

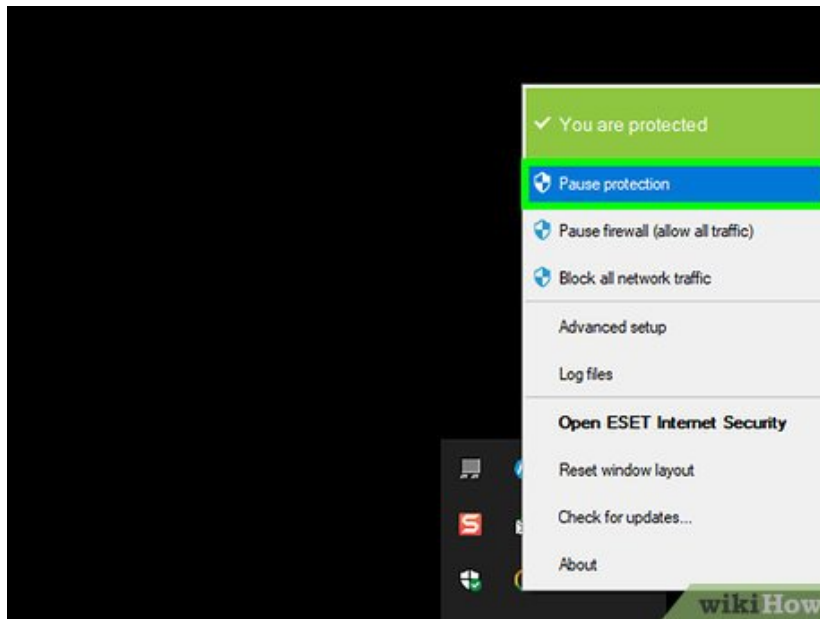
# How to Fix Windows Shutdown Problems

This wikiHow teaches you how to diagnose and solve common shutdown problems on Windows computers, both by applying general fixes and by troubleshooting specific components of your computer's software. Make sure you don't have any...

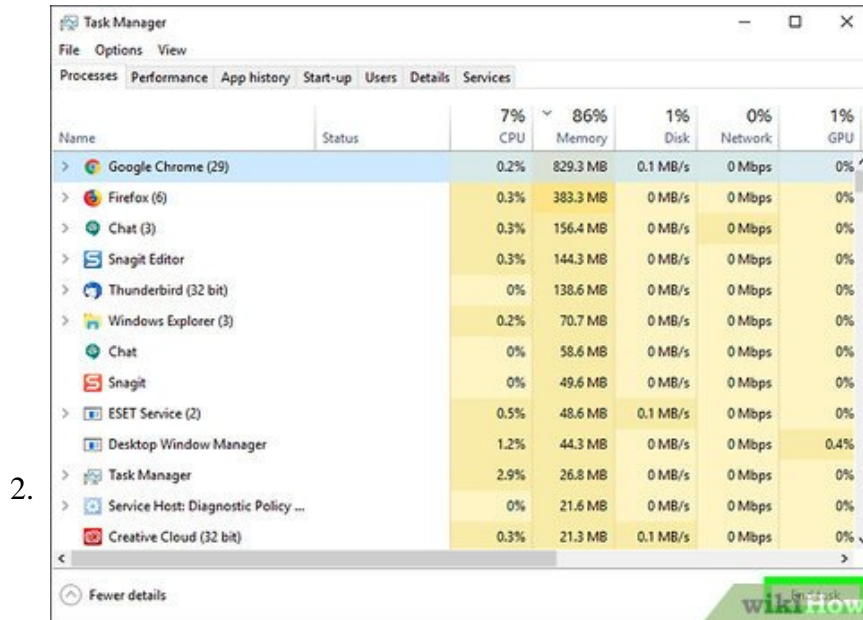
Part 1 of 6:

## General Fixes

1.

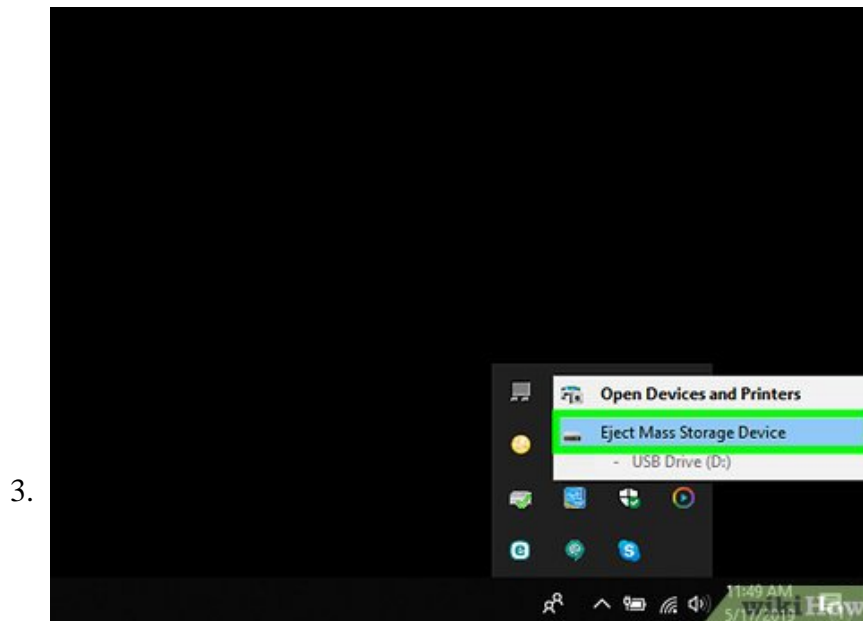


**Make sure you don't have any third-party antivirus programs installed.** Any antivirus program other than Windows Defender is technically a third-party program. Having any third-party antivirus program running on your computer is likely to keep your computer from shutting down, so uninstall any third-party antivirus programs.



**Close any open programs.** Running programs can interfere with your computer's shutdown process, so exit any open programs and apps.

1. You can close programs that won't close by using Task Manager.



**Remove any attached devices.** USB drives, mice, controllers, SD cards, and anything else you may have plugged into your PC may be preventing your computer from shutting down properly. Eject and remove these items before continuing.

1. Failing to eject attached devices before removing them may cause problems with the drivers or information on the devices later.

## Windows Update



Updates available

Last checked: Today, 9:27 AM

HP Development Company, L.P. - SoftwareComponent - 3/26/2019 12:00:00 AM - 7.0.14.1  
**Status:** Pending install

HP Development Company, L.P. - Extension - 3/26/2019 12:00:00 AM - 7.0.14.1  
**Status:** Pending install

HP Development Company, L.P. - Keyboard - 3/26/2019 12:00:00 AM - 11.0.7.1  
**Status:** Pending install

We'll automatically install updates when you aren't using your device, or you can install them now if you want.



4.

[Change active hours](#)

[View update history](#)

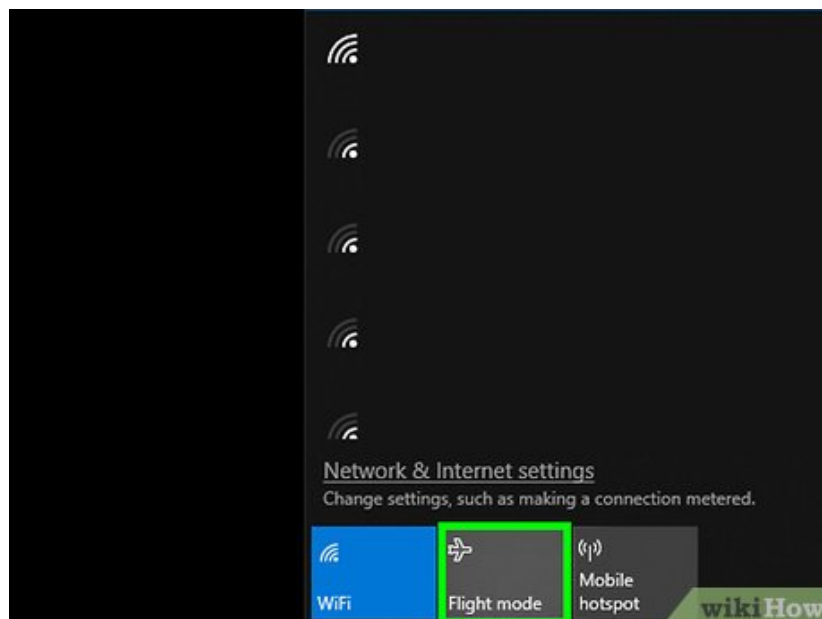
[Advanced options](#)

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**Update your computer.** Your computer's operating system version, outdated drivers, or a combination thereof can easily cause problems when you try to shut down. To update your computer's operating system and drivers:

1. Open **Start**.
2. Click the **Settings** gear.
3. Click **Update & security**.
4. Click **Check for updates**.
5. Wait for your computer to update.

5.

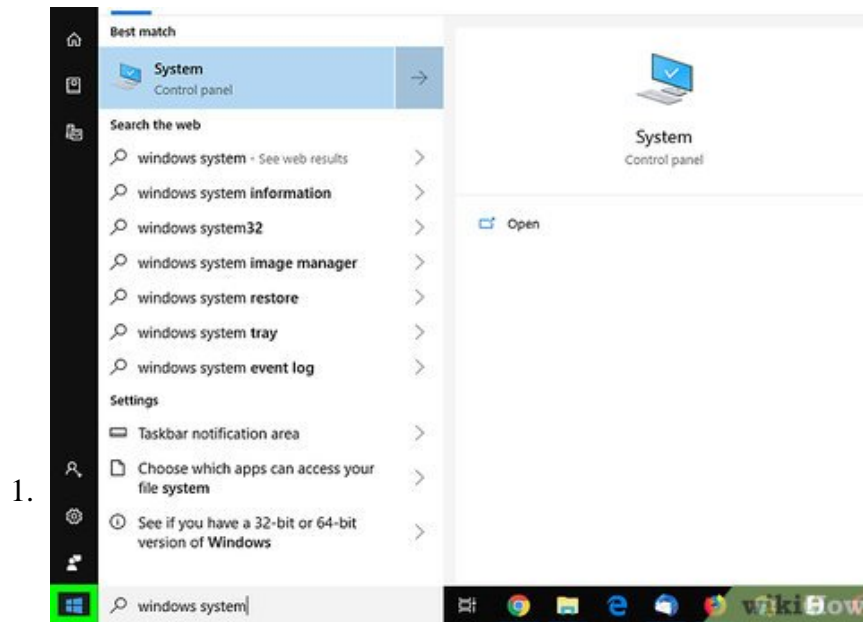


**Disable your PC's wireless connections before shutting down.** Disconnecting your computer from all wireless networks (including Bluetooth) may fix the shutdown problem; if it does, you're likely encountering a network issue. Placing your computer in Airplane Mode is the easiest way to disconnect your computer:

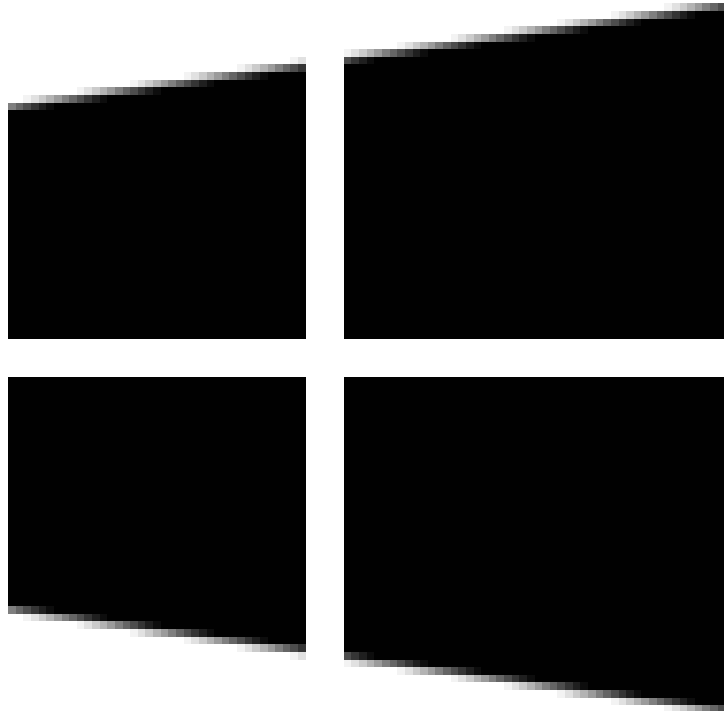
1. Click the **Notification** box in the bottom-right corner of the taskbar.
2. Click the **Airplane Mode** box.
3. If you're on a wired (Ethernet) network, unplug the Ethernet cable from your computer as well.

