

Re: Constant Freezing – Please help

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-12/msg02047.htm

- *From:* "Gerry" <gerry@xxxxxxxxxx>
 - *Date:* Sun, 23 Dec 2007 13:31:40 -0000
-

Deb

You are going to have to test the RAM –please see the link for instructions

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

I am not a fan of Wireless. I would change to an ethernet connection if it is practical. Does your Dad have Propel Accelerator software installed? If not it is a pointer that it is not needed. Could it have been installed when you connected up elsewhere?

Download and install cCleaner

<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.

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.

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

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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.

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Hope this helps.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

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DEBTHINKPAD wrote:

I have the entire McAfee suite and I think it's got about 6 months left. I can't check right now because for some reason my Dad's got internet and I don't. I could disable the McAfee site advisor (which I do have as part of the suite) if you think that might help.

My Dad has a DSL line with AT&T and we have a Belkin router. I run wireless off that router with a Belkin card in my laptop. I did not install the Propel SW (unless it was hidden in something else) and cannot tell you if it makes any difference.

I have erased the temp files the chkdsk erases, but I found that the specific file you mention is still there. "Properties" says it is an unknown file and the type is archive. I have no idea exactly what it is.

Here are the two reports from the HD SW:
HD Tune: IC25N020ATDA04-0 Information

Firmware version : DA3OA76A
Serial number : 63A63HE8265
Capacity : 18.6 GB (~20.0 GB)
Buffer size : 1806 KB
Standard : ATA/ATAPI-0
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 : no
Read Look-Ahead : yes
Write Cache : yes

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Host Protected Area : yes
Device Configuration Overlay : yes
Automatic Acoustic Management: no
Power Management : yes
Advanced Power Management : yes
Power-up in Standby : yes
Security Mode : yes
Firmware Upgradable : no

Partition : 1
Drive letter : C:\
Label : IBM_PRELOAD
Capacity : 18139 MB
Usage : 40.72%
Type : FAT32
Bootable : Yes

Partition : 2
Drive letter :
Label :
Capacity : 937 MB
Usage : 0.00%
Type : FAT32 Hidden
Bootable : No

HD Tune: IC25N020ATDA04–0 Health

ID Current Worst ThresholdData
Status (01) Raw Read Error Rate 100 100 62 0
Ok (02) Throughput Performance 100 100 40 0
Ok (03) Spin Up Time 131 131 33 1
Ok (04) Start/Stop Count 97 97 0 4847
Ok (05) Reallocated Sector Count 100 100 5 0
Ok (07) Seek Error Rate 100 100 67 0
Ok (08) Seek Time Performance 100 100 40 0
Ok (09) Power On Hours Count 76 76 0 10738
Ok (0A) Spin Retry Count 100 100 60 0
Ok (0C) Power Cycle Count 98 98 0 3654
Ok (BF) G–sense Error Rate 100 100 0 0
Ok (C0) Power Off Retract Count 100 100 0 10
Ok (C1) Load Cycle Count 48 48 0 527722
Ok (C2) Temperature 152 152 0 393252
Ok (C4) Reallocated Event Count 100 100 0 0
Ok (C5) Current Pending Sector 100 100 0 0
Ok (C6) Offline Uncorrectable 100 100 0 0
Ok (C7) Ultra DMA CRC Error Count 200 200 0 0
Ok

Power On Time : 10738
Health Status : Ok

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I also ran the physical check and there were no problems.

I do not create Adobe documents, only read them. I also do very little photo work, just dump digital photos to the PC and use the SONY SW to edit a little bit (cropping, red eye reduction and such) but I do it every 2 or 3 weeks with, say, 10 or 20 photos, not a lot of them and not daily.

I agree the problem seems to be RAM and I do think McAfee may have kicked things off somehow (a prompt request to update their SW was on my screen when it froze the first time) but their (for fee!) help person was not helpful AT ALL and I gave up on that route.

I will need to get back to you after running the defrag. I also can't do much with the mal-ware until I get the internet connection on my laptop back, but will let you know once I do. (Since I've only deleted what the clean up SW said to, I hope that it will fix itself when I restart.)

