

How to fix Windows 10 laptop not shutdown and restart

The article introduces 10 ways to fix Windows laptop not shutdown and restart. If you are experiencing this error then follow the article to know how to fix it!

Shutting down the computer is one of the simple actions that everyone knows how to do, just press the Shutdown button. However, in some cases you have tried to press Shutdown but the laptop cannot shut down. To fix this situation, please refer to how to fix Windows 10 laptop not shutting down and restarting as follows:

1. Turn off the computer hot

The first way is also the easiest, try pressing the power button of your computer or laptop until the screen turns off. Then try to turn on the computer again and press Shutdown to see if the error still occurs or not.

2. Error due to software conflict

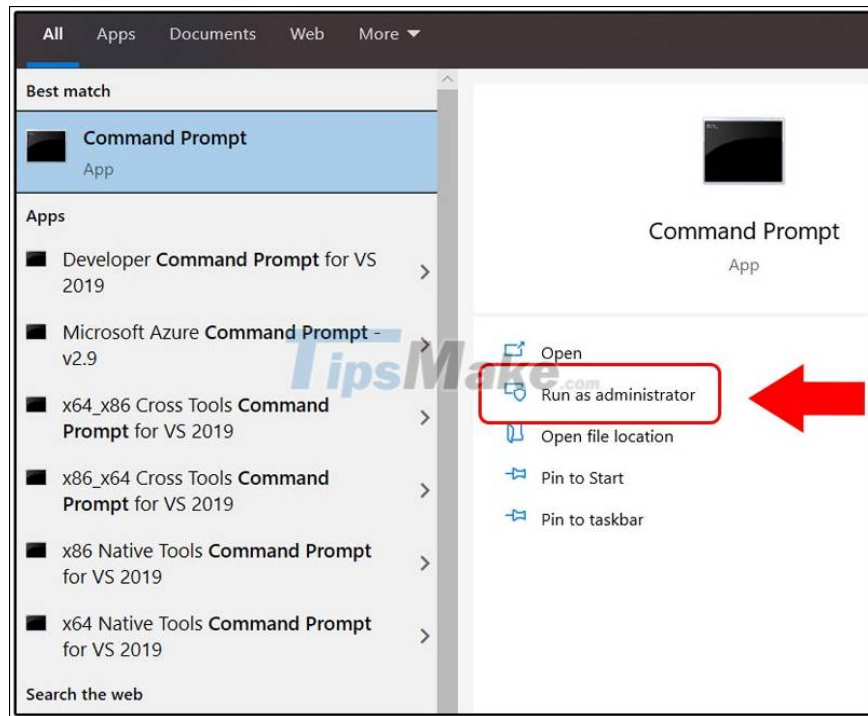
In some cases, you have just installed some software on your computer and it appears that the power cannot be turned off completely. In this case, try to remove the software and try Shutdown again.

If your laptop is crashing due to a software conflict, uninstall that software

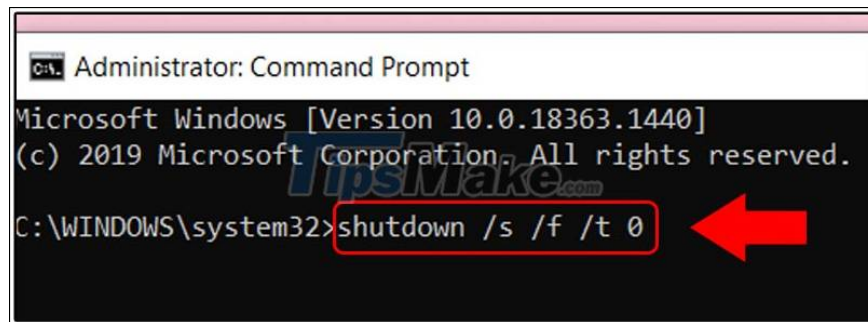
3. Use the shutdown command on CMD

You can also use the command in cmd to shut down your computer. Proceed as follows:

Step 1: Open Command Prompt (Admin) from the Start key.



