

Re: Internet Explorer slowed to a crawl – reinstall required?

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-12/msg00390.htm

- *From:* "Gerry" <gerry@xxxxxxxxxx>
 - *Date:* Wed, 5 Dec 2007 23:14:57 -0000
-

Kris

You have a Norton Protected Recycle Bin. You need to empty it.

You are using QBackup. This is a utility which I have not encountered before. The Disk Defragmenter Report identifies a number of files. Are all these needed?

At some some you have done a logged boot. This shows up in your Windows folder as ntbtdlog.txt. This can be deleted.

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.

You should only run one defragmenter. Whether you choose to use the Microsoft Disk Defragmenter or Norton Speed Disk is your choice. One needs to be run after running Disk CleanUp.

The bad news is that although the points mentioned above will improve performance I think we need to look for something else.

Please post copies of all Error and Warning Reports appearing in the System and Application logs in Event Viewer for the last boot. No Information Reports or Duplicates please. Indicate which also appear in a previous boot.

You can access Event Viewer by selecting Start, Control Panel, Administrative Tools, and Event Viewer. When researching the meaning of the error, information regarding Event ID, Source and Description are important.

HOW TO: View and Manage Event Logs in Event Viewer in Windows XP
<http://support.microsoft.com/kb/308427/en-us>

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Part of the Description of the error will include a link, which you should double click for further information. You can copy using copy and paste. Often the link will, however, say there is no further information.

<http://go.microsoft.com/fwlink/events.asp>

(Please note the hyperlink above is for illustration purposes only)

A tip for posting copies of Error Reports! Run Event Viewer and double click on the error you want to copy. In the window, which appears is a button resembling two pages. Click the button and close Event Viewer. Now start your message (email) and do a paste into the body of the message. Make sure this is the first paste after exiting from Event Viewer.

Are there any yellow question marks in Device Manager? Right click on the My Computer icon on your Desktop and select Properties, Hardware, Device Manager. If yes what is the Device Error code?

Hope this helps.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

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Kris Krieger wrote:

"Gerry" <gerry@xxxxxxxxxx> wrote in news:eQOmxegNIHA.2064@TK2MSFTNGP06.phx.gbl:

Kris

I was not prompting you to run Disk Defragmenter. The Report is a means of gaining an insight into what is going on. My other questions were with the same thought in mind. I try to make suggestion based on information rather than hazarding pure guesses.

I just figured I'd give Drfrag and Norton Speed Disk a go first. I did what you suggested about the Add-Ons, but turning the unnecessary

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ones off made do difference.

The following is the info you'd suggested I post:

Wireless Newtwor connection speed = 54Mbps

TASK MANAGER:

Commit Charge:

Total=336680

Limit=5110484

Peak=343324

Physical Memory:

Total=3145192

Available=2713924 to 2715628 (varies a bit)

System Cache=600760(varies a bit)

DISK DEFRAG ANALYSIS RESULTS:

Volume Local Disk (C:)

Volume size = 74.53 GB

Cluster size = 4 KB

Used space = 50.82 GB

Free space = 23.71 GB

Percent free space = 31 %

Volume fragmentation

Total fragmentation = 1 %

File fragmentation = 2 %

Free space fragmentation = 0 %

File fragmentation

Total files = 259,646

Average file size = 251 KB

Total fragmented files = 1,057

Total excess fragments = 2,596

Average fragments per file = 1.00

Pagefile fragmentation

Pagefile size = 2.00 GB

Total fragments = 1

Folder fragmentation

Total folders = 18,318

Fragmented folders = 10

Excess folder fragments = 10

Master File Table (MFT) fragmentation

Total MFT size = 275 MB

MFT record count = 278,306

Percent MFT in use = 98 %

Total MFT fragments = 12

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Fragments File Size Most fragmented files
129 669 KB \RECYCLER\NPROTECT\00069984.MBX
78 1 KB \WINDOWS\system32\config\system.LOG
69 1 KB \WINDOWS\system32\config\software.LOG
36 1 KB \Documents and Settings\Alpha
\ntuser.dat.LOG
33 4 MB
\WINDOZE\system32\dllcache\nls302en.lex 30 4 MB
\System Volume

Information_restore{7348B941-8E3A-4685-B002-6406F9073302}\RP212\snapshot
_REGISTRY_USER_NTUSER_S-1-5-21-796845957-162531612-725345
543-1003
30 1 KB \Documents and Settings\Alpha\Local
Settings\Application Data\Microsoft\Windows\UsrClass.dat.LOG
24 2 MB \Documents and Settings\All Users
\Application

