

Re: my pc always hanged up!!

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2007-07/msg01723.html>

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- *From:* "realcestmoi" <[mdenie@xxxxxxxxxxx](mailto:mdenie@xxxxxxxxxxx)>
  - *Date:* Sun, 29 Jul 2007 02:00:17 +0200
- 

Hi there,

Go tot the manufacturers website and download an updated driver that is if your hardware is not working fine, if it works fine leave ite working fine!

Best regards,  
Michel Denie

"bade" <[badiday@xxxxxxxxxxx](mailto:badiday@xxxxxxxxxxx)> wrote in message  
<news:EFA754A2-9B5E-4D96-8AA2-AFA2682E348F@xxxxxxxxxxxxxxxxxxx>

hey its me again to bug around,, im trying your advice 'bout updating the keyboard, but when i clicked the keyboard name and select the update driver,  
there is these dialog box saying that "the wizard could not find a better match for your hardware than the software you currently have installed" same with the mice.. should i insert something like a disk if im gonna update the driver?!! really dont have idea what to do!!!  
thank you always for the help...  
have a nice weekend!!!

"Gistcheckin" wrote:

You're welcome. You have a good one, too.

Right click on My Computer icon and select Manage  
Click on Device Manager one time  
Click the + next to keyboard to expand the menu  
Right click on the keyboard name and select update driver

Click the + next to Mice and other pointing devices to expand the menu  
Right click on the mouse name and select update driver software  
Close device manager when you're done

You can also go to the manufacturer's site and look for downloads (ex: logitech, HP, Dell, etc.....)

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—  
Gistcheckin

"bade" wrote:

hey thanks again for the info,, i haven't remove yet the validation tool,, how can i update the drivers of my keyboard and mouse!!! is that im gonna do everytime the computer froze?!! i tried it last night while im chatting with my sister and suddenly the computer froze,, usually its just the keyboard and mouse which hanged and now the monitor also,, so i tried your solution but it didn't work,, and early these morning the keyboard and mouse hanged but the picture in the monitor is still moving and again i did resynchronization and it works... oh my it looks the problem in my computer is piling up... whew!!! anyweiz thank you again,, now i know somebody i could ask regarding problem with the computer... have a great day!!!  
"Gistcheckin" wrote:

You can safely delete the genuine validation tool. If Shockwave Active X and Citrix ICA client were not damaged, you can leave them.

If using a wireless mouse and keyboard, Resynchronize your device to the receiver

To resynchronize the mouse or keyboard to

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the receiver, follow these steps.

Note When you synchronize the mouse or the keyboard with the receiver, put the device near the receiver and put other wireless keyboards and mouse more than six feet away. 1. Press the button on the receiver, and then verify that the light on the receiver starts to blink.

2. If a dialog box appears on the screen in several seconds, follow the instructions that appear on the screen.

Otherwise, go to the next step.

3. Press and release the Connect Channel button on the bottom of your mouse or keyboard.

4. Check the green light on the receiver. A steady green light means the synchronization was successful. If the problem persists, try steps 1 through 4 again.

And, you may need to update drivers on both as well as possibly install new batteries.

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Gistcheckin

"bade" wrote:

hey sorry haven't replied right away,, thanks again for the info!!  
i didn't see anything as you said when i go to downloaded program files

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instead i saw  
these Citrix ICA Client,  
Shockwave ActiveX  
Control and Windows  
Genuine  
Advantage Validation Tool,,  
nothing more... should i  
delete these?  
and these fast few days i  
observed that my pc doesn't  
froze but not  
these  
day when my cousin used  
the pc and went to his  
favorite site the  
addicting  
games, arcade street and  
miniclip.. oh my it froze and  
the light  
indicator of  
the mouse and keyboard  
start to blink and the color  
of the light  
from green  
to red til now its blinking!!!  
what should i do? please  
again help  
me... hope  
not taking much of your  
time...  
thank you again and waiting  
for your response!!  
have a great day!!!

"Gistcheckin" wrote:

OS is  
operating  
system.  
You  
obviously  
have  
Windows  
XP, correct?

