

# Re: Slow performance

---

*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.perform\\_maintain/2008-11/msg00123.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.perform_maintain/2008-11/msg00123.htm)

---

- *From:* "Gerry" <[gerry@xxxxxxxxxx](mailto:gerry@xxxxxxxxxx)>
  - *Date:* Sun, 9 Nov 2008 11:38:53 -0000
- 

Magsmom

Your computer has the capacity to have a maximum of 1 gb RAM. The computer has two memory slots so to achieve 1 gb you need to install 2 x 512 mb. This could mean you need to replace your existing memory, if your existing 512 mb is made up of 2 x 256 mb.

<http://support.dell.com/support/edocs/systems/dim2350/specs.htm#1107033>

<http://support.dell.com/support/edocs/systems/dim2350/replace.htm#1183874>

Your latest post includes another hint as to what is might be causing slow performance. Your photography. Graphics programmes require considerable amounts of memory, especially when editing images. The programmes incorporate undo features, which create the high demand for memory. Saving at intervals could reduce the demand. You should also restart your computer at the end of a session. Running disk defragmenter after restarting might also help because graphics programmes handle large files, which will both fragment and cause other files to fragment.

Windows Live OneCare is a composite and I am not a fan of all in one solutions. You could look at the time activities are scheduled to ensure that they only occur at times when you are not otherwise using your computer. My employer has two computers with CA Anti-Virus. However, my own set up consists of AVG 8 Anti-Virus, Spybot S& D, Windows Defender and the Windows Firewall. All are free.

I have only just noticed your reference to "Speed Up My PC". This type of programme is generally not recommended in these newsgroups. I would uninstall the programme. Registry Cleaners and RAM optimisers can do harm and in overall terms do not help.

Something else I have not so far suggested. A visit to Event Viewer.

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

## Re: Slow performance

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.

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.

--

Hope this helps.

Gerry

~~~~

FCA

Stourport, England

Enquire, plan and execute

~~~~~

Magsmom wrote:

Gerry: WOW– You are full of info; Appreciate the time you put into your answer:

Re: System is Dell Dimension 2350, originally only 256 RAM but I installed 512 awhile back. I expected to see a difference in performance then, but I didn't notice any improvement. But I really wasn't having any trouble before that. I just decided to update since a lot of the new programs require a minimum of 512.

I realize that the pagefile usage is excessive and I need to reduce memory usage, but I can't figure out what is using up so much memory, or why. The programs that I have running should not be using that much.

I don't restart puter every 24 hrs. but I do restart it fairly often. Maybe 3 times a week or so. VOIP is no problem, it just takes awhile for everything to load back up again.

Re: Windows Live One Care – I just don't get it. As I mentioned, I have used it for years with good results and little problems. What is it about the program that makes you think it is "poor"? I have tried a number of other security systems and just about went crazy

## Re: Slow performance

trying to decipher them. I use Time Warner Road Runner Broadband and they offer CA (Computer Associates) Security Suite software for free. What do you know about their program?

My disk drive is pretty full right now, mainly due to fact that I just returned from a 10 day vacation out west and took a ton of digital photos and video which I am going through and culling out the bad ones. That's also the reason the recycle bin is so full. I usually keep it emptied out better than that. When I get my photos and videos the way I want them, I will be moving them to CD storage.

Temporary Internet Files allocation is set at the recommended minimum of 50 MB History is set at 10 days

Default allocation for recycle bin is already set at 5%.

All uninstall folders in Windows are already compressed.

Dr. Watson did have the check in the "Append to" box, so I fixed that.

EVENT VIEWER:- WOW – When I went in to reset the maximum size settings for each log from 512 to 128 per your suggestion, I found the maximum setting for the MSFWSVC log was set at 15360 K. Don't know how that got set that way. I've never messed with those settings before.