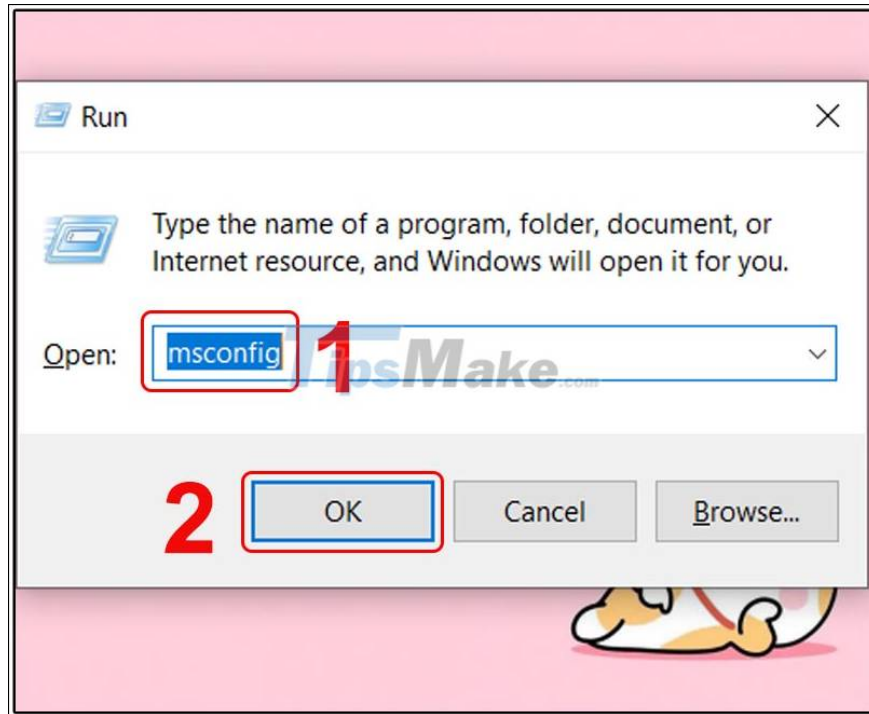
Step 2: Enter the command "shutdown /s /f /t 0"> Press Enter.



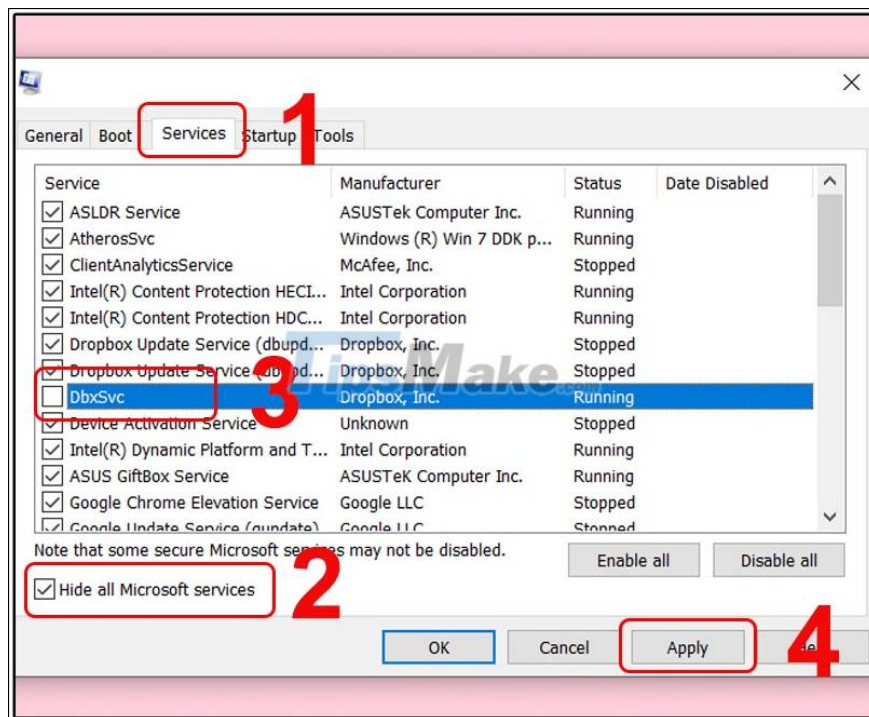
4. Turn off background processes on the computer

Sometimes Windows 10 laptop not shutdown and restart error is caused by some background process. So turn them off by:

