

16-11-2007 11:15

New Example of Mail Monitor Crash

Summary: *From the results below it seems clear that what induces the crash is when one double-clicks on the Mail Monitor icon. Single clicks seem to cause no problems. It's as if it needs two clicks with some critical spacing between them.*

1. MM in TLB toolbar, with both accounts disabled. I clicked on it, closed it, and clicked again about 5 times with no problem.
2. I opened both accounts and enabled them, and made them check for emails. Did this correctly and received two headers. I then minimised MM to the toolbar again.
3. I then clicked on the MM toolbar and immediately Explorer crashed. This was at 16-11-2007, 11:15.
4. After Explorer restarted itself I looked in Event Viewer/Application and found as follows:

Event Type:	Information
Event Source:	Winlogon
Event Category:	None
Event ID: 1002	
Date:	16/11/2007
Time:	11:14:57
User:	N/A
Computer: TM5	
Description:	The shell stopped unexpectedly and Explorer.exe was restarted.

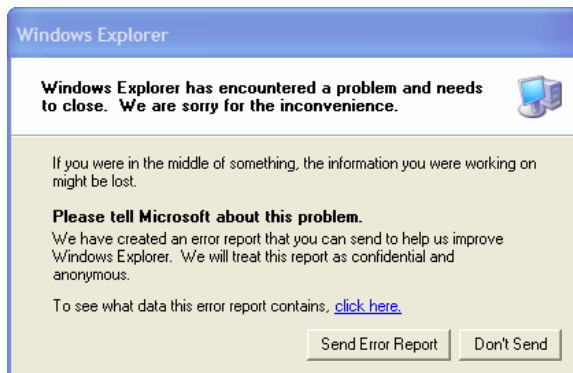
5. In addition, at 11:17:32, during the Explorer restart there's an error from an application called FolderSize. Here the message is:

Event Type:	Error
Event Source:	FolderSize
Event Category:	None
Event ID: 0	
Date:	16/11/2007
Time:	11:17:32
User:	N/A
Computer: TM5	
Description:	The description for Event ID (0) in Source (FolderSize) cannot be found. The local computer may not have the necessary registry information or message DLL files to display messages from a remote computer. You may be able to use the /AUXSOURCE= flag to retrieve this description; see Help and Support for details. The following information is part of the event: RegisterDeviceNotification reports error 0X0000042A: The service has returned a service-specific error code.

6. At 11:31:10 I clicked again on the MM icon to open and close it. I repeated this six times in rapid succession. It worked ok but then crashed on the seventh attempt (at 11:31:35). The Event report is identical to the 11:14:57 except for the time stamp.
7. This time Explorer restarted more quickly than the previous crash and there was no FolderSize error.
8. As before I then single-clicked 24 times to open and close Mail Monitor to try to induce a crash. There was no crash.
9. I then tried double-clicking on the icon. This time Explorer crashed on the third attempt. (Same Event message as before).

Conclude: Could be that it happens when MM is activated twice in rapid succession.

10. I then tried double-clicking on the icon again. This time Explorer crashed immediately (11:42:23). Then after Explorer restarted I repeated it and it happened immediately again (11:43:05). And again (11:43:46). And again (11:44:36).
11. After Explorer restarted I tried again with single-clicks (instead of double clicks). No problem after 12 single clicks. Then I tried double clicks again. It was ok for 9 double-

