

Troubleshooting Windows 10



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BRITEC09 VIDEOS ON YOUTUBE: Almost anything you want to do in Windows 10 is available as an instructional video on the Britec09 channel on youtube. (*Brian Walker from Britecomputers.co.uk*)

ACTIVATION PROBLEMS:

- Open the Start menu, select All Apps, and launch the Contact Support App.
- Navigate to (*Windows, Office, Services & Apps > Windows > Setting up*), which includes activation issues. You can text-chat with a Microsoft support representative here or have a Microsoft representative call you on the phone.

ADVANCED BOOT OPTIONS SCREEN DURING POWER UP (Safe-Mode):

- Repeatedly press the F8 Key right after power up. This only works on some PC's.
- If that does not work, try holding the <Shift Key> down when doing a Shutdown/power Down. (*This temporarily disables "Fast Startup" and may allow use of the F8 Key during the next power up*). Again, this only works on some PC's.
- If that does not work, try holding the <Shift Key> down when doing a Restart. This even works from the Welcome/Logon screen. After restart you should see the Blue Boot Options Menu where you can select "Troubleshoot", (*then Advanced Options > Startup Settings > restart (again)*). Then select "Safe Mode with Networking".
- If the PC will not boot even to the Welcome screen, then try booting from a Repair or Install Disk. Select "Repair your computer". Then click "Troubleshoot" (*then Advanced Options > Startup Settings > restart (again)*). Then select "Safe Mode with Networking".
- If PC will not boot at all, keep trying. After 3-4 tries some systems take you to the Troubleshoot menu.

BATTERY DRAIN:

- If your battery goes dead when a Win 10 Laptop is powered off for a while, try turning off FAST STARTUP. *For details see the BOOT FROM OTHER DEVICES section of this document.* "Fast startup" is NOT supposed to use battery power when shutdown, but it is unclear if that is true or not

BITLOCKER:

- Tried to backup a new system (*Oobe*) with Acronis TI 2019 to an External Drive and it failed saying that Bitlocker was active. (*Control Panel > Bitlocker*) Bitlocker was NOT active, but was in some kind of state called "waiting for activation". Per google, I went to an Administrator command prompt and entered: `manage-bde c: -off`
<http://www.edugeek.net/forums/windows-10/193228-handy-bitlocker-tip-if-you-waiting-activation.html>
- After a few minutes I went back to check on BitLocker (*Control Panel > Bitlocker*) and it was OFF.

BIOS Password problems : See my General Tips.

BLURRY TEXT:

- Try out this Utility: <http://windows10-dpi-fix.xpexplorer.com/>

BOOT FAILURE (from Britec09 on youtube.com)

- During Power on, Hold down the RH Shift Key and keep pressing F-8. This works only on some PC's
- Click on ("See Advanced Repair Options" > "Troubleshoot" > "Advanced Options" > "Automatic Repair").
- If PC will not boot at all, keep trying. After 3-4 tries some systems take you to the Troubleshoot menu.
- See the "Recovery Environment" section below.
- FIX ISSUES using the BOOTREC.EXE tool):
<http://support.microsoft.com/en-us/help/927392/use-bootrec-exe-in-the-windows-re-to-troubleshoot-startup-issues>
- TURN ON VERBOSE BOOT MODE: If you can occasionally boot...
<https://www.techrepublic.com/article/how-to-turn-on-verbose-booting-mode-in-windows-10-with-a-registry-edit/>

GROUP POLICY: To enable GP on Windows 10 home (to stop driver updates)

- See: <http://www.itechtics.com/easily-enable-group-policy-editor-gpedit-msc-in-windows-10-home-edition/>

HARD-DRIVE RECOVERY and SPINRITE (Delete hidden Win partitions to wipe entire drive)

