



Troubleshooting Windows 10



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Screenshots are from my Windows 10 PC
A problem hearing or seeing- speak up.



What is troubleshooting?

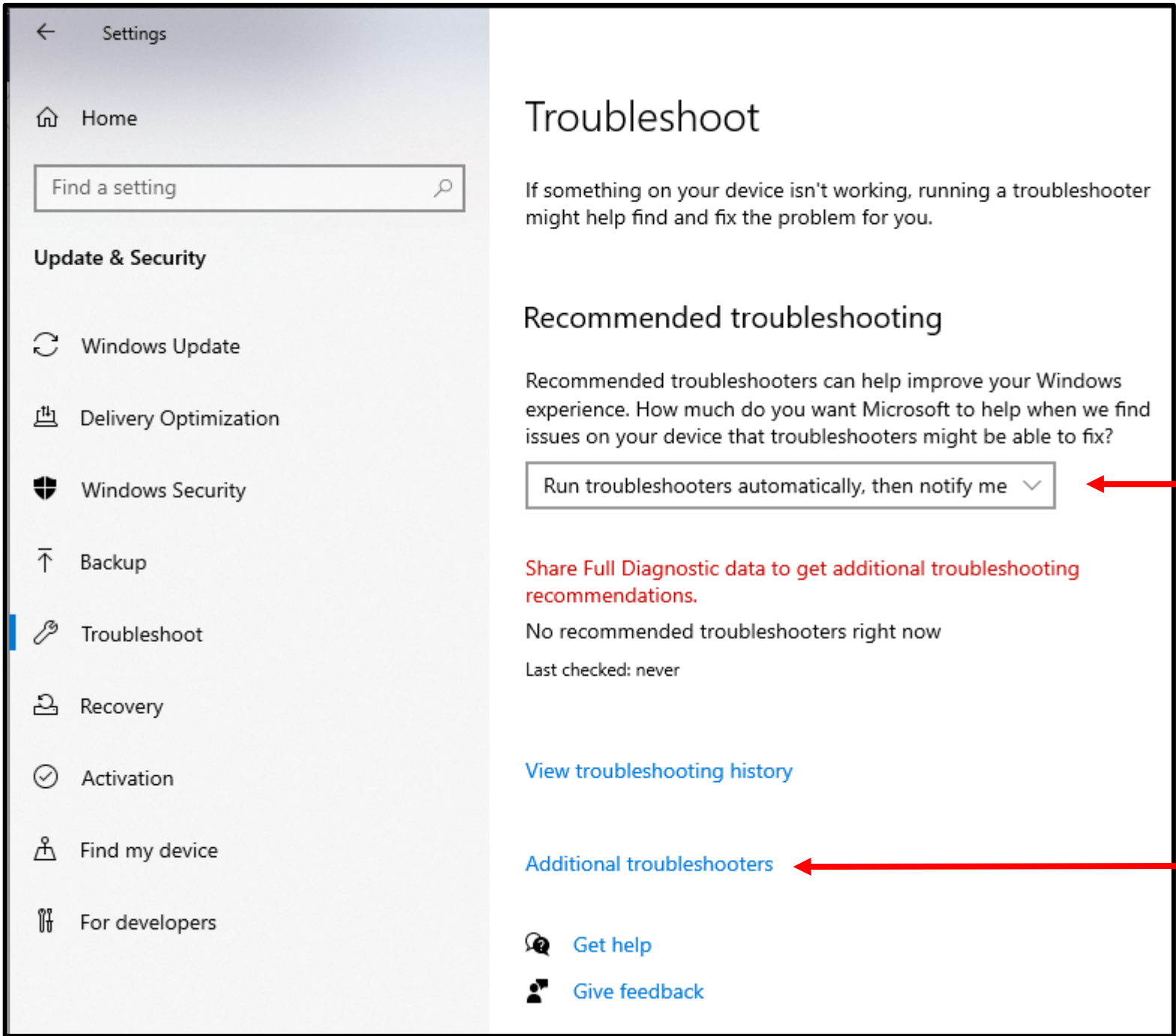
- The act of fixing problems that cause machines (especially computers) to:
 - stop working,
 - work sub-optimally,
 - or otherwise do something irregular.
- troubleshooting is:
 - solving a problem,
 - or determining a problem to an issue.
- Troubleshooting often involves the process of elimination, where a person follows a set of steps to determine the problem or resolve the problem.
- Geek **not** required.

