

Thunderbird stuck on downloading after not checking email for a few days, and freezes up

This was an exasperating problem that made Thunderbird unusable. I bought EM Client as the replacement but really wanted to know what was wrong with Thunderbird so I kept both and tried to pin down the cause. Strangely, about 5 days ago, the problem which had haunted me for 3 years suddenly went away. I'm not sure what caused the problem or why it suddenly solved itself, so I'm posting all of my notes here for future reference. The problem seemed to require that at least one of my Inbox folders (didn't matter which email account) had a certain threshold number of new emails, estimated at least 50 new emails. As such, it was difficult to troubleshoot as I had to wait several days between trying each troubleshooting step. If I had less than about 50 new emails, then Thunderbird seemed to be able to catch up with itself and run trouble-free.

Computer specs:

2011 MacBook Pro running Windows 7 Professional 64-bit natively (not Parallels VM).
Win7 SP1 and all updates, set to auto-update.
2.40 GHz Intel i7 CPU with 8 GB RAM.
Samsung 500 GB SSD (system drive), Seagate 1.8 TB hdd (data drive), both with plenty of free space.

Short description or problem:

Thunderbird would run progressively slower, stuck on downloading emails, until it essentially froze up. However, if there were no new emails (if the program was all caught up), everything would run fine.

More detailed description of problem:

This was a serious flaw involving Thunderbird that was happening often, but intermittently, on my computer since 2016 up until a few days ago. The problem went away about 2 Feb or 3 Feb 2019. All other programs on my computer were running perfectly fine. After booting Windows 7 and starting Thunderbird, everything would work fine at first. Then, for unknown reasons, Thunderbird would start slowing down. The program would still run but would take increasing amounts of time to complete tasks. Typically the first symptom was the delay in typed characters appearing. For example, I would type "The quick brown fox" and the screen would only show "The qu" with no blinking cursor, until 5 or 6 seconds later, when I would finally see "ick brown fox" appear with the blinking cursor at the end. The more characters I typed in sequence, the longer the delay to see everything.

Initial delays were as follows:

Estimated 5 seconds for characters to appear when typing (longer delays if I typed more all at once).
Estimated 5 seconds for a mouse click to register.
Estimated 10 seconds for a down arrow click or mouse wheel roll to register.
Estimated 15 seconds for emails to open and display after double-clicking on them.

The delays would keep increasing as I continued trying to complete tasks. Eventually Thunderbird would slow to a crawl, to the point where, even so much as typing one character into the "Filter these messages" search box, or even so much as rolling the mouse wheel one click to scroll up or down in an email, would cause the program to freeze up and say "Thunderbird (Not Responding)".

At this point, if I tried to type in the search box, there was a long delay between typing the letters and seeing them appear on the screen, as much as 30 seconds or more, interspersed with "Not Responding" appearing repeatedly in the title bar. Eventually if I stopped typing, Thunderbird would catch up to what I had already typed and would react appropriately to input.

When I clicked on the maximize button, nothing would happen for about 5 seconds. Then, "Thunderbird (Not Responding)". Then, about 5 seconds later, the window would maximize.

When I clicked on the Activity Manager icon in the Taskbar, nothing would happen for about 5 seconds. Then, "Thunderbird (Not Responding)". Then, about 5 seconds later, the Activity Manager window would finally appear.

When I switched programs and clicked on the Thunderbird icon in the Taskbar, nothing would happen for about 5 seconds. Then, "Thunderbird (Not Responding)". Then, about 5 seconds later, the Thunderbird window would appear.

Essentially, there was the constant "Thunderbird (Not Responding)" for every single mouse click, keyboard arrow click, mouse wheel roll, or typed character.

While in the sluggish state, the program took an extremely long time to download unread emails, staying stuck on, for example, 2 of 59, or 17 of 24, or 9 of 173, for 30 minutes or more, and there didn't seem to be any pattern to the madness! I tried various email and folder moves, copies, and deletions but couldn't narrow down the problem to any one email account, any one email folder, or any one particular email. Eventually the program would slow down so much that it was unusable and had to be forcefully closed using Ctrl-Alt-Del. Even forcefully closing the program took inordinate amounts of time; typically 15 seconds.

