

Re: SVChost.exe 99% CPU Usage with SP3 installed

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 - *Date:* Tue, 10 Jun 2008 10:29:36 +0100
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"Dr. Wu" <Dr.Wu@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:6A91E3DE-3726-4940-A954-348AB546B99A@xxxxxxxxxxxxxxxxxxxx>

For brevity I've removed all previous posts text from this response.

Though I don't yet have an answer to this issue I am experiencing it on one of my two computers. My laptop isn't causing me this issue. My desktop, however, is.

There were very little differences in the installations at the time that I saw the issue start. Both have Windows XP Pro and both were updated to SP 3.

While the Laptop has Office 2003 Professional and all ancillary Office 2003 products (Visio, InfoPath, FrontPage, Project...) the Desktop has all of that plus Office 2007 Enterprise and a couple of extras such as Visio, Project and Expression Web.

When I installed the Office 2007 products I opted to keep all previous versions of Office as well as the Download a file to keep it running and the automatic updates.

I installed Office 2003 and Office 2007 after installing Windows XP SP3. I did not notice any hit to performance until after installing Office 2007.

This leads me to believe that it is Office 2007 or part of the installation that is causing the CPU issues.

I've installed Windows XP SP3 on many computers to date (I am in an IT department and take care of over 200 workstations – and sadly over 200 end-users). SP3 has installed on all of them through automatic updates

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and
I've yet to receive a complaint.

It might be helpful to find out how many people who have this problem also have installed Office 2003 with it's automatic updates turned on.

But I digress...

What has prompted me to post this reply is Sheenan's response to Freeheeler.

Though Freeheeler should not have used the verbage that he/she did I've found myself in his/her level of frustration many times in the past 5 years.

There have been many Microsoft Updates that have brought our computers to their knees. I've spent many mornings in crisis mode because a Microsoft Update has crashed computers. Usually it starts with the VPs of the company because they are there early (yes that isn't a typo).

We had an Automatic Update bring our Exchange Server down and it took a day and a half for the poor gal who had to fix it to talk with Microsoft and eventually determine that it was Microsoft's Update that caused the problem in the first place.

Though I sympathize with Freeheeler's frustration I don't condone his/her use of language.

I also strongly oppose Sheenan's retort. Microsoft has conditioned us to beleive that any and all "Critical Updates" must be installed as soon as possible. When they do put information about the update it is usually a very long and complicated document that none of us in the "real" world have the time to read and fully comprehend.

Microsoft's support is no longer what it used to be as well. I used to be able to contact a real person by phone and get immediate, accurate and fully understandable help to resolve a problem as soon as possible.

Microsoft understood that happy customers are faithful customers.

Now I can't get to anyone on the phone. If I can I'm stuck with someone who cannot speak without an accent so strong that I cannot understand them.

Microsoft's documentation used to fully cover the software that it was written for. I work with Visual Basic 6.0 Pro, Visual Studio .NET 2003 Pro,

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and have just received Visual Studio .NET 2008 Pro.

I am here to tell you that Microsoft's documentation is no longer what it was.

I worked with VBA 6 a while back. The documentation was flawless. It was truly a place to go to get any questions answered.

It is no longer the case.

I suggest that Shenan get off his/her high horse and start using compassion towards those who've been hit by anything Microsoft that has caused their computer to crash or become non-responsive. These are people who have work to do and cannot do it because of a possible poorly written update.

I've been there. I know.

Let's become helpful, not condescending!

Whether you like what I say or not, there you have it.

Don't confuse terseness with condescension. And Shenan WAS helpful – he provided *plenty* of material, some of which should have been researched before applying something as significant as a Service Pack to an Operating System, some of which provided help fixing the problems it caused (including a link to free support from Microsoft). Topped off with a "Good luck!". What more do you want?

If the OP had had a quick scout in the "real world" before installing SP3, he/she would have found *plenty* of people advising "wait a while, see what the early adopters find".

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