

Case Study: Windows 10 - Slow Performance

Issue Summary:

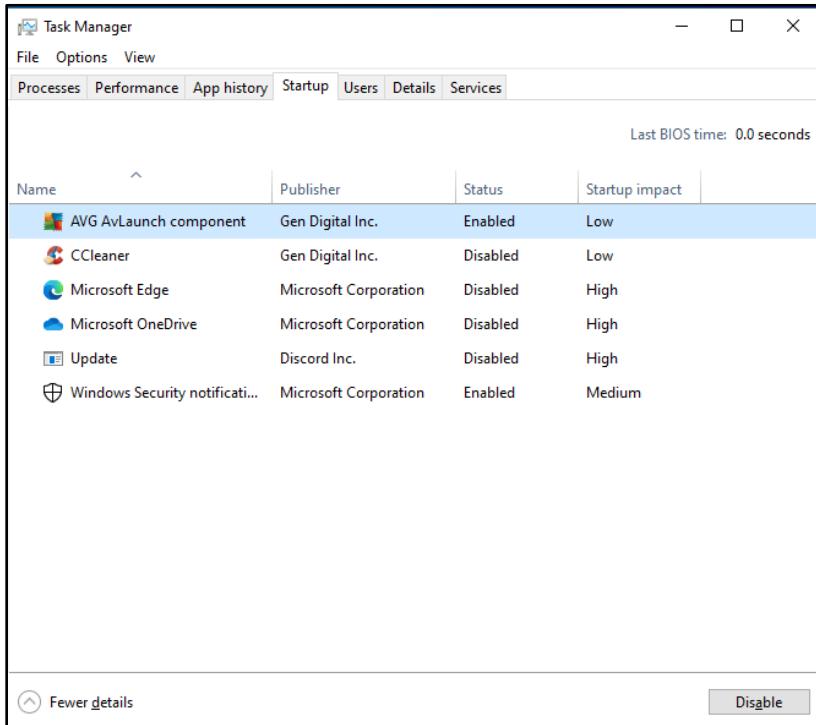
User reports Windows 10 VM is very slow after login and takes too long to open applications.

Symptoms Observed:

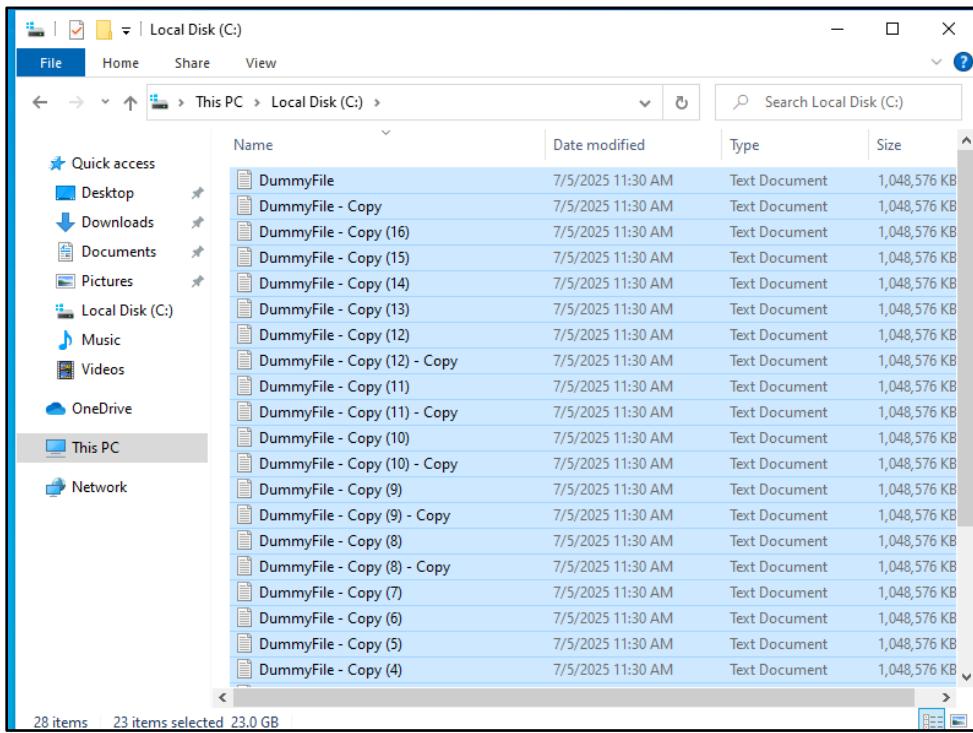
- 100% Disk usage in Task Manager
- Slow startup and app launches