Part 2 of 6:

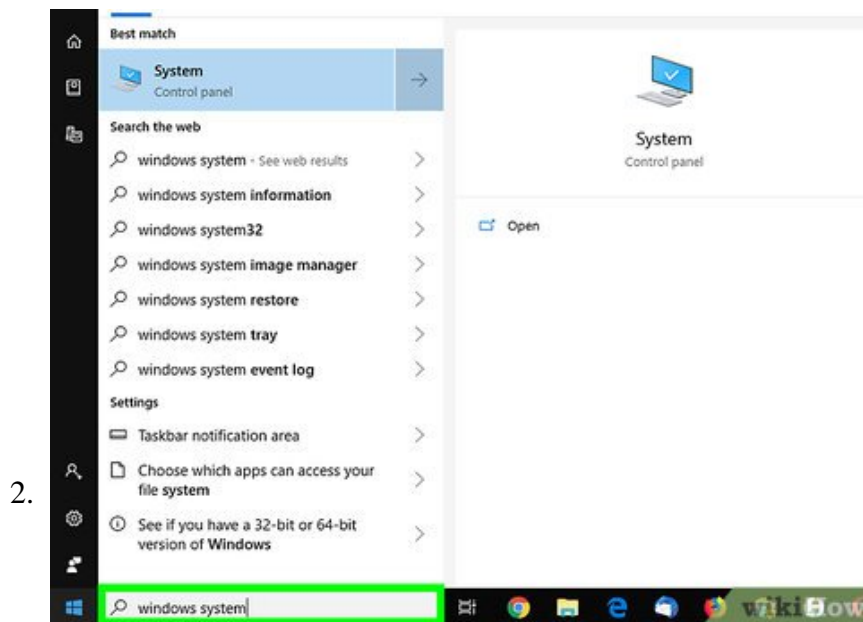
## Troubleshooting Your Windows Update



**Open Start**

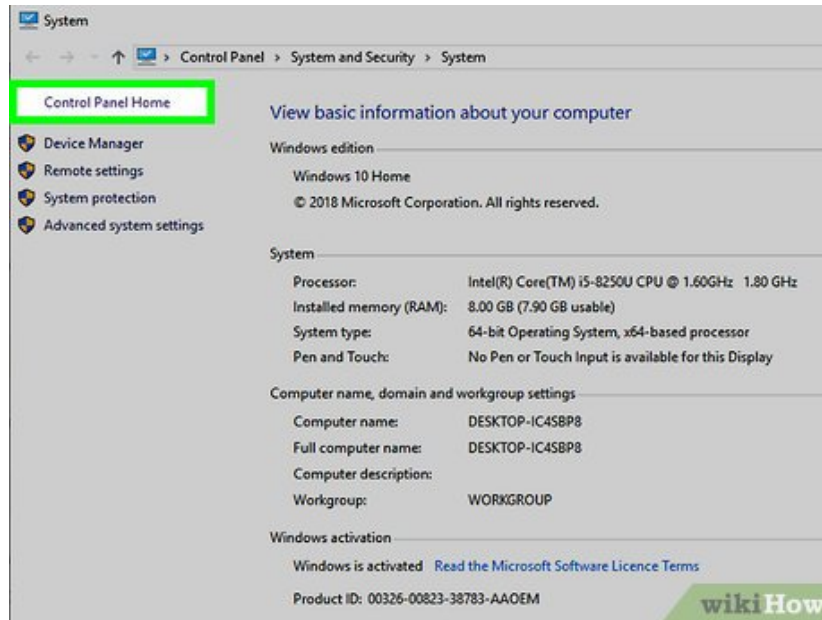


- Click the Windows logo in the bottom-left corner of the screen.
  1. You must be using an account with administrator privileges in order to troubleshoot the windows update.



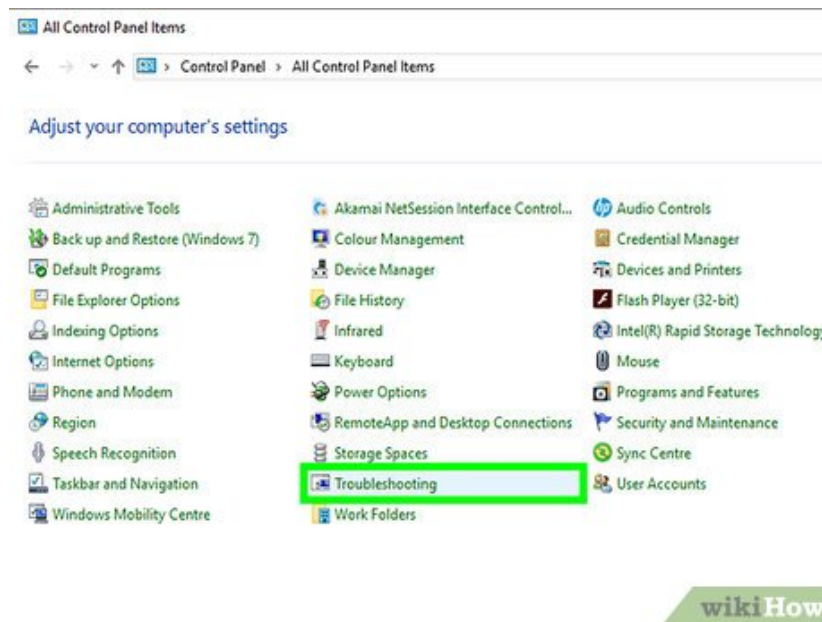
Scroll down and click **Windows System**. It's a folder in the "W" section of the Start menu.

3.



Click **Control Panel**. It's near the middle of the Windows System folder.

4.

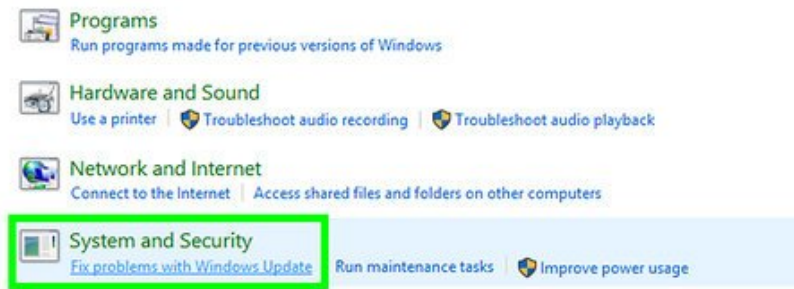


Click **Troubleshooting**. This icon resembles a blue computer monitor inside of a computer window.

1. If you don't see this option, click the option next to "View by:" in the top-right corner of the window and select **Large icons** or **Small icons**.

## Troubleshoot computer problems

Click on a task to automatically troubleshoot and fix common computer problems. To view more trouble-shooters, click on a task.



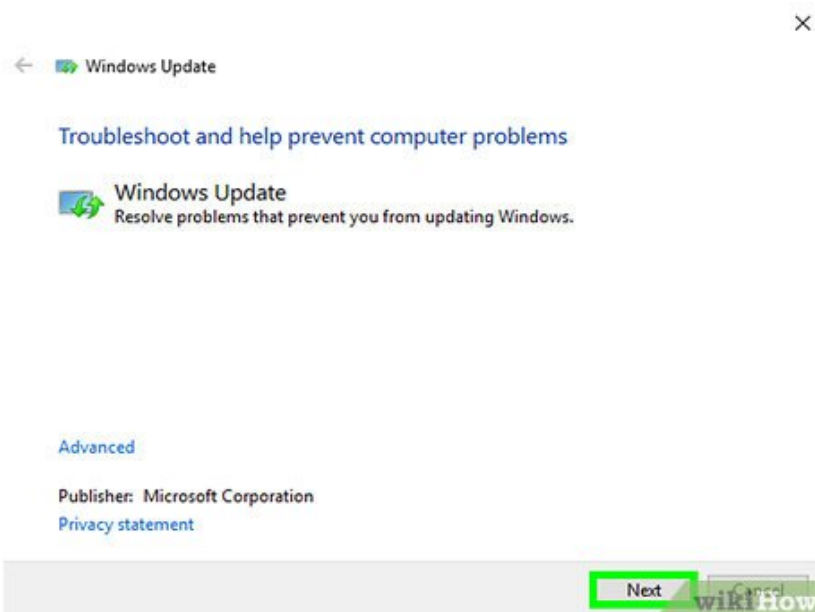
The screenshot shows the Windows Troubleshoot computer problems page. It lists four categories: Programs, Hardware and Sound, Network and Internet, and System and Security. The System and Security category is highlighted with a green box. Below it, the link "Fix problems with Windows Update" is also highlighted with a green box.

- Programs**  
Run programs made for previous versions of Windows
- Hardware and Sound**  
Use a printer | Troubleshoot audio recording | Troubleshoot audio playback
- Network and Internet**  
Connect to the Internet | Access shared files and folders on other computers
- System and Security**  
Fix problems with Windows Update | Run maintenance tasks | Improve power usage

5.

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Click **Fix problems with Windows Update**. This link is below the "System and Security" heading.



The screenshot shows the Windows Update Troubleshoot and help prevent computer problems page. It features a "Windows Update" heading with a sub-heading "Resolve problems that prevent you from updating Windows." Below this, there is an "Advanced" section with "Publisher: Microsoft Corporation" and "Privacy statement" links. At the bottom right, a "Next" button is highlighted with a green box.

← Windows Update

### Troubleshoot and help prevent computer problems

#### Windows Update

Resolve problems that prevent you from updating Windows.

Advanced

Publisher: Microsoft Corporation  
Privacy statement

Next

6.

Click **Next**. It's in the bottom-right corner of the window.