There was one intriguing clue: If I connected to the mobile hotspot with Windows booted in Safe Mode with Networking and with Thunderbird also in Safe Mode (e.g. "double safe mode"), all of the Inbox folders would download lightning fast and there were no freeze-ups. Then, upon booting normally, Thunderbird would run fine for several days until I stopped checking my email. Unread emails would accumulate, and the problem would reoccur the next time that I logged in after having not checked my email for several days.

Troubleshooting tips that I found online:

Adjust the mail.db.idle_limit

1. Tools – Options – Advanced – Config Editor.
2. Click "I accept the risk!".
3. Search for "idle" or "limit".
4. Find the entry called mail.db.idle_limit and change its value to 30,000,000.

Adjusting the mail.db.idle_limit did not solve the problem.

Double safe mode:

1. Start Windows 7 in Safe Mode with Networking – hit F8 while booting and choose Safe Mode with Networking from the menu that pops up.
2. Start Thunderbird in Safe Mode. There are two ways:
 - (a) Hold down the Shift key when starting the application.
 - (b) After starting normally, click on Help – Restart with Add-ons Disabled.
3. See if the problem goes away.
4. If it does not, then try emptying your Junk and Trash folders (be careful not to delete important emails which sometimes end up in your Junk folder), and reduce the size of your Inbox.
5. If it does, then try running Thunderbird in normal mode (with Windows still in Safe Mode).
6. If the problem is still gone, then the source is a program or process loading during Windows startup. Click Start – Run – msconfig – Startup tab – Disable startup items one at a time and keep restarting Windows and Thunderbird to narrow down the cause. If there is a long list of startup items, you can use the 50% technique: Kill 50% and see if the problem goes away. If it does, you know the source is within that 50% that you just killed. If it does not, then it must be in the other 50%. Then kill 50% of the 50% that you know contains the culprit. Keep narrowing down until you find the culprit.
7. If the problem comes back, then the source is an addon or extension loading with Thunderbird. Disable addons one at a time and keep restarting Thunderbird to narrow down the cause.

When I restarted in double safe mode, Thunderbird ran super fast. There were no freeze-ups. The Inbox, which had been downloading emails painfully slow when in normal mode, quickly caught up and finished downloading messages. When I restarted Thunderbird in normal mode (with Windows still in Safe Mode), there continued to be no hesitation or freeze-ups. When I restarted Windows and Thunderbird in normal mode, there continued to be no problem, as this is an intermittent problem. I stopped checking my email for several days and the problem returned the next time that I opened Thunderbird.

Next, I disabled or uninstalled all startup programs in the Start Menu Startup folder and in the Registry:
HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Run
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Run
I rebooted and the problem did not go away.

Next I did research to narrow down exactly which services were required to log in and go online on my computer, rebooting more than 60 times to find the answer.

Essential services for logging into Win7 on my MacBook Pro and connecting to the mobile hotspot:

- Power
- CNG Key Isolation
- DHCP
- Extensible Authentication Protocol
- Network Connections
- Network List Service
- Network Location Awareness
- Network Store Interface Service
- WLAN AutoConfig

What happens if you disable them one at a time:

If you disable the Power Service, the computer won't log into Win7. As soon as you click the user icon, the screen goes pitch black. The keyboard stays backlit for a few seconds but eventually goes dark unless you keep hitting keys or clicking the mouse button.

If you disable CNG Key Isolation or EAP, you see the network signal bars with a red X. When you click on the signal bars, you see Not connected. No connections are available.

If you disable DHCP, Network List Service, or Network Location Awareness (one at a time without disabling the other two), you can connect to the mobile hotspot but with Limited Access. The signal bars show a yellow triangle with an exclamation point.

If you disable Network Connections, you can connect, but the icon looks like you're not connected (shows a computer with a red x).

If you disable Network Store Interface Service, you can connect but with limited access, and the icon looks like you're not connected (shows a computer with a red x).

If you disable WLAN Autoconfig service, you can't connect to the Mobile Hotspot.

When you keep these essential services and try to disable everything else, upon rebooting Windows automatically reenables:

- Group Policy Client
- Microsoft Antimalware Service
- Microsoft Network Inspection
- RPC Endpoint Mapper
- Task Scheduler

Booting my MacBook Pro with only the 1 service necessary for logging into the MBP, the 8 services necessary to properly connect to the mobile hotspot, and the 5 services that Windows automatically reenables when you try to disable them, the Thunderbird freeze-up problem still didn't go away!

