Lock-Up Troubleshooting for Windows XP

1. Start by running Check Disk on the machine. To run Check Disk you first need to double click on My Computer.

2. Right click the hard drive and choose properties.
3. When the properties screen opens click the tools tab, on the tools tab click the Check Now button.

![Properties Screen]

4. When you click Check Now a screen will pop-up that ask you to choose what you want to scan. Change your screen so it looks like the one below, and then click the start button.

![Check Disk Window]
5. Next, check to see if Active Desktop is running, using your right mouse button click on the desktop. The very first option will be for Active Desktop, make sure that Show Web Content is not checked.

6. Check the Power Management Settings. To find these go to Start, Settings, and Control Panel. Look for the control panel called Power Options and double click it to open.
7. Once inside the Power Options control panel you will want to set your screen so it matches the one below.

![Power Options control panel](image)

8. Next you will need to look at the documentation for configuring and running McAfee and spyware products.