

Basic causes for system lock ups, hangs or freezes

A number of causes will lock up a computer system. The following outline should help in understanding some of those causes. Ideas from this list can be used as search criteria for future searches on HP's or Microsoft's (R) support Web.

Hardware causes

CD-Writer or DVD discs are dirty or bad, or swapping discs too quickly.

Hard drive is low on available disk space.

The hard drive data may be corrupted.

Internal drive cables could have come loose from their connections.

The processor and the air inside the case may be getting too hot. Fans may be dirty.

Another device has been added and is in hard conflict with some other device on the computer.

Usually this is because a device's jumper settings are set wrong.

Software causes

Active virus scanning is on and is not agreeing with another background task.

A system file could have become overwritten with an incomplete or older version.

A software package may have been added to the system that is not compatible with the operating system or another existing software package.

A virus is, or was, active.

Too many software applications are open.

A program is opened before a session of the same program is allowed to fully close.

An attempt to reconnect to the Internet while the program RNAAP is still running.

System errors that accompany system locks-up, hangs or freezes

General Protection Fault (GPF)

Invalid Page Fault (IPF)

Memory parity error

(go to www.google.com and search for that particular error. Great place to find a resolution to errors and computer problems in general)

Environmental causes

Power brownouts, resulting in a power cycle to the PC.

Power blackouts, resulting in a power cycle to the PC.

Power surges or spikes in power supply voltage.

Faulty ground circuitry in the residence.

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