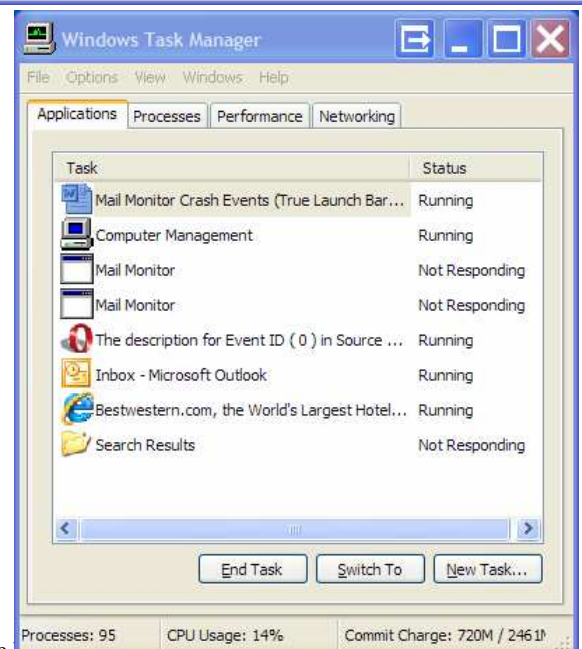
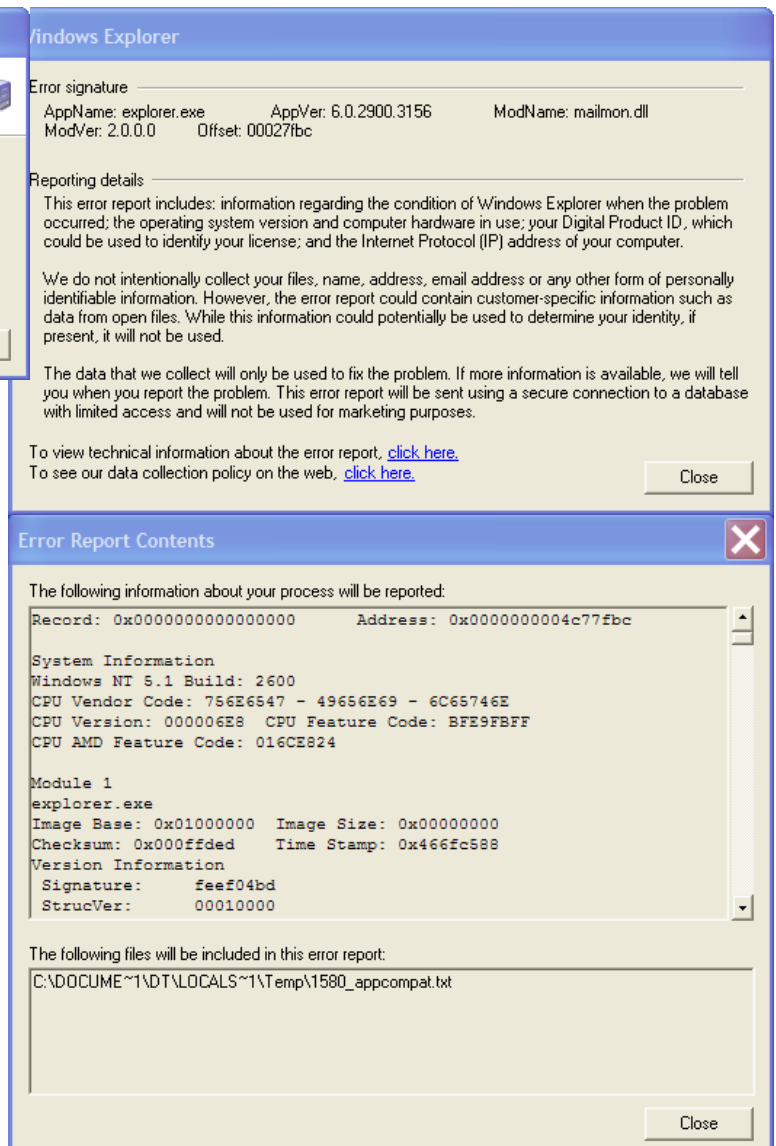


clicks but on the 10th it crashed but in a different way (at 11:47:03). Explorer remained working but the MM window froze while only partially opened (empty frame) and Windows came up with the offer to report an error. Here are the error windows when I clicked for details.

12. I saved the file \Temp\1580_appcompat.txt but was not able to copy all the information in the Error Report Contents window.
13. When I clicked to send the error report, I got a DrWatson Postmortem Debugger message saying 'encountered a problem and has to close'. At the same time Explorer froze (11:56:44).

[Luckily I was using two screens. The applications on the second screen remained working and that's where I was writing up these notes].

14. With the main screen frozen I could still open Task Manager. This shows *two* versions of Mail Monitor that are Not Responding
15. In case it helps I also recorded all the Processes (see long screen shot below).
16. I then tried to End the Process for explorer.exe but nothing happened. I then tried to end the two Mail Monitor entries. The upper one did not respond but the lower one did and immediately afterwards explorer shut down (main screen blank except for Task Manager).



TM now shows neither of the two Mail Monitor entries.

