

Case Study: Windows 10 - Slow Performance

Issue Summary:

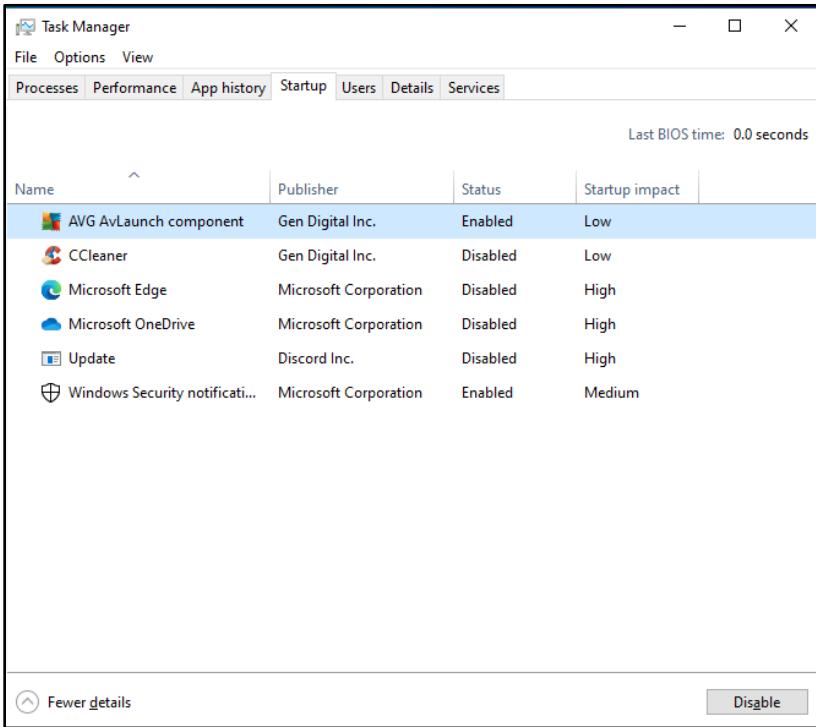
User reports Windows 10 VM is very slow after login and takes too long to open applications.

Symptoms Observed:

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

Troubleshooting Steps Taken:

1. Disabled unnecessary startup apps

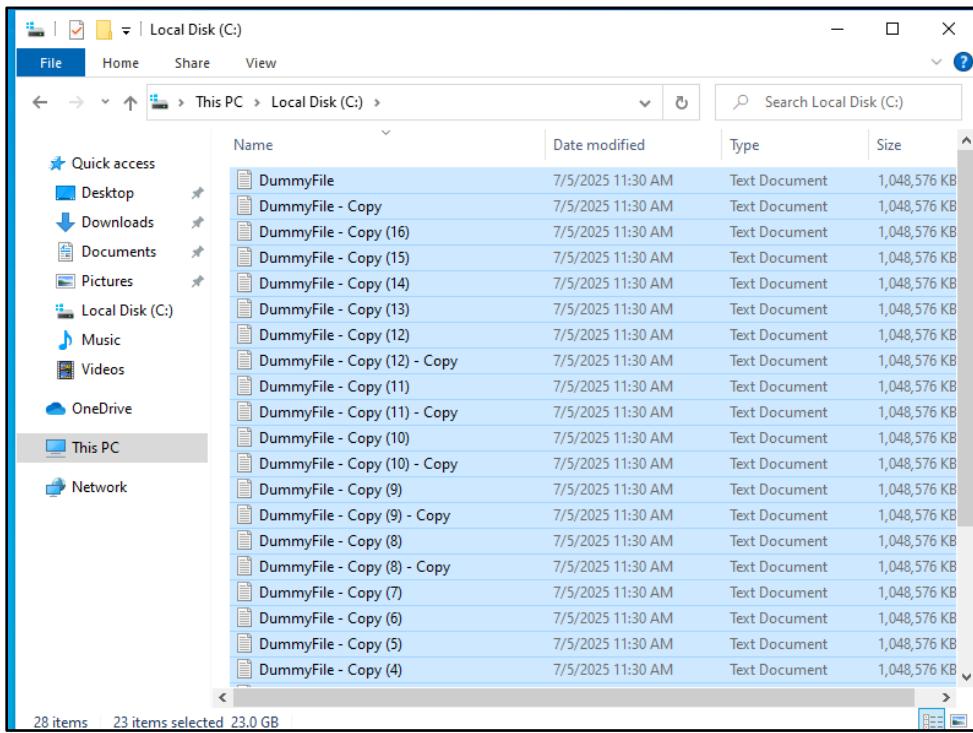


The screenshot shows the Windows Task Manager window with the 'Startup' tab selected. The table lists various startup items along with their publishers, current status (Enabled or Disabled), and startup impact (Low, High, or Medium). The 'Last BIOS time' is shown as 0.0 seconds.

