

## **Laptop Freezes when Keyboard is used after Windows 10 updates on an X3 system. (P15xSM)**

### **Installation of Windows, drivers and updates:**

After installing windows and all the X3 Drivers, do the windows updates.

Use the trackpad only (Do not touch the Keyboard) and do multiple passes of Windows update till you get no more Windows updates available.

Reboot the system.

### **Fixing the issue:**

Step 1.

Using the trackpad only, right click on the bottom left "Windows Icon", select "Device Manager".

Expand the "System devices"

Look for "Synaptics SMBus Driver"

Right click, and select "Uninstall Device" with the "Delete the Driver software for this device" box selected, then click uninstall.

Reboot the system.

Step 2.

Using the trackpad only, right click on the bottom left "Windows Icon", select "Device Manager".

Expand the "Keyboards" and right click on "Standard PS/2 keyboard", select "Uninstall".

Reboot the system.

Step 3.

Using the trackpad only, right click on the bottom left "Windows Icon", select "Device Manager".

Expand the "Mice and Other Pointing Device" and right click on "Finger Sensing Pad", select "Uninstall Device" with the "Delete the Driver software for this device" box selected, then click Uninstall.

Reboot the system.

***The system should now be running fine.***

If the problem re-appear, repeat step 2 and 3.