Troubleshooting Steps Taken:

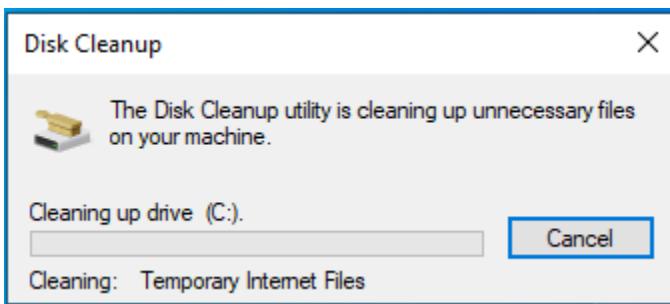
1. Disabled unnecessary startup apps (Teams, Discord)



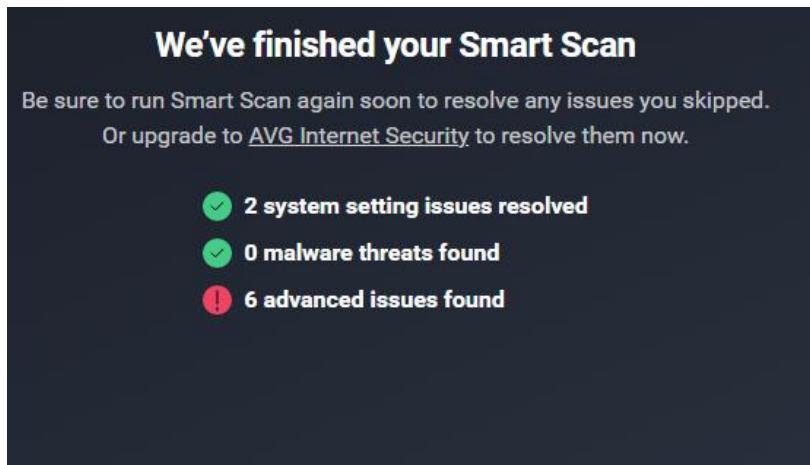
2. Deleted junk files and unnecessary files



3. Cleaned disk using Disk Cleanup



4. Ran Avira Antivirus SmartScan (no threats found)



5. Verified disk health using built-in tools:

- Ran `chkdsk C: /f /r`, which could not run while Windows was active.

I scheduled it to run on the next reboot.

- On restart, CHKDSK completed successfully with no errors.

```
C:\Windows\system32>chkdsk C: /f/r
The type of the file system is NTFS.
Cannot lock current drive.

Chkdsk cannot run because the volume is in use by another
process. Would you like to schedule this volume to be
checked the next time the system restarts? (Y/N) y

This volume will be checked the next time the system restarts.
```

- Ran `wmic diskdrive get status` (result: OK)

```
Windows PowerShell
Copyright (C) Microsoft Corporation. All rights reserved.

Try the new cross-platform PowerShell https://aka.ms/pscore6

PS C:\Users\WindowsPc> wmic diskdrive get status
Status
OK
```

Result:

