Beginner-Friendly Guide: Use Built-In Windows 11 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 you see a simple window, click 'More details' at the bottom. 3. Click the 'Performance' tab to see your system's usage. 4. Then click the 'Processes' tab to sort apps by CPU, memory, or disk usage. 5. If you find an app using a lot of resources and you're not using it, right-click it and choose 'End task'.
2	System File Checker (SFC)	Look for corrupted or missing Windows system files	1. Click the Start button, type 'cmd', then right-click 'Command Prompt' and select 'Run as administrator'. 2. In the black window that opens, type: sfc /scannow and press Enter. 3. Wait for the scan

			to complete. It may take several minutes. 4. If any issues are found, Windows will try to fix them automatically.
3	Windows Update	Make sure your system has the latest updates	1. Click the Start button and open 'Settings'. 2. Go to 'Windows Update' (found in the left-hand menu). 3. Click 'Check for updates'. 4. Install any available updates and restart your computer if prompted.
4	Windows Memory Diagnostic	Check your RAM for problems	1. Press Windows + R to open the Run box. 2. Type: mdsched.exe and press Enter. 3. Click 'Restart now and check for problems'. 4. Your PC will restart and run a memory test. When it's done, it will boot back into Windows and show results.
5	Event Viewer	Find error logs related to crashes or freezing	1. Right-click the Start button and choose 'Event Viewer'. 2. In the left pane, go to 'Windows

			Logs' > 'System'. 3. Click 'Filter Current Log' on the right. 4. Choose 'Critical' and 'Error', then look for entries around the time of the freeze. 5. Look for messages like 'Kernel-Power' (Event ID 41), which may indicate a power or crash issue.
6	Other Troubleshooters	Run automated tools for power, internet, and hardware	1. Open 'Settings' → 'System' → 'Troubleshoot' → 'Other troubleshooters'. 2. Click 'Run' next to each relevant tool: Power, Internet, Windows Update, etc. 3. Follow the on-screen steps for each troubleshooter. 4. Windows will try to find and fix common problems.
7	Check Disk (Drive Health)	Scan your hard drive for file system errors or bad sectors	1. Open 'File Explorer' and right-click your C: drive. 2. Choose 'Properties'. 3. Go to the 'Tools' tab and click 'Check'. 4. If prompted, click

			'Scan drive'. 5. Wait for the scan to finish and follow any repair prompts if necessary.