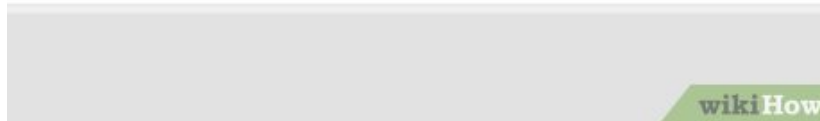
Issues might be found troubleshooting with administrator permissions

 Try troubleshooting as an administrator

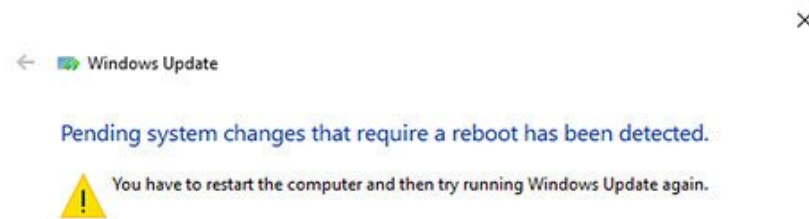
→ Explore additional options

View detailed information

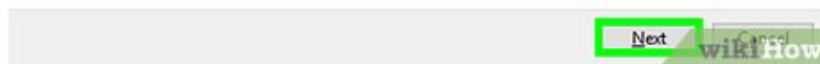
7.



Click **Try troubleshooting as an administrator**. This option will appear at the top of the window. If you aren't using an administrator account, you won't be able to complete this process.



8.



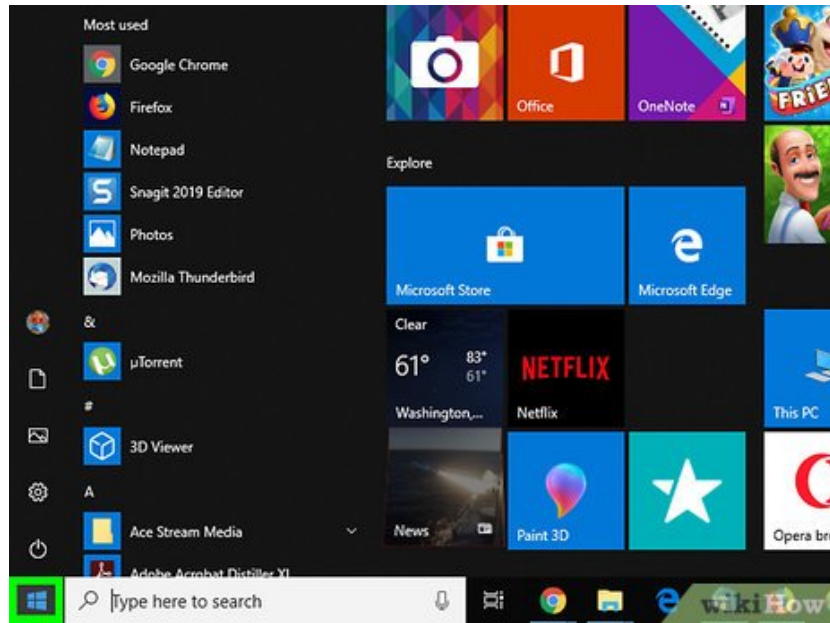
**Follow the on-screen instructions.** If there are any problems with your Windows update, follow the instructions provided to fix them.

1. In most cases, you'll click **Apply fix** when prompted and wait for the fix to be applied.
2. You may need to reboot your computer for the changes to take effect, which means you'll have to hold down your computer's power button to turn it off.

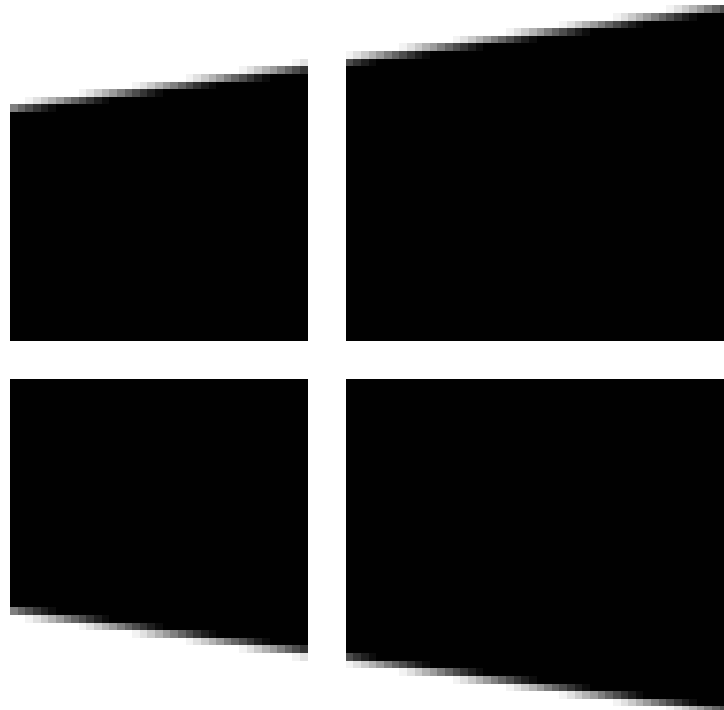
Part 3 of 6:

## Troubleshooting Your Power Settings

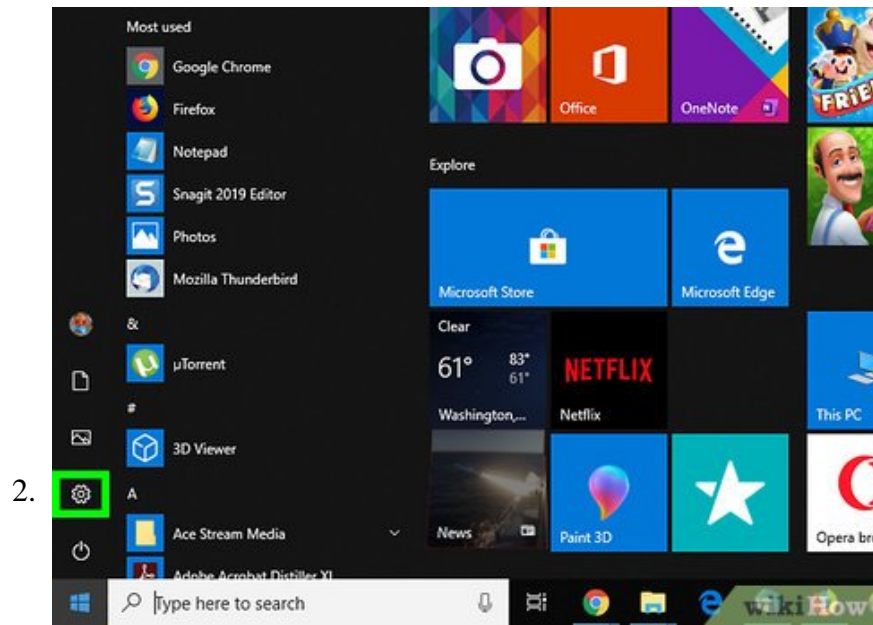
1.



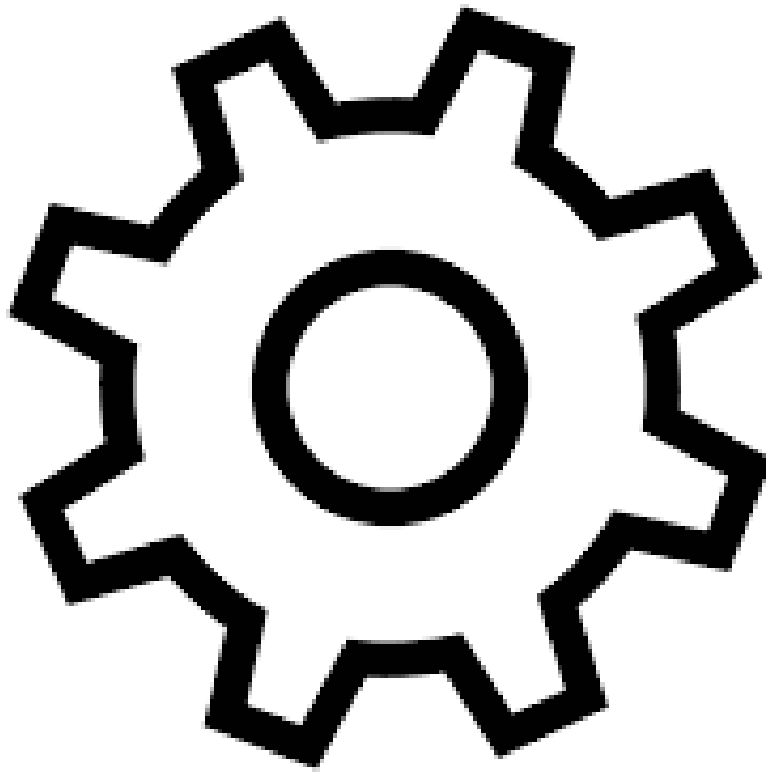
## Open Start



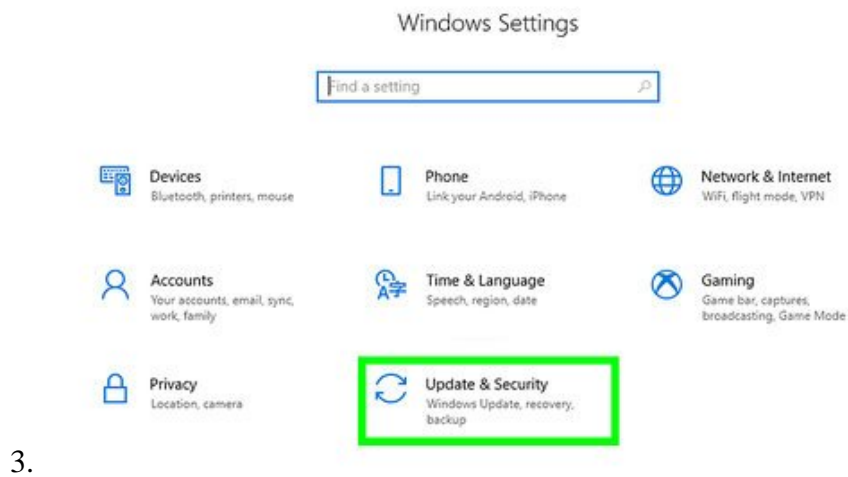
. Click the Windows logo in the bottom-left corner of the screen.



