Zoom crashes on Windows 10, causes and fixes

In some cases, Zoom can take up high CPU and RAM, leading to slow performance of Windows 10 computer and unable to respond to the program.

This results in the Zoom hang, which can affect the user experience, especially when conducting online meetings. To learn more about the cause and **How to fix the Zoom crashed error on Windows 10** , read along with the following article.

Zoom hangs, freeze on Windows 10, causes and fixes

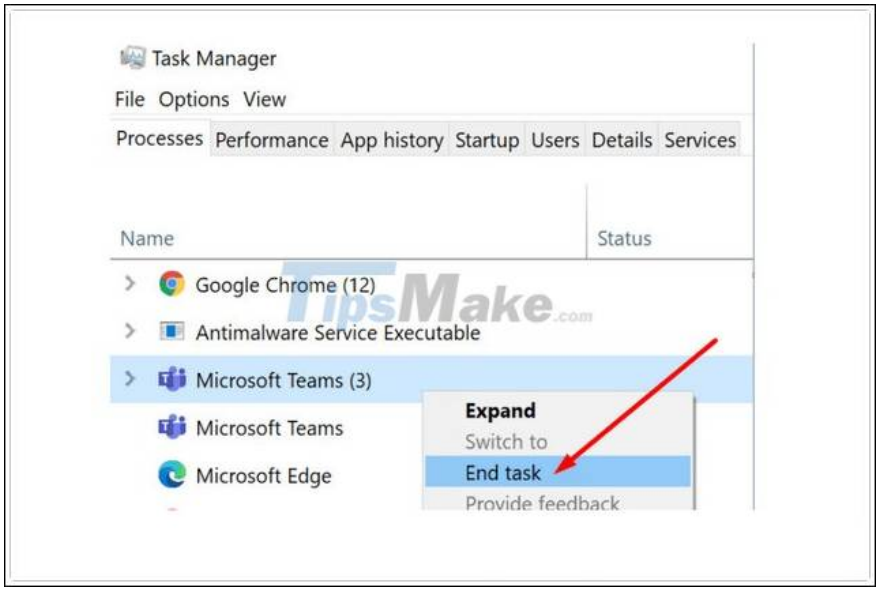
Method 1: Close unnecessary programs

One of the main reasons why Zoom freezes, hangs on Windows 10 can be because users are opening too many programs on the system and causing conflict errors.

Moreover, Zoom online meetings consume quite a lot of bandwidth and equipment resources. Do this by closing unnecessary programs to free up system resources for Zoom to function properly.

To do this, first open the Task Manager by right-clicking on any empty space on the Taskbar, and selecting **Task Manager.**

On the Task Manager window, find and click the **Process tab** . Next, find and right click on the programs you want to close and select **End Task.**



Finally try to check if the Zoom is working properly, frozen, hanging or not.

Method 2: Turn off Hardware Acceleration

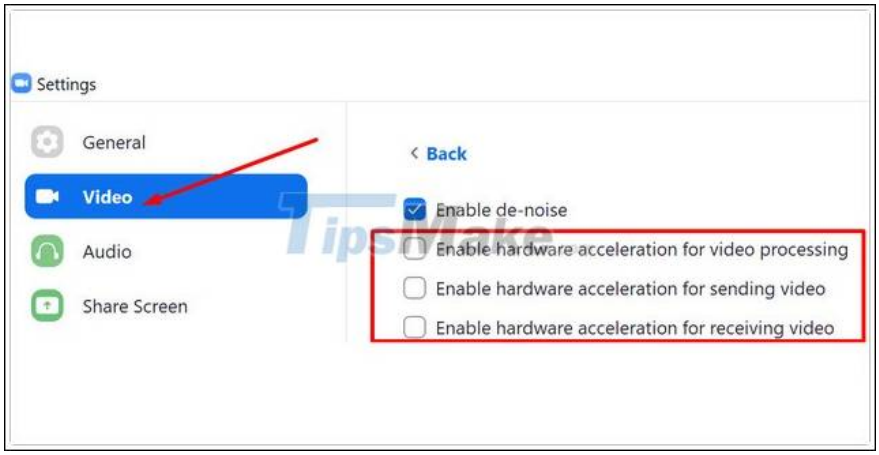
Zoom is packed with a host of advanced features that help improve online video meeting quality and audio. However, this is also the culprit consuming high RAM and CPU system, not to mention if the user has enabled the Hardware Acceleration feature, it can affect the hardware and cause the Zoom to freeze and freeze.

The ideal solution in this case is to turn off the Hardware Acceleration.

