

## Re: Jpeg Folders open strangely

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.photos/2005-11/msg00135.html>

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- *From:* Bob Williams <[mytbob@xxxxxxxxxxxxxxxx](mailto:mytbob@xxxxxxxxxxxxxxxx)>
  - *Date:* Sun, 20 Nov 2005 12:35:32 -0800
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John Inzer wrote:

Bob Williams wrote:

E-Machines, P4, 2.93GHz, 1.5GB RAM, Win Xp, Norton Internet Security.

When I open a folder of jpeg images (say 15 images at 2MB each), the thumbnails appear very slowly.... maybe 20-30

seconds. When they do appear, some are full size thumbnails and some are smaller. If I then click REFRESH,

they all appear at full size. If I close the folder and reopen it a few minutes later, all the thumbnails are INSTANTLY displayed at full size.

Now, here is where it really gets spooky!

When I open the jpeg folder for the first time and the thumbnails start to appear slowly, if I scroll down to

look at the last thumbnail before it is fully displayed,

the thumbnail images start to corrupt and the computer

freezes. When I CTRL+ALT+DELETE and End Task, I notice

that when the desktop reappears, Norton I.S. is missing

from the System Tray. I ran Norton Anti Virus and found

nothing. Then I ran Spybot, and Adaware and found nothing

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significant. After deleting the few things found by Spybot and Adaware, the problem still persists. Any ideas on how to fix this weird problem???

Bob Williams

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Just a few ideas....

I would search for and delete all Thumbs.db files.

Some info:  
What is thumbs.db  
<http://tinyurl.com/b5qam>

OK, I Did that but it did not improve the situation.  
FYI, the thumbs.db that I deleted was of the type, Value Added.....  
Unfortunately, I deleted it before I noticed the "Date Modified" which could have told me when I inherited it.

(188540) You receive an "Invalid page fault" error message when you try to view the contents of a folder or its subfolders by using Thumbnail view in Windows Explorer  
<http://support.microsoft.com/?kbid=188540>  
Can you view the images in Safe Mode?

No Invalid Page Fault message from MS.  
I can view the images in Safe Mode but the problem occurred there too and still persists.

N.B. After I experienced the freezeup, I was prompted to report the problem to MS, which I did.  
I received a message back from MS, indicating a proposed workaround that involved deleting Internet Explorer add-ons that I don't recognize. I did not proceed with the workaround yet because I wouldn't recognize a good add-on from a malicious one if I met them on the street. Also, the computer is only a few weeks old and I never even opened IE. I use Netscape 7.1 as my browser.

(315222) A Description of the Safe Mode  
Boot Options in Windows XP  
<http://support.microsoft.com/?kbid=315222>

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Is any improvement realized if you reduce your Graphics Hardware Acceleration?

Will try that later and report back.

Is your video driver current? (Check the mfgs website)

Yes! The computer is just a few weeks old.

Are you fully updated from Windows Update? WinXP SP2?

Yes

Did you install/update/uninstall anything just prior to this issue?

I added 1GB of RAM.  
But Windows recognizes it in MY COMPUTER > Properties

Have you tried doing some maintenance?

Running Disk Cleanup, Error Checking and Defrag on a regular schedule is a good idea.

Not yet because of the Newness of the computer

(310312) Description of the Disk Cleanup Tool in Windows XP  
<http://support.microsoft.com/?kbid=310312>

(315265) How to Perform Disk Error Checking in Windows XP  
<http://support.microsoft.com/?kbid=315265>  
(check the two boxes..."Automatically fix file system errors" and "Scan for and attempt recovery of bad sectors") the utility will run the next time you restart your computer.  
(run error checking repeatedly until it finds no errors)

Will try that later on and report back.

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(314848) How to Defragment Your Disk Drive Volumes in Windows XP  
<http://support.microsoft.com/?kbid=314848>

(305781) HOW TO: Analyze and Defragment a Disk in Windows XP  
<http://support.microsoft.com/?kbid=305781>

No defrag yet because of newness of the computer.

You may have a corrupted WinXP User Account.

(279783) How To Create and Configure  
User Accounts in Windows XP  
<http://support.microsoft.com/?kbid=279783>

Will try that later and report back.  
Thanks for your input.

P.S. What do you think about "deleting the IE add-ons" workaround?  
Does it make sense that the problem would reside in IE, when AFAIK, that  
program is not used in opening and displaying jpeg folders?

Bob Williams

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