**Click Settings**

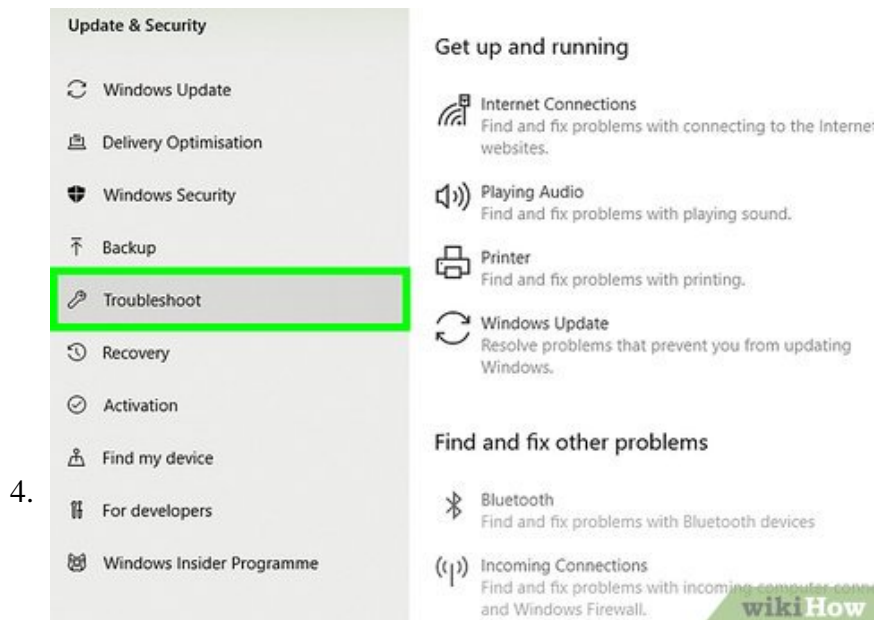


. This icon is in the lower-left corner of the Start window.










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Click **Update & security**. It's an icon of a circular arrow.








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Click **Troubleshoot**. This tab is on the left side of the window.

-  **Keyboard**  
Find and fix problems with your computer's keyboard settings.
-  **Network Adapter**  
Find and fix problems with wireless and other network adapters.
-  **Power**  
Find and fix problems with your computer's power settings to conserve power and extend battery life.
-  **Program Compatibility Troubleshooter**  
Find and fix problems with running older programs on this version of Windows.
-  **Recording Audio**  
Find and fix problems with recording sound.
- 5.  **Search and Indexing**  
Find and fix problems with Windows Search.
-  **Shared Folders**  
Find and fix problems with accessing files and folders on other computers.

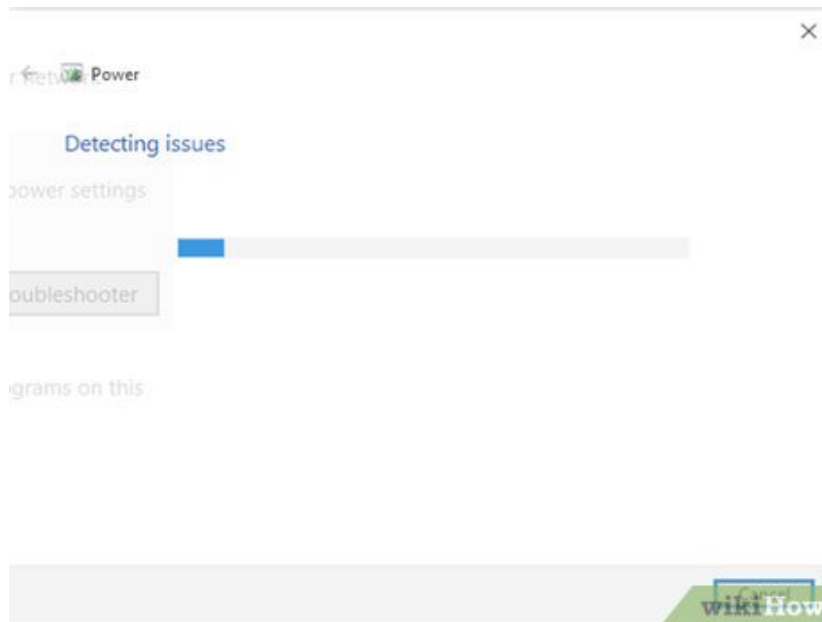
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Scroll down and click **Power**. It's toward the bottom of the page.

-  **Power**  
Find and fix problems with your computer's power settings to conserve power and extend battery life.  
**Run the troubleshooter**
-  **Program Compatibility Troubleshooter**  
Find and fix problems with running older programs on this version of Windows.
-  **Recording Audio**  
Find and fix problems with recording sound.
-  **Search and Indexing**  
Find and fix problems with Windows Search.
- 6.  **Shared Folders**  
Find and fix problems with accessing files and folders on other computers.

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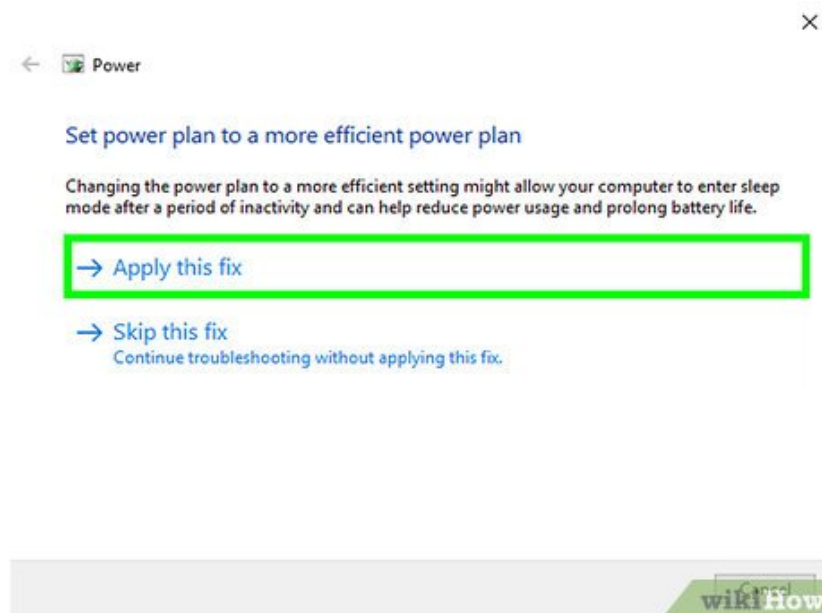
Click **Run the troubleshooter**. This button will appear below and to the right of the **Power** option. Clicking it will start the troubleshooting process.



7.

**Wait for an error to appear.** Common power issues include errors related to battery life and screen brightness.

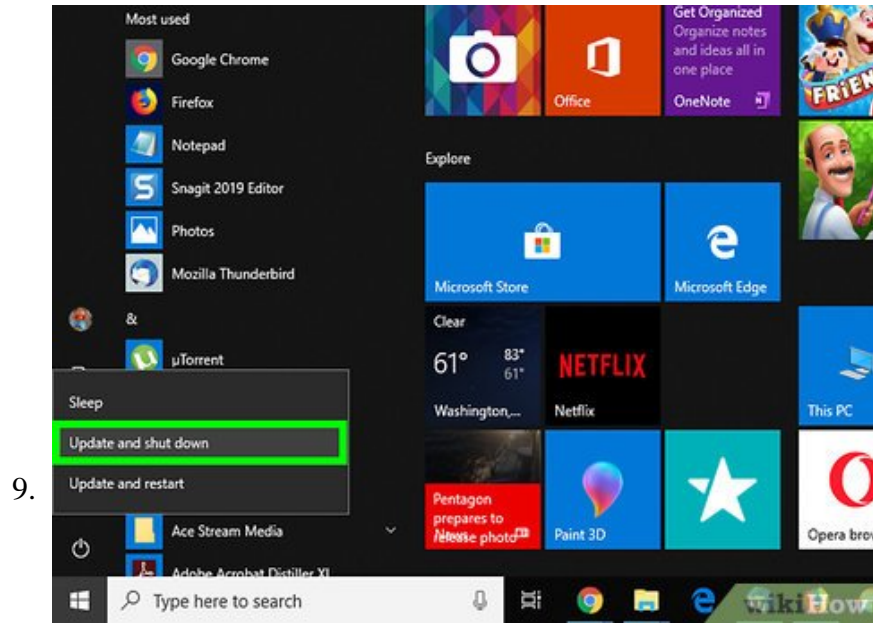
1. If no errors appear and the process completes, your power settings aren't responsible for your computer failing to shut down.



8.

**Click** **Apply this fix**. You'll do this for each problem that Windows comes across.

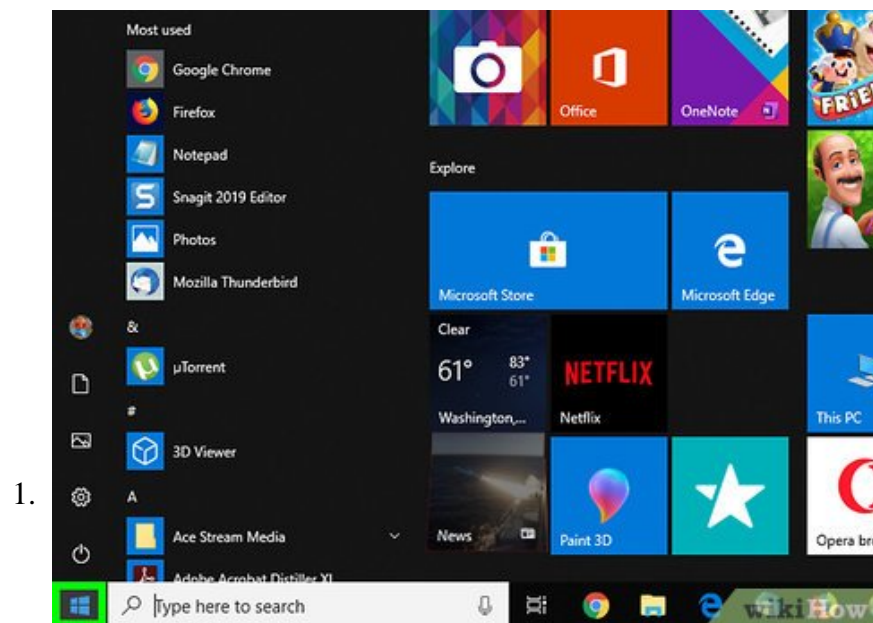
1. If you see something listed as a problem that you don't care to fix, click **Skip this fix** instead.



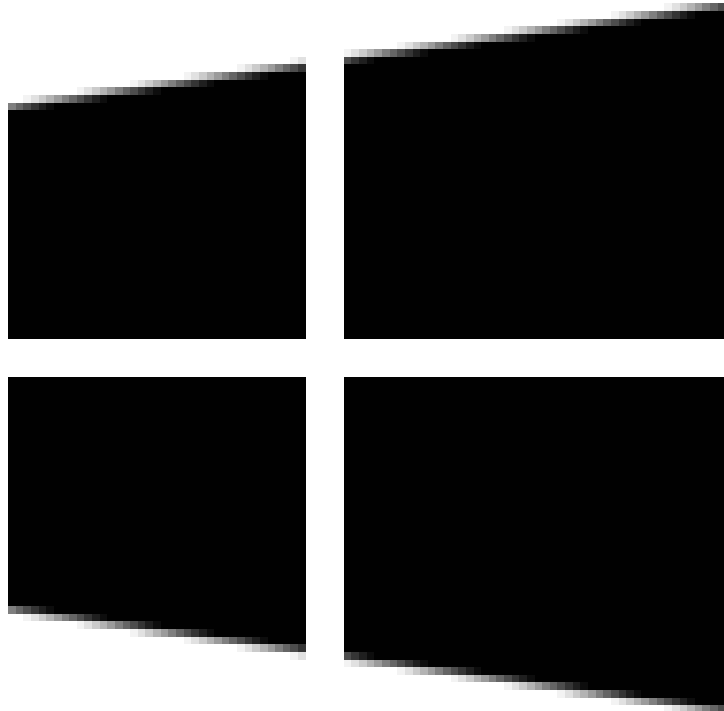
**Try to shut down your computer.** If the computer successfully shuts down, the problem was resolved. If not, proceed to the next part.