I use the Systems Tools/Disk Clean Up frequently between the Live One Care scheduled clean ups

I'll get the recycle bin emptied and run the clean up and de frag and let you know if it makes any difference. If you get any further ideas based on the above, please let me know.

"Gerry" wrote:

Magsmom

The system is heavily reliant on using the pagefile, which will result in poor system performance. This is obvious as both the Total and the Peak are greatly in excess of the installed RAM. You need to add RAM and / or reduce memory usage.

What is your computer make and model?

pctsSvc.exe = Spyware Doctor

MsMpEng.exe = Windows Defender a component of Windows LiveOneCare.

IncMail.exe = Incredimail

Leaving your computer on 24/7 means that if any programme has a

## Re: Slow performance

memory leak the memory does not get released even if the programme is closed. This could be a significant cause of your problem. I do not know what affect restarting your computer would have on VOIP. It is the act of restarting your computer that releases memory. Thus you only need your computer to be shutdown for a minute or two every 24 hours.

Norton and McAfee both have a major impact on system. However, just because you have chosen to follow your friends example is hardly justification for picking another example of poor software.

The Disk Defragmenter report shows you have minimal free disk space. Ideally you should 20% to 25% free. You most likely can improve the situation but eventually you should consider adding a further drive to increase capacity.

The default allocation to System Restore is 12% on your C partition which is over generous. I would reduce it to 700 mb. Right click your My Computer icon on the Desktop and select System Restore. Place the cursor on your C drive select Settings but this time find the slider and drag it to the left until it reads 700 mb and exit. When you get to the Settings screen click on Apply and OK and exit.

A default setting which could be wasteful is that for temporary internet files, especially if you do not store offline copies on disk. The default allocation is 3% of drive. Depending on your attitude to offline copies you could reduce this to 1% or 2%. In Internet Explorer select Tools, Internet Options, General, Temporary Internet Files, Settings to make the change. At the same time look at the number of days history is held.

The default allocation for the Recycle Bin is 10 % of drive. Change to 5%, which should be sufficient. In Windows Explorer place the cursor on your Recycle Bin, right click and select Properties, Global and move the slider from 10% to 5%. However, try to avoid letting it get too full as if it is full and you delete a file by mistake it will bypass the Recycle Bin and be gone for ever.

If your drive is formatted as NTFS another potential gain arises with your operating system on your C drive. In the Windows Directory of your C partition you will have some Uninstall folders in your Windows folder typically: \$NtServicePackUninstall\$ and \$NtUninstallKB282010\$ etc. These files may be compressed or not compressed. If compressed the text of the folder name appears in blue characters. If not compressed you can compress them. Right click on each folder and select Properties, General, Advanced and check the box before Compress contents to save Disk Space. On the General Tab you can see the amount gained by deducting the size on disk from the size. Folder compression is only an option on a NTFS formatted drive / partition.

Re: Slow performance

Select Start, All Programs, Accessories, System Tools, System Information, Tools, Dr Watson and verify that the box before "Append to existing log" is NOT checked. This means the next time the log is written it will overwrite rather than add to the existing file.

The default maximum size setting for Event Viewer logs is too large. Reset the maximum for each log from 512 kb to 128 kb and set it to overwrite.

<http://support.microsoft.com/kb/308427/en-us>

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.

Please let me know whether these suggestions help reduce the Total and Peak fures in Task Manager. If not you we need to explore further ideas.

--

Hope this helps.

Gerry

~~~~~

FCA

Stourport, England

Enquire, plan and execute

~~~~~

Magsmom wrote:

CPU is Pentium 4 – 2.20 Ghz

Ram is 512 MB

Commit charge is:- Total 940,028 – Limit 1,263,628 – Peak 1,210,880

Here are the top 6 Memory using processes:

Peak VM size

iexplore.exe 167,184 49,308

Svchost.exe 164,568 25,914

pctsSvc.exe 164,108 178,220

## Re: Slow performance

MsMpEng.exe 153,692 91,694  
IncMail.exe 64,612 35,692  
iexplore.exe 59,472 48,528

Yes, I leave my computer on 24/7 due to having VOIP

Re: Windows Live One Care:– I have been using it for a number of years and I love it. Never had these slow performance problems until recently. In fact, although my computer is older and has a slower process, my computer functions much faster than my friends computer, which is the same brand, but she uses Norton. Also, Windows Live One Care does not include a registry cleaner. However, they do have a registry cleaning function in the Windows Live One Safety Scanner, so you may have the two confused.

