

## Alienware X51 R3 Freezes When Booting or Opening Programs

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Alienware X51 R3 systems may freeze randomly when booting into Windows or also when trying to open a program or application. This is due to a problem with the USB 3.1 Driver

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#### Supported Systems:

Alienware X51 R3

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#### Solution

1. Turn the system Off
2. Disconnect all USB devices
3. Connect your mouse and keyboard to the USB 2.0 Ports



4. Turn On the system
5. Uninstall the ASMedia USB 3.1 driver from Programs and Features
6. Download and Install the [ASMedia USB 3.1 driver](#)
7. Reconnect all your USB devices.
8. Update the system Bios to version 1.2.6 or higher