Windows Troubleshooting Guide

[Office 365 Troubleshooting Guide](#)

This guide covers common issues with Windows operating systems and provides step-by-step troubleshooting solutions.

> ⚠️ **Warning**
>
> **Slow System Performance**
>
> **Issue**: Your Windows system is running slow.

> ⓘ **Info**
>
> **Troubleshooting Steps**:
>
> **Step 1: Check Resource Usage**
>
> - Open Task Manager: Press Ctrl + Shift + Esc or Ctrl + Alt + Delete and choose Task Manager.
> - Review CPU, Memory, Disk, and Network tabs to identify any resource-hungry processes.
>
> **Step 2: Disk Cleanup**
>
> - Run the built-in Disk Cleanup utility to free up disk space.
> - Open Command Prompt as Administrator and type: `cleanmgr`
>
> **Step 3: Check for Malware or Viruses**
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> - Run a full system scan using your preferred antivirus software.
>
> **Step 4: Update Drivers**
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> - Outdated or incompatible drivers can cause performance issues.
> - Check for driver updates, especially for graphics and network drivers.
>
> **Step 5: Check for Windows Updates**
>
> - Make sure your system is up to date with the latest Windows updates.
> - Open Settings > Update & Security > Windows Update.
>
> **Step 6: Disable Startup Programs**
>
> - Unnecessary startup programs can slow down your system.
> - Press Ctrl + Shift + Esc to open Task Manager and navigate to the Startup tab to disable unwanted startup items.
>
> **Step 7: Check for Disk Errors**
>
> - Run a disk check to identify and repair disk errors.
> - Open Command Prompt as Administrator and type: `chkdsk /f`
>
> **Step 8: Monitor Temperature**
>
> - Overheating can lead to performance problems.
> - Use software like HWMonitor to check CPU and GPU temperatures.

Step 9: Check for Background Processes

- Check for unnecessary background processes.
- Press Ctrl + Shift + Esc to open Task Manager and identify any suspicious or resource-heavy background applications.

Step 10: Disable Visual Effects

- Reducing visual effects can improve system performance.
- Right-click on This PC > Properties > Advanced system settings > Advanced tab > Performance Settings > Adjust for best performance.

Step 11: Optimize Startup Type

- Change certain services to "Manual" or "Automatic (Delayed Start)" if they are not needed at startup.
- Open Run (Win + R) and type `services.msc`.

Step 12: Monitor Network Usage

- A network issue can also cause slow performance.
- Use the netstat command to check for active network connections.

Step 13: Run DISM and sfc Commands

- Open Command Prompt as Administrator.
- Run `DISM /Online /Cleanup-Image /RestoreHealth` to repair Windows image corruption.
- Run `sfc /scannow` to scan and repair system files.

☰ Example

If your system is still slow after performing the previous steps, running `DISM /Online /Cleanup-Image /RestoreHealth` (Step 13) can help repair any Windows image corruption that may be causing the issue. Follow it up with `sfc /scannow` to scan and repair system files, which can further improve performance.

ⓘ Info

Additional Tips for Effective Troubleshooting:

- Regularly clean up temporary files and cache.
- Manage and limit browser extensions and add-ons.
- Consider upgrading hardware components such as RAM or switching to an SSD for improved performance.

ⓘ Info

This guide provides solutions to common Windows issues. Follow the troubleshooting steps carefully to resolve problems effectively. If you encounter more specific issues, consult relevant online resources or contact Microsoft Support for assistance.