

Comcast Download Hangup

Should you begin a download and find that your computer hangs up, you may see the download box flashing, but you're not able to sign off, cancel the file or do anything at all. Even CTRL + DEL +ALT will not shut off Comcast. You can disconnect the modem from the CPU. Comcast will still be there on your screen. You can unscrew the cable line, Comcast will still be there. The Windows START...Shutdown will not work, Comcast will still be hanging in there.

THE SOLUTION and the ONLY SOLUTION, I'm told by Comcast Technical, is to pull the power plug of your computer from the wall.

Wait a few seconds, plug back into power, reconnect the cable line and the modem line (if you disconnected these) and then you will be able to boot normally unless you're running Win98 which will start scan disk because it was an improper shutdown. To interrupt the scandisk allowing you to get back to completing the boot, just click the x key on your keyboard. Ordinarily, you should allow the scandisk to complete.

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