I also have Spybot and Spyware Doctor programs, but I do not let them run automatically. Only when I manually run a scan.

Here is my Defrag analyse report:–

Volume (C:)  
Volume size = 55.84 GB  
Cluster size = 4 KB  
Used space = 46.78 GB  
Free space = 9.06 GB  
Percent free space = 16 %

Volume fragmentation  
Total fragmentation = 4 %  
File fragmentation = 7 %  
Free space fragmentation = 1 %

File fragmentation  
Total files = 168,177  
Average file size = 436 KB  
Total fragmented files = 1,982  
Total excess fragments = 12,374  
Average fragments per file = 1.07

Pagefile fragmentation  
Pagefile size = 755 MB  
Total fragments = 4

Folder fragmentation  
Total folders = 18,081

Re: Slow performance

Fragmented folders = 72  
Excess folder fragments = 178

Master File Table (MFT) fragmentation  
Total MFT size = 201 MB  
MFT record count = 187,280  
Percent MFT in use = 90 %  
Total MFT fragments = 3

---

Fragments	File Size	Most fragmented files
584	42 MB	\Program Files\Java\jre6\lib\rt.jar
378	1.16 GB	\Documents and Settings\Love Goddess\My Documents\My Videos\Sony video clips\Cheeko\Cheeko 6.avi
364	43 MB	\System Volume Information\_restore{B37680B2-BA0A-4E5D-BF30-83E44C588624}\RP1339\snapshot\_R
280	43 MB	\System Volume Information\_restore{B37680B2-BA0A-4E5D-BF30-83E44C588624}\RP1336\snapshot\_R
273	17 MB	\Documents and Settings\Love Goddess\Local Settings\Temporary Internet Files\Content.IE5\65FJ70GT\scnAVavbase14500000[1].cab
182	736 KB	\Documents and Settings\Love Goddess\Application Data\Move Networks\BlackBox
177	11 MB	\System Volume Information\_restore{B37680B2-BA0A-4E5D-BF30-83E44C588624}\RP1344\A0174276.e
177	11 MB	\System Volume Information\_restore{B37680B2-BA0A-4E5D-BF30-83E44C588624}\RP1339\A0174029.e
177	11 MB	\System Volume Information\_restore{B37680B2-BA0A-4E5D-BF30-83E44C588624}\RP1339\A0174122.e
177	11 MB	\System Volume Information\_restore{B37680B2-BA0A-4E5D-BF30-83E44C588624}\RP1338\A0173757.e
157	10 MB	\WINDOWS\PCHealth\HelpCtr\DataColl\CollectedData_22947.xml
122	7 MB	\Documents and Settings\Love Goddess\Local Settings\Temporary Internet Files\Content.IE5\LNBTV4ME\scnAVasbase14500000[1].cab
119	476 KB	\RECYCLER\S-1-5-21-1132940392-1673125147-3913084170-1006\INFO2
114	99 MB	\Documents and Settings\Love Goddess\Local Settings\Application Data\IM\Identities\{8FB9562A-FB63-4AE5-B51A-AB42C467ABCC}\Message Store\Inbox.imm
108	1 MB	\Documents and Settings\Love Goddess\Local Settings\Application Data\HP\Digital Imaging\cache2\8.DB
105	24 KB	\WINDOWS\SYSTEM32\CONFIG\SOFTWARE.LOG
91	6 MB	\System Volume Information\_restore{B37680B2-BA0A-4E5D-BF30-83E44C588624}\RP1343\A0174230.r
91	11 MB	\Documents and Settings\All