At this point, I started the troubleshooting steps as described at https://wiki.mozilla.org/Thunderbird:Testing:Memory_Usage_Problems

Diagnosis Steps

Before you begin diagnosing:

- Some steps are temporary *tests*, not a suggestion to forever disable a feature. So please do not to skip steps like disabling of antivirus. All steps are essential to a full diagnosis.
- Do not delete files - "bad files" can be useful for future diagnosis. Rename or move files instead of deleting.

Describe your problem clearly and fully, but in as few words as possible, in a support forum, newsgroup, or existing or new bug report and:

- Use numbers (not adjectives like fast/slow, small/large) - for example cpu percentage, amount of memory, number of folders and messages, etc.
- Precisely state when behavior occurs (startup, shutdown, or "normal operation"), and the sequence of steps to reproduce.
- Cite which step numbers below help, or which steps fail bug numbers, support topic URL(s).
- List account types (imap, pop, rss, etc) obtainable from Help | Troubleshooting.
- Give Thunderbird version number from Help | About.

Steps

1. Are you using the newest Thunderbird? (Help | About | Check for Updates, or visit GetThunderbird).

Yes, 60.4.0 (32 bit). Updated to 60.5.0 when completing step 3h.

2. Start Thunderbird in Safe Mode (instructions). If Thunderbird safe mode helps then visit Tools | Add-ons | Extensions and determine which add-on might be causing the problem by disabling/enabling individual add-ons and...
 - (a) Is add-on in the list of Problem Extensions? Lightning /calendar is an example. Ref: bug 441710, confirmed calendar perf bugs
 - (b) Contact the add-on author, and report the problem add-on at SUMO.

Thunderbird Safe Mode does not help. The only add-on or extension installed is Lightning. I tried running Thunderbird with Lightning enabled and disabled but it doesn't make a difference either way.

3. Is Thunderbird better with OS started in safe mode? Instructions: win10, win8, win7, winXP, MacOS. If performance is improved in safe mode, then
 - (a) Check that you have the newest version of AV/firewall software, and check with vendor's software support.
 - (b) Test with firewall or antivirus software disabled (disabled can be unreliable test) or removed. See also AV performance issues for settings and information which may help.
 - (c) On Windows, and especially Windows 10, try disabling MS-Windows Search (see next numbered item below).
 - (d) Test with firewall disabled or removed. Ad-Aware example.
 - (e) Suspect any software loaded at boot time.
 - (f) Run only one antivirus, one firewall, one malware (never multiples of each - more is not better)
 - (g) On Mac, try with Time Machine disabled.
 - (h) Uninstall Thunderbird, DELETE the Thunderbird PROGRAM directory (not data directory), download and reinstall, and retest Thunderbird. If using beta get it from channels page.

(3) – Thunderbird runs lightning-fast in Windows Safe Mode, but freezes-up the same as usual in Safe Mode with Networking (when Thunderbird is not also in Safe Mode). If I disconnect from the Mobile Hotspot before starting Thunderbird, it opens fine without freezing up. This is also true after a normal bootup. Note that double safe mode with networking causes Thunderbird to download all emails quickly, but normal Thunderbird mode combined with Windows Safe Mode with Networking causes the freeze-up problem.

(3a) – Running MSE and Win7's built-in firewall. I'm not using Windows Defender and it has been turned off from the start. Win7 configured to automatically update.

(3b) – Opened MSE – Settings tab – Real-time protection – Unchecked "Turn on real-time protection" – Save Changes – Yes – Closed MSE. Freeze-up problem persisted.

(3c) – Start – Run – services.msc – Windows Search – Stop – Set startup type to Disabled – Rebooted. Freeze-up problem persisted.

(3d) – Start – Control Panel – Windows Firewall – Turn Windows Firewall on or off – Turned Windows Firewall off for home, work, and public networks. Opened Thunderbird, and no difference. I still see Thunderbird (Not Responding) when I try to do anything.

(3e) – Narrowed down core components required for Windows login and Mobile Hotspot. Freeze-ups still occurring! Starting to wonder if cause might be a corrupt email, corrupt email folder, or corrupt Windows system file.

(3f) – Running Microsoft Security Essentials, Windows 7's built-in firewall, and no other antivirus, antimalware, or firewall.

(3g) – N/A, running on Win7.