To get to  
Downloaded  
Program  
files, you  
can click

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Tools on the  
right of  
your  
toolbar and  
select  
Internet  
Options  
Under  
Browsing  
History on  
the General  
Tab, click  
on Settings  
Button  
Click on  
View  
Objects  
button  
This is  
Downloaded  
Program  
Files ( the  
other way is  
to click on  
Drive C  
then  
double click  
on  
Windows  
Files and  
scroll to  
Downloaded  
Program  
Files)

Click on  
View then  
click on  
Details  
If you see  
any listed as  
damaged,  
right click  
on them and  
remove  
them. If  
you see any  
with a  
Black  
Shield with  
Yellow

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Exclamation  
mark  
within, right  
click on  
them and  
remove  
them.

Close the  
window  
Click Ok  
Back on the  
General Tab  
under

Browsing  
History,  
click on  
Delete  
Button  
Click on  
Delete All –

This will  
clear your  
cache files  
Click Close  
Click Ok  
Reboot  
means  
restart your  
computer

If you do  
disable AV  
and  
Firewall,  
yes, your  
computer  
will be at  
risk until  
you're  
finished  
with the  
download/install  
from  
Windows  
Update.  
You can  
then  
re-enable  
them. At  
times, it is  
advised to

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disable  
them due to  
conflicts  
with  
downloading/installing  
software.

--

Gistcheckin

"bade"  
wrote:

hey  
gistcheckin  
thank  
you  
so  
much  
for  
replying  
so  
fast  
to  
my  
problem,  
what  
is  
OS?,  
and  
i  
recently  
downloaded  
the  
Internet  
Explorer  
version  
7...  
and  
how  
can  
i  
go  
to  
the  
C:\Windows\Downloaded  
Program  
Files,,  
please

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help  
me  
with  
these  
step  
by  
step,,  
sorry  
not  
familiar  
with  
programs  
here  
in  
the  
computer,,  
and  
how  
can  
i  
reboot  
my  
system???  
if  
im  
gonna  
disable  
the  
Anti-virus  
and  
firewall  
software  
will  
my  
computer  
at  
risk,,  
coz  
im  
updating  
thru  
windows  
update  
site...  
thank  
you  
gitscheckin  
for  
the  
info  
really

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i  
am  
thankful!!!  
still  
waiting  
for  
your  
response...

"Gistcheckin"  
wrote:

What  
OS  
are  
you  
using?  
IE  
version?

Clear  
you  
Cache  
Files  
-  
Tools>Internet  
Options>General  
Tab  
Delete  
all  
history,  
cookies,  
passwords,  
etc.....

You  
might  
also  
take  
a  
look  
at  
C:\Windows\Downloaded  
Program  
Files  
Click  
on  
View  
then  
click

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on  
Details  
If  
you  
see  
any  
listed  
as  
damaged,  
right  
click  
on  
them  
and  
remove  
them.  
If  
you  
see  
any  
with  
a  
Black  
Shield  
with  
Yellow  
Exclamation  
mark  
within,  
right  
click  
on  
them  
and  
remove  
them.  
Reboot  
your  
system

Try  
uninstalling  
then  
adding  
the  
video  
drivers  
using  
the  
Add  
New

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Hardware  
Wizard.  
Sometimes  
that's  
all  
it  
takes.  
Disable  
Anti-virus  
and  
firewall  
software  
if  
you're  
updating  
through  
windows  
update  
site  
-  
retry  
updating

---  
Gistcheckin

"bade"  
wrote:

hey  
i  
dunno  
if  
i  
use  
the  
right  
word,  
but  
my  
computer  
keeps  
on  
hang  
or  
freeze  
these  
last

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week,  
cant  
recognize  
what's  
the  
problem,  
and  
i  
already  
defragment  
it  
and  
still  
lots  
of  
space  
to  
use,  
and  
sometimes  
there  
is  
these  
message  
saying  
that  
i  
should  
update  
my  
video  
driver  
and  
i  
already  
did  
it,  
and  
still  
keeps  
on  
froze.  
somebody  
told  
me  
that  
maybe  
the  
problem  
is  
on

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the  
keyboard  
and  
mouse  
coz  
the  
light  
indicator  
of  
the  
keyboard  
and  
mouse  
always  
blinking,,  
and  
advice  
me  
to  
switch  
from  
cordless  
keyboard  
and  
mouse  
to  
the  
usual  
using  
USB,,  
im  
not  
a  
computer  
whiz  
so  
pardon  
me  
with  
my  
wordings  
dont  
really  
know  
what  
exact  
words  
to  
used..  
by  
the

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way  
im  
using  
widows  
XP..  
hope  
somebody  
could  
HELP  
me  
with  
my  
computer!!!im  
patienly  
waiting  
fot  
response..  
have  
a  
great  
day!!!