Image Name	User Name	CPU	Mem Usage
007Hotkey.exe	DAT	00	5,748 K
ActualWindowMa...	DAT	00	9,132 K
agrsmmmsg.exe	DAT	00	4,748 K
alg.exe	LOCAL SERVICE	00	3,692 K
ApntEx.exe	DAT	00	4,548 K
Apoint.exe	DAT	00	7,164 K
bxExpHelper.exe	DAT	00	4,420 K
CapsUnlock.exe	DAT	00	4,500 K
CFSvcs.exe	SYSTEM	00	744 K
COCIManager.exe	DAT	00	8,880 K
Communications_...	DAT	01	9,456 K
CopernicDesktopS...	DAT	00	27,816 K
csrss.exe	SYSTEM	00	6,224 K
ctfmon.exe	DAT	00	7,196 K
DLACTRLW.EXE	DAT	00	5,892 K
Dot1XCfg.exe	DAT	00	9,960 K
drwtsn32.exe	DAT	00	3,172 K
drwtsn32.exe	DAT	00	8,376 K
DVDRAMSV.exe	SYSTEM	00	1,872 K
EvtEng.exe	SYSTEM	00	7,792 K
explorer.exe	DAT	00	42,544 K
FileEx.exe	DAT	00	6,404 K
FolderSizeSvc.exe	SYSTEM	00	4,892 K
GoogleToolbarNot...	DAT	00	512 K
hpwuSchd2.exe	DAT	00	6,136 K
iexplore.exe	DAT	00	8,800 K
ifrmewrk.exe	DAT	00	14,752 K
jusched.exe	DAT	00	2,748 K
lsass.exe	SYSTEM	00	3,168 K
LVCComSX.exe	DAT	00	7,440 K
LVPrcSrv.exe	SYSTEM	00	2,360 K
lxdjamon.exe	DAT	00	18,728 K
lxdjcoms.exe	SYSTEM	00	3,276 K
MacExp.exe	DAT	01	12,312 K
mmc.exe	DAT	04	16,408 K
MWSnap.exe	DAT	00	6,488 K
Navapvc.exe	SYSTEM	00	3,388 K
Navapw32.exe	DAT	00	20,880 K
nsvcs32.exe	SYSTEM	00	3,792 K
Opera.exe	DAT	00	28,280 K
OUTLOOK.EXE	DAT	03	35,004 K
phraseexpress.exe	DAT	01	15,424 K
pm.exe	DAT	01	12,068 K
ProfilerU.exe	DAT	00	5,732 K
PSTrayFactory.exe	DAT	01	9,200 K
Pwrtray.Exe	DAT	00	5,888 K
QuickCam10.exe	DAT	02	14,692 K
RAMASST.exe	DAT	00	4,720 K
RegSrvs.exe	SYSTEM	00	3,076 K
rundll32.exe	DAT	00	5,544 K
rundll32.exe	DAT	00	5,620 K
S24EvMon.exe	SYSTEM	00	5,980 K
SailMfd.exe	DAT	00	4,928 K
schedhlp.exe	DAT	00	4,616 K
schedul2.exe	SYSTEM	00	1,848 K
services.exe	SYSTEM	00	5,804 K
SmoothView.exe	DAT	00	4,220 K
smss.exe	SYSTEM	00	372 K
spoolsv.exe	SYSTEM	00	10,356 K

spoolsv.exe	SYSTEM	00	10,356 K
svchost.exe	LOCAL SERVICE	00	3,424 K
svchost.exe	SYSTEM	00	5,404 K
svchost.exe	SYSTEM	00	5,164 K
svchost.exe	NETWORK SERVICE	00	4,904 K
svchost.exe	SYSTEM	00	41,976 K
svchost.exe	NETWORK SERVICE	00	3,524 K
svchost.exe	LOCAL SERVICE	00	9,348 K
svchost.exe	SYSTEM	00	3,692 K
System	SYSTEM	00	232 K
System Idle Process	SYSTEM	82	16 K
taskmgr.exe	DAT	11	8,060 K
TaskSwitch.exe	DAT	00	3,196 K
TAudEff.exe	DAT	00	5,356 K
TEDTray.exe	DAT	00	4,520 K
TFNF5.exe	DAT	00	5,296 K
ThpSrv.exe	SYSTEM	00	2,136 K
ThpSrv.exe	DAT	00	4,844 K
TMEEJME.exe	DAT	00	5,988 K
TMERzCtl.exe	DAT	00	5,584 K
TMSBS32.EXE	SYSTEM	00	2,960 K
TMSBS32.EXE	DAT	00	4,960 K
TMSRV31.EXE	SYSTEM	00	3,572 K
tordexwheel.exe	DAT	00	360 K
ToshKCW.exe	DAT	00	5,080 K
TPSBattM.exe	DAT	00	4,800 K
TPSMain.exe	DAT	00	6,172 K
TPSODDctl.exe	DAT	00	6,176 K
TrueCrypt.exe	DAT	00	7,156 K
TrueImageMonito...	DAT	00	3,396 K
UltraMon.exe	DAT	00	3,444 K
UltraMonTaskbar...	DAT	00	4,240 K
uphclean.exe	SYSTEM	00	1,436 K
wdfmgr.exe	LOCAL SERVICE	00	1,876 K
winlogon.exe	SYSTEM	00	10,336 K
WINWORD.EXE	DAT	01	68,672 K
ZCfGSvc.exe	DAT	00	10,768 K

17. At this point I restarted explorer.exe from TM. It opened normally.

Conclude: The problem seems to occur if one attempts to open two instances of Mail Monitor almost simultaneously – with a fast double-click on the icon.