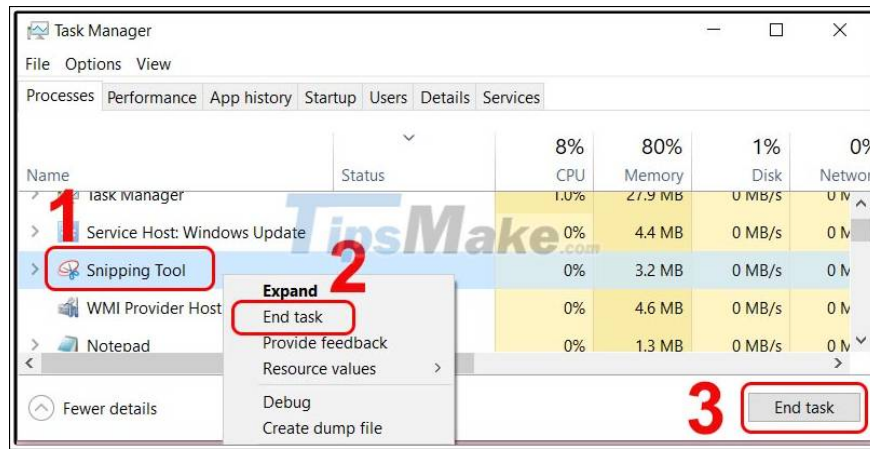
Step 1: Open the Run window with the Windows R key combination> Enter the command "msconfig"> Click OK.



Step 2: Click the Services tab> Tick select Hide all Microsoft services to hide Microsoft services> Check running services, if none are used, uncheck> Click Apply.



Step 3: Press Ctrl + Shift + Esc to open Task Manager interface> Check if any applications are running in the background and turn it off> Select End task.



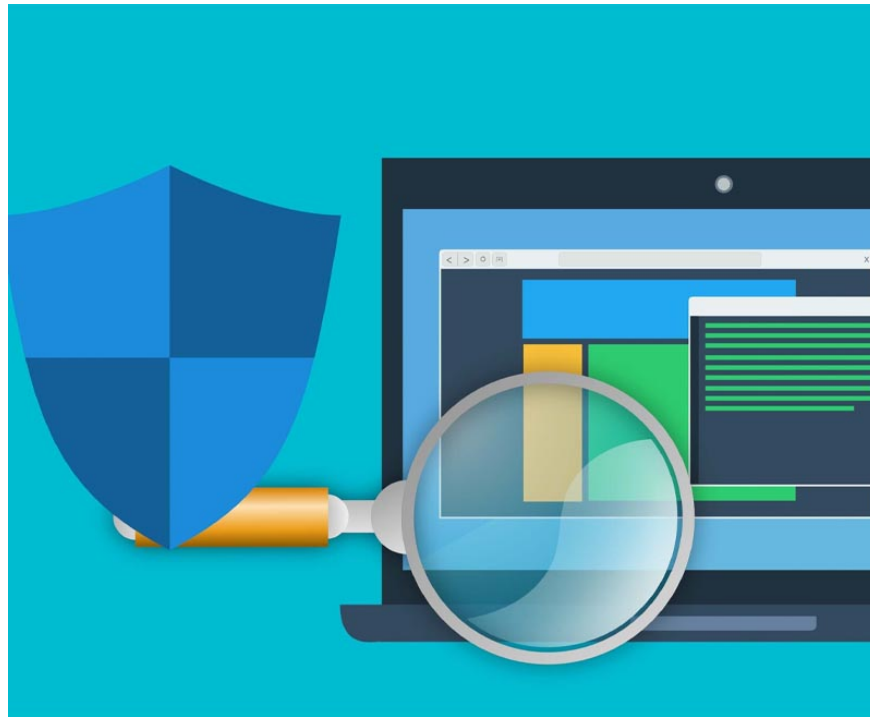
Shut down unnecessary background applications in Task Manager

Step 4: Try shutting down the computer and then turning it on again, or Restart.



5. Use software to scan for viruses and malware

Infected computers are also considered the cause of the inability to completely shut down the computer. So, to ensure safety, please install antivirus software to protect the system and handle the error above.

