

### **Computer freezes when playing a game**

Check the software requirements Make sure the computer meets the minimum requirements to run the program. (Most software companies print minimum system requirements on their product packages.) To find the computer's specifications, right-click My Computer, select Properties, then click General. For detailed specifications, see the User's Guide, or search for the Product Specification document for the computer model on the Hewlett-Packard Web site.

### **Update the necessary software**

Check the Web site of the game manufacturer for updates. Almost all newer games have patches available from their manufacturer's Web site. These patches will usually fix a variety of compatibility issues as well as game play issues.

Also, use **Windows update** to make sure you have the latest version of DirectX for games that use DirectX. In some cases, it may be necessary to install an OLDER version of DirectX to eliminate bugs in games. Older versions of DirectX are usually found on the game's CD.

### **Log onto the Internet.**

Click Start, Settings, and Windows Update.

When the Windows Update Web Page appears, click the link: Product Updates.

When the Download Page appears, scroll down and select the DirectX Update that appears in the list.

Click the Download link. It may be necessary to download a critical update package first or Microsoft's Web page may change. Refer to the latest information on Microsoft's Update page for more detailed information on its use.

**Note: Downloading a critical update package such as SP3 (Service Pack 3) should not be done by new users. It is best to have a license tech or an experienced computer user download such data.**

Revised 6/9/2009 JMM