

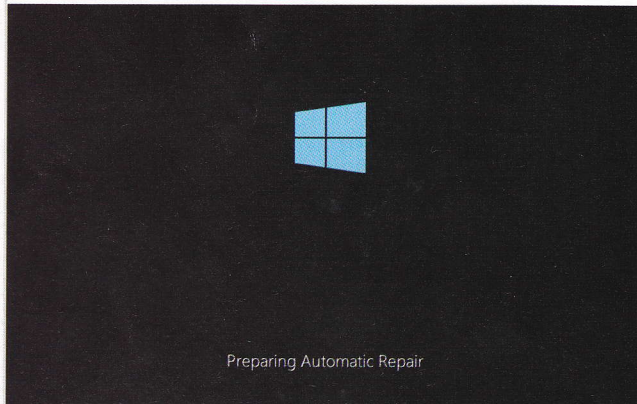
Windows 10 Troubleshooting

If you have a problem with your Windows 10 machine, your PC will need to go to the Advanced Startup Options menu, sometimes called the Boot Options menu. You may also need to boot into what's called Safe Mode. Hopefully this isn't something you will need regularly but we'll run you through it anyway.

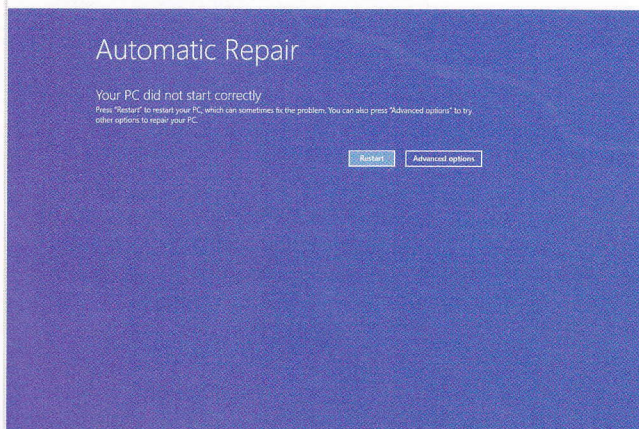
How to Use Advanced Startup Options

Modern computers are complicated things and there's a lot that can go wrong. If your PC really isn't working correctly or seems slow, these helpful options will help you get it back on track.

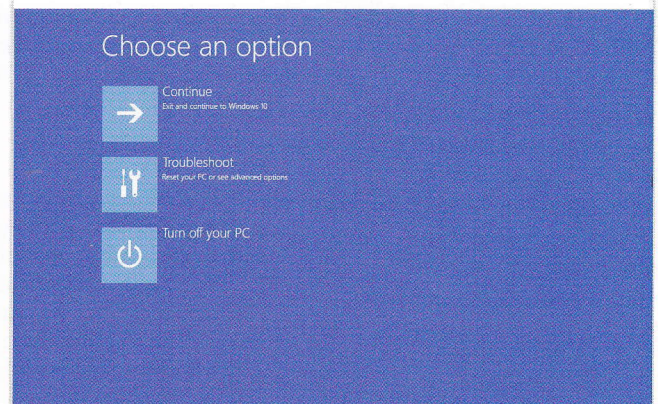
Step 1 You may be taken to the Advanced Startup Options menu. It will appear automatically if you have two consecutive startup errors on your PC. But you can get to it manually from inside Windows 10 by going to the Settings app > Update & Security, clicking on Recovery and selecting Restart Now underneath Advanced Startup.