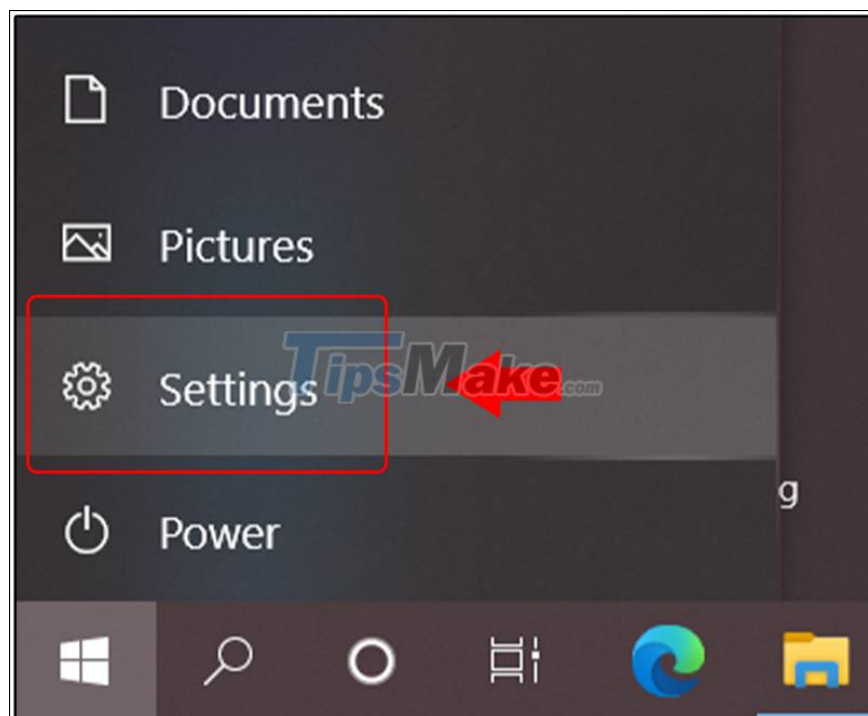


Sometimes viruses also prevent the computer from shutdown

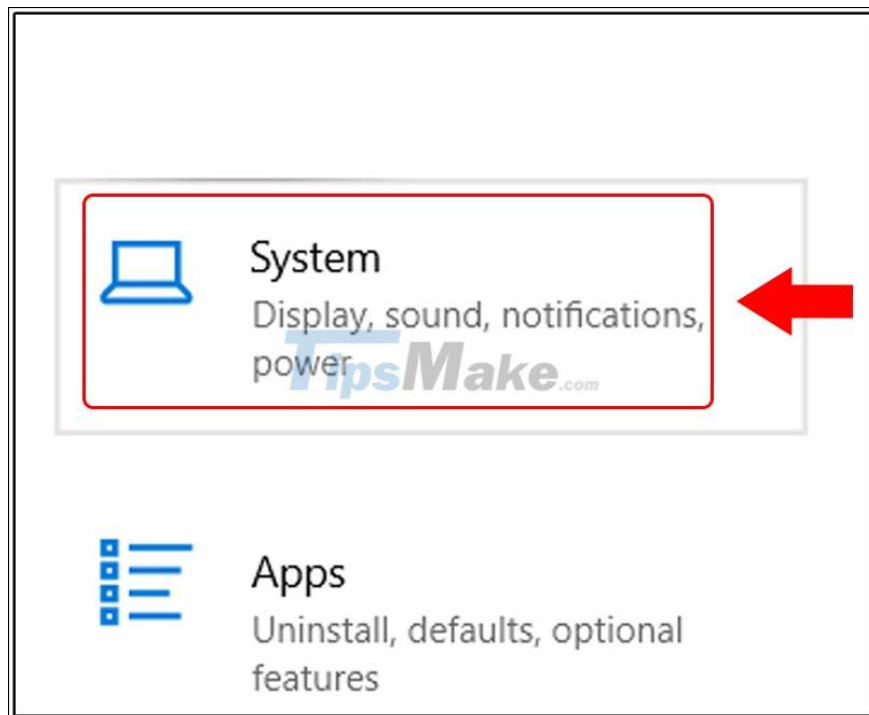
6. Turn off the Fast Startup feature

The Fast Startup or Fast Bootup feature helps to start the computer quickly, but inadvertently leads to the situation of not being able to completely shut down the computer. If this is the case, disable the above feature in Power Option.

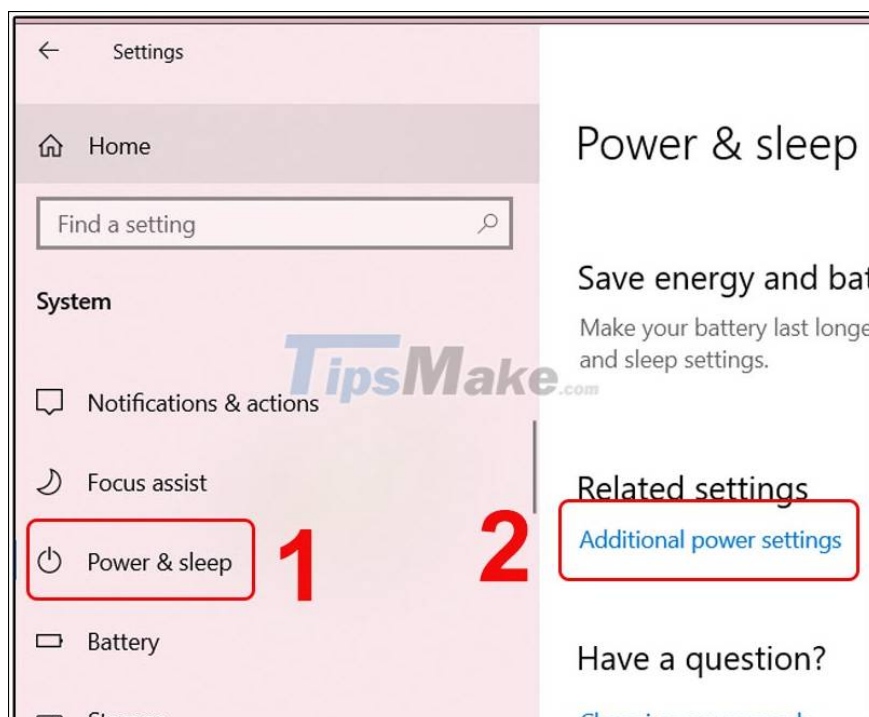
Step 1: Open Settings with the Start button or the Windows button on the keyboard.



