

Comprehensive Guide to Troubleshooting Windows 10 and 11 Devices

1. Basic Troubleshooting Steps

1.1 Restart the Device

- **Why:** Clears temporary files and resolves many minor issues.
- **How:**
 1. Click the Start button.
 2. Select Power > Restart.

1.2 Check for Updates

- **Why:** Ensures the latest bug fixes and drivers are installed.
- **How:**
 1. Open Settings > Update & Security > Windows Update.
 2. Click "Check for updates."

1.3 Run Windows Troubleshooters

- **Why:** Built-in troubleshooters can diagnose and resolve common issues.
- **How:**
 1. Open Settings > Update & Security > Troubleshoot.
 2. Choose a category and run the appropriate troubleshooter.

2. Network Issues

2.1 Check Network Adapter

- Open Command Prompt and run:
- `ipconfig /all`

Ensure the correct IP and DNS settings are configured.

2.2 Reset Network Adapter

- Open Command Prompt as Administrator and run:
- `netsh int ip reset`
- `netsh winsock reset`

- Restart the device.

2.3 Wi-Fi Not Connecting

- Forget the network and reconnect:
 1. Open Settings > Network & Internet > Wi-Fi.
 2. Click the network name and choose “Forget.”
 3. Reconnect by entering the password.
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3. Slow Performance

3.1 Disable Startup Programs

- Open Task Manager (Ctrl + Shift + Esc).
- Go to the Startup tab.
- Disable unnecessary programs.

3.2 Free Up Disk Space

- Open Settings > System > Storage.
- Click “Temporary files” and delete unnecessary files.

3.3 Defragment the Hard Drive

- Open “Defragment and Optimize Drives.”
- Select the drive and click “Optimize.”

3.4 Scan for Malware

- Use Windows Security:
 1. Open Settings > Update & Security > Windows Security.
 2. Click “Virus & threat protection” and run a full scan.
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4. Display and Graphics Issues

4.1 Update Graphics Drivers

- Open Device Manager.
- Expand “Display adapters.”
- Right-click the adapter and select “Update driver.”

4.2 Adjust Display Resolution

- Open Settings > System > Display.
- Under “Display resolution,” choose the recommended option.

4.3 Fix Flickering Screen

- Boot in Safe Mode:
 1. Open Settings > Update & Security > Recovery.
 2. Under “Advanced startup,” click Restart now.
 3. Select Troubleshoot > Advanced options > Startup Settings > Restart.
 4. Press 4 to boot into Safe Mode.
 - Update or uninstall recently installed drivers.
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5. Audio Issues

5.1 Check Audio Output

- Click the speaker icon on the taskbar and ensure the correct device is selected.

5.2 Run Audio Troubleshooter

- Open Settings > Update & Security > Troubleshoot.
- Run the “Playing Audio” troubleshooter.

5.3 Update Audio Drivers

- Open Device Manager.
 - Expand “Sound, video, and game controllers.”
 - Right-click the audio device and select “Update driver.”
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6. Application Issues

6.1 Repair or Reset Apps

- Open Settings > Apps.
- Select the problematic app.
- Choose “Advanced options.”
- Click “Repair” or “Reset.”

6.2 Reinstall the App

- Uninstall the app via Settings > Apps.
 - Reinstall from the Microsoft Store or official website.
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7. System Crashes (BSOD)

7.1 Analyze Stop Code

- Note the stop code on the BSOD screen.
- Search Microsoft's website for specific fixes.

7.2 Check Event Viewer

- Open Event Viewer (search in Start menu).
- Look for critical errors under "Windows Logs > System."

7.3 Update or Roll Back Drivers

- Open Device Manager.
 - Right-click the problematic device and choose "Update" or "Roll back driver."
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8. Battery and Power Issues

8.1 Check Battery Health

- Open Command Prompt and run:
- `powercfg /batteryreport`

View the report to assess battery condition.

8.2 Change Power Plan

- Open Control Panel > Power Options.
- Choose "Balanced" or "High performance."

8.3 Run Power Troubleshooter

- Open Settings > Update & Security > Troubleshoot.
 - Run the "Power" troubleshooter.
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9. File and Folder Issues

9.1 File Explorer Not Responding

- Restart File Explorer via Task Manager.

9.2 File Corruption

- Run System File Checker:
 - `sfc /scannow`
 - Restart after completion.

9.3 Check Disk for Errors

- Run the following command in Command Prompt:
 - `chkdsk /f /r`
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10. Reinstallation and Recovery

10.1 Reset This PC

- Open Settings > Update & Security > Recovery.
- Under “Reset this PC,” click “Get started.”

10.2 Create a System Restore Point

- Open Control Panel > System > System Protection.
- Click “Create” to make a restore point.

10.3 Restore from System Restore

- Open System Protection and choose “System Restore.”

10.4 Use a Recovery Drive

- Create a recovery drive in advance via Control Panel > Recovery.
- Boot from the recovery drive to troubleshoot severe issues.