Step 1 : First, on the Zoom window, find and click on your profile picture, and select **Settings** .

Step 2 : On the Zoom setting window, find and click **Video.**

Step 3 : Next, click **the Advanced button** located in the bottom right corner of the screen.



Step 4: Here, find and uncheck the following options:

- Enable hardware acceleration for video processing.

- Enable hardware acceleration for sending video.

- Enable hardware acceleration for receiving video.

Step 5: Finally turn off and reopen Zoom. At this point, the application will no longer hang or freeze.

Method 3: Override Power Requests from Zoom

Zoom may occasionally send Power Requests to Windows. This can lead to computer shutdowns randomly and other processes to stop working.

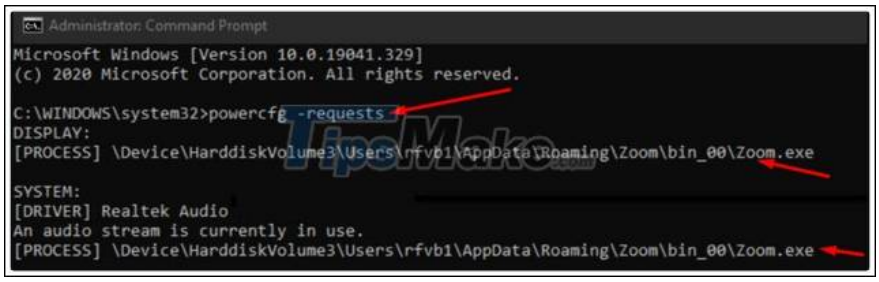
To check if Zoom sends Power Requests to your system, follow the steps below:

Step 1: First, open Command Prompt under Admin.

For details on how to open Command Prompt under Admin on Windows 7, 8, and 10, you can access it here.

Step 2 : Enter the following command in the Command Prompt window and press **Enter:**

powercfg -requests



Step 3: After the command completes, try to check if there are any Power Requests from Zoom. If so, you can manually add new requests to override Zoom's Power Requests.

The Request form used has the following form:

powercfg -requestsoverride CALLER_TYPE "NAME" REQUEST.

In the above request form, replace **CALLER_TYPE "NAME" REQUEST** with Zoom's Power Requests, such as below:

powercfg -requestsoverride PROCESS "Zoom.exe" DISPLAY

powercfg -requestsoverride PROCESS "Zoom.exe" SYSTEM

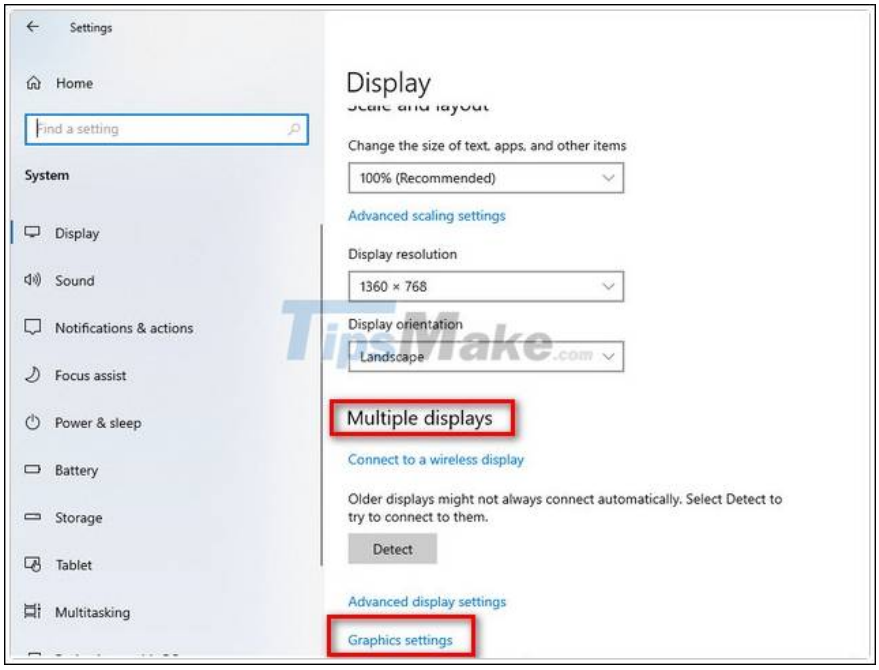
Method 4: Specify Zoom to run on the strongest GPU

In case if your computer is equipped with an NVIDIA GPU or a powerful external GPU, you can specify Zoom to run on that GPU.