(3h) – Uninstalled Thunderbird which automatically deleted the Thunderbird program folder(s). Backed up Thunderbird folders from C:\Users\Erik\AppData\Local\ and C:\Users\Erik\AppData\Roaming and then deleted those two folders. Downloaded and installed newest version of Thunderbird (version 60.5.0). Reinstalled my 5 email accounts. *This may have been the point at which the freeze-ups stopped happening* but it is difficult to tell because the freeze-ups required a lag period to build up a threshold of unread emails.

4. Are any of these indexing methods enabled:
 - (a) MS-Windows Integrated Search in Thunderbird settings, test disable at Tools|Options|Advanced|General|System Integration|Allow Windows Search [1], [2], [3], [4], [5], [6], [7], [8]
 - (b) MS-Windows Search service try disabling, especially with Windows 10, bug 1436278, or if you moved Thunderbird profile or account from the default location [9], [10], [11]. If that helps, you can disable Windows indexing for your Thunderbird data.
 - (c) Mac Spotlight Integration, Thunderbird setting, at Tools|Options|Advanced|General|System Integration.

(4a) - Thunderbird – Tools – Options – Advanced – System Integration – "Allow Windows Search to search messages" was already unchecked. While at this window, in Advanced Configuration, I unchecked "Enable Global Search and Indexer" for a few days but the problem didn't go away. The setting "Use hardware acceleration when available" was already unchecked.

(4b) – Start – Run – services.msc – scrolled down to Windows Search – clicked Stop – Changed Startup type to Disabled – clicked OK. I have never moved the Thunderbird account or profile from its default location. Right-clicked on my profile folder – Properties – General – Advanced – the setting to "Allow files in this folder to have contents indexed in addition to file properties" was already unchecked.

(4c) – N/A, running Windows 7.

5. If you have gmail accounts, is problem gone after unsubscribing the "All Mail" folder?

No, problem persists after unsubscribing to Gmail All Mail.

6. On Windows, did you move the Thunderbird profile or any Thunderbird account from the default location "%APPDATA%" to a different Windows directory? If yes, then MS-Windows Search will attempt to index all Thunderbird disk activity. Disable Windows indexing for your Thunderbird data.

No, I didn't move any Thunderbird profile or account. I stopped the Windows Search service and set it for Manual start.

7. If you have newsgroup accounts, then in Account Settings|Server Settings disable "Check for new messages at startup". If problem is gone you may be seeing many newsgroups with many unread messages, bug 185634, bug 541001, or [12].

N/A. No newsgroup accounts.

8. If Thunderbird memory usage is more than expected by hundreds of megabytes (MB), then perhaps one or more folders (internally a database) are not being closed, or some other bug. Please :
 - (a) Get a diagnostic log of Thunderbird activity with MSGDB:5.timestamp using logging instructions.
 - (b) File a bug, then edit the new bug and attach the zipped log file using "Add an attachment".

How much is "more than expected"? Thunderbird on my computer is using about 172,000 KB memory.

9. Does problem resolve by disabling global indexing? Tools | Options | Advanced | General | Enable Global Search and Indexer (linux: Edit | Preferences | Advanced |... Mac: cmd , advanced tab) and restart Thunderbird. If the problem goes away:
 - (a) Does Thunderbird have extremely high IO, seem to be stuck on indexing per Tools | Activity Manager, or is global-messages-db.sqlite (file used for global search) in your profile folder too big? A rule of thumb is it should not be more than 10-20% of the combined the size of all messages (in directories Mail and ImapMail).
 1. Rename global-messages-db.sqlite and restart Thunderbird. global-messages-db.sqlite will rebuild but your system load will be high until all your messages are reindexed.
 2. Please file a bug about your problem.

(9) – Global Search and Indexer checked and have gone 5 days without problems since the freeze-ups mysteriously stopped.

(9a) – When the freeze-ups were still occurring and I looked at CPU, disk, and memory, the graphs looked the same during the freeze-ups as after. There was no spiking activity. Thunderbird was stuck on downloading, not on indexing. Global-messages-db.sqlite file was 18.2 MB, or 1.46 MB after recreation as detailed in step 10.

(9a1) – See step 10.

(9a2) – Still monitoring conditions after freeze-ups mysteriously stopped.

10. Is there an indexing or Search Messages (Ctrl+K) problem, or is global-messages-db.sqlite corrupt? Shut down Thunderbird, in your profile keep the sqlite file but rename it for later diagnosis, and restart Thunderbird. Note, rebuilding the global index may take a long time and use CPU resources, but it should not redownload your mail.

