  
Barry"  
wrote:

Tess,  
I  
would  
first  
update  
all  
your  
drivers.  
Chipset,  
Sound,  
Video  
etc.  
If  
it's  
hanging  
during  
a  
certain  
activity  
like  
playing  
PC  
games  
or  
doing

Re: computer freezing

Video  
Editing  
it  
may  
be  
due  
to  
excessive  
heat  
or  
a  
flaky  
power  
supply.  
"tess"  
<tess@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote  
in  
message  
[news:8546A057-F0EC-42D3-9FFA-71682499A1C0@xxx](mailto:news:8546A057-F0EC-42D3-9FFA-71682499A1C0@xxx)

We've  
had  
numerous  
problems  
with  
our  
1  
month  
old  
computer  
with  
hanging  
and  
rebooting.  
I  
really  
thought  
the  
problem  
was  
solved  
when  
the  
technician  
replaced  
our  
RAM  
at  
my  
request.

Re: computer freezing

Now  
it  
boots  
up  
quickly  
but  
still  
hangs  
at  
certain  
times,  
unpredictably

–  
never  
during  
the  
same  
activity  
or  
for  
any  
apparent  
reason,  
but  
at  
least  
once  
in  
24  
hrs.  
Alt  
Ctrl  
Del  
does  
not  
work  
when  
this  
happens,  
the  
only  
solution  
is  
to  
press  
the  
restart  
button.

I  
thought

Re: computer freezing

the  
Event  
Log  
would  
record  
the  
"freezing"  
event  
and  
also  
the  
subsequent  
need  
to  
force  
the  
computer  
to  
restart  
but  
I  
can't  
see  
anything  
other  
than  
information  
lines  
at  
the  
time  
of  
the  
problem.  
As  
the  
computer  
shop  
can't  
seem  
to  
duplicate  
the  
problem,  
I'd  
really  
like  
to  
be  
able  
to

Re: computer freezing

present  
them  
with  
some  
evidence  
of  
what's  
causing  
the  
freezing/hanging  
or  
if  
it's  
something  
simple,  
solve  
the  
problem  
myself.  
If  
it  
was  
a  
power  
problem,  
wouldn't  
the  
computer  
simply  
close  
down,  
instead  
of  
just  
hang?  
The  
technicians  
always  
like  
to  
say  
it  
must  
be  
the  
software  
but  
we're  
not  
using  
anything

Re: computer freezing

Re: computer freezing

we  
didn't  
use  
on  
our  
old  
computer.

I  
have  
a  
2.67  
gig  
Intel  
Core  
2  
Duo,  
1024  
MB  
memory,  
320  
GB  
HD,  
NVIDIA  
GeForce  
7300  
GT  
graphics  
(latest  
manufacturer's  
driver),  
Windows  
XP  
SP2  
fully  
updated,  
and  
Kaspersky  
Internet  
Security  
as  
well  
as  
the  
usual  
MS  
Office  
and  
other  
wellknown  
software.

Re: computer freezing

Any  
advice  
or  
suggestions  
would  
be  
great.