Windows includes a variety of “troubleshooters”

- Designed to diagnose;
- Automatically solve computer problems.
- Can't fix everything,
 - but a great place to start.
- Troubleshooters are built into the Control Panel.
- Most troubleshooters are now available through the Settings app.
- Settings > Update & Security > Troubleshoot

Keep the PC running smoothly with recommended troubleshooting

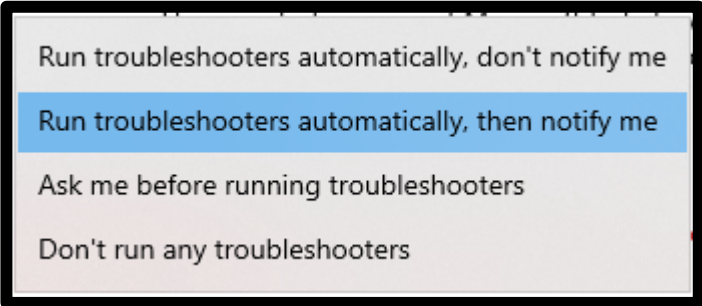
- Microsoft will:
 - automatically fix certain critical problems on the PC to keep it running smoothly.
 - recommend troubleshooting for other problems that aren't critical to normal Windows operation
 - Unlike critical troubleshooters, recommended ones may change a setting;
 - so we'll ask for permission first.
- Critical Troubleshooting
 - fix things like:
 - corrupt settings that keep critical services from running,
 - make adjustments to work with your hardware,
 - make other specific changes required for Windows to operate.



The screenshot shows the Windows 10 Settings application. On the left is a navigation pane with 'Settings' at the top, followed by 'Home', a search bar 'Find a setting', and a list of categories: 'Update & Security', 'Windows Update', 'Delivery Optimization', 'Windows Security', 'Backup', 'Troubleshoot', 'Recovery', 'Activation', 'Find my device', and 'For developers'. The 'Troubleshoot' category is selected. The main content area is titled 'Troubleshoot' and contains the following text: 'If something on your device isn't working, running a troubleshooter might help find and fix the problem for you.' Below this is a section 'Recommended troubleshooting' with a sub-header 'Recommended troubleshooters can help improve your Windows experience. How much do you want Microsoft to help when we find issues on your device that troubleshooters might be able to fix?'. A dropdown menu is set to 'Run troubleshooters automatically, then notify me'. Below the dropdown is a red link: 'Share Full Diagnostic data to get additional troubleshooting recommendations.' The status is 'No recommended troubleshooters right now' with 'Last checked: never'. At the bottom are links for 'View troubleshooting history', 'Additional troubleshooters', 'Get help', and 'Give feedback'.

Windows 10 Troubleshooting

Settings > Update & Security > Troubleshoot.




A dropdown menu with four options: 'Run troubleshooters automatically, don't notify me', 'Run troubleshooters automatically, then notify me' (highlighted in blue), 'Ask me before running troubleshooters', and 'Don't run any troubleshooters'.


Click to get more


Windows 10 Troubleshooting

Additional troubleshooters

Get up and running

 Internet Connections
Find and fix problems with connecting to the Internet or to websites.


 Playing Audio
Find and fix problems with playing sound


 Printer
Find and fix problems with printing


Run the troubleshooter


 Windows Update
Resolve problems that prevent you from updating Windows.

Find and fix other problems

 Bluetooth
Find and fix problems with Bluetooth devices

 Connection to a Workplace Using DirectAccess
Find and fix problems with connecting to your workplace network using DirectAccess.

 Incoming Connections
Find and fix problems with incoming computer connections and Windows Firewall.

 Keyboard
Find and fix problems with your computer's keyboard settings.

 Network Adapter
Find and fix problems with wireless and other network adapters.

Settings > Update & Security > Troubleshoot > Additional troubleshooters.

Clicked on Printer and this is the results.

17 Different Troubleshooting aids.

Additional troubleshooters

Find and fix problems with your computer's keyboard settings.



