

Re: how to stop IE when it uses all processor?

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2007-05/msg0029>

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- *From:* "Poprivet" <[poprivet@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:poprivet@xxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Sat, 19 May 2007 13:46:10 -0400
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Well, to begin with, I have two comments first and then more of what you're probably interested in.

Please, don't feel defensive; I mean these by way of being informative as opposed to calling you down:

1. Details such as provided here would have been valuable in saving people's time in responding about things you've already done. That can get pretty irritating and some will stop reading the thread when it happens.
2. I didn't read the aumha link because, excellent as aumha is, I think I got enough from your post here to get a grip on a few things. I can see it's been a long haul, FWIW <g>.

More Inline:

spamlet wrote:

Thanks Poprivet, but I have already gone through a great deal of this stuff lately – see for example

<http://aumha.net/viewtopic.php?t=25147&postdays=0&postorder=asc&start=0&sid=baa3c6949aa491dc1fc547>

And scanned with all manner of virus scanners and anti spyware gadgets while following advice from the AumHa people and from the networking.wireless group here and in alt.internet.wireless (See 'Continuous TCP/IP error messages' threads.)

See, things like above, you really need to indicate what specific programs you ran. Some are good, some are unknown, and others are known to be downright dirty or destructive. So, saying you used "all manner" could either be good, or a red flag, depending on what you used and what it did.

My month trial of AVGGuard has only just run out today for example – and I won't be using it full time as it slows down start up of the pc very considerably. These crashes and TCP/IP errors happened even with this – presumed very good – malware protection running full

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time, so I would have thought I was as free of malware now as I am ever likely to be, and that the problem ought therefore to lie elsewhere.

AVG is decent but ... it only checks for viruses; not for most other malware. If you wish to continue troubleshooting and receiving assistance, you're going to have to name the applications you used in addition to AVG. e.g., things like adaware, spybot, defender, etc etc etc.

<snip>

The seize ups that result in me having to pull the plug, don't generally show up in the error logs: there are only the TCP/IP ones, already investigated, and the one that always is the first item to appear on start up, which is 'unable to create symbolic link for device serial0', which has baffled all commenters so far, and stayed

....

I followed as much of the cleaning advice as I could from these groups, and it largely led to dead ends – only really stopping short of Jeff Lieberman's suggestion that I needed to connect up a 'clean' pc between the modem and the router and use this to 'sniff' the traffic with WireShark, because he suspected that the pc had been 'taken over by a Trojan that is running a botnet'. I had a look at

....

That wouldn't be beyond the realm of possibility to be zombied. And I understand what you mean about WireShark et al; it's not good to have to learn them under fire and they are a little cryptic. There's no shame in admitting that; it's just a fact.

There are ways to detect zombied PCs, but I'll pass on those for now because I think even if that is going on, you now have other, compounded problems.

A further suggestion, from a computer repairer friend, is that he only manages to get rid of such errors by reloading IE – which he says means reloading OE as well and is not at all a straight forward process. (AumHa actually favoured getting rid of McAfee and upgrading to IE7; but again, others have suggested that IE7 itself is a pain...)

Remember, when you read things on these groups, it's the people with problems that write in: You will seldom see a "works great" post because that's not the purpose of the newsgroups. I and every acquaintance I have plus relatives, are running IE7 with nary a problem. The only recurring

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"problem" was some people couldn't figure out how to turn on the text menu in IE7.

But, IMO, that's not going to help. I really think your problem is more system oriented in areas beyond just IE.

I recently turned off all the 'exceptions' on the firewall settings (windows), but this does not seem to have resulted in any noticeable changes in performance.

All these tests take an enormous amount of time (some of the web scans can take a number of hours), and often the pc will freeze in this time, with the only option then being to pull the plug. Thus a 'kill top process' button on the toolbar – or permanently on top of everything, would indeed be a godsend and it could simply be hit as soon as one heard the hard drive gaining speed.

AFAIK there is no such thing. Tack Manager is basically what you're asking for. I suspect ANYTHING would encounter the same problems.

As for back ups: I do regularly back up my e-mail, but would have to buy a separate hard drive to back up all the rest: is there now an off the peg package of drives and software which will back up ALL of my files including the operating system without a lot of mucking about? And how would I stop this transferring the 'presumed malware' along with the good data?

OK. Yes, there is. Ntbackup (or backup in Home), which you already have, or can download free, will do what you want. Then there are applications such as Norton's Ghost or Acronis' True Image that will do it, too, but they cost in the \$50 range each as I recall. Those are imaging programs that would benefit you a lot after you've got things running again, and recovery of something like this would then be a snap. So they would be great to have but not much use for your current problem other than cacking up DATA that YOU created. Once everything works right, THEN create an image of the boot drive, and you can get back to it with just a few key clicks, most of the time.