Data\Symantec\Shared\QBackup\{F9927487-90F8-4CF1-8952-C0E6E94FADB3}
\{9F6591E3-CD78-46A0-B8C2-B1CEA481C63E}.qbd
20 141 KB \RECYCLER\NPROTECT\00070040.MBX
19 9 MB \Xnews\folders\Sent.mbx
18 7 MB \Program Files\Symantec
Shared\VirusDefs \20070326.020\VIRSCAN7.DAT
17 8 MB \System Volume Information_restore
{7348B941-8E3A-4685-B002-6406F9073302}\RP697\A0072015.dll
16 3 MB \Documents and Settings\All Users
\Application

Data\Symantec\Shared\QBackup\{F9927487-90F8-4CF1-8952-C0E6E94FADB3}
\{B84BFA88-47E9-4B9F-8C83-9D82597F2F1A}.qbd
14 3 MB \WINDOWS\ntbtlog.txt
13 3 MB \Documents and Settings\All Users
\Application

Data\Symantec\Shared\QBackup\{F9927487-90F8-4CF1-8952-C0E6E94FADB3}
\{F0F25B81-E3E1-4925-9CE2-10B811234310}.qbd
12 5 MB \System Volume

Information_restore{7348B941-8E3A-4685-B002-6406F9073302}\RP1\snapshot
\Repository\FS\OBJECTS.DATA
12 2 MB \Documents and Settings\All Users
\Application

Data\Symantec\Shared\QBackup\{F9927487-90F8-4CF1-8952-C0E6E94FADB3}
\{4418F103-777D-40DE-822B-A414AEF607B2}.qbd
12 3 MB \Documents and Settings\All Users

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\Application

Data\Symantec\Shared\QBackup\{F9927487-90F8-4CF1-8952-C0E6E94FADB3}
\{B1278159-8694-4CFB-9E1D-ACFCCA101630}.qbd

12 1 MB \Documents and Settings\All Users

\Application

Data\Symantec\Shared\QBackup\{F9927487-90F8-4CF1-8952-C0E6E94FADB3}
\{182581E9-0A8E-4070-B36C-BA2BE47A6FD7}.qbd

12 3 MB \Documents and Settings\All Users

\Application

Data\Symantec\Shared\QBackup\{F9927487-90F8-4CF1-8952-C0E6E94FADB3}
\{A79DCEE5-399D-4545-B17F-5F2B2E80CDFE}.qbd

11 7 MB \Documents and Settings\All Users

\Application

Data\Symantec\Shared\QBackup\{F9927487-90F8-4CF1-8952-C0E6E94FADB3}
\{9AA6BDCE-7AB6-4772-AE7D-CD0189F42021}.qbd

11 7 MB \System Volume Information_restore

{7348B941-8E3A-4685-B002-6406F9073302}\RP2\A0001595.exe

11 2 MB

\WINDOZE\system32\dlldata\acgenral.dll 11 457 KB

\Documents and Settings\All Users \Application

Data\Symantec\LiveUpdate\Downloads

\1196871313jtun_nav2k6en71204003.m25.full.zip

10 2 MB \Documents and Settings\All Users

\Application

Data\Symantec\Shared\QBackup\{F9927487-90F8-4CF1-8952-C0E6E94FADB3}
\{F1FB00CB-0D35-4BD6-92AB-1F645DA611AE}.qbd

10 8 MB \System Volume

Information_restore{DE9D40D5-E674-4BA2-A367-37DF670F4579}\RP1\snapshot
_REGISTRY_MACHINE_SOFTWARE

10 3 MB \System Volume

Information_restore{7F58CA9C-4167-4CB7-A6E7-3E5D5F9EB47D}\RP1\snapshot
_REGISTRY_MACHINE_SYSTEM

9 9 MB \System Volume

Information_restore{7348B941-8E3A-4685-B002-6406F9073302}\RP219\snapshot
_REGISTRY_MACHINE_SOFTWARE

9 5 MB \System Volume Information_restore

{7348B941-8E3A-4685-B002-6406F9073302}\RP690\A0071482.dll

9 874 KB \Documents and Settings\All Users

\Application

Data\Symantec\Shared\QBackup\{F9927487-90F8-4CF1-8952-C0E6E94FADB3}
\{09A62629-6C50-4DD7-8AD7-6CF41D48C6B9}.qbd

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