Troubleshooting System Problems
Recovering a program that is not responding

There will be times when the software program you’re using “freezes.” This means that it will suddenly stop working. Your mouse might still work, but the program doesn’t do anything when you click with your mouse or press Enter. When this happens, you will need to stop the program and restart it. The software program is also call an application.

Windows Task Manager

There are a couple of things you can do when this happens. The first is to use the Windows Task Manager. The Task Manager tells you what programs are running properly and which ones are not responding. This is what the Windows Task Manager dialog box looks like:

There are 4 tabs you can select from to review your computer’s current status. This tab shows the “Applications” or programs that are currently running properly.
Microsoft Tools

If you are working in a Microsoft program that stops working, you can go to the Microsoft Tools folder to recover the application. This is the dialog box that allows you to see the status of the Microsoft program:

![Microsoft Office Application Recovery dialog box]

In this case, both programs are running successfully. If one is not responding properly, it will say “Not responding.”

You would be able to recover or end the application, whichever would work the best for you at that moment.

If your program is not running properly, you may get a message that looks like this:

![Windows Explorer message]

You can choose whether to send the error report or not by clicking on one of the buttons at the bottom of the box.
**Practice I**

To easily open the Windows Task Manager, place your cursor on the Task Bar located at the bottom of your screen and right click on any empty space. Select the Task Manager.

The Windows Task Manager dialog box will appear. What programs does it list? Are they all running properly?

**Practice II**

To open the Microsoft Tools folder, go to the Start button, then Programs. Select the Microsoft Office folder and then the Microsoft Tools folder. Select Microsoft Application Recovery.

What programs do you see running in this picture? Are any of them not responding properly?

To check your answers, see the box below.

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**Answers:** The applications that are running are Microsoft Outlook, Word, Excel, and PowerPoint. They are all running properly.