Network Adapter

Find and fix problems with wireless and other network adapters.



Power

Find and fix problems with your computer's power settings to conserve power and extend battery life.



Program Compatibility Troubleshooter

Find and fix problems with running older programs on this version of Windows.



Recording Audio

Find and fix problems with recording sound



Search and Indexing

Find and fix problems with Windows Search



Shared Folders

Find and fix problems with accessing files and folders on other computers.



Speech

Get your microphone ready and fix problems that may prevent Windows from hearing you



Video Playback

Find and fix problems with playing movies, TV shows, or videos



Windows Store Apps

Troubleshoot problems that may prevent Windows Store Apps from working properly

Know your privacy options

Learn how this setting impacts your privacy.

[Learn more](#)



[Get help](#)

Windows 10 Troubleshooting

Settings > Update & Security > Troubleshoot > Additional troubleshooters.

The rest of the list of Additional troubleshooters.

Windows 10 Troubleshooting

Get Help

Rate us: ★ ★ ★ ★ ★

Use OneDrive to backup your files and photos automatically, so you'll always have them even if your PC is lost, damaged or stolen. [Get OneDrive for free.](#)

We're here to help

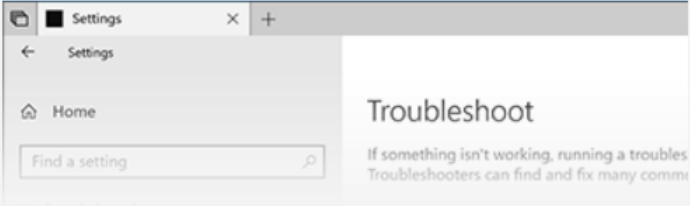
Tell us your problem so we can get you the right help and support.

Top result

Use a fix-it tool with Windows 10

Instead of fix-it tools, Windows 10 uses troubleshooters to help you solve problems with your PC. To run a troubleshooter:

1. Select **Start** > **Settings** > **Update & Security** > **Troubleshoot**, or select the **Find troubleshooters** shortcut at the end of this topic.



Expand

Contact Support

Get more help



Rate us: ★ ★ ★ ★ ★



← Back

Tell us a little more about your problem

Once you select your product or service, we may ask you to make a few more selections so we can get you the right support.

