**Computer hangs while running a program**
(by Hewlett Packard)

This type of issue may occur with or without an error message.  Try one of the following solutions to resolve this type of lock up.  If an error message is present and this issue repeats itself, **write the error message down** and use it as search criteria on the Internet at (www.google.com).
If no error is present, look up information regarding the software that was being used when the lock up occurred.  It could also be a conflict originated by another software that is running at the same time.

Press the CTRL + ALT + DELETE keys simultaneously.  A Close Program screen should appear with a list of running programs or tasks.  Highlight the task that best represents the program that is not responding and select End Task.  If another screen appears stating that the task has stopped responding, then select End Task again.  This should terminate the program that was not responding.  If this situation happens frequently while using a particular program, then make a special note of which program or programs are running together.  This may provide an idea of which program(s) conflict when used together.

**If the close program screen does not appear, then perform a hard-boot (turning the machine off then back on).**  Press and hold the POWER button for five seconds to turn the machine off.  Wait five more seconds and press the POWER button to turn the machine back on again.  A Scanning Drive C:> screen should appear.
Do not disrupt this process.

Wait until the Windows desktop appears.
If pressing the POWER button does not turn the power off:
Press and hold the POWER button down for 15 seconds.
Unplug the computer's power cord from the electrical outlet.
Wait a few seconds, then plug the computer's power cord back in.
Press the POWER button to turn on the computer.
**CAUTION: It should rarely be necessary to unplug the power cord from the wall while the system is running.  Use this approach only if the other methods fail.**

If the problem still persists, try any of the following:
Make sure there is enough space on the hard drive to run the program.
Refer to the section below on Low Disk Space Errors if the disk space is getting low.
Uninstall and reload the software that is suspected of causing the problems.
Install a surge protector between the power outlet and the computer's power cord.  It is possible that a voltage spike, power outage, or brownout has occurred.  Symptoms of voltage spikes include a flickering video display and unexpected computer startups.
Remove any hardware that was recently added to the computer and test again.
Reduce the hardware graphics acceleration by performing the following steps:

**Click Start, Settings, then Control Panel.**
**Double-click the System icon.**

**Select Performance.**
**Click Graphics.**
**Move the setting back one notch at a time to see if this resolves the problem.**
**Restart the system after each adjustment is made.**

Close programs that are running silently in the background.  See steps below.
Save any open documents.

Press the CTRL + ALT + DELETE keys on the keyboard (or rightclick the time in the sys tray and select Task Manager) to bring up the Task Manager.
To close down a program, select a name in the Close Program list, and click End Task.
Repeat Steps 2 and 3 for each of the programs listed (except Explorer and Systray).
When Explorer and Systray are the only items listed in the Close Program window, click Cancel to close the Close Program window.
Run a ScanDisk (Error Checking in XP) to repair the hard drive:
In Windows 95, 98, and Me: click Start, Programs, Accessories, System Tools, and ScanDisk.
Make sure Thorough and Automatically Fix Errors are selected and click Start.

In Windows XP: open My Computer, right-click the C: drive's icon, and select Properties.  Click the Tools tab and press the Check Now button.  Select both checkboxes and click Start. You may be advised that it cannot do the Error Checking until the computer is restarted and ask if you wish to schedule to have this done when the computer is restarted. Select YES and restart the computer.  Be sure to do this when you have several hours available for the computer to complete the Error-checking as it will take this long if you have a large hard drive.

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