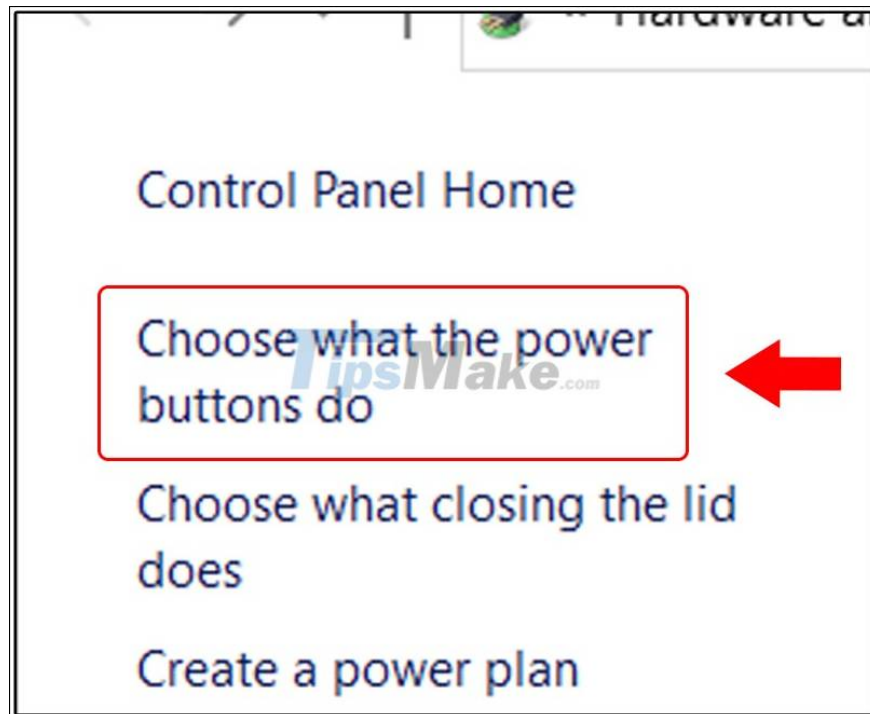
Step 2: On the Settings window, select System.



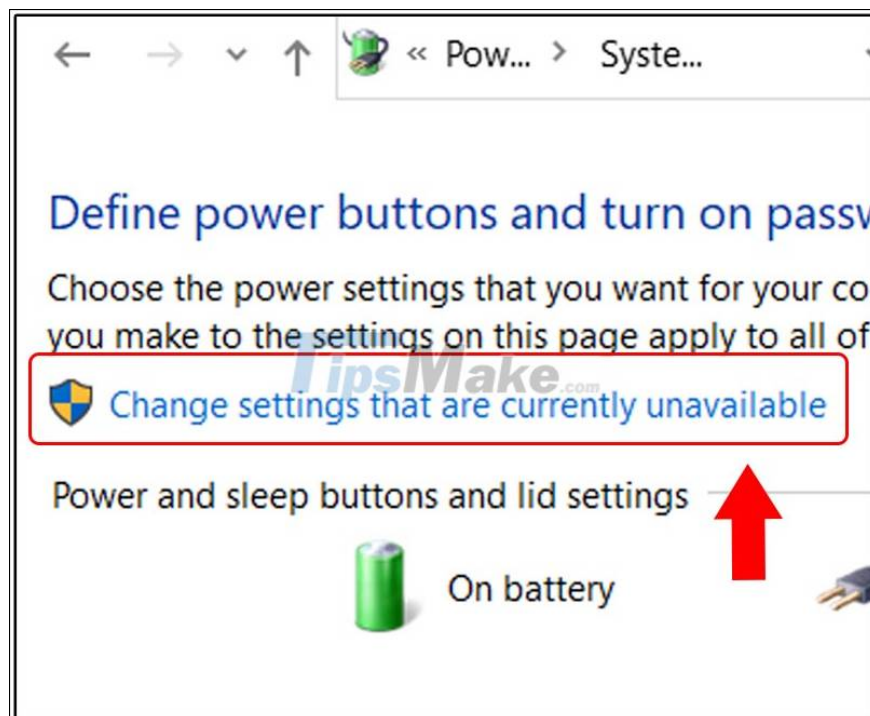
Step 3: Select Power & sleep> Select Additional power settings.