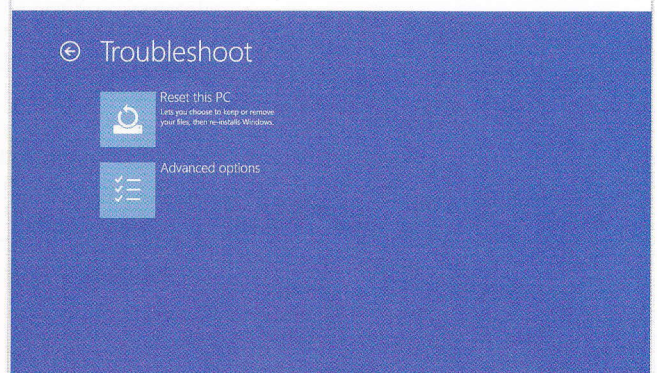
Step 2 If your PC didn't start correctly, you'll see this screen. It gives you the option of restarting and trying again, or clicking on Advanced Options. We're going to run you through what happens if you click on this second button – various options are available to you.



Step 3 You'll then see this menu, which is a little transitional for our liking – we're not sure why these options aren't on the screen you get after this in Step 4 (by clicking Troubleshoot). From here, you can also continue to boot up Windows 10 or you can decide to turn off your PC if you are going to take it to a repair shop, for example.



Step 4 If you selected Troubleshoot, you get the option to Reset this PC. This is a little confusing in name, because it doesn't mean restart! It means resetting Windows to its factory settings (it reinstalls Windows, effectively). You can choose whether or not to keep your files, but we think this is a risky option. You have got your files backed up, haven't you?



Step 5

Advanced Options is actually the menu that we want, and you probably will do, too, if there's something seriously wrong with your PC. It's almost like the previous steps were tests to see if you really did want to get here. You can try and repair the startup, or roll back using System Restore.

Advanced options



Step 8

If you need to boot from a particular drive, such as USB, you can do so by starting from it using the boot options in the Advanced Options menu. You can also access the command prompt should you need to do any diagnostic checks of your files, though this isn't a common thing to have to do.

```
Administrator: X:\windows\system32\cmd.exe
Microsoft Windows [Version 10.0.10240]
X:\windows\system32>
```

Step 6

If you select Startup Settings, you'll be shown this screen to ensure it is actually what you want (you can always go back using the Back button of course). From this you can instigate Safe Mode with or without networking access, as well as a low resolution video mode if you're having display problems.

Start-up Settings

Restart to change Windows options such as:

- Enable low-resolution video mode
- Enable debugging mode
- Enable boot logging
- Enable Safe Mode
- Disable driver signature enforcement
- Disable early-launch anti-malware protection
- Disable automatic restart on system failure

Restart

Step 9

When your PC boots after going to Startup Settings in Step 6, you'll see this menu. You need to press a number to boot your PC in a particular way. We'd always recommend seeing if your PC will boot into Safe Mode with Networking. If it starts up there without issue, it's probably a third-party software or driver problem rather than something with Windows itself.

Startup Settings

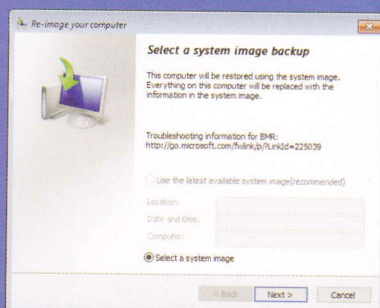
Press a number to choose from the options below:

Use number keys or function keys F1-F9.

- 1) Enable debugging
- 2) Enable boot logging
- 3) Enable low-resolution video
- 4) Enable Safe Mode
- 5) Enable Safe Mode with Networking
- 6) Enable Safe Mode with Command Prompt
- 7) Disable driver signature enforcement
- 8) Disable early launch anti-malware protection
- 9) Disable automatic restart after failure

Step 7

If you have a system image handy (a complete backup of your PC in a system image file) you can also restore it at this point. Anything you've created since the system image was made will be lost, so again it's a reason why you should back up your files.



Step 10

This is what Safe Mode looks like. As you can see, it's very much like the standard version of Windows 10, but it is lacking a little in its graphical finish. It's designed for you to troubleshoot what is wrong with your system – perhaps you need to roll back to an earlier System Restore point, for example.

