

Troubleshooting Frozen Computers

A program such as a web browser can freeze up or the computer itself may freeze; thereby making the mouse and the enter key useless. Below are ways to get out of the frozen condition.

1. Alt+F4

At times, a program appears frozen but it may just be extremely slow. Sometimes patrons navigate to web pages that have eliminated navigation tools such as the start menu and the back button. An easy way to close the program and get back to the desktop is to press the key combination ALT plus F4 button. However, this does not always work.

2. Kill Web Browsers

If the problem is with the web browser being frozen, you can use the Command Center app to forcefully close all running web browsers.

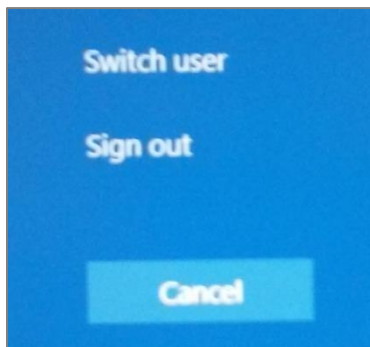
1. Open the Command Center app.
2. Click **Kill Web Browsers**.
3. Select the computer (be extra careful that you are selecting the correct computer...)

Note that the cookies, history, etc will NOT be cleared when the browser is terminated in this way.

3. Log Off

Another procedure to try is to log off and back on again. This will essentially close all running programs.

1. Hold down the Ctrl and Alt keys while you press and release the Delete key.
2. The screen will turn blue and there will be some options in the center. Click "Sign out".



3. After a moment, the login screen will appear. Log back into the "all" profile. Remember the "all" profile requires the password all.

4. Restart the Computer

If the above options don't work, you can try restarting the computer.

Manually

1. Press **Ctrl+Alt+Delete** on the keyboard.

2. Click the “Power” icon in the bottom-right corner of the screen and select “Restart”



Remotely

1. Open the Command Center app.
2. Select “Restart” and choose which computer.

5. Hard Shut down

When all else fails, manually shutdown a computer that has frozen.

1. Press and hold the power button located on the front of the computer tower for at least 10 seconds until you hear the machine power off.



2. Wait 30 seconds to make sure it is completely off.
3. Press the power button to turn it on again.
4. If everything is fixed it will boot back into the “all” desktop. If not, put an “Out of Order” sign on the monitor and report the problem to the Electronic Resource Technician.