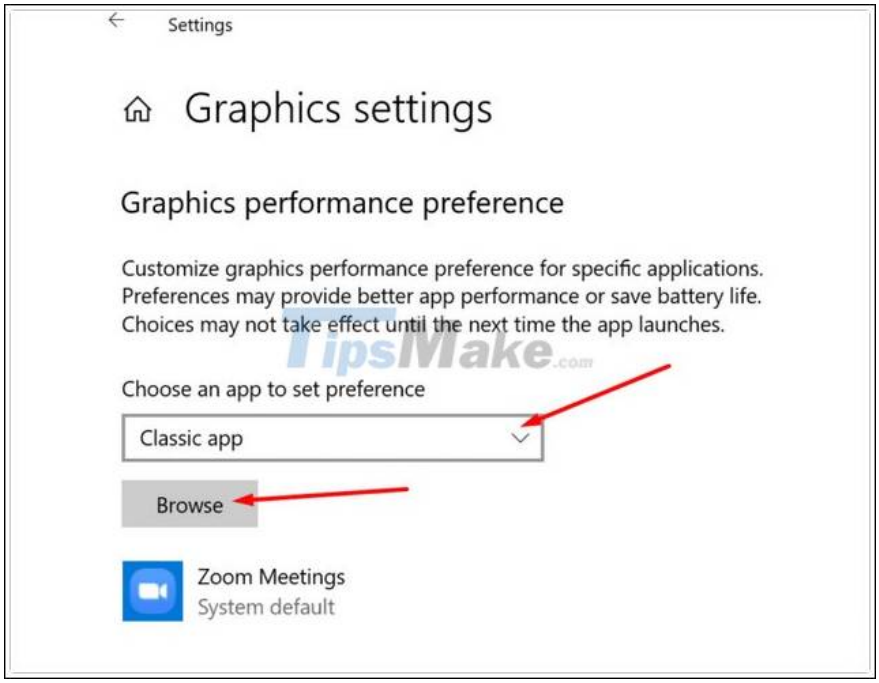
Follow the steps below:

Step 1: Press **Windows + I** to open the Settings window. Here, find and click **System** => **Display.**

Step 2: Next in the right pane, in the **Multiple Displays** section **,** find and click **Graphics settings.**

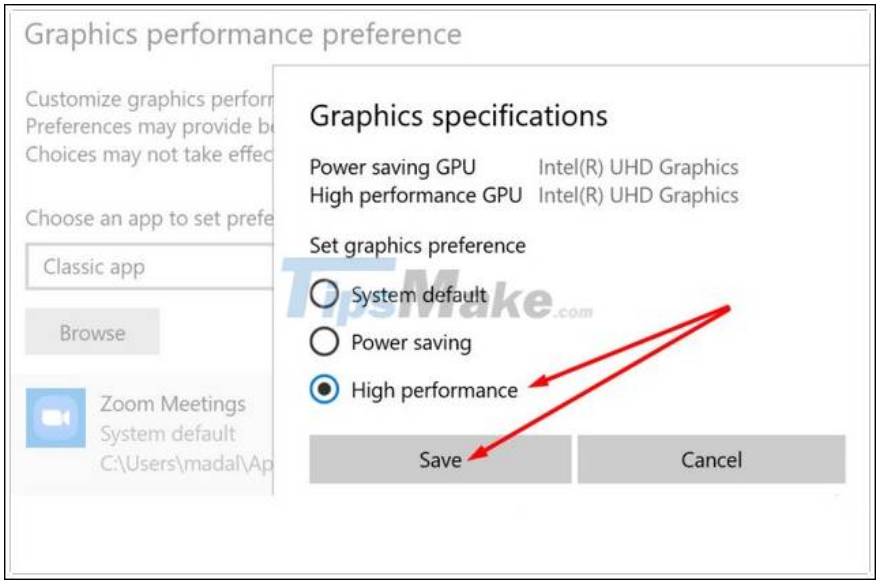


Step 3: In the **Choose an app to set preference** menu, select the **Classic app** option and then click **the Browse button** to browse to the Zoom.exe file.



Step 4: Click **Options** and select the graphics card that you want to specify Zoom to run on.

Step 5: Click on the High **performance** option to allow the Zoom to work, run at high performance.



Step 6: Finally apply the changes, restart Zoom and check if the problem persists.

The above article I have just guided you on a few ways to fix the error of Zoom hanging on Windows 10. In addition, readers can refer to some articles already on TipsMake to learn more about how to fix the errors on the application. The most popular Zoom online learning app.

Good luck.

You finished reading the article "**Zoom crashes on Windows 10, causes and fixes**" 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.