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### How To Troubleshoot Stopping, Freezing, or Reboot Issues for Windows 7

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- [My computer hangs or freezes at the Starting Windows screen](#)
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### Debugging/Testing Tools

- [Crash View](#)
- [Blue Screen View](#)
- [WinCrashReport](#)
- [WhatIsHang](#)
- [WhoCrashed](#)
- [BSOD View](#)
- [Heavyload](#)

### Quick Tip When PC is Hung

Try pressing the Num Lock button on the keyboard and watching the Num Lock led to see if it turns off and on. If you're [able](#) to get the Num Lock led to turn off/on, press CTRL + ALT + DEL and End the frozen program. If you are [unable](#) to turn the Num Lock led on/off. then Windows itself is hung and you need to reboot.

### Common Issues and Solutions

- [Troubleshoot performance in Windows Vista, 7, 8 and 8.1](#)
  - [7 Common Reasons Why Windows Can Get Unresponsive](#)
  - [Top 10 Reasons Your Computer Crashed](#)
  - [How To Analyze A Windows Blue Screen Of Death With WhoCrashed](#)
  - [How To Troubleshoot Your Windows With The MSconfig Utility](#)
  - [How To Kill Unresponsive Programs without The Task Manager](#)
  - [Solve Windows system crashes in minutes WinXP](#)
  - [How to solve Windows 7 crashes in minutes](#)
  - [How to solve Windows 8 crashes in less than a minute](#)
  - [Fix: Windows 8 | 7 Hangs or Freezes](#)
  - [Fix: Windows explorer crashes or freezes](#)
  - [Fix: Explorer, Office, Movie Maker crashes in Windows 7](#)
  - [Fix: Mozilla Firefox Freezing or Crashing on Windows computer](#)
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## How To Troubleshoot Stopping, Freezing, or Reboot Issues for Windows 7

### My computer hangs or freezes

1. Check the Event Error log - [How To Solve Any Windows Problem with Event ID](#)
2. Check for Device Manager conflicts - [Troubleshooting Device Conflicts with Device Manager](#)
3. Heat Issues - Check fans on power supply, computer case and internally on the cpu.  
Software tools to determine internal temperature - [Open Hardware Monitor](#), [SpeedFan](#)

### My computer hangs or freezes at the Starting Windows screen

1. Boot to Safe Mode - You need to press F8 before the Windows logo appears.
2. On the Advanced Boot Options screen, use the arrow keys to highlight Repair your computer, and then press Enter.
3. You can also create a system repair disc that contains the System Recovery Options menu. For more information, [Create a system repair disc](#).
4. On the System Recovery Options menu, click Startup Repair
5. [Windows 7 System Recovery Options](#)

### My computer hangs or freezes randomly

1. Automatically speed up your PC by running the following Microsoft Fix it: Click Image to Download Fix.



The screenshot shows a Microsoft Fix it banner. On the left is the Fix it logo featuring a cartoon character with a wrench. The text reads: "The **Fix Windows system performance problems on slow Windows computers** troubleshooter may automatically fix the problem described in this article." To the right is a blue button labeled "run now". Below the main text, it says "This troubleshooter fixes many problems. [learn more](#)".

### My computer hangs or freezes when browsing the Internet

1. Automatically diagnose and repair problems that make IE freeze or crash, by running the following Microsoft Fix it: Click Image to Download Fix.



The screenshot shows a Microsoft Fix it banner. On the left is the Fix it logo featuring a cartoon character with a wrench. The text reads: "The **Fix Internet Explorer issues to make IE fast, safe and stable** troubleshooter may automatically fix the problem described in this article." To the right is a blue button labeled "run now". Below the main text, it says "This troubleshooter fixes many problems. [learn more](#)".

