

# Re: Not Responding

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- *From:* "Bill" <billstanton@xxxxxxx>
  - *Date:* Wed, 7 Nov 2007 07:17:49 -0800
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Hung again. Only different in that after I cancelled the task I couldn't start OE. I've turned on I/O stats for reads and byte counts for future reference. CPU was not clocking any time for msimn but NMIndexingService (I don't know if that module is related or not to OE Store) seemed to blink periodically.

I have turned off automatic Send/Recv at startup of OE to see if I hang again in the future.

Bill

"Robert Aldwinckle" <robald@xxxxxxxxxxxxxx> wrote in message <news:Ovg1CE9HIHA.4560@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

"Bill" <billstanton@xxxxxxx> wrote in message [news:KPKdnX0dcNFDsbfanZ2dnUVZ\\_hqdnZ2d@xxxxxxxxxxxxxxxxxxxx](news:KPKdnX0dcNFDsbfanZ2dnUVZ_hqdnZ2d@xxxxxxxxxxxxxxxxxxxx)

Right now, both machines Send/Recv okay. The failure isn't likely to happen until the next boot. So, the next time I get a failure on either of the machine, I'll bypass the router after I blow away OE-Not Responding and then restart OE to see if the problem goes away.

The Linksys WRT54G has the latest firmware installed and I don't have any problems with OE News or Firefox while OE is in a state where a click on Send/Recv would freeze OE. That is,

Send/Recv is automatic with a start of OE and I can tell at that point that the initial Send/Recv has failed,

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It may help to elaborate on those symptoms.

Also, to try to discover whether the problem is with Receives specifically you could temporarily disable both automatic Send/Receive options and instead always do a manual Send and a manual Receive separately. You could also activate troubleshooting logging for the server(s) that you suspect (e.g. via the Maintenance tab options.)

but OE doesn't actually freeze until I manually click on Send/Recv at that point.

Trying to queue up another request for one which is already slow (or hung) is seldom a good idea and really only exacerbates the problem.

Before doing that check to see in Task Manager Processes tab (or using Process Explorer) if msimn.exe is doing \*anything\*. You may have to activate more statistics columns to see if there really is something happening. E.g. if your "hang" is in an I/O loop you won't see much difference in the standard CPU% statistic but perhaps intermittent changes in some of the I/O statistics.

HTH

Robert Aldwinckle

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