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:

1. **Check for malware**: Run a full system scan with your antivirus software to detect and remove any malware.
2. **Free up disk space**: Use the built-in Disk Cleanup utility to remove unnecessary files.
3. **Disable startup programs**: Open Task Manager, go to the "Startup" tab, and disable unnecessary startup programs.
4. **Increase RAM**: Consider adding more RAM to your system if it's upgradeable.
5. **Upgrade to SSD**: If you're using a traditional hard drive, consider upgrading to a solid-state drive (SSD) for improved performance.

⚠ **Warning**

Blue Screen of Death (BSOD)

Issue: Your computer encounters a BSOD error and restarts.

ⓘ **Info**

Troubleshooting Steps:

1. **Check for hardware issues**: Ensure all hardware components are securely connected and not damaged.
2. **Update drivers**: Update graphics, sound, and motherboard drivers to the latest versions.

3. **Check for overheating**: Monitor your system's temperature and clean any dust from fans and heatsinks.
4. **Run Windows Memory Diagnostic**: Search for "Windows Memory Diagnostic" and run a memory test.
5. **Review recent changes**: Identify any recent software or hardware changes and undo them if necessary.

⚠ **Warning**

Wi-Fi Connection Issues

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

ⓘ **Info**

Troubleshooting Steps:

1. **Restart your router**: Power cycle your router by unplugging it for 10 seconds and plugging it back in.
2. **Check signal strength**: Ensure you have a strong Wi-Fi signal and move closer to the router if needed.
3. **Forget and reconnect**: Forget the Wi-Fi network and reconnect with the correct password.
4. **Update Wi-Fi drivers**: Update your Wi-Fi adapter drivers to the latest versions.
5. **Check for interference**: Ensure no nearby devices are causing interference with your Wi-Fi signal.

⚠ **Warning**

Windows Update Failures

Issue: Windows updates are failing to install.

ⓘ **Info**

Troubleshooting Steps:

1. **Check for stable internet**: Ensure you have a stable internet connection.
2. **Run Windows Update Troubleshooter**: Search for "Windows Update Troubleshooter" and run the tool.

3. **Clear update cache**: Stop the Windows Update service, delete the SoftwareDistribution folder, and restart the service.
4. **Check disk space**: Ensure you have enough free space on your system drive for updates.
5. **Manually download updates**: Visit the Microsoft Update Catalog website to manually download and install updates.

⚠ **Warning**

Application Compatibility Issues

Issue: Certain applications are not working as expected.

ⓘ **Info**

Troubleshooting Steps:

1. **Run as Administrator**: Right-click on the problematic application and choose "Run as Administrator."
2. **Compatibility mode**: Right-click on the application, go to "Properties," and set compatibility mode for an older Windows version if needed.
3. **Update the application**: Check if there are updates or patches available for the application.
4. **Check system requirements**: Ensure your system meets the application's minimum requirements.
5. **Check for conflicts**: Identify and resolve conflicts with other installed software.

ⓘ **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.