BUT ... I am NOT suggesting you back up the SYSTEM files! The important files to backup are the files YOU have created. Photos, letters, spreadsheets, games, editors, etc. etc. etc.. Forget about backing up the operating system; you know it's borked. In fact, a virus/worm/trojan whatever could also be lurking in the files you've created, or especially in an e-mail, so it's kind of an iffy situation, but it depends on what you think you need to backup. Backup your OE stuff as you already do, and anything else you created that's important to you. Programs can always be reinstalled in the long run, so don't worry about programs. Basically, if you back up My Documents, assuming you've used it

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properly for storage, is probably all you need to back up, besides your Favorites folder and OE stuff if you've relocated them.

You still haven't indicated what the size of your hard drive is, but external USB drives up to around 160 Gig are available at pretty decent prices today. An external drive is the best location for backing up to efficiently.

DVDs would be a second choice, OR in addition to the external device, with CDs in last place. Floppies; well, forget it. And yes, you can tell backup programs to make files that will fit on floppy, CD or DVDs for copying to them.

If you can throw any fresh light on all this, after checking out all the details you asked for by reading through the AumHa, and other threads I indicated, then I would be most grateful for your kind assistance,

I'm going to suggest, in view of the time already invested and the time still to be invested, possibly without fruition, that the best thing for you to do is backup and reinstall windows.

I indicated a Repair Install in my last post. But you should still back up your DATA first.

If that fails, then a full reinstall starting by booting from the XP CD and deleting/recreating the partition/s and following onscreen instructions WILL result in a completely new, virgin installation. Auto-Update can re-apply the windows updates and you can install all your programs again. NEVER connect to the 'net without having your Firewall, AV software and spyware installed FIRST. So, make sure you have those available before you start the reinstall.

It'll take about an hour and a half to install XP, give it another hour to install your programs from their CDs, and from there it's just cleanup. READ the screens closely in getting started: Be certain you have the right drive identified if you have more than one. Be certain to delete/recreate the partitions in the beginning.

If you bought the external hard drive and Ghost or TI then you can even make images of the reconstruction of the drive as you go along. That way, at the touch of a button, you can put any image back without going thru the hours of work a manual reinstall takes.

I'm afraid what you're asking for in a do-all button just isn't feasible, IMO. It wouldn't be able to run any better or in any less space than Task Manager due to the already existing problems.

If you need repair or reinstall instructions and can't find them by say Google, ask; there are links to htem all over the place.

HTH,

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Pop`

Most sincerely (!)

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"Poprivet" <poprivet@xxxxxxxxxxxxxxxxxxxx> wrote in message  
[news:eWrKOBXmHHA.4840@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:eWrKOBXmHHA.4840@xxxxxxxxxxxxxxxxxxxxxxxx)

spamlet wrote:

I am finding it increasingly common that IE locks up and uses the entire processing power when it is searching for things inside websites such as Amazon.

It sounds more like you probably have file corruption or have been the victim of malware being placed on your computer. Or both are possible, too. The first thing to do would be to start testing for malware. More on that below.

In 'the old days' there was a 'break' button. Then there was 'ctrl; alt; del'. Now there appears to be only Task Manager or Process Explorer, both of which need substantial processing power to run, so that one is lucky if they open at all when one is in trouble. As often as not, nowadays, even if one has the relevant process viewer open, nothing happens when one elects to 'end process' or 'end process tree'!

CTRL-ALT-DEL and using Task Manager user very few system resources.

I normally notice it using 1 or 2 % of the processor time when running but obviously a little more to get started. If it's taking it a long time to get started, it's because of the malware or file corruption; it should start very quickl and CTRL-ALT-DEL should be quick, too. If not, something is working at keeping them from gaining their priorities. Namely malware would be my guess.

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I've just had to pull the plug for the nth time!

That could be responsible for some file corruption; it depends on what the computer was doing when you pulled the plug.

Does anyone know of a way to simply abort whichever process is taking up the most processing power at the touch of a button: or is pulling the plug now the only method possible. If so: progress? I think not!

No, and it wouldn't help even if there was one; you'd soon find yourself in more trouble than right now.

(I did a lot of security sleuthing recently, when I was having TCP/IP errors, so I think the system is about as 'clean' as I am likely to be able to get it.)

What you have to do is get the machine clean of malware first:

Have you updated your virus software recently?  
Have you run recent Virus scans recently?  
What spyware and malware programs have you run?  
I mean programs like adaware, spybot S&D, Defender, and the like?  
Did you remember to update them first?

For best results, all the above should have been run from Safe Mode.

Let us know what you've done in those areas and much more help can be forthcoming.

It would be very advisable to back up your important data files NOW! These kind of problems can eventually make the computer unbootable, in which case the data you have stored could all be lost. There's lots of help here too for backing up should you need assistance. Since you have XP you already have a decent backup application so it need not involve spending any money.

The more details you can provide, the better. e.g., OS, IE version, amount of RAM, free drive space, when the problem started, what changed just before it started, after it started, exact error messages, and so on and so on.

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Regards,

Pop`

Is there a magic button out there somewhere?

Regards,

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