Original global-messages-db.sqlite = about 18.2 MB. Renamed to Backup-global-messages-db.sqlite. Recreated global-messages-db.sqlite was 1.46 MB. Thunderbird still Not Responding.

11. Are any folders 2-4GB in size? Large folders take lots of memory and time to load. Check using foldersize add-on. Also Help | Troubleshooting lists large folders.

No, my largest folder is about 500 MB. Most of my folders are less than 100 MB.

12. Does disabling interval checks for new mail help? (Account Settings | Server Settings | uncheck "Check for new messages every N minutes"). If it does help, then ...
 - (a) Is a low value (1-3 minutes) specified for checking for new mail or draft autosave? does changing it to 4-10 minutes help - go to, respectively, Account Settings | Server Settings | Check for new messages every N minutes ... and Options | Composition | General | Auto Save every N minutes.
 - (b) What type of mail account is this (IMAP or POP), and how many other accounts are the same type?
 - (c) Are you absolutely certain that antivirus software is not to blame?

(12a) – Tools – Account Settings – Server Settings – I have all of my accounts set for the defaults of "Check for new messages at startup" and "Check for new messages every 10 minutes", looking at the setting after the freeze-ups mysteriously stopped. So far 5 days without problems, so these settings don't appear to be responsible for the freeze-ups.

(12b) – Only using IMAP.

(12c) – Looking at MSE again after freeze-ups mysteriously stopped. MSE real-time protection has been on for 5 days without problems, so MSE doesn't appear to be responsible.

13. Are any non-Inbox IMAP folders configured to check for new messages (via "always check this folder" in properties)? Or have hidden preference `mail.check_all_imap_folders_for_new` set to true? These increase load on both Thunderbird and the mail server. bug 729504

No, all of my non-Inbox folders have "Always check this folder" unchecked.

14. Do you have thousands of contacts in your address book? (possible related issues: google contacts add-on), [13]

No, I have about 120 contacts in Thunderbird. I don't use Google Contacts.

15. Is `panacea.dat` cache file in your profile too big? (>10MB for most people is probably too big. Rule of thumb for panacea size with thunderbird stopped: $\#folders \times 0.3k$. See bug 65086, bug 1084276)

No, mine is 116 KB.

16. If error message indicates a script problem (ex. "Unresponsive Script"), please set `javascript.options.mem.log` to true and provide a couple log entries of the form `CC(T+1186.6) collected: 131 (131 waiting for GC), suspected: 98, duration: 274 ms.`
- (a) Has a proxy ever been defined, and is it working correctly or was the proxy removed? (A proxy can cause "Unresponsive script")

No, there are no script errors such as "Unresponsive Script", and I'm not using a proxy server. The only message I ever see is "Thunderbird (Not Responding)".

17. If using high CPU, check to see if `mozilla updater.exe` is running in taskmgr [14]

Not using high CPU, and Mozilla updater.exe not running.

18. Is your Thunderbird profile or any part of Thunderbird on a non-local hard drive, i.e. a "special" drive or mount point? If yes, does it perform better when it is moved to the local disk?
- (a) USB drive? USB is slower compared to a local disk. Some are terrible.
- (b) network drive? eg SMB, NFS, AFS, samba
- (c) SSD?

No, N/A. Win7 and Thunderbird installed on local internal SATA SSD.

19. If you suspect slow or high disk activity
- (a) Check the previous item (NFS, etc).
- (b) In Windows you want at least 20% free disk space and do defrags.
- (c) Check whether any OS or application update process is in progress, for example Windows update.

N/A. Samsung 850 EVO 500 GB SSD. Fast, low disk activity, and plenty of free space.

20. If you have RSS news reader account, in Account Settings|Server Settings disable "Check for new messages at startup". If problem is gone you may be seeing something like bug 551144 (fixed in version 13).

N/A. Not using RSS news reader.

21. Any Outlook or Hotmail accounts? bug 1355885

I have two Outlook accounts, two Yahoo accounts, and one Gmail account. My original IMAP and SMTP server settings for the two Outlook accounts:

imap-mail.outlook.com

smtp-mail.outlook.com

Temporarily trying these instead per bug 1355885 comment 9 to see if the freeze-ups go away:

outlook.office365.com

smtp.office365.com

To restore full send and receive functionality, I had to reenter my passwords for both Outlook accounts for both incoming and outgoing.

