

Windows laptops & PCs | Easy | 2 min read

An app keeps crashing or will not open

When a program closes by itself, freezes, or does nothing when you click it, the fix is usually simple. Start gently and work upwards.

Quick fixes to try first

- Wait a minute. Some apps take a while to open, especially after a restart.
- Close the app fully. Press Ctrl, Shift and Esc to open **Task Manager**, find the app under **Processes**, click it and choose **End task**. Then open it again.
- Restart the laptop.
- Check you have free storage space. Open **Settings**, then **System**, then **Storage**.

Step by step

1. Check for updates to the app itself. Many have an update option in their menu, and Microsoft Store apps update from the **Microsoft Store** under **Library** or **Downloads**.
2. Open **Settings**, then **Windows Update**, and install anything waiting. Restart.
3. Windows 11: go to **Settings**, then **Apps**, then **Installed apps**. Windows 10: go to **Settings**, then **Apps**, then **Apps & features**.
4. Click the app, then **Advanced options** (Windows 11: click the three dots first). If you see **Repair**, try it. It keeps your data. The options may differ for different apps.
5. If **Repair** does not help, **Reset** may work for some apps, but it can remove the app's saved data and settings, so do not use it for anything holding important files unless they are backed up.

If that did not work

- Right-click the app and try **Run as administrator**, but only for apps you trust.
- Uninstall the app and reinstall it from its official website or the Microsoft Store. Make sure you have any licence key or sign-in details first.
- Run a **Windows Security** scan.

When to get more help

Stop and email us if several different apps crash, the problem started after an update, you see an error message you do not understand, or the app holds files you cannot afford to lose. Take a photo of any error. Tell us which app, what you were doing, and the Windows version.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.