Part 4 of 6:

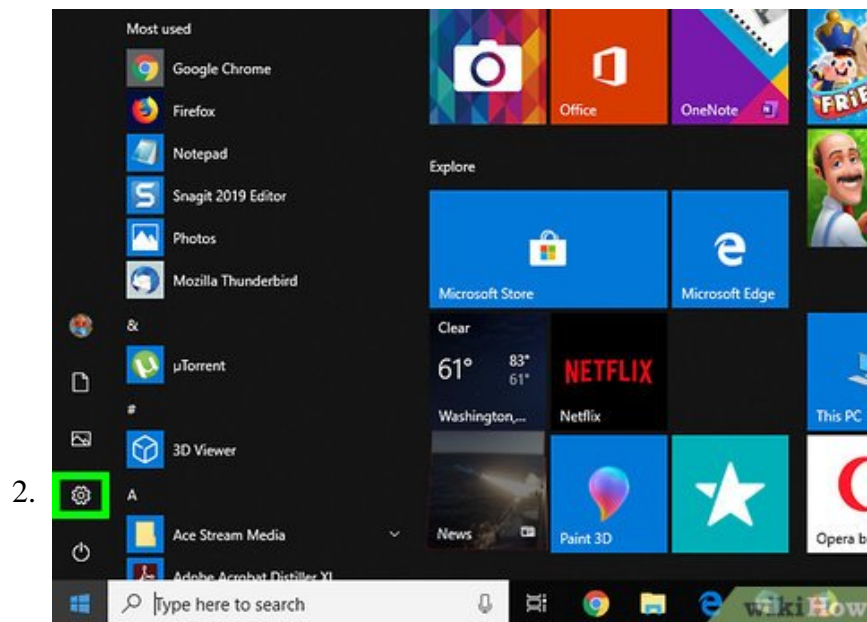
## Changing Power Button Properties



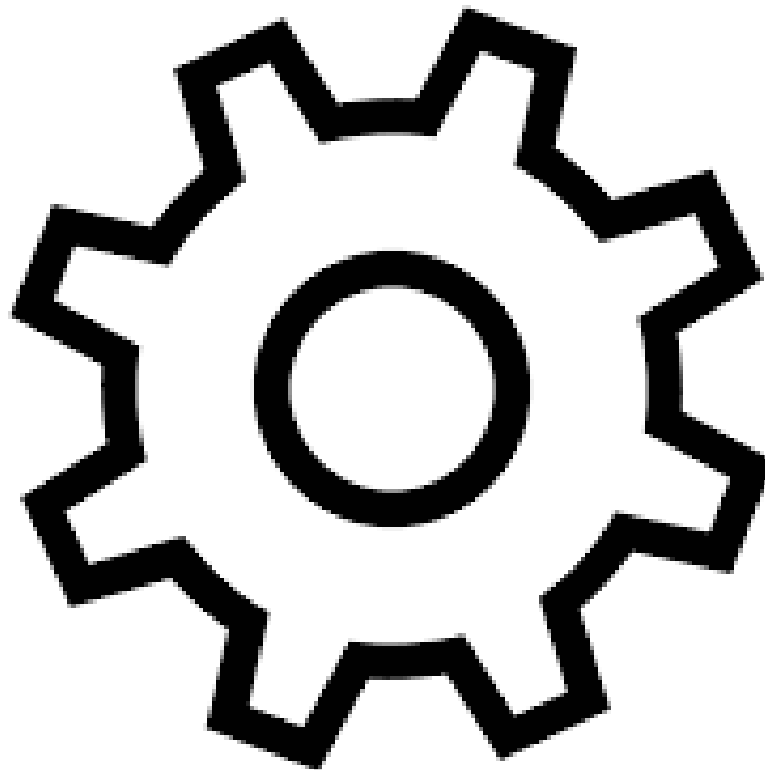
**Open Start**



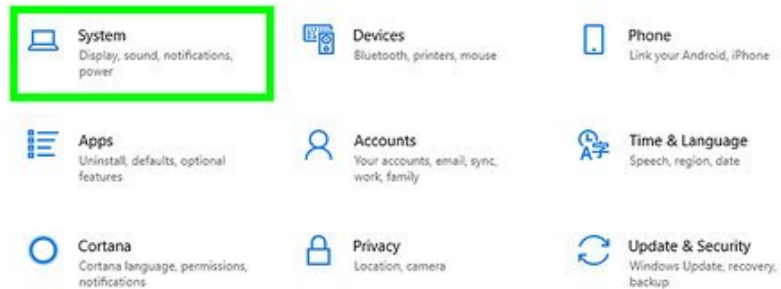
. Click the Windows logo in the bottom-left corner of the screen.



**Click Settings**



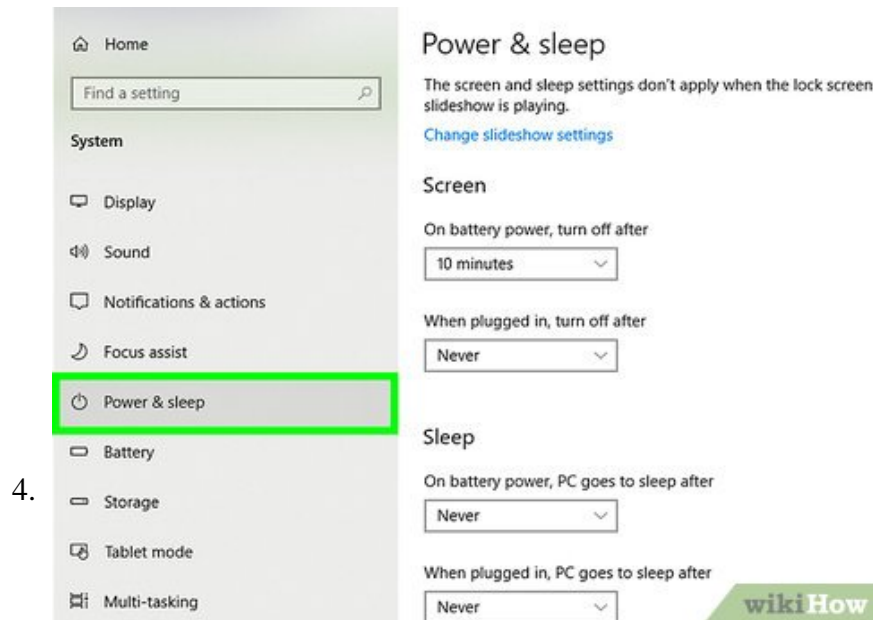
. This icon is in the lower-left corner of the Start window.



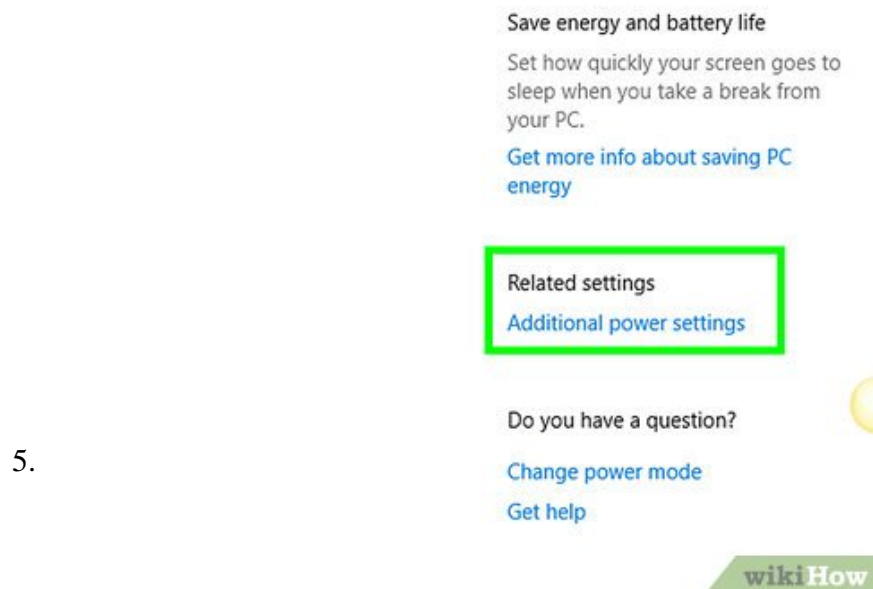
3.

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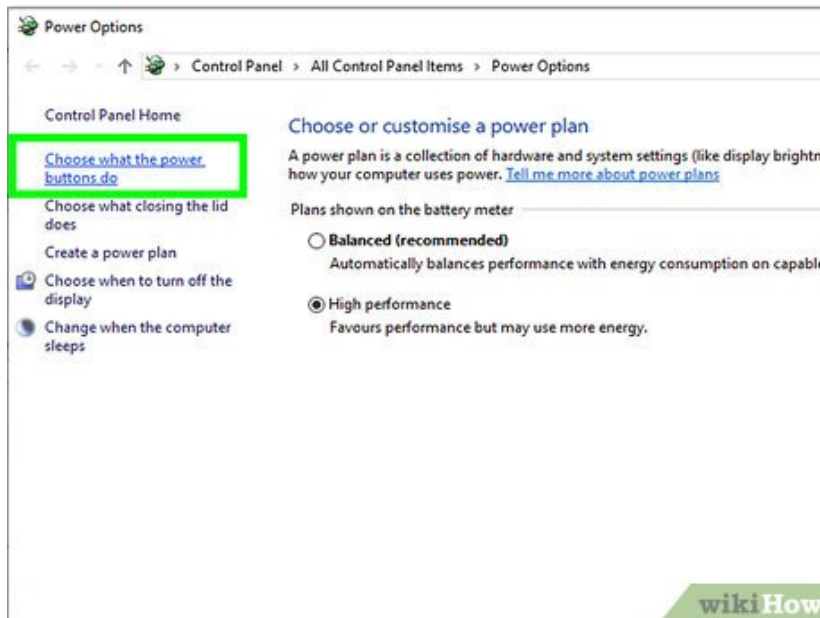
Click **System**. This icon resembles a laptop.



Click **Power & sleep**. It's on the left side of the System page.



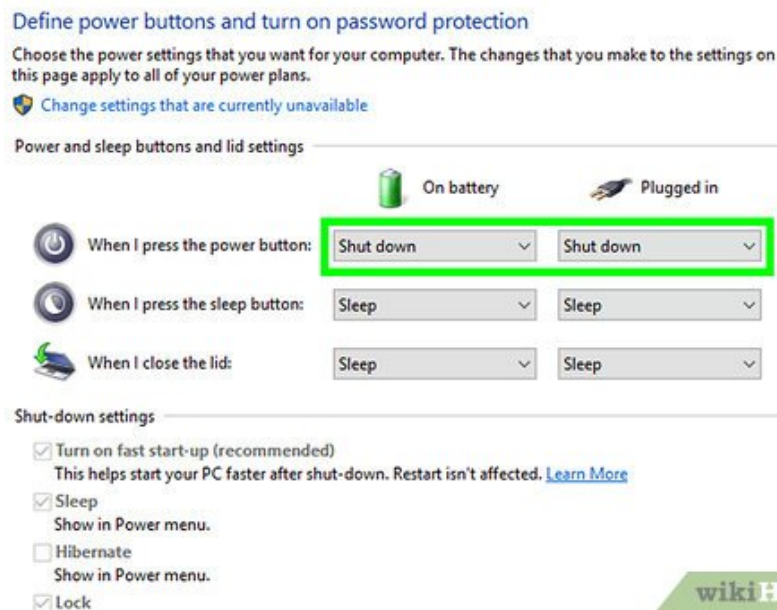
Click **Additional power settings**. This option is in the top-right side of the page.