Step 4: Find and select Choose what the power buttons.

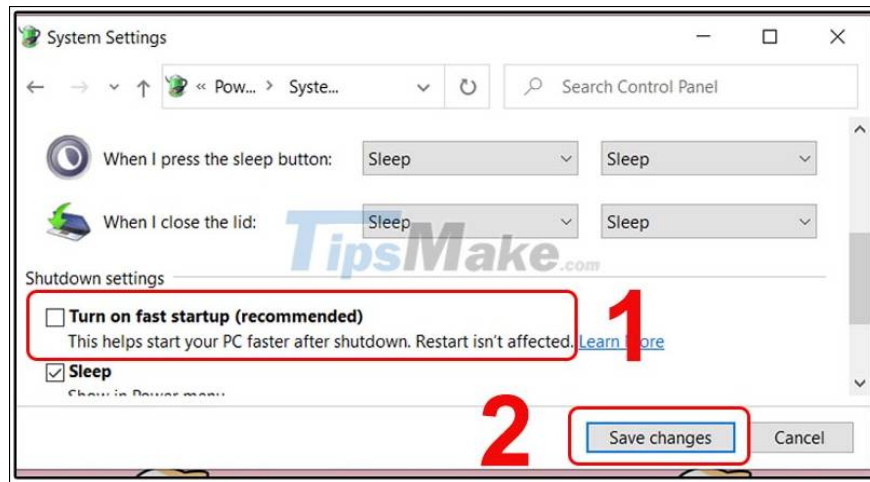


Step 5: Select Change settings that are currently unavailable.



Access to Change settings that are currently unavailable

Step 6: Uncheck Turns on fast startup (recommended)> Select Save changes.



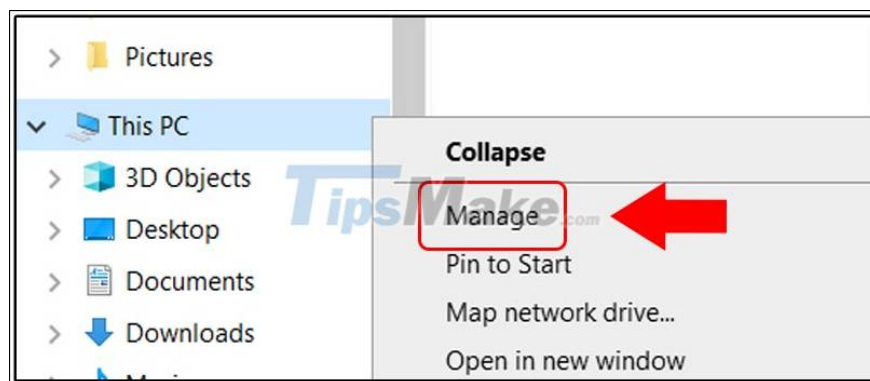
Perform the operation to remove the tick Turns on fast startup (recommended)

Step 7: Try shutting down the computer and then turning it on again, or Restart.