Re: Slow performance

Users\Application  
Data\Walgreens\Styles\wg-leapbooks\shared\pagedesigns\blueyellow-1\background.jpg  
76 145 MB \Documents and Settings\Love  
Goddess\Local Settings\Application  
Data\IM\Identities\{8FB9562A-FB63-4AE5-B51A-AB42C467ABCC}\Message  
Store\Deleted Items.imm 70 4 MB \System  
Volume  
Information\\_restore{B37680B2-BA0A-4E5D-BF30-83E44C588624}\RP1339\A0173905.c  
64 348 KB  
\RECYCLER\S-1-5-21-1132940392-1673125147-3913084170-1006\Dc32.db  
63  
4 MB \System Volume  
Information\\_restore{B37680B2-BA0A-4E5D-BF30-83E44C588624}\RP1344\A0174254.r  
61 4 MB \System Volume  
Information\\_restore{B37680B2-BA0A-4E5D-BF30-83E44C588624}\RP1339\A0173889.c  
59 6 MB \Documents and Settings\Love  
Goddess\Local Settings\Application  
Data\IM\Identities\{8FB9562A-FB63-4AE5-B51A-AB42C467ABCC}\Message  
Store\Attachments\56601-MrsHughes.wmv 58 4 MB  
\System Volume  
Information\\_restore{B37680B2-BA0A-4E5D-BF30-83E44C588624}\RP1335\A0173673.c  
58 4 MB \System Volume  
Information\\_restore{B37680B2-BA0A-4E5D-BF30-83E44C588624}\RP1345\A0174320.c  
58 4 MB \System Volume  
Information\\_restore{B37680B2-BA0A-4E5D-BF30-83E44C588624}\RP1344\A0174293.c  
58 4 MB \System Volume  
Information\\_restore{B37680B2-BA0A-4E5D-BF30-83E44C588624}\RP1337\A0173709.c  
58 4 MB \System Volume  
Information\\_restore{B37680B2-BA0A-4E5D-BF30-83E44C588624}\RP1341\A0174170.c  
58 4 MB \System Volume  
Information\\_restore{B37680B2-BA0A-4E5D-BF30-83E44C588624}\RP1336\A0173686.c

I guess I covered all your questions. What do you think?

"Gerry" wrote:

What is the CPU speed?

How much RAM?

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?

You should be able to gather more  
information from Task Manager.

Re: Slow performance

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?

Many do not rate Windows Live One Care very highly. It includes a Registry Cleaner, which many here think provides negligible benefits and potentially can seriously damage the system. It also takes a lot of resources to run, which may go some way to explaining your disappointing system performance. You can use Windows Defender, a component of Windows Live One Care, as a standalone. Are you using any other anti-virus and anti-spyware software?

I would be interested in seeing a Disk Defragmenter report . Open Disk Defragmenter and click on Analyse. Select View Report and click on Save As and Save. Now find VolumeD.txt in your My Documents Folder and post a copy. Do this before running Disk Defragmenter as it is more informative.

--

Hope this helps.

Gerry

~~~~

FCA

Stourport, England

Enquire, plan and execute

~~~~~

## Re: Slow performance

Magsmom wrote:

In the past, my computer would occasionally experience a slow down in performance which would be easily corrected by doing a clean up/tune up. I use several methods to do this. I am running XP, sp3 with Windows Live One Care which includes regular tune ups. Somoetimes, if I have been doing a lot of web surfing, I just do a manual cleanup using my IE tools, and occasionally I use Speed Up My PC, which does a great job of optimizing.

But recently I started having problems that don't respond to these methods. I have run several virus/spyware scans and can't find anything. I notice that I frequently get the message that "Virtual Memory Is low". I started watching my Task Manager Performance and