6.



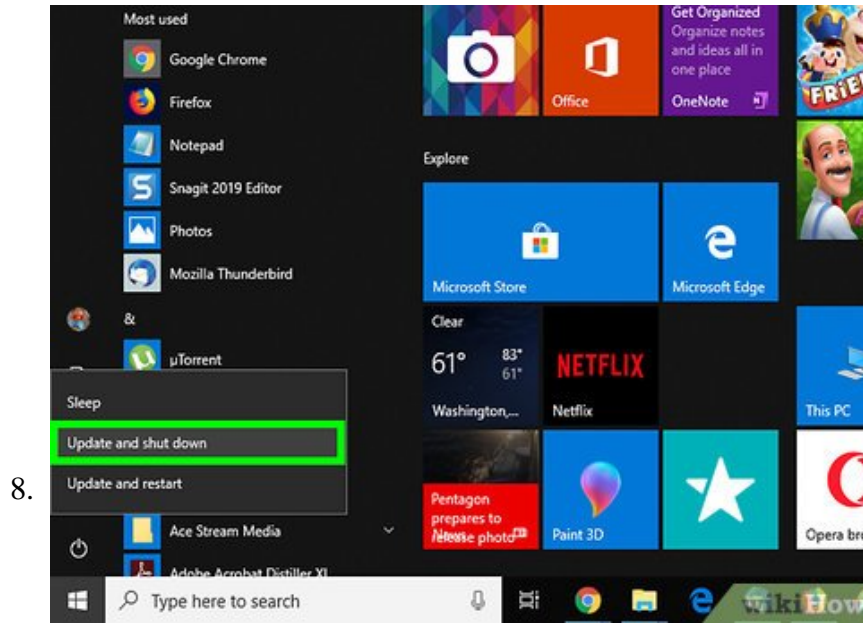
Click **Choose what the power buttons do**. You'll find this link in the top-left corner of the window.



7.



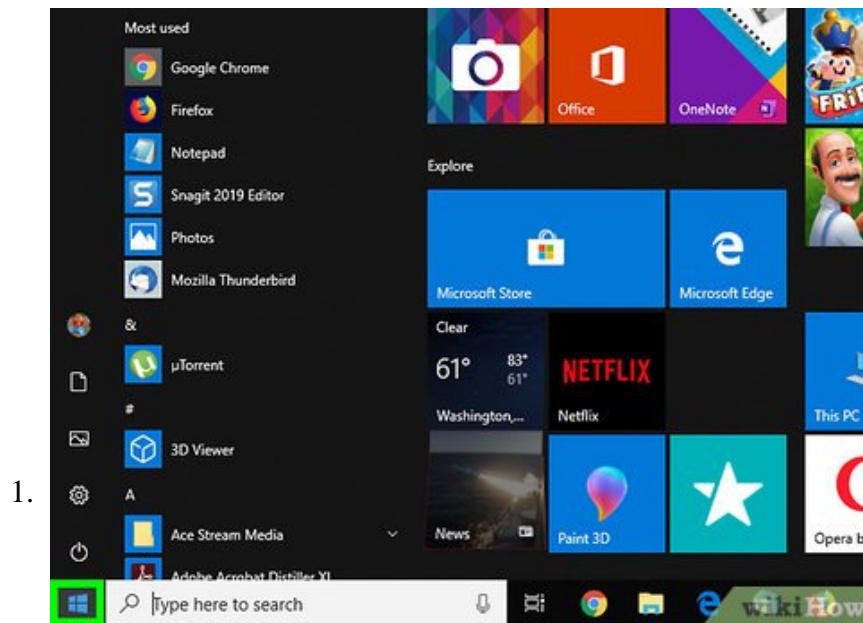
**Change the "On battery" and "Plugged in" boxes to "Shut down"**. Click the drop-down box right of "When I press the power button" and beneath "On battery", click **Shut down**, and repeat for the "Plugged in" column. This will ensure that pressing your computer's power button will shut down your computer.



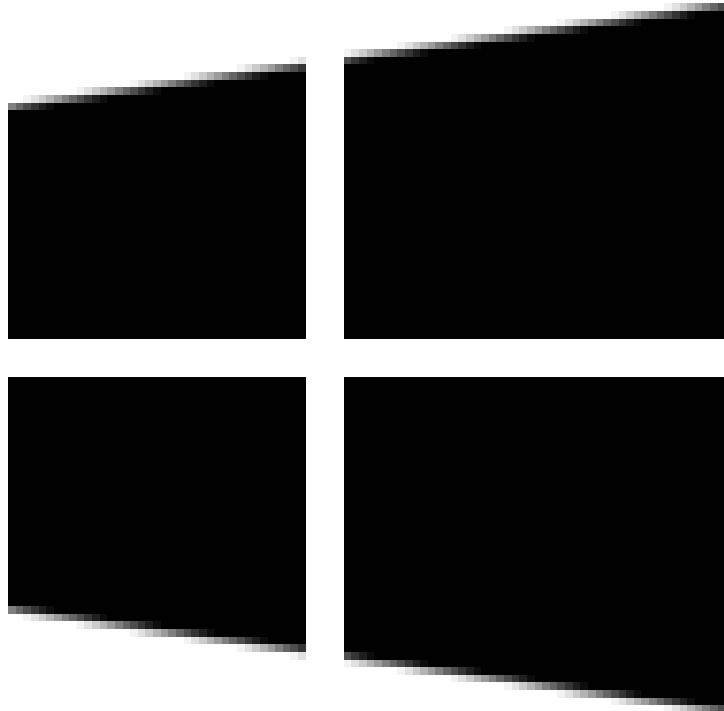
**Try to shut down your computer by pressing the power button.** If the computer successfully shuts down, the problem was resolved. If not, proceed to the next part.

Part 5 of 6:

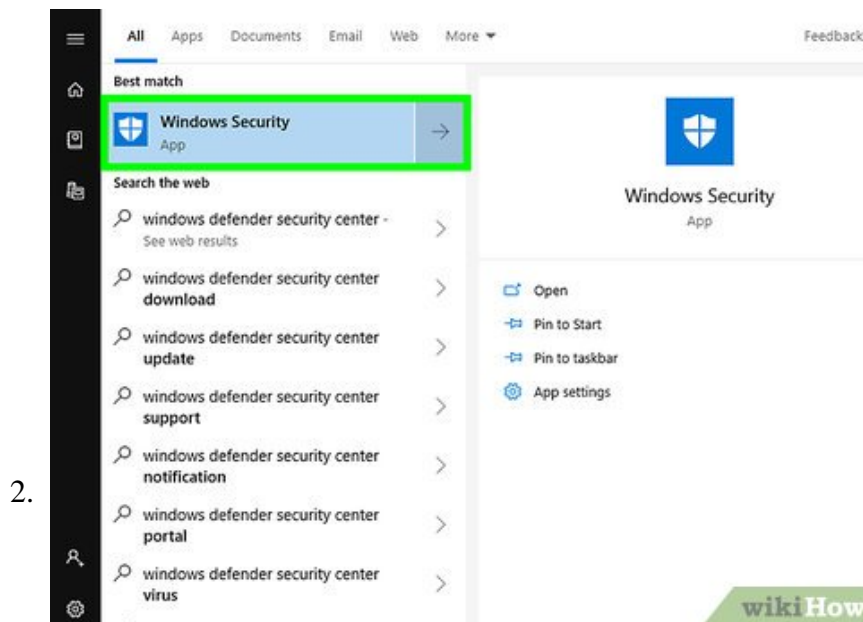
## Scanning with Windows Defender



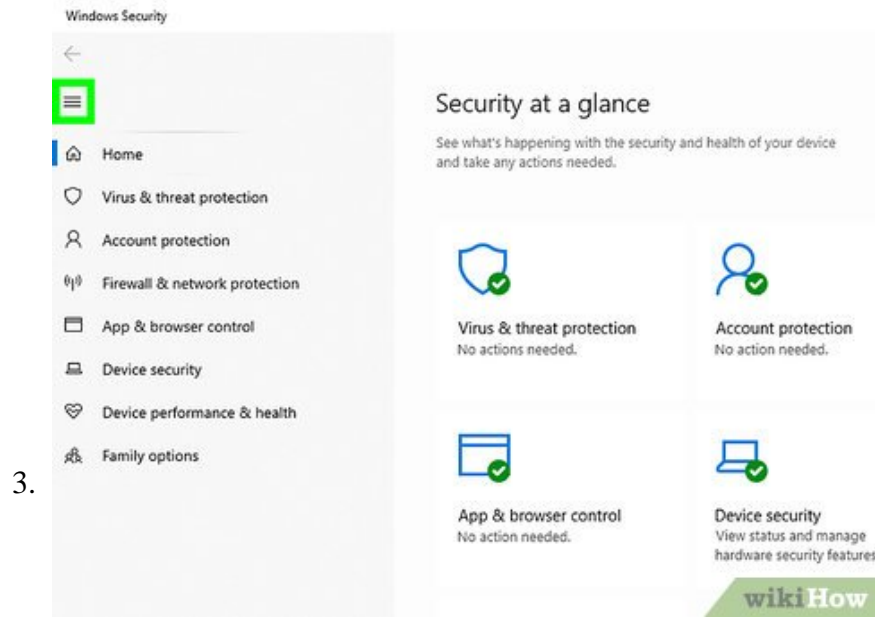
**Open Start**



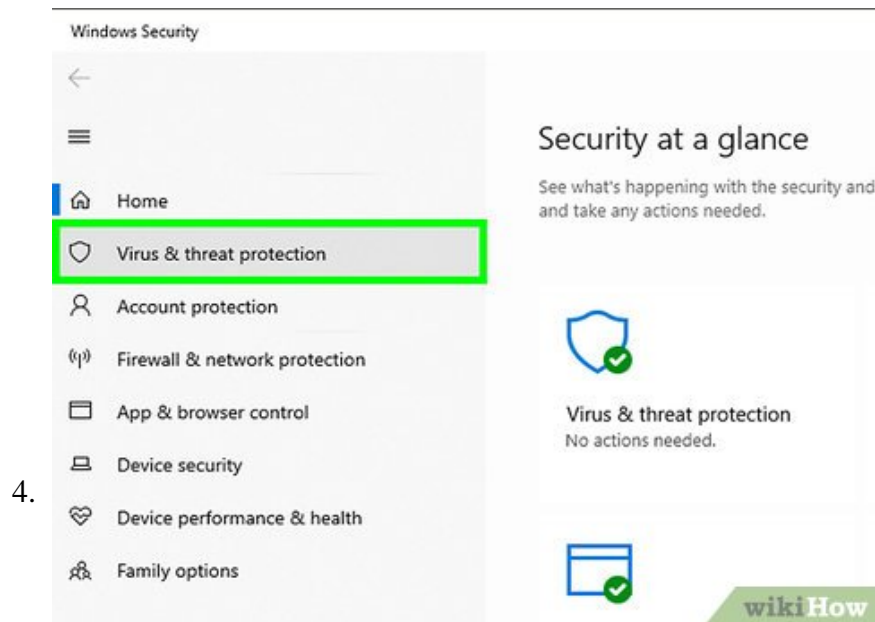
. Click the Windows logo in the bottom-left corner of the screen.