Products and services

Select your product or service ▾

- Windows
- Microsoft 365 and Office
- Xbox
- Surface
- MSN
- Other Products

Windows 10 Troubleshooting

Contact Support display

Get Help



Rate us: ★ ★ ★ ★ ★



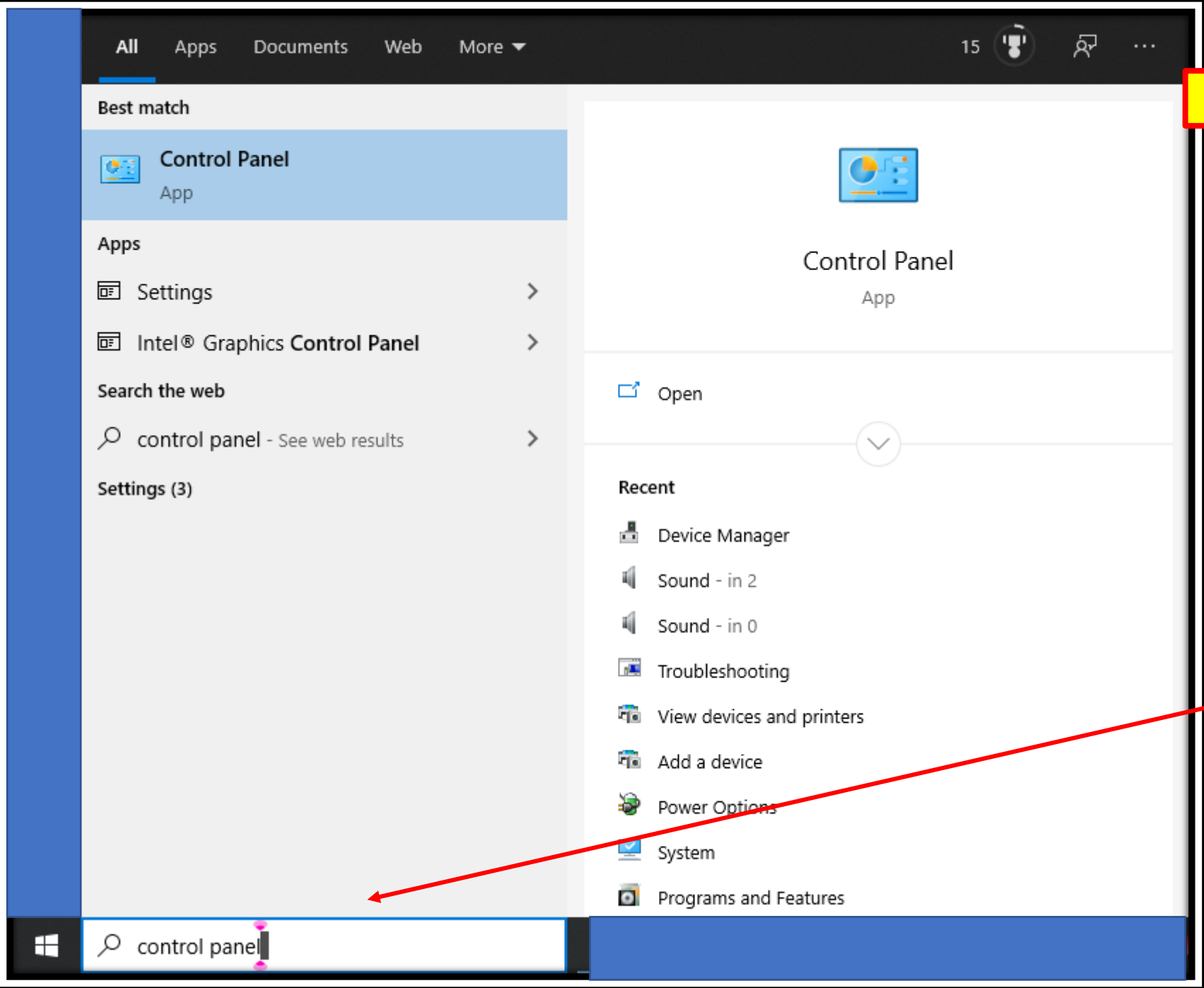
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Choose a support option

 [Provide your phone number and a support agent will call you](#)

[Product Activation for Windows](#)

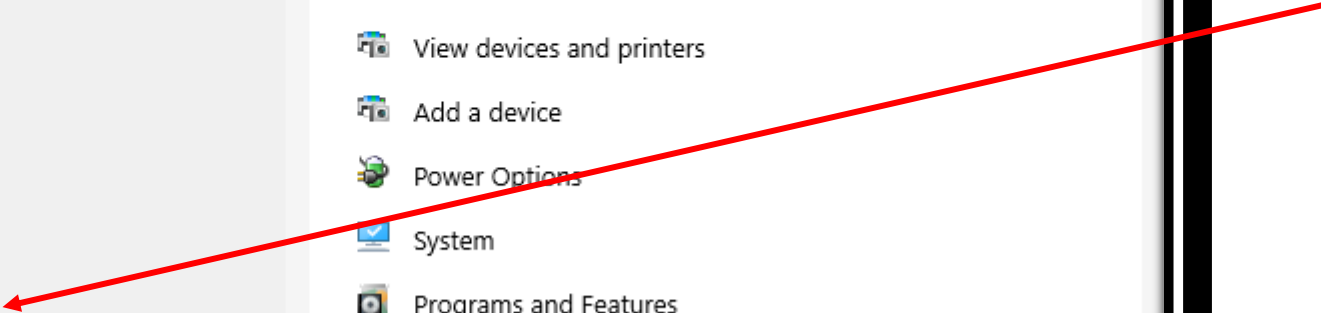
When you contact support, you agree to the [Service Agreement terms](#)



