

## Scenario 1: The Mysterious "File in Use" Error

Problem: A user cannot delete a folder, getting "File in Use" or "Action cannot be completed" error, but doesn't have any obvious programs open.

Troubleshooting Guide (Using Built-in Tools Only):

### 1. Identify the Process:

- Open Task Manager

(Ctrl+Shift+Esc)

- Go to the "Performance" tab and click "Open Resource Monitor" at the bottom
- In Resource Monitor, go to the "CPU" tab
- Use the "Search Handles" box and type the filename or folder name
- This will show exactly which process is locking the file

### 2. Resolve the Issue:

- If it's a non-essential program, right-click it in Resource Monitor or Task Manager and select "End Process"
- If it's a system process, try closing related applications first
- If it's Windows Explorer itself, you can restart Explorer from Task Manager (end "Windows Explorer" process, then File > Run new task > "explorer.exe")

### 3. Alternative Built-in Method:

- Open \*\*Command Prompt\*\* as Administrator
- Use: `del /f filename.ext` (for files) or `rmdir /s foldername` (for folders)

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## Scenario 2: The Suddenly Missing File Type Association

Problem: After a Windows update, all .PDF files (or another common file type) open with the wrong program, or no program at all.

Troubleshooting Guide (Windows Settings Only):

### 1. Reset Defaults:

- Go to Settings > Apps > Default apps
- Scroll down and click "Reset to Microsoft recommended defaults"
- Test if the issue is resolved

### 2. Set by File Type:

- In Settings > Apps > Default apps, scroll down to "Choose default apps by file type"
- Find the file extension (.pdf, .jpg, etc.) in the list

- Click the current app and select the correct one
3. Use Control Panel Method:
- Open Control Panel > Programs > Default Programs
  - Use "Set your default programs" to associate a program with all file types it can open
  - Or use "Associate a file type or protocol with a program"
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### Scenario 3: The "Ghost" Network Printer

Problem: A network printer appears to be installed and shows as "Ready," but jobs get stuck in the queue and never print. The printer works fine for other users.

Troubleshooting Guide (Built-in Print Management):

1. Clear the Print Queue:
  - Open Settings > Devices > Printers & scanners
  - Click on the problematic printer > "Open queue"
  - Cancel all pending documents
2. Restart Print Spooler:
  - Open "Services"(press Win+R, type "services.msc")
  - Find "Print Spooler" service
  - Right-click and select "Restart"
  - If jobs remain stuck, stop the service, then delete files from `C:\Windows\System32\spool\PRINTERS` folder, then restart the service
3. Reinstall the Printer:
  - Remove the printer completely from "Settings > Devices"
  - Important: Uncheck "Let Windows manage my default printer"
  - Re-add the printer using "Add a printer or scanner"
  - Windows should automatically detect and install the correct driver

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### Scenario 4: The Corrupted User Profile

Problem: A user can log in, but gets temporary profile errors, missing desktop icons, or settings that don't save between sessions.

Troubleshooting Guide (System Properties & Registry):

1. Check Profile Status:

- Right-click "This PC" > Properties > Advanced system settings
  - Under User Profiles, click "Settings"
  - See if multiple profiles exist for the same user
2. Rename Profile via Registry (Advanced):
- Warning: Backup registry first (File > Export)
  - Press Win+R, type "regedit"
  - Navigate to: `HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\ProfileList`
  - Look for folders ending in ".bak" - delete the ".bak" extension from the correct user SID
  - If the profile is corrupted, you may need to rename the entire profile folder
3. Rebuild Profile:
- Create a new local admin account
  - Log into the new account, then back to the original account
  - Sometimes this forces Windows to rebuild profile components

## Scenario 5: The "Runaway" System Process

Problem: The "Antimalware Service Executable" (Windows Defender) or "Service Host" processes are using 90%+ of CPU constantly, making the computer unusable.

### Troubleshooting Guide (Built-in Windows Tools):

1. Identify the Specific Service:
  - Open Task Manager > Details tab
  - Right-click columns header > "Select columns"
  - Check "Command line" - this often shows which specific service is causing high usage in svchost.exe
2. Use Resource Monitor:
  - In Resource Monitor (from Task Manager > Performance tab)
  - Check which files, networks, or registry keys the process is accessing
  - This can reveal if it's stuck scanning a particular file
3. Manage Windows Defender:
  - Go to Windows Security > Virus & threat protection
  - Under "Current threats," see if a scan is stuck
  - Go to "Manage settings" and temporarily disable real-time protection as a test
  - Use "Scan options" to run a quick scan instead of full scan

## Scenario 6: The Broken Windows Search

Problem: The Windows search bar (or Start menu search) returns no results, or searching File Explorer doesn't find obvious files.

Troubleshooting Guide (Built-in Utilities):

### 1. Rebuild Search Index:

- Go to Settings > Search > Searching Windows
- Click "Advanced search indexer settings"
- Click "Rebuild" (this may take time but fixes most search issues)

### 2. Restart Search Services:

- Open "Services"(services.msc)
- Find "Windows Search" service
- Right-click and select "Restart"
- Set startup type to "Automatic" if it's not

### 3. Check Search Settings:

- In Settings > Search > Searching Windows
- Ensure "Find my files" is set to "Enhanced" for best results
- Under "Classic" mode, search only looks in limited locations

These scenarios rely entirely on:

- Task Manager\*\*
- Resource Monitor\*\*
- Settings app\*\*
- Control Panel\*\*
- Services console\*\*
- Command Prompt\*\*
- File Explorer

All built into Windows - no downloads required!