Scroll down and click **Windows Defender Security Center**. It's in the "W" section of the Start menu.



Click **?**. It's in the top-left corner of the window.



Click **Virus & threat protection**. It's in the upper-left section of the Windows Defender window.

## 🕒 Current threats

No current threats.  
Last scan: 5/15/2019 2:39 PM (quick scan)  
0 threats found.  
Scan lasted 4 minutes 36 seconds  
46597 files scanned.

Quick scan

Scan options

Threat history

## 5. 🛡️ Virus & threat protection settings

No action needed.

Manage settings

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Click **Advanced scan**. This link is below the **Quick scan** button in the middle of the page.

6.

Quick scan

Checks folders in your system where threats are commonly found.

Full scan

Checks all files and running programs on your hard disk. This scan could take longer than one hour.

Custom scan

Choose which files and locations you want to check.

Windows Defender Offline scan

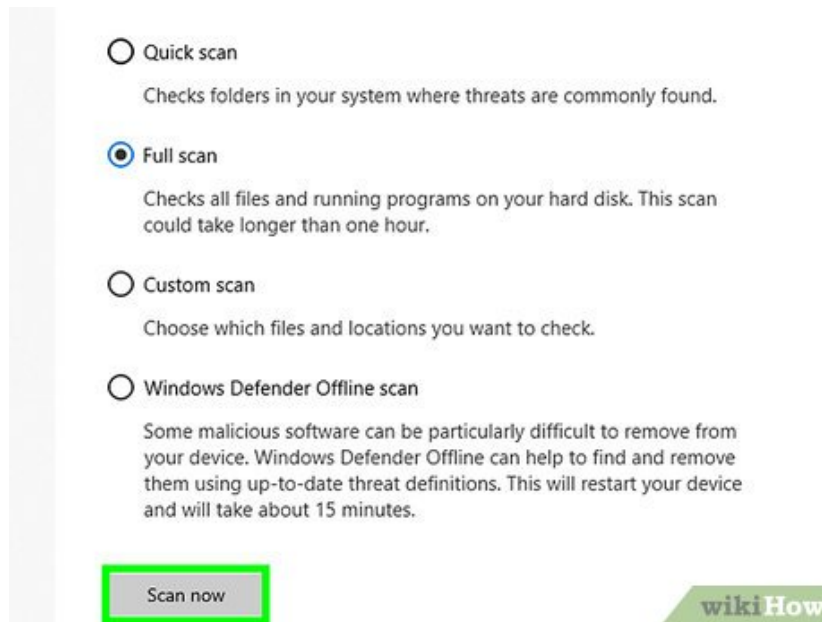
Some malicious software can be particularly difficult to remove from your device. Windows Defender Offline can help to find and remove them using up-to-date threat definitions. This will restart your device and will take about 15 minutes.

Scan now

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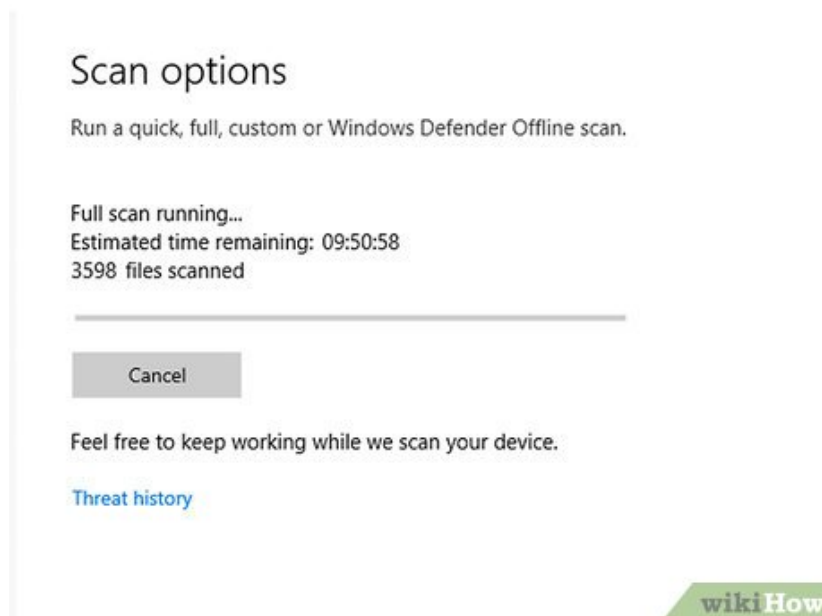
**Make sure "Full scan" is checked.** If not, click the circle to the left of "Full scan" at the top of the page.

7.



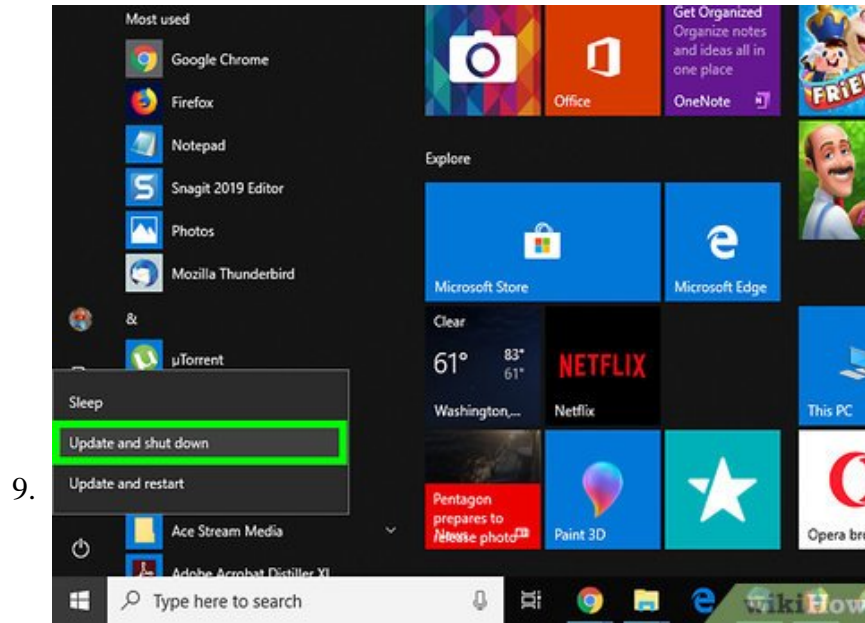
Click **Scan now**. It's in the middle of the page. Doing so will begin scanning your computer for disruptive programs.

8.



**Wait for the scan to complete.** If anything malicious turns up during the scan, Windows Defender will alert you. You should allow Windows Defender to remove the dangerous items.

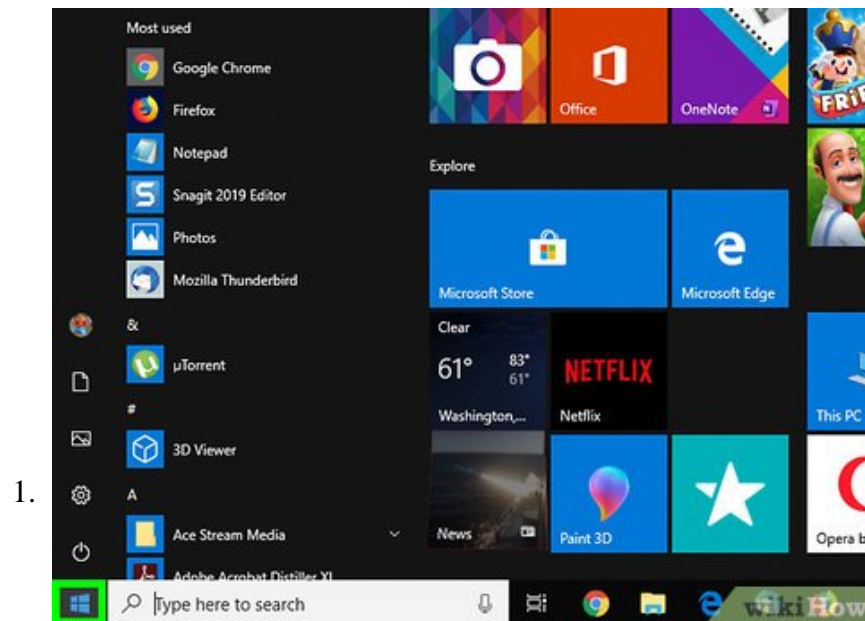
1. If this scan doesn't find anything, repeat the scan with "Windows Defender Offline scan" checked instead of "Full scan" checked.



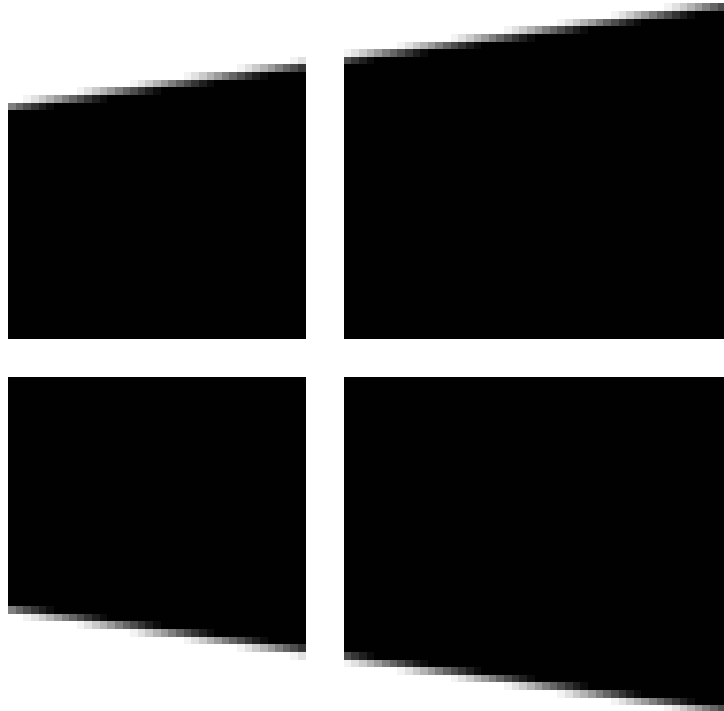
**Try to shut down your computer.** If the computer successfully shuts down after the scan is complete, the problem was resolved. If not, proceed to the next part.