Windows 10 Troubleshooting

Another Approach

Type in Search Bar
Control Panel



Windows 10 Troubleshooting

File Edit View Tools

Adjust your computer's settings

View by: Small icons

- Administrative Tools
- BitLocker Drive Encryption
- Date and Time
- Devices and Printers
- File History
- Indexing Options
- Mail (Microsoft Outlook)
- Pen and Touch
- Programs and Features
- RemoteApp and Desktop Connections
- Speech Recognition
- System
- Troubleshooting
- Windows Mobility Center
- AutoPlay
- Color Management
- Default Programs
- Ease of Access Center
- Flash Player (32-bit)
- Internet Options
- Mouse
- Phone and Modem
- Recovery
- Security and Maintenance
- Storage Spaces
- Tablet PC Settings
- User Accounts
- Work Folders
- Backup and Restore (Windows 7)
- Credential Manager
- Device Manager
- File Explorer Options
- Fonts
- Keyboard
- Network and Sharing Center
- Power Options
- Region
- Sound
- Sync Center
- Taskbar and Navigation
- Windows Defender Firewall

Click on Troubleshooting



Control Panel Home

View all

View history

Change settings

Get help from a friend

Click

Troubleshoot computer problems

Click on a task to automatically troubleshoot and fix common computer problems. To view more troubleshooters, click on a category or use the Search box.



Programs

Run programs made for previous versions of Windows



Hardware and Sound

Use a printer | Troubleshoot audio recording | Troubleshoot audio playback



Network and Internet

Connect to the Internet | Access shared files and folders on other computers



System and Security

Fix problems with Windows Update | Run maintenance tasks | Improve power usage

See also

Security and Maintenance

Help and Support

Recovery

Windows 10 Troubleshooting

Troubleshoot computer problems

View all display

Name	Description	Location	Category	Publisher
Background Intelligent Transfer Service	Find and fix problems that may prevent background downloads from working	Local	Windows	Microsoft ...
Bluetooth	Find and fix problems with Bluetooth devices	Local	Windows	Microsoft ...
Connection to a Workplace Using DirectAccess	Find and fix problems with connecting to your workplace network using DirectAccess.	Local	Network	Microsoft ...
Incoming Connections	Find and fix problems with incoming computer connections and Windows Firewall.	Local	Network	Microsoft ...
Internet Connections	Find and fix problems with connecting to the Internet or to websites.	Local	Network	Microsoft ...
Internet Explorer Performance	Find and fix problems with Internet Explorer performance.	Local	Web Brow...	Microsoft ...
Internet Explorer Safety	Find and fix problems with security and privacy features in Internet Explorer.	Local	Web Brow...	Microsoft ...
Keyboard	Find and fix problems with your computer's keyboard settings.	Local	Windows	Microsoft ...
Network Adapter	Find and fix problems with wireless and other network adapters.	Local	Network	Microsoft ...
Playing Audio	Find and fix problems with playing sound	Local	Sound	Microsoft ...
Power	Find and fix problems with your computer's power settings to conserve power and extend battery life.	Local	Power	Microsoft ...
Printer	Find and fix problems with printing	Local	Printing	Microsoft ...
Program Compatibility Troubleshooter	Find and fix problems with running older programs on this version of Windows.	Local	Programs	Microsoft ...
Recording Audio	Find and fix problems with recording sound	Local	Sound	Microsoft ...
Search and Indexing	Find and fix problems with Windows Search	Local	Windows	Microsoft ...
Shared Folders	Find and fix problems with accessing files and folders on other computers.	Local	Network	Microsoft ...
Speech	Get your microphone ready and fix problems that may prevent Windows from hearing you	Local	Windows	Microsoft ...
System Maintenance	Find and clean up unused files and shortcuts, and perform maintenance tasks.	Local	System	Microsoft ...
Video Playback	Find and fix problems with playing movies, TV shows, or videos	Local	Windows	Microsoft ...
Windows Media Player DVD	Find and fix problems with playing DVDs in Windows Media Player.	Local	Media Pla...	Microsoft ...
Windows Media Player Library	Find and fix problems with the Windows Media Player Library.	Local	Media Pla...	Microsoft ...
Windows Media Player Settings	Find and fix problems with Windows Media Player settings.	Local	Media Pla...	Microsoft ...
Windows Store Apps	Troubleshoot problems that may prevent Windows Store Apps from working properly	Local	Windows	Microsoft ...
Windows Update	Resolve problems that prevent you from updating Windows.	Local	Windows	Microsoft ...



Association of Personal Computer
User Groups

The End or Just the Beginning



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