- Delete Windows 10 hidden partitions
 1. Windows 10 puts several partitions on a hard-drive that are incompatible with SPINRITE.
 2. The only way I was able to run SpinRite was to delete the odd partitions using a WINDOWS 10 INSTALL DVD. Win 10 and EASEUS Partition Master would not delete the partitions.
 3. Boot the Win 7 Install DVD, start the install and select the hard drive advanced options. Deleted all partitions, then start installing Windows 10. Cancel out of the install.
 4. Then run spinrite. If the drive is OK then reinstall Windows 10
- Try "Hard Drive Eraser": <http://www.harddriveeraser.org/download.php>
- Try this tip: <http://www.winability.com/delete-protected-efi-disk-partition/>
- Or try this tip:

<https://social.technet.microsoft.com/Forums/windows/en-US/4f1b84ac-b193-40e3-943a-f45d52e23685/cant-delete-extra-healthy-recovery-partitions-and-healthy-efi-system-partition?forum=w8itproinstall>

MASTER ACCOUNT (Hidden Administrator Account (superuser):

- For info on the Windows 10 Master account, see the end of this document.

ONE DRIVE:

- How to make "One Drive" stop bugging you to each time you log in to your PC.
 - Right-click the "One Drive" Icon in the Notification area. Click "Settings". Go to the Settings tab. Uncheck the box that says "Start One Drive Automatically when I log in to Windows". Click OK. Right-click the Notification area Icon again and click Exit.

PHOTO VIEWING: Windows Photo Viewer vs PHOTOS App.

- If you prefer the old "Windows Photo Viewer", see my Windows 10 Tips for the solutions.

POWER OFF BUTTON

- FULL POWER DOWN: Hold down <Shift Key> while clicking Shutdown or Power off button.

POWERS ON WHEN LID IS OPENED (Lenovo only):

- There is an app called LENOVO VANTAGE which is actually controlling this.
- Open the Vantage App > Hamburger Menu > Device / Device settings > click Power.
- Scroll down to FLIP TO START and turn it off

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RECOVERY ENVIRONMENT:

- Hold the <Shift Key> down when doing a Restart. This even works from the Welcome/Logon screen. After restart you should see the Blue Boot Options Menu where you can select “Troubleshoot”, *then Advanced Options > Startup Settings > restart (again)*),. then select F10, then “Launch Recovery Environment”

REFRESH YOUR PC:

- This is actually a repair reinstall where the system is cleaned and refreshed but your data and microsoft store apps are saved. I am pretty sure that independently installed programs will be lost. Time will tell.
- Custom Refresh image: <http://www.howtogeek.com/108944/how-to-create-a-custom-refresh-image-in-windows-8/>

RESTART vs A SHUT DOWN & POWER UP:

- Doing a Restart clears all registers and errors before restarting the PC.
- Windows 10 has a Feature called Fast Startup. It is there to speed up the Boot by remembering some of what was going on before you Shut Down the PC. It is ON by default.
- If the PC is experiencing any weird problems, it is generally better to do a restart to make sure everything is cleared.
- Another way to fully power down is to hold down the Shift Key while doing the shutdown.
- Also, you can disable “Fast startup”: (*Start > Settings > System > Power & sleep > click “Additional power settings” > click “Choose what the power buttons do” > click “Change settings that are currently unavailable”*). Check or uncheck Fast Startup as desired.
- Note: A PC running with an SSD does not benefit very much by using Fast Startup. I would turn it off if I had an SSD.

REPAIR DISK / RECOVERY DRIVE: To create a Windows 10 RECOVERY DRIVE (DVD or USB STICK)

- Go here: <http://support.microsoft.com/en-us/InstantAnswers/3a747883-b706-43a5-a286-9e98f886d490/create-a-recovery-drive>
- Try this site: <http://www.windowsreinstall.com/indexwin10.htm>
- Or here: <http://www.tenforums.com/tutorials/36083-create-system-repair-disc-windows-10-a.html>

SAFE-MODE (Sort of) (from Britec09 on youtube.com)

