

Beginner-Friendly Guide: Use Built-In Windows 10 Tools to Diagnose PC Freezing Issues

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Step #	Tool / Area	What to Check	Detailed Step-by-Step Instructions
1	Task Manager	Check for apps using too much CPU, memory, or disk	1. Press Ctrl + Shift + Esc to open Task Manager. 2. If it opens in simple view, click 'More details' at the bottom. 3. Go to the 'Performance' tab to view system usage. 4. Click the 'Processes' tab and click the column headers (like CPU, Memory, Disk) to sort. 5. Right-click any app using too much and choose 'End task' if it's not critical.
2	System File Checker (SFC)	Look for corrupted or missing Windows system files	1. Click Start, type 'cmd', then right-click 'Command Prompt' and choose 'Run as administrator'. 2. Type: sfc /scannow and press Enter. 3. Wait for the scan to complete.

			Windows will fix issues if found.
3	Windows Update	Ensure your PC has the latest updates	1. Open 'Settings' from the Start menu. 2. Go to 'Update & Security'. 3. Click 'Check for updates'. 4. Install available updates and restart if needed.
4	Windows Memory Diagnostic	Check RAM for memory errors	1. Press Windows + R to open the Run dialog. 2. Type: mdsched.exe and press Enter. 3. Choose 'Restart now and check for problems'. 4. Your computer will restart and test the memory.
5	Event Viewer	See logs about freezes or system issues	1. Right-click the Start menu and choose 'Event Viewer'. 2. Go to 'Windows Logs' > 'System'. 3. Click 'Filter Current Log' and check 'Critical' and 'Error'. 4. Review logs for issues like Event ID 41 (Kernel-Power).
6	Troubleshooters	Run automatic fix tools for common issues	1. Go to 'Settings' → 'Update & Security' → 'Troubleshoot'.

			2. Select a troubleshooter like Power, Internet, or Hardware. 3. Click 'Run the troubleshooter' and follow prompts.
7	Check Disk (chkdsk)	Scan your hard drive for errors	1. Open File Explorer and right-click your C: drive. 2. Select 'Properties', then go to the 'Tools' tab. 3. Under 'Error checking', click 'Check'. 4. Let Windows scan the drive and fix problems if found.

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