2. Try a manual repair if this Fix does not repair IE. - [How to Repair IE](#)

### My computer hangs or freezes due to corrupted system files

1. Run from command line - sfc/now - [How To Use SFC/Scannow to Repair Protected Windows Operating System Files](#)  
Sfc/scannow will inspect all of the important Windows files on your computer, including Windows DLL files. If System File Checker finds an issue with any of these protected files, it will replace it. Usually runs for 5-10min

### My computer hangs or freezes when it installs updates

1. Automatically diagnose and repair problems with Windows Update, by running the following Microsoft Fix it: Click Image to Download Fix.



### My computer hangs or freezes due to Malware

1. [How to Remove a Virus - Step by Step](#)
2. [Goto My AntiVirus/Malware Folder](#)

[top](#)

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### My computer hangs or freezes at the Starting Windows screen

1. Startup repair should automatically start on its own and try to fix the problem. If Startup Repair doesn't start on its own, here's how to open the System Recovery Options menu.
2. Press the Windows + C keys to open the Charms bar. Next, tap or click Settings, and then tap or click Change PC Settings, and then select General. Under Advanced startup, tap or click the Restart now button.
3. On Choose an option screen, tap or click on Troubleshoot, Advanced options, and then Automatic Repair.  
[How Run a "Automatic Repair" to Fix Windows 8 Startup Problems](#)

### My computer hangs or freezes randomly

1. Press the Windows + C key. Tap or click the Search charm, and then type Windows Update.
2. Tap or click Settings, and then select Install optional updates.
3. When the Windows Update control panel opens, click on "Check for Updates" on the top left corner to receive a list of available updates for your PC.

### My computer hangs or freezes due to corrupted system files

1. [To Run the SFC/SCANNOW Command in Windows 8](#)
2. [How to Run the "SFC/SCANNOW" Command at Boot or in Windows 8](#)  
Sfc/scannow will inspect all of the important Windows files on your computer, including Windows DLL files. If System File Checker finds an issue with any of these protected files, it will replace it. Usually runs for 5-10min

### My computer hangs or freezes when browsing the Internet

1. Automatically diagnose and repair problems that make Internet Explorer freeze or crash, by running the following Microsoft Fix it: Click Image to Download Fix.



The **Fix Internet Explorer issues to make IE fast, safe and stable** troubleshooter may automatically fix the problem described in this article.

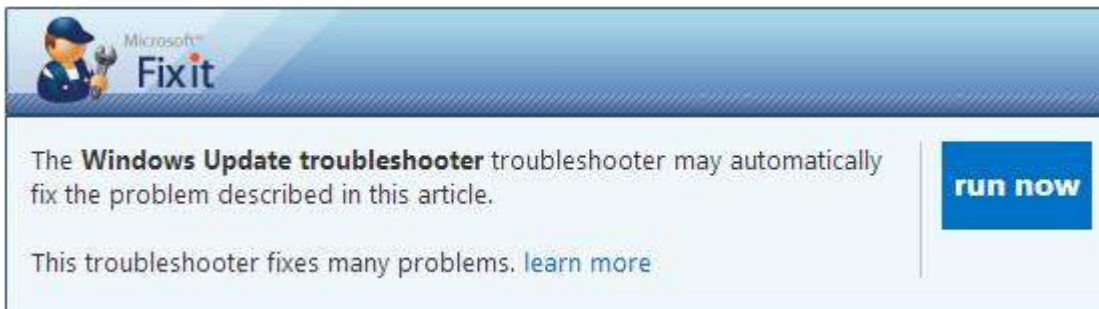
This troubleshooter fixes many problems. [learn more](#)

**run now**

2. Try a manual repair if this Fix does not repair IE. - [How to Repair IE](#)

### My computer hangs or freezes when it installs updates

1. Automatically diagnose and repair problems with Windows Update, by running the following Microsoft Fix it: Click Image to Download Fix.



The **Windows Update troubleshooter** troubleshooter may automatically fix the problem described in this article.

This troubleshooter fixes many problems. [learn more](#)

**run now**

### Can a virus make my computer hang or freeze?

1. [How to Remove a Virus - Step by Step](#)
2. [Goto My AntiVirus/Malware Folder](#)