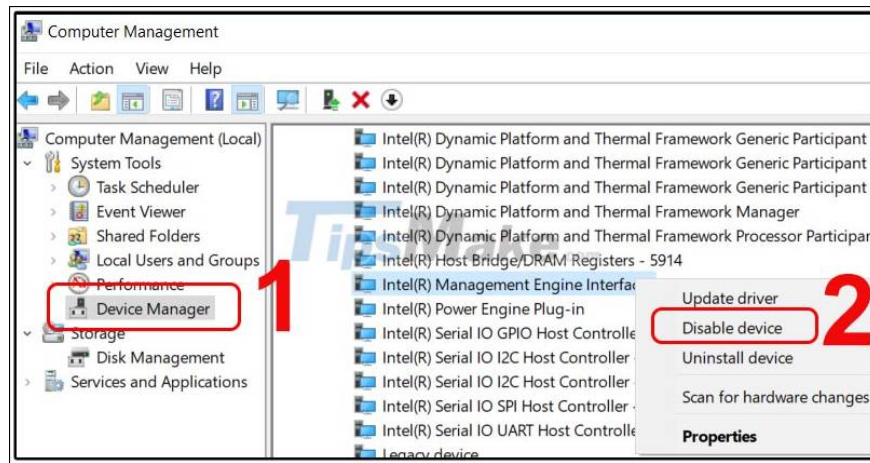
7. Disable driver Intel ME

Another way to fix the failure to shutdown and restart on Windows 10 laptops is to disable the Intel ME driver system. The steps are as follows:

Step 1: Right-click on This PC > Select Manage.



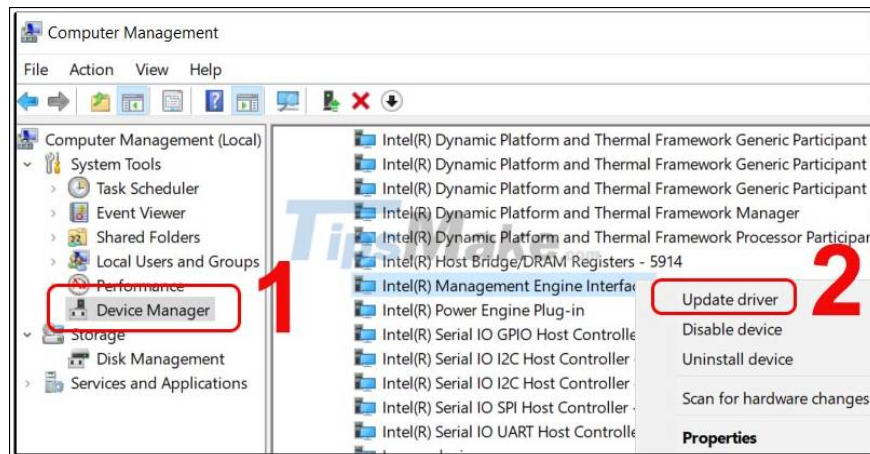
Step 2: At Computer Management interface, select Device Manager > Select System devices > Right-click Intel (R) Management Engine Interface and select Disable.



Perform disable Intel (R) Management Engine Interface

8. Update the driver

If you try the above methods but still cannot shutdown, proceed to update the computer's driver. The steps are similar to disabling the Intel ME driver, but when you right-click on Intel (R) Management Engine Interface we choose Update driver.

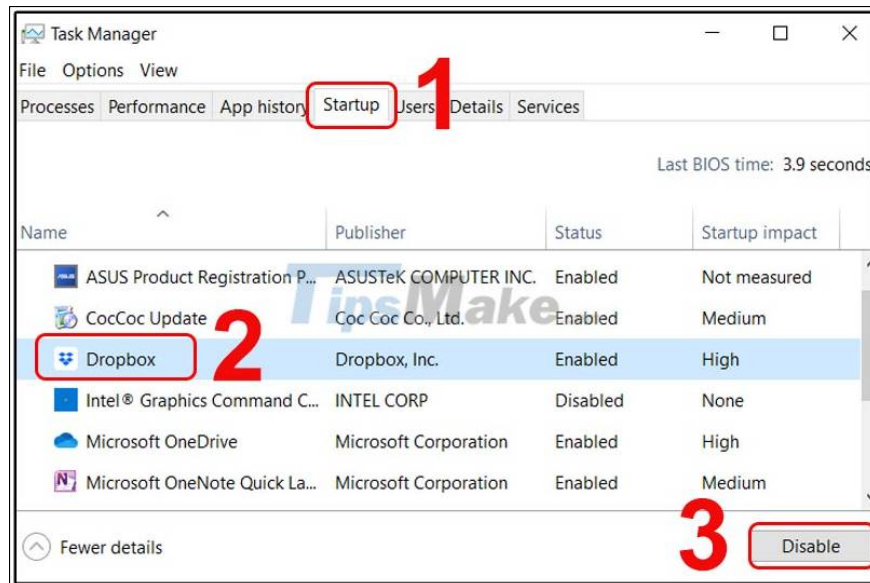


Try updating Intel (R) Management Engine Interface again

9. Control the applications that start automatically

Some applications or processes on the computer cannot be easily closed when you want to turn off your computer. So keep a close eye on the applications that start automatically to avoid failure to shutdown and restart.

