

Cleanmgr Hangs on analyzing compressed files

Source:

http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2003-06/2531.html

From: Ken (*Searay1_at_Hotmail.com*)

Date: 06/24/03

Date: Tue, 24 Jun 2003 05:50:38 -0700

I currently own a DELL Dimension 8200 (2.4 GHz) running Windows XP Home Edition. I am not sure of the actual build number, but I have been diligent about being current with Windows Update.

Recently I went through my normal clean up procedure, which is to delete the internet files, cookies, history, run Norton full system scan, and then finally the Microsoft disk clean up. Everything seemed to work normally except disk clean up. It immediately started and froze (3 blocks appear in the status bar) during calculating space from the compressed files. I let it run for almost 12 hours with no change and no disk activity light. It never reached the point where you select what you want to do (i.e. the check boxes). The system does not hang in fact you can cancel the disk clean up, but then the system runs extremely slow. If you check the processes 'cleanmgr.exe' is running and takes about 98% of the CPU (even with the disk clean up dialogue boxes closed). At this point I need to reboot or end task (which gives a nasty warning).

If I boot Windows in safe mode or use the basic startup via msconfig it does the same thing.

One thing I did suspect was a problem with the disk, so I proceeded to look for scandisk (I miss DOS6.2). Unable to find that utility in XP, I decide to do a disk defrag. The thought was that if there is a disk problem it would surface during the intense disk I/O defrag process. It went through the defrag fine. It completed in about an hour. It is a Maxtor 80 gbyte drive with 10.4 gbytes used. I then re-ran Norton (6/18 virus definitions) with no problems and I even ran the latest Adaware utility again no problems or suspicious events.

I called Dell and their response was to re-install XP on top of the existing XP and if that does not fix it re-install from scratch (format C). I did the re-install on top of my existing XP. I was surprised that I had to re-register, so I was concerned that I would lose my existing data, but fortunately everything was ok when the system did finally come up. One interesting hitch, the installation program prompted me for the audio driver. Dell needs to be a bit more specific on how to perform this procedure or add audio drivers on the re-installation CD. Fortunately I found the driver using browse on the C: drive (painful).

The system rebooted and looked normal, but still disk clean up would hang on the analyzing compressed files.

I am not willing to rebuild the disk from scratch, since everything else seems to be working fine. If anyone has any ideas I would certainly appreciate any suggestions. Also, if anyone knows the best way to get a resolution that would be great. I call Dell and they say rebuild from scratch, then I go to Microsoft and they say OEM OS call Dell. Is my only option the paid call to Microsoft and would they help with a Dell installed Windows XP? I tried the knowledge database and could not find any articles related to my disk cleanup failure.

Thank you

Ken