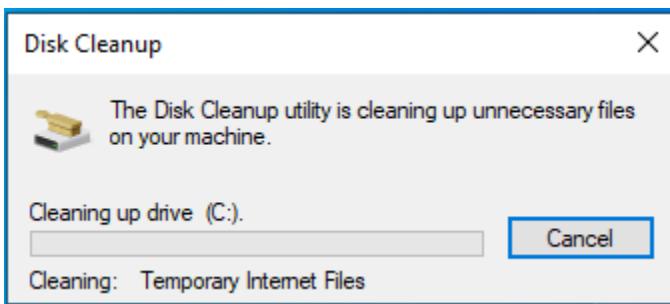
Name	Publisher	Status	Startup impact
AVG AvLaunch component	Gen Digital Inc.	Enabled	Low
CCleaner	Gen Digital Inc.	Disabled	Low
Microsoft Edge	Microsoft Corporation	Disabled	High
Microsoft OneDrive	Microsoft Corporation	Disabled	High
Update	Discord Inc.	Disabled	High
Windows Security notificati...	Microsoft Corporation	Enabled	Medium

Disable

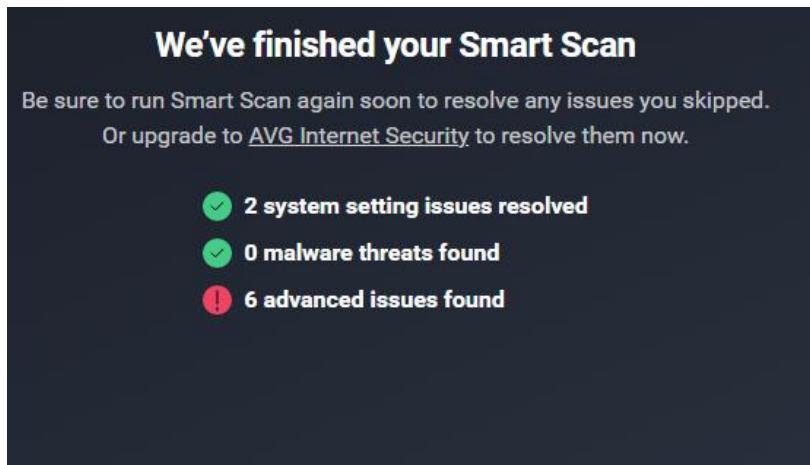
2. Deleted junk files and unnecessary files



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

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

Result:

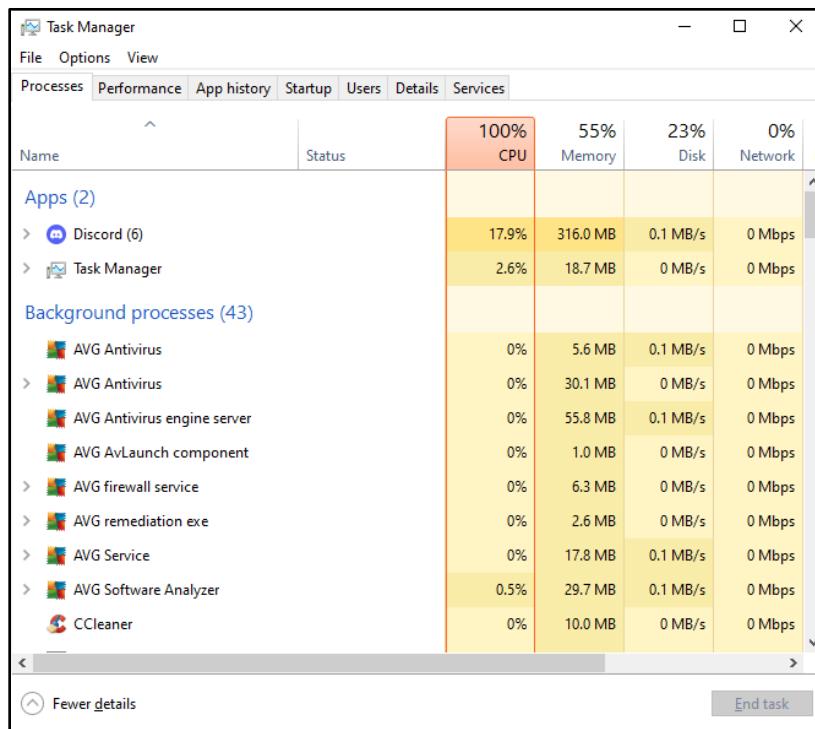
- CPU usage dropped from 100% to ~30% idle
- PC boots faster, apps respond faster
- Issue resolved

Tools Used:

- Task Manager
- Avira Antivirus SmartScan
- CHKDSK
- WMIC

Screenshots:

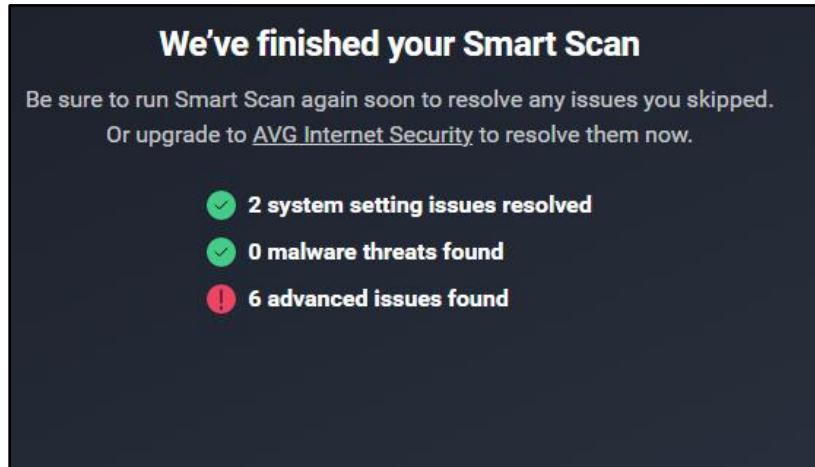
- taskmgr_before.png



The screenshot shows the Windows Task Manager in 'Processes' view. The CPU column is sorted, highlighting the top consumer, Discord, at 100% usage. Other processes listed include Task Manager, AVG Antivirus, AVG Firewall service, AVG remediation exe, AVG Service, AVG Software Analyzer, and CCleaner.

Name	Status	100% CPU	55% Memory	23% Disk	0% Network
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
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