Part 6 of 6:

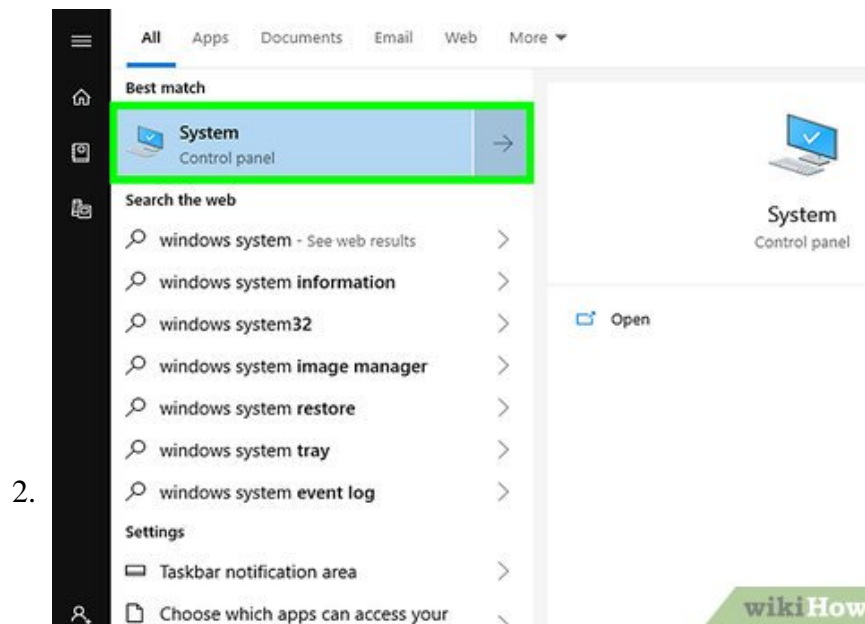
## Disabling Startup Programs



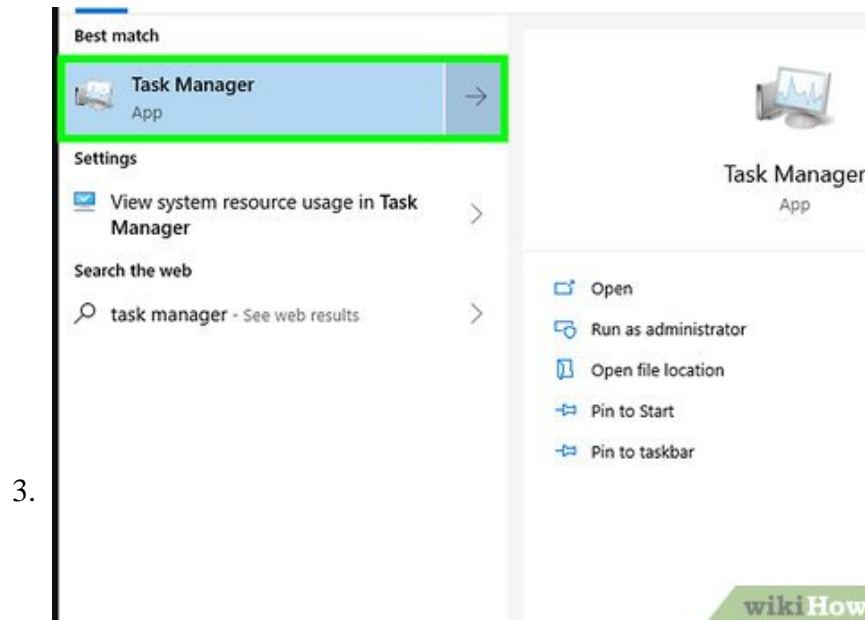
**Open Start**



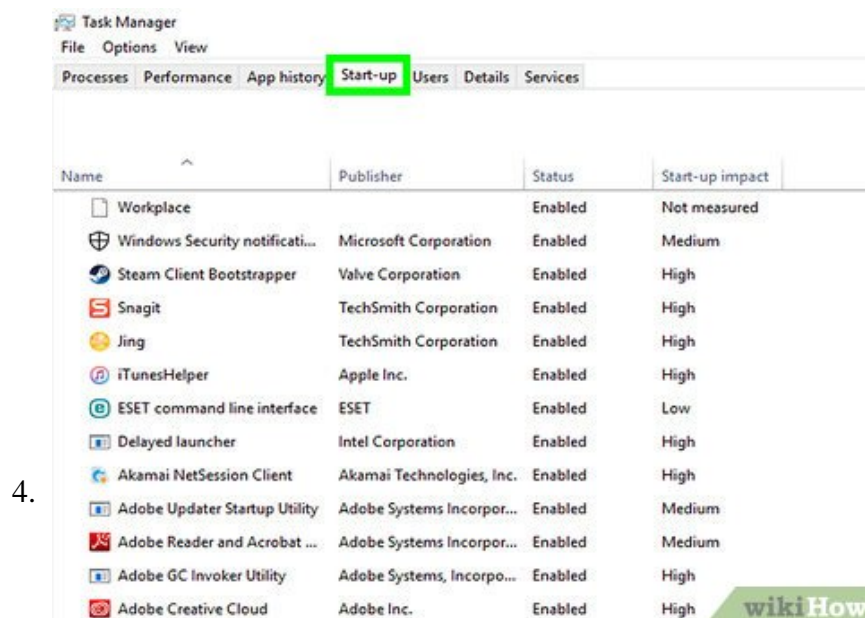
. Click the Windows logo in the bottom-left corner of the screen.



**Scroll down and click Windows System**. It's a folder in the "W" section of the Start menu.

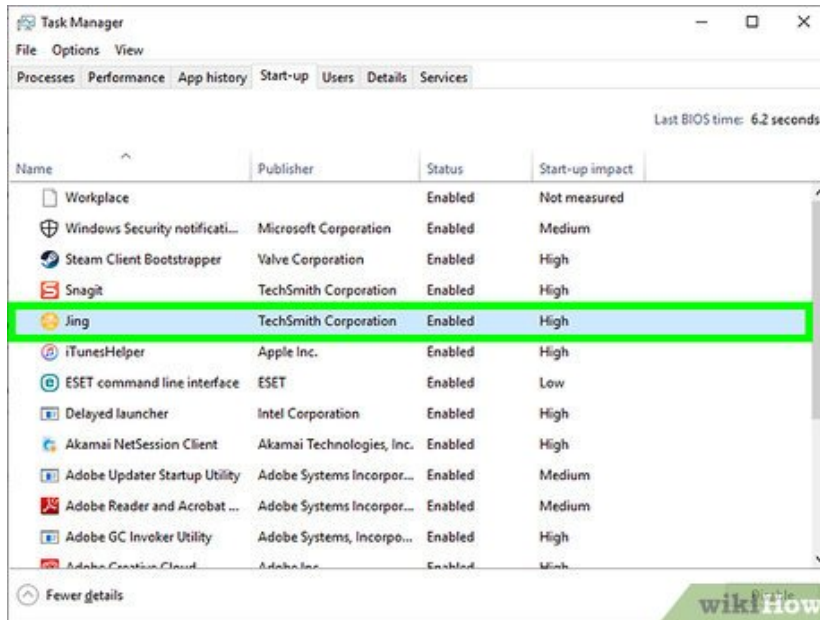


Click **Task Manager**. This option is toward the bottom of the Windows System folder.



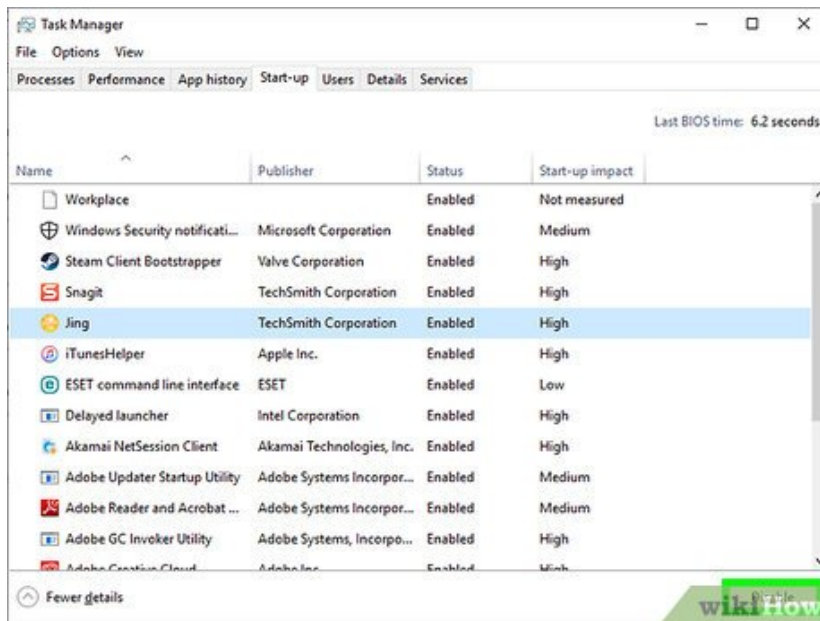
Click **Startup**. This tab is at the top of the Task Manager window.

5.



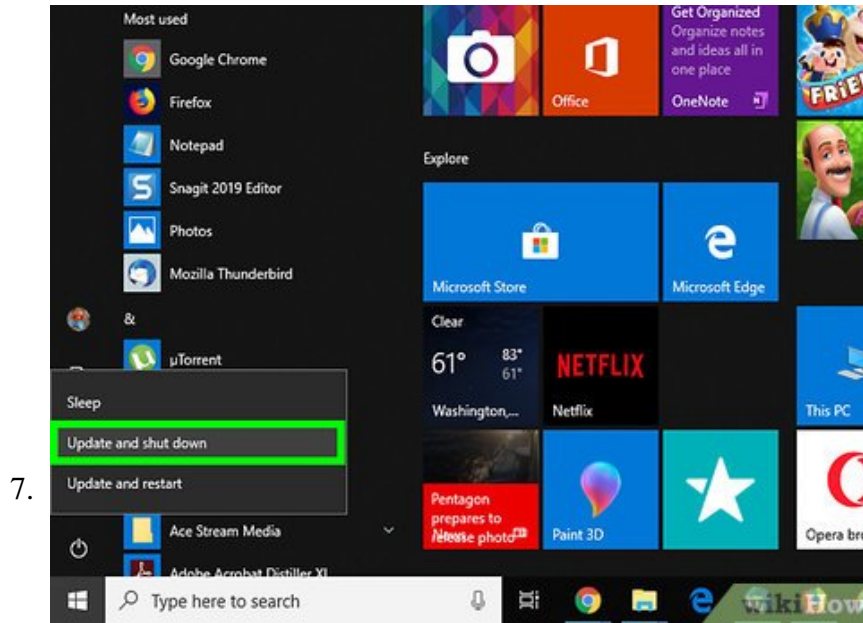
Select a program, then click **Disable**. This will prevent the program from starting automatically when you turn on your computer. Too many programs attempting to start at once can cause your computer to crash, so doing this may fix related problems.

6.



**Disable any non-Windows startup programs.** Any third-party programs such as antivirus utilities, chat rooms, or other apps should be disabled when you're through.

1. Don't disable Windows processes such as the graphics card or Windows Defender.



**Try to shut down your computer.** If the computer successfully shuts down, the problem was resolved. If not, you'll likely need to bring your computer into your local tech department.

You finished reading the article "**How to Fix Windows Shutdown Problems**" edited by the [TipsMake](#) team. We hope this article has provided you with many useful tech tips and tricks. You can search for similar articles on tips and guides. Thank you for reading and for following us regularly.