22. Is filter logging enabled at Tools > Filters? (large logs cause high overhead)

No, not using filter logging for any of my accounts.

23. Common resource requirements/maintenance steps:

- (a) Do you have the minimum hardware requirements, and enough memory? Note, even having the minimum or recommended sized system may not be sufficient for your workload.
- (b) Consider hardware or virtualization problems [15], [16]
 1. If Thunderbird is running in a VM (virtual machine), does it run much better when running not virtualized?
- (c) Are your folders well maintained, "too large", or perhaps broken:
 1. Do you see high memory or long delay when opening a specific folder? Or when moving message to a specific folder?
 2. Do any folders lose their sort order or column settings?
 3. Do you empty trash and junk on a regular basis? Large folders will cause performance issues [17], and you should not use these folders for long term storage. Does performance improve if you empty them? (see File menu)
 4. Do any Inbox or filtered folders have several thousand messages? If so, especially for Inbox, consider moving some messages to another folder. Perhaps use Archive.
 5. If you are using a version prior to 5, do you regularly (daily or weekly) File > Compact Folders?
 6. Check BIOS settings: [hanging when sending messages if VT-x is enabled in BIOS]

(23a) – Recommended hardware: Pentium 4 or newer processor that supports SSE2, 1GB RAM, and 200 MB hard drive space. Actual hardware: Intel i7 2.4 GHz CPU, 8 GB RAM, 465 GB SSD, and 1.8 TB hdd.

(23b) – Probably not hardware-related. All other programs (including Firefox) run fine. Only Thunderbird freezes up.

(23b1) – I am not running Thunderbird in a virtual machine.

(23c) – At one time, I had more than 50,000 total emails between my 2 main email accounts (Outlook and Yahoo) and 3 junk email accounts (Gmail, Outlook, and Yahoo). In late 2018, I used CoolUtils Total Thunderbird Converter to convert the vast majority of those 50,000 into PDFs. I then deleted the associated emails from my accounts, deleted all of my accounts in Thunderbird, deleted my entire Thunderbird profile folder, uninstalled and reinstalled Thunderbird, and reinstalled each of my 5 email accounts, downloading all emails from the server. I now only have about 2000 emails total, most of them in my Outlook.com Inbox. Before doing this procedure, there were some corrupt emails or corrupt folders that were causing other problems such as not letting me delete them, or tripping up Total Thunderbird Converter's ability to convert certain emails to PDF. To remedy the corrupt emails or folders, in some cases I had to move entire folders from my Outlook.com account to my Yahoo account or vice versa. The only problem that remained after solving all of the other problems was the Thunderbird freeze-up problem.

(23c1) – No, the freeze-ups are not isolated to opening or moving emails to any one particular folder.

(23c2) – No, no folders lose their sort order or column settings.

(23c3) – Yes, I empty the Trash and Deleted Email folders, and move all emails out of the Junk or Bulk Mail folders into Inbox or another folder, every time I open Thunderbird. The freeze-up problem remains after taking care of the Trash and Deleted Emails folders. I don't use the Archive folders.

(23c4) – After converting most of my emails to PDF using CoolUtils TTC and deleting the associated emails from my accounts, there was a period of time for up to about 2 weeks when I had less than 50 total emails; yet during this time, the Thunderbird freeze-up problem still existed, just not to the same extreme degree. During that time, the program would not progress to the point of becoming unusable.

(23c5) – I compact all folders in all accounts at least once per month and every time Thunderbird has problems with freeze-ups. Compacting all folders does not prevent the freeze-ups and has no noticeable effect on their frequency or duration.

(23c6) – MacBook Pro so there is no BIOS in the traditional sense, and no VT-x setting to change.

24. Check if ISP is being lame. Examples ... Yahoo and Gmail (and other suppliers) sometimes redownload folders. Slow downloading email (Centurylink).

How do I check if my ISP is "being lame"? For what it's worth, my ISP is Verizon Wireless. I use my cell phone's mobile hotspot as my one and only method to access the internet.

25. If you are running an old version of linux, consider updating. hangs on Ubuntu 10.04, 14.04 works

N/A. Running on Win7 Pro x64.

26. If a bug report in References below matches your problem, please add yourself to the bug report and add details about your situation.

I see some similar bug reports but none that matches this problem precisely.

27. If you do not find an existing bug report and still see a problem, please give details about your results of doing the list above in a support forum or bug report.

Problem solved itself somehow, but will add bug report for future reference.