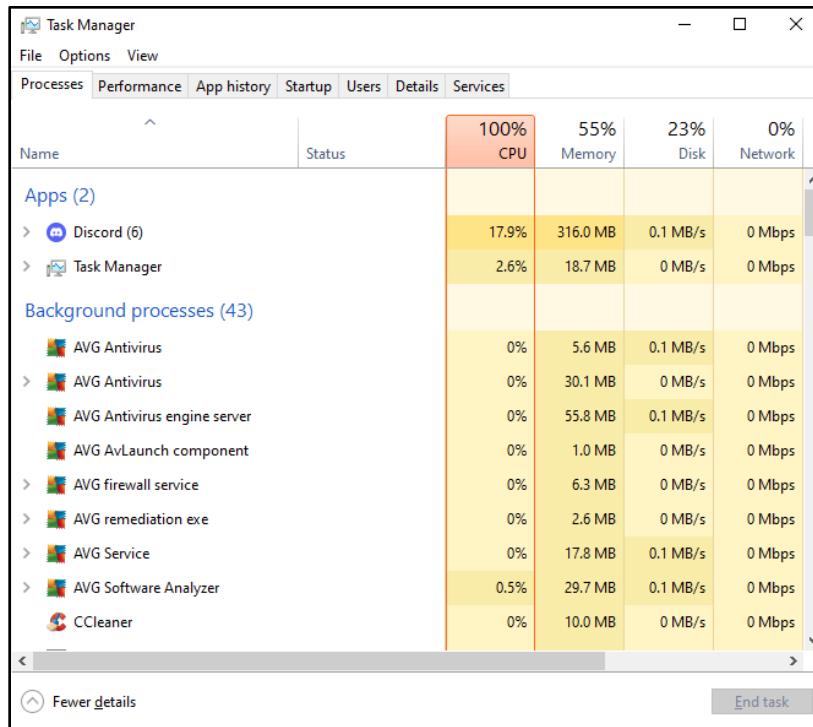
- CPU usage dropped from 100% to ~30% idle
- PC boots faster, apps respond faster
- Issue resolved

Tools Used:

- Task Manager
- Avira Antivirus SmartScan
- CHKDSK
- WMIC

Screenshots:

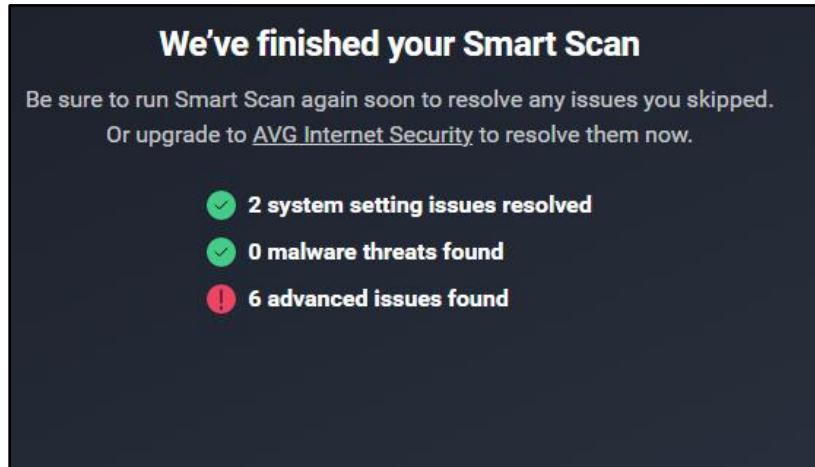
- taskmgr_before.png



The screenshot shows the Windows Task Manager in 'Processes' view. The CPU column is sorted, with 'Discord (6)' at 17.9% and 'Task Manager' at 2.6% being the most prominent. Other processes listed include various AVG components, CCleaner, and system services.

Name	Status	100% CPU	55% Memory	23% Disk	0% Network
Apps (2)					
> Discord (6)		17.9%	316.0 MB	0.1 MB/s	0 Mbps
> Task Manager		2.6%	18.7 MB	0 MB/s	0 Mbps
Background processes (43)					
> AVG Antivirus		0%	5.6 MB	0.1 MB/s	0 Mbps
> AVG Antivirus		0%	30.1 MB	0 MB/s	0 Mbps
> AVG Antivirus engine server		0%	55.8 MB	0.1 MB/s	0 Mbps
> AVG AvLaunch component		0%	1.0 MB	0 MB/s	0 Mbps
> AVG firewall service		0%	6.3 MB	0 MB/s	0 Mbps
> AVG remediation exe		0%	2.6 MB	0 MB/s	0 Mbps
> AVG Service		0%	17.8 MB	0.1 MB/s	0 Mbps
> AVG Software Analyzer		0.5%	29.7 MB	0.1 MB/s	0 Mbps
CCleaner		0%	10.0 MB	0 MB/s	0 Mbps

- avira_scan.png



- taskmgr_after.png