Press Ctrl + Shift + Esc to launch Task Manager> Select Start-up> Select the application you want to disable at startup> Then select Disable to disable.



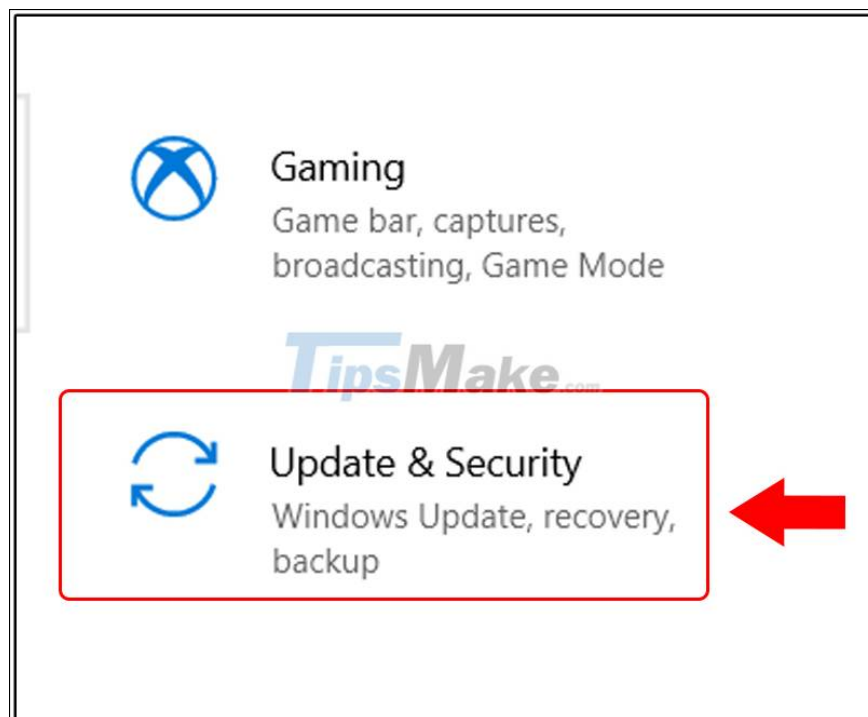
Control which applications run automatically in Task Manager

10. Stop optimizing Windows distribution updates

Windows 10 always automatically downloads versions of updates, so if the computer receives any updates, the shutdown process will not happen until this action is finished. To prevent this do:

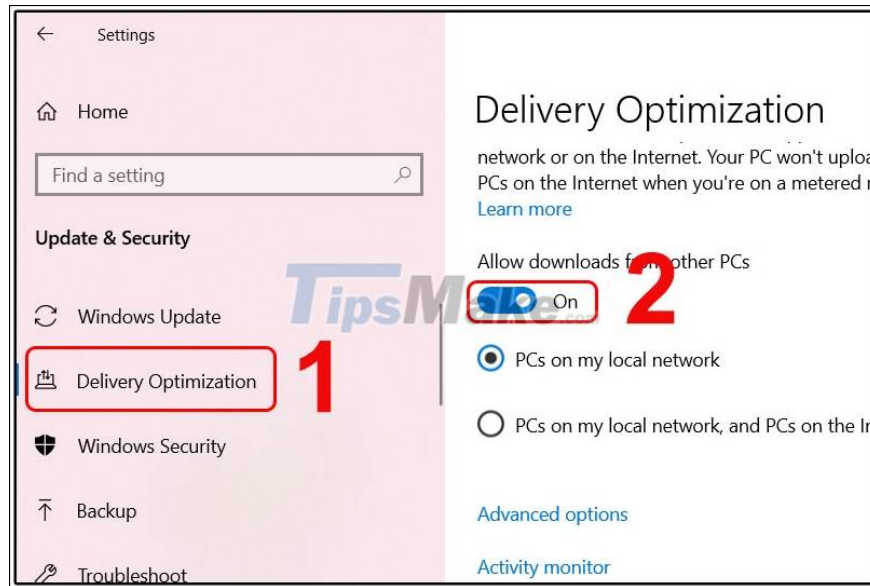
Step 1: Open Setting using the Start menu.

Step 2: Select Update & Security.



Step 3: Click Delivery Optimization> Drag the slider to the left to turn off Allow downloads from other PCs.

Access the Update & Security section of the Settings window



Operation stops optimizing Windows distribution updates

Above are 10 ways to fix the error of not shutting down and restarting on Windows 10 computer. Hope they will help you.

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