

Windows laptops & PCs | Medium | 2 min read

Search, Start menu or taskbar not responding

If clicking **Start** does nothing, the search box will not type, or the taskbar seems frozen, a part of Windows called **Windows Explