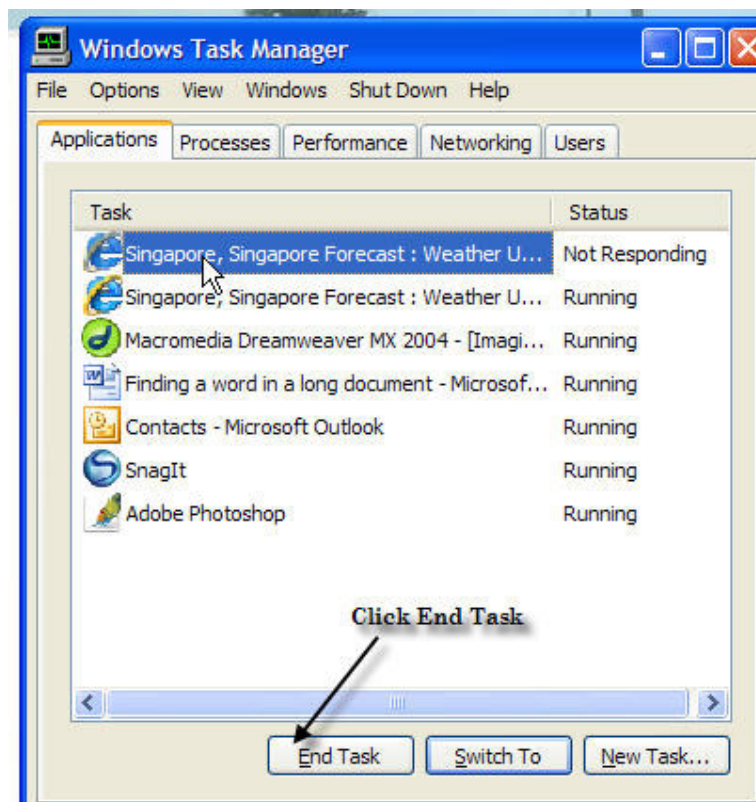


What to do when a program ‘hangs’ or stalls

Occasionally you will come across the situation when, whatever key you press or wherever you click with the mouse, the program you are working on simply ignores any command. It just sits on the screen and smirks at you while your frustration begins to boil.

The way to deal with this problem is to use the Windows Task Manager. This can be called up by using the keystroke - Ctrl>Alt>Delete. In plain English this means holding down both the Ctrl and Alt keys while pressing the Delete key. The Task Manager window will appear as shown below with the offending program listed as Not Responding.



In this case, the Internet Explorer program has run into difficulties. With the ‘hung’ program highlighted, click on the End Task button and the program will be terminated. Unfortunately you will lose any work you had been doing on the program since you last saved your labours.

There may be times when the Task Manager says that the program is still running. In this case it is worth trying to highlight another running program in the list and click on the Switch To button. Then try to re-activate the problem program. It may work but it is more than likely that you are left with the same problem in which case raise the Task Manager window again (Ctrl>Alt>Delete) highlight the faulty program in spite of the fact that it is believed to be still running and click End Task. You may get a further message saying that the program is not responding and “Do you wish to end

the program now?” Click on the End Now button. The Task Manager window can be removed in the normal way by clicking on the Close (X) icon at the top right of the Manager window.

Warning: Make sure that the program really has ground to a halt before ending it. It may be that you have simply given a complicated command to the computer which needs a lot of time to complete or that your Internet connection is having difficulty connecting with a particular website.