- See the section on Advanced Boot Option screen above.
- During Power on, Hold down the RH Shift Key and keep pressing F-8. Click on (“See Advanced Repair Options” > “Troubleshoot” > “Advanced Options” > “Startup Options” > “Enable Safe Mode”).
- SAFE MODE AND OTHER ADVANCED STARTUP OPTIONS:.
[Http://forums.toshiba.com/t5/Windows-8-Knowledge-Base/How-To-Safe-Mode-and-other-Advanced-Startup-Options-in-Windows-8/ta-p/341094](http://forums.toshiba.com/t5/Windows-8-Knowledge-Base/How-To-Safe-Mode-and-other-Advanced-Startup-Options-in-Windows-8/ta-p/341094)

TABLET MODE - DISABLE: To keep a PC from accidently going into “Tablet Mode”, try the following:

- 1) Remove the “Tablet Mode” button from the Action center. (*Click on Action center Icon > Right-click on “Tablet Mode” button > click on “Edit quick actions” > click on the stick-pin bubble > click Done*).
- 2) **Turn off “Auto Tablet” modes:** (*Start > Settings > System > Tablet Mode*).
 - a) Set “When I sign in” box to “Use Desktop Mode”
 - b) Set “When this device auto switches to tablet mode”: “Don’t ask me and don’t switch”.
- 3) **“START FULL SCREEN” DISABLE: Disable the Start menu full screen:** (*Start > Settings > Personalization > Start*). . Make sure Start full screen is turned OFF.

TASKBAR TIPS:

- Running out of room on the Taskbar? Try these tips:
 - You can choose which Icons show up in the Notification area. (*Start > Settings > Personalization > Taskbar*). Click “Select which Icons appear on the taskbar”. Then switch the desired Icons OFF or ON.
 - You can choose how the Icons display in the Notification area. (*Start > Settings > Personalization > Taskbar*). To save space, make sure the “Combine Taskbar buttons” setting is selected to: “Always, hide labels”.
 - You can make all the Taskbar Icons a smaller size: (*Start > Settings > Personalization > Taskbar*). Switch ON “Use small taskbar buttons”.
 - You can change the Cortana Search bar into a small Cortana Icon. (*Right-click on the Taskbar > click on Cortana > choose “Show Cortana Icon”*).
 - If you don’t use Cortana at all, then choose: “Hidden” and there will be no sign of Cortana on the Taskbar.

TFC ISSUES (Temp File Cleaner by Oldtimer): DO NOT USE it! . See the end of this document for details.

TROUBLESHOOTING

- See this Guide: <http://www.solvusoft.com/en/windows-10-troubleshooting-guide/>
- And this guide: <http://www.zdnet.com/article/free-how-to-help-windows-10-ed-botts-tech-support-troubleshooting-guide/?ftag=TR Ee331754&bhid=53465427>
- TRY THIS: For possible corrupted installations of Windows 10, running "dism /online /cleanup-image /restorehealth" from an elevated Command Prompt. This sometimes works really well. It repairs items that "sfc /scannow" would find. Per Ardell Faul Computer Monitor Service Inc.

UEFI: See BIOS

UEFI BOOTLOADER REPAIR: <http://superuser.com/questions/460762/how-can-i-repair-the-windows-8-efi-bootloader>

USER ACCOUNT WILL NOT LOAD/OPEN (Admin account loads OK):

- See the USER PROFILE REPAIR Utility in the UTILITY PROGRAMS sheet at www.jimopi.net
- See: <http://www.easeus.com/todo-backup-resource/fix-user-profile-service-failed-the-sign-in.html>
- See: http://answers.microsoft.com/en-us/windows/forum/windows_10-security-winpc/windows-10-the-user-profile-service-service-failed/ca-6ce5f8-4482-40bc-8b0d-7dcc442f0998
- Backup the profile of the failing User Account with Fabs Autobackup, deleted the account, reboot, then create a new account with the same name and restore with Fabs.

WHERE’S MY STUFF?

