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.

(i) 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

Run a full system scan using your preferred antivirus software.

Step 4: Update Drivers

- Outdated or incompatible drivers can cause performance issues.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.

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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.

Blue Screen of Death (BSOD)

Issue: Your computer encounters a BSOD error and restarts.

(i) Info

Troubleshooting Steps:

Step 1: Check for Hardware Issues

Ensure all hardware components are securely connected and not damaged.

Step 2: Update Drivers

• Update graphics, sound, and motherboard drivers to the latest versions.

Step 3: Check for Overheating

• Monitor your system's temperature and clean any dust from fans and heatsinks.

Step 4: Run Windows Memory Diagnostic

· Search for "Windows Memory Diagnostic" and run a memory test.

Step 5: Review Recent Changes

• Identify any recent software or hardware changes and undo them if necessary.

: Example

Suppose your computer recently encountered a BSOD error (Step 3), and you suspect it might be due to overheating. You can use software like HWMonitor (Step 4) to check your CPU and GPU temperatures and clean any dust from fans if they are running hot. This may help prevent further BSOD errors.

Wi-Fi Connection Issues

Issue: You're experiencing Wi-Fi connectivity problems.

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Troubleshooting Steps:

Step 1: Restart Your Router

• Power cycle your router by unplugging it for 10 seconds and plugging it back in.

Step 2: Check Signal Strength

• Ensure you have a strong Wi-Fi signal and move closer to the router if needed.

Step 3: Forget and Reconnect

• Forget the Wi-Fi network and reconnect with the correct password.

Step 4: Update Wi-Fi Drivers

Update your Wi-Fi adapter drivers to the latest versions.

Step 5: Check for Interference

• Ensure no nearby devices are causing interference with your Wi-Fi signal.

∃ Example

If you're facing Wi-Fi connectivity issues, start by power cycling your router, which can resolve minor connectivity problems. Ensure that your device is in a location with a strong Wi-Fi signal, and if necessary, move closer to the router. If connectivity issues persist, forget the Wi-Fi network and reconnect, making sure to enter the correct password. Updating Wi-Fi adapter drivers to the latest versions can also address compatibility issues. Lastly, check for any potential interference from nearby devices that might affect your Wi-Fi signal.

Warning

Windows Update Failures

Issue: Windows updates are failing to install.

(i) Info

Troubleshooting Steps:

Step 1: Check for Stable Internet

• Ensure you have a stable internet connection.

Step 2: Run Windows Update Troubleshooter

Search for "Windows Update Troubleshooter" and run the tool.

Step 3: Clear Update Cache

• Stop the Windows Update service, delete the Software Distribution folder, and restart the service.

Step 4: Check Disk Space

• Ensure you have enough free space on your system drive for updates.

Step 5: Manually Download Updates

Visit the Microsoft Update Catalog website to manually download and install updates.

: Example

When Windows updates fail to install, start by checking your internet connection for stability. Running the Windows Update Troubleshooter can automatically detect and fix common update issues. If the problem persists, clearing the update cache by stopping the Windows Update service and deleting the SoftwareDistribution folder can often resolve the issue. Additionally, ensure that your system drive has enough free space for updates, as a lack of disk space can hinder the update process. As a last resort, you can manually download and install updates from the Microsoft Update Catalog website.

Application Compatibility Issues

Issue: Certain applications are not working as expected.

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Troubleshooting Steps:

Step 1: Run as Administrator

Right-click on the problematic application and choose "Run as Administrator."

Step 2: Compatibility Mode

 Right-click on the application, go to "Properties," and set compatibility mode for an older Windows version if needed.

Step 3: Update the Application

• Check if there are updates or patches available for the application.

Step 4: Check System Requirements

• Ensure your system meets the application's minimum requirements.

Step 5: Check for Conflicts

Identify and resolve conflicts with other installed software.

∃ Example

When facing application compatibility issues, start by running the application as an administrator, which can resolve permission-related problems. If the application is designed for an older Windows version, setting compatibility mode in the application's properties may enable it to run correctly. Check for updates or patches for the application to ensure you have the latest version. Ensure that your system meets the minimum system requirements specified by the application. Lastly, identify and resolve any conflicts with other installed software that might be affecting the application's functionality.

(i) 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.