**Question:** Does the laptop freeze with the mouse disconnected and just using the touchpad buttons and does the laptop still freeze with the mouse connected in Safe Mode with Networking ?

**Answer:** Yes the computer did freeze with the mouse disconnected just using the touchpad buttons and since running Windows repair, it doesn’t freeze . With the mouse connected in safe mode with networking it doesn’t freeze.

**Question:** To get rid of the Ctrl+Alt+Delete logon - go Start - type netplwiz and press enter.

**Answer:** It never required me to do Ctrl+Alt+Delete for logon we used the Ctrl+Alt+Delete to end a programme. I did this Under the Advanced tab and Secure logon, is the box checked for Require user to press Ctrl+Alt+Delete: No it was not checked

**Question:** When security programs fail to start, it can be a sign of infection, but did you get that error message before you ran Windows Repair

**Answer:** I don’t think so

**Question:** Can you go Start - type services.msc - press enter and check that the status of your services are as in this list - but don't download anything from there.

**Answer:** See word doc ServicesMSC attached all marked yes or no highlighted in red.

**Question:** Can you also go Start - type devmgmt.msc and press enter then click on View/Show hidden devices and expand Non-Plug and Play Drivers and check for any yellow alerts there or anywhere else.

**Answer:** I did thisand beside each itemevery box to the left is a yellow star or flower

Today on normal boot, ***no mouse***, this is exactly what happened!

C:\windows\SysWOW64\gmgrprxy.dll is either not designed to run on Windows or it contains an error. Try installing the programme again using the original installation media or contact you system administrator or software vendor for support. Clicked OK then new screen below.

C:\Program Files (x86)\Briana\QtSql4.dll is either not designed to run on windows or it contains an error. Try installing the programme again using the original media or contact your system administrator or the software vendor for support. Clicked OK then new screen below

C:\Programe Files (x86)\common Files\AppleApple Application Support\zlib1.dll is either not designed to run on windows or it contains an error. Try installing the programme again using the original media or contact your system administrator or the software vendor for support.

The application was unable to start correctly (0xc0000006) Click OK to close application. I Clicked OK then new screen below

The instruction at 0x000000006EADEDFC referenced memory at 0x000000006EADEDFC. The required data was not placed into memory because of an I/O error status 0xc0000185. Clict to terminate the programme, clicked 5 times before window disappeared but the SECURITY ESSENTIALS” THIS APP IS NOT MONITORING YOUR PC THE SERVICE HAS STOPPED remained. I clicked on START NOW and it disappeared.

Still not using mouse only key pad: left clicked on start button window opened, then on control panel and it opened, then on Device manager window opened, then on system devices window opened, all windows closed, Clicked on a word document, opened, clicked on google it opened, clicked on Outlook, opened, Sent rec’d e-mail.

When I tried to print an Adobe PDF Adobe was doing an update and when it was done a window pops up and says Invalid plugin detected Adobe Acrobat Reader DC will quit, still printed but said the Adobe update failed.

Shut down plugged in mouse and rebooted and same window SECURITY ESSENTIALS” THIS APP IS NOT MONITORING YOUR PC THE SERVICE HAS STOPPED remained. I clicked on START NOW and it disappeared. Clicked with left mouse it disappeared, clicked on start, control panel and it opened, tried to close it and window popped up One or more files are missing or corrupt. Please re-install or repair HP wireless assistant application. Clicked on OK waited 10 min. little circle kept turning and the computer screen lost all Icons and then they appeared again.

Note: The computer takes at leat 5 min to boot in safe mode and 10 or more in normal mode. It runs not bad in safe but very slow in normal and does not work correctly with mouse.