18. The screen shot shows the Application Window in Event Viewer. The Event Properties for the four most recent errors in the view are also copied below.

Type	Date	Time	Source	Category	Event	User	Computer
Error	16/11/2007	12:00:48	Application Error	None	1001	N/A	TM5
Error	16/11/2007	11:56:44	Application Error	(100)	1000	N/A	TM5
Error	16/11/2007	11:56:35	Application Error	None	1001	N/A	TM5
Error	16/11/2007	11:47:03	Application Error	None	1000	N/A	TM5
Information	16/11/2007	11:44:36	Winlogon	None	1002	N/A	TM5
Information	16/11/2007	11:43:46	Winlogon	None	1002	N/A	TM5
Information	16/11/2007	11:43:05	Winlogon	None	1002	N/A	TM5
Information	16/11/2007	11:42:23	Winlogon	None	1002	N/A	TM5
Information	16/11/2007	11:40:37	Winlogon	None	1002	N/A	TM5
Information	16/11/2007	11:31:35	Winlogon	None	1002	N/A	TM5
Error	16/11/2007	11:17:32	FolderSize	None	0	N/A	TM5
Information	16/11/2007	11:14:57	Winlogon	None	1002	N/A	TM5

Event Type: Error
 Event Source: Application Error
 Event Category: None
 Event ID: 1001
 Date: 16/11/2007
 Time: 12:00:48
 User: N/A
 Computer: TM5
 Description:
 Fault bucket 00733296.

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

Data:
 0000: 42 75 63 6b 65 74 3a 20 Bucket:
 0008: 30 30 37 33 33 32 39 36 00733296
 0010: 0d 0a ..

Event Type: Error
 Event Source: Application Error
 Event Category: (100)
 Event ID: 1000
 Date: 16/11/2007
 Time: 11:56:44
 User: N/A
 Computer: TM5
 Description:
 Faulting application drwtsn32.exe, version 5.1.2600.0, faulting module dbghelp.dll, version 5.1.2600.2180, fault address 0x0001295d.

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

Data:
 0000: 41 70 70 6c 69 63 61 74 Applicat
 0008: 69 6f 6e 20 46 61 69 6c ion Fail
 0010: 75 72 65 20 20 64 72 77 ure drw
 0018: 74 73 6e 33 32 2e 65 78 tsn32.ex
 0020: 65 20 35 2e 31 2e 32 36 e 5.1.26
 0028: 30 30 2e 30 20 69 6e 20 00.0 in
 0030: 64 62 67 68 65 6c 70 2e dbghelp.
 0038: 64 6c 6c 20 35 2e 31 2e dll 5.1.
 0040: 32 36 30 30 2e 32 31 38 2600.218
 0048: 30 20 61 74 20 6f 66 66 0 at off
 0050: 73 65 74 20 30 30 30 31 set 0001
 0058: 32 39 35 64 295d

Event Type: Error
 Event Source: Application Error
 Event Category: None
 Event ID: 1001
 Date: 16/11/2007
 Time: 11:56:35
 User: N/A
 Computer: TM5
 Description:
 Fault bucket 567565731.

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

Data:
 0000: 42 75 63 6b 65 74 3a 20 Bucket:
 0008: 35 36 37 35 36 35 37 33 56756573
 0010: 31 0d 0a 1..

Event Type: Error
 Event Source: Application Error
 Event Category: None
 Event ID: 1000
 Date: 16/11/2007
 Time: 11:47:03
 User: N/A
 Computer: TM5
 Description:

Faulting application explorer.exe, version 6.0.2900.3156, faulting module mailmon.dll, version 2.0.0.0, fault address 0x00027fbc.

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

Data:

0000: 41 70 70 6c 69 63 61 74 Applicat
0008: 69 6f 6e 20 46 61 69 6c ion Fail
0010: 75 72 65 20 20 65 78 70 ure exp
0018: 6c 6f 72 65 72 2e 65 78 lorer.ex
0020: 65 20 36 2e 30 2e 32 39 e 6.0.29
0028: 30 30 2e 33 31 35 36 20 00.3156
0030: 69 6e 20 6d 61 69 6c 6d in mailm
0038: 6f 6e 2e 64 6c 6c 20 32 on.dll 2
0040: 2e 30 2e 30 2e 30 20 61 .0.0.0 a
0048: 74 20 6f 66 66 73 65 74 t offset
0050: 20 30 30 30 32 37 66 62 00027fb
0058: 63 0d 0a c..