

Very Urgent !

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This sounds stupid bt i need help. Whenever i try to switch off my com, i do the normal procedure. Alt + F4 and then i just click "Turn Off". By right it's supposed to turn off bt it can't !! I do the manual wan as in "Start" then "Turn Off" and etc bt still the same outcome, the com still wun shut off !! out of frustration, i decided just to off the main supply and end it like this. Can there be any settings error i made or wat? I'm really lost !!! Pls kindly revert back to me on a urgent basis.

Thanks and Blessings~