

Freeze when opening Control Panel

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My computer often freezes when I try to open the control panel. The mouse pointer still moves but clicking the icons and start button has no effect, and I have to restart using the taskmanager. While restarting I get the error message "End program – explorer.exe This program is not responding"

The problem's intermittent, happening about half the times I try to open the panel. I've not seen any pattern with it. The biggest change I've made to the system recently is to make an ethernet link to another XP computer and run the network setup wizard; network cards were already present, so I didn't have to install hardware.

I found one Microsoft support article, 221153, describing very similar problems with older Windows versions:

<http://tinyurl.com/dyodd>

I've tried the instructions in it, but I find I can't remove the .cpl files from the System32 folder: cut-and-paste, mouse-dragging and deleting just copy the file without removing the original.

The other things I've tried are:

Complete antivirus and spyware scans with Zonealarm, Spybot and Adaware: no problems found other than tracking cookies.

Running sfc /scannow. No problems reported.

Trying Restore points from before making the ethernet connection and running the network wizard.

Disconnecting the ethernet and internet link.

Running scandisk. No problems found.

Defragmenting the hard drive.

I'm running Windows XP with sp2 and with all patches up to date.

I'd be really grateful for any help with this.

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Tim Tylor

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- Next by Date: *eating my pagefile*
- Previous by thread: *Re: view inactive icons button NEVER MIND*
- Next by thread: *eating my pagefile*
- Index(es):
 - ◆ *Date*
 - ◆ *Thread*