Again, I am very grateful for your help, especially as things seem quite sticky with my system.

Deb

"Gerry" wrote:

Deb

Mcshield, Mcmsvc and MPFSrv all relate to McAfee. McAfee has too big a footprint for your computer. When does your subscription expire? I can suggest better freeware alternatives.

Does your McAfee include an anti-spyware alternative? I suggest you need to run another anti-spyware programme as malware could be another part of your problem.

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

What is your actual version of McAfee as some the latest versions include Site Advisor , which is currently causing the type of problems you are experiencing.

Propelac.exe is the main executable for Propel Accelerator software, which is used to speed up your Internet connection.

What type of internet connection do you have? Does Propel Accelerator make a difference?

What are the temporary files of which DF8873.TMP is an example?

What happens to the Most fragmented file list if you run Disk Defragmenter 2 or 3 times?

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My feeling is you do not have enough RAM but getting more could be difficult. You should probably increase the pagefile size, unless we can reduce demands for memory. Do you do any photo editing or otherwise run graphics programmes. Do you have any Adobe programmes installed?

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Hope this helps.

Gerry

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FCA

Stourport, England

Enquire, plan and execute

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DEBTHINKPAD wrote:

Here's the defrag report:

Volume IBM_PRELOAD (C:):

Volume size = 18,130 MB

Cluster size = 16 KB

Used space = 7,411 MB

Free space = 10,719 MB

Percent free space = 59 %

Volume fragmentation

Total fragmentation = 2 %

File fragmentation = 4 %

Free space fragmentation = 0 %

File fragmentation

Total files = 42,467

Average file size = 150 KB

Total fragmented files = 451

Total excess fragments = 2,924

Average fragments per file = 1.06

Pagefile fragmentation

Pagefile size = 384 MB

Total fragments = 3

Directory fragmentation

Total directories = 4,766

Fragmented directories = 33

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Excess directory fragments = 75

Fragments	File Size	Most fragmented files
63	1,040 KB	\WINNT\SECURITY\LOGS\WINLOGON.OLD
22	416 KB	\WINNT\SECURITY\LOGS\WINLOGON.LOG
36	6,352 KB	\WINNT\Installer\AD6C82.MSP
67	1,280 KB	\Documents and Settings\DEB\Local Settings\Temp\~DFFE04.TMP
42	752 KB	\Documents and Settings\DEB\Local Settings\Temp\~DF8873.TMP
46	736 KB	\Documents and Settings\DEB\Local Settings\Temp\~DF4314.TMP
68	1,552 KB	\Documents and Settings\DEB\Local Settings\Temp\~DF55DB.TMP
140	3,344 KB	\Documents and Settings\DEB\Local Settings\Temp\~DF8F09.TMP
91	1,824 KB	\Documents and Settings\DEB\Local Settings\Temp\~DF41FB.TMP
44	832 KB	\Documents and Settings\DEB\Local Settings\Temp\~DF941D.TMP
91	1,664 KB	\Documents and Settings\DEB\Local Settings\Temp\~DFEC97.TMP
77	1,792 KB	\Documents and Settings\DEB\Local Settings\Temp\~DF1ED3.TMP
18	320 KB	\Documents and Settings\DEB\Local Settings\Temp\~DF8284.TMP
124	2,832 KB	\Documents and Settings\DEB\Local Settings\Temp\~DF38F.TMP
167	3,728 KB	\Documents and Settings\DEB\Local Settings\Temp\~DFCE04.TMP
60	1,136 KB	\Documents and Settings\DEB\Local Settings\Temp\~DF7E44.TMP
58	1,184 KB	\Documents and Settings\DEB\Local Settings\Temp\~DF591.TMP
165	3,472 KB	\Documents and Settings\DEB\Local Settings\Temp\~DFD53E.TMP
81	2,064 KB	\Documents and Settings\DEB\Local Settings\Temp\~DFECB1.TMP
22	544 KB	\Documents and Settings\DEB\Local Settings\Temp\~DFD28A.TMP
161	3,488 KB	\Documents and Settings\DEB\Local Settings\Temp\~DF7C5D.TMP
78	1,888 KB	\Documents and Settings\DEB\Local Settings\Temp\~DF5395.TMP
47	976 KB	\Documents and Settings\DEB\Local Settings\Temp\~DF95FD.TMP
42	1,136 KB	\Documents and Settings\DEB\Local Settings\Temp\~DF7368.TMP
24	432 KB	\Documents and Settings\DEB\Local

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Settings\Temp\~DF3139.TMP
47 880 KB \Documents and Settings\DEB\Local
Settings\Temp\~DFB000.TMP
29 1,680 KB \Documents and Settings\DEB\My
Documents\My Pictures\Grandma's birthday\VMI Portrait
79.JPG
24 1,936 KB \Documents and Settings\DEB\My
Documents\My Pictures\Cocos y Locos\It's a double.JPG
88 1,920 KB \Documents and Settings\DEB\My
Documents\My Pictures\Cocos y Locos\Backyard
rainbow.JPG
54 2,400 KB \Documents and Settings\DEB\My
Documents\My Pictures\Dad's 80th\DSC00226.JPG

"DEBTHINKPAD" wrote:

Thx.
Deb

"DL" wrote:

Thinkpad A30 2 – 3 years
old

"Gerry"
<gerry@xxxxxxxxxx>
wrote in message
news:%23ilyLOLRIHA.2376@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Deb

Have you
resolved the
problem
with the
Stop Error
messages
you
were having
2 days ago?
If yes what
was the
solution?

Is your
computer
dual

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booting i.e.
Windows
2000 and
Windows
XP?

What is
your
Windows
2000 CD as
it is
described
on the face
of
the CD?

What is
your
computer
make and
model?
How old is
it?

Have you
made any
hardware or
software
changes
shortly
before the
problem
first arose?
Memory
perhaps?

How much
RAM
memory?

Try
Ctrl+Alt+Delete
to select
Task
Manager
and click
the
Performance
Tab. Under
Commit
Charge

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what is the
Total, the
Limit and
the
Peak?

You should
be able to
gather more
information
from Task
Manager.
With
the
Processes
tab open
select View,
Select,
Columns
and check
the
boxes
before Peak
Memory
Usage and
Virtual
Memory
size. What
are
the figures
for the 6
processes
using the
largest
amounts?

Do you
leave your
computer
on 24/7?

Open Disk
Defragmenter
and click on
Analyse.
Select View
Report
and click on
Save As and
Save. Now
find

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VolumeC.txt
in your My
Documents
Folder and
post a copy.
Do this
before
running
Disk
Defragmenter
as it
is more
informative.

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.

Try running
HD
Tune(freeware).

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Download
and run 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
the two
page icon (
copy to
Clipboard)
and copy
into a
further
message.
You can
also
do a full
surface scan
with HD
Tune.

Dust inside
the
computer
casing can
cause
overheating

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and result
in this type
of error.
Take the
casing off
and use an
Air Duster
to clean.
Also check
that all fans
are
working.

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Hope this
helps.

Gerry

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FCA  
Stourport,  
England  
Enquire,  
plan and  
execute

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DEBTHINKPAD

wrote:

My
Win
2000
Pro
system
is
freezing
often,
independent
of
application
and
requiring
power-off
to
escape
the
freeze.

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I'm
unable
to
perform
my
work,
though
thankfully
succeeded
in
doing
a
backup
and
have
run
virus
and
adware
programs
plus
deleted
internet
temp
files
from
options
tab.
Have
had
slow
performance
before
this
(also
experience
hung
programs
w/dll
and
other
errors
at
shutdown)
and
system
recently
added
more
VM.
Have

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plenty
of
disk
and
defragged
not
long
ago,
but
of
course
when
I
restore
from
a
freeze
it
needs
to
check
disk
for
consistency
and
I
have
to
restore
active
desktop,
so
not
sure
if
that's
building
up
overhead
somewhere.
Think
I
could
shut
down
some
background
programs
at
startup,
but

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not
confident
how
to
do
that
w/o
creating
problems
unless
I
have
very
specific
instructions.
(For
some
reason
could
not
access
from
start/run/msconfig)

I'd
really
appreciate
your
help.