- See the “Where’s My Stuff” Page in my Windows 10 Tips. Locations are pretty much the same as Windows 10. If not, let me know. -- Jim McKnight

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WINDOWS 10 SYSTEM IS CORRUPTED OR WINDOWS UPDATES FAIL TO INSTALL:

- See this: <http://www.tenforums.com/tutorials/2895-run-sfc-command-windows-10-a.html>
- See also: <http://www.sevenforums.com/tutorials/1538-sfc-scannow-command-system-file-checker.html>
- If running “sfc /scannow” from an ELEVATED COMMAND PROMPT finds corrupted files that it cannot fix, you can fix the install without reinstalling Windows.
- Open a Command Prompt with “Run as Administrator” and run:
C:\WINDOWS\system32> sfc /scannow
If it finds corrupted files that cannot be fixed, do the following:
 - 1) Run sfc /scannow three times with FAST STARTUP turned OFF and restarting the computer after each try. If it still fails:
 - 2) From the Elevated Command Prompt, enter this command:
C:\WINDOWS\system32> dism /online /cleanup-image /restorehealth
Afterwards, restart the PC.
 - 3) NOTE 1: PC must be on line to run the dism command.
 - 4) NOTE 2: This sometimes works really well. It repairs items that "sfc /scannow" would find. Per Ardell Faul Computer Monitor Service Inc
 - 5) NOTE 3: LAST RESORT is doing a Repair Install by doing an InPlace “Upgrade” from an ISO file or a USB Flash drive of the Installation Disk. See <http://youtu.be/RC6yuSuldIw> or see the link above.

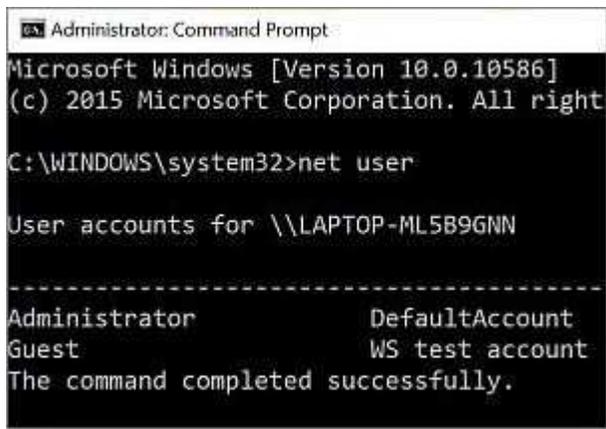
Opening Windows 10's Master Account

SEE: <http://windowssecrets.com/top-story/what-you-need-to-know-about-windows-10-accounts/>

To enable Win10's hidden Administrator account, open a command prompt: right-click Start and click Command Prompt (Admin). To see currently active user accounts, enter net user at the command prompt (see Figure 1). Next, enter net user administrator /active:yes and press enter. As you'd expect, you can disable the account by changing the command from "active:yes" to "active:no." (If you need to enable the guest account, type in net user guest /active:yes and press Enter.)

Net user command

Figure 1. The net user command lets you see local users and reveal/hide special accounts such as Administrator.



```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.10586]
(c) 2015 Microsoft Corporation. All right
C:\WINDOWS\system32>net user

User accounts for \\LAPTOP-ML5B9GNN
-----
Administrator          DefaultAccount
Guest                   WS test account
The command completed successfully.
```

You can now access the Windows Administrator account — no password needed. But it's obviously a good idea to password-protect it; you can do so right from the command prompt by entering net user administrator * and pressing Enter. You be prompted to enter a new password and then prompted to enter it again for confirmation. When you're done, close the command window.

To sign in to the now-active Administrator account, click Start and then your user name at the top of the Start menu. Click Administrator and enter your password. (Note: The first time you enter the account, it might take Win10 a bit of time to set it

up.)

For more information on the uses of the Administrator account and how to enable it in Win7 and Win8, see the May 14, 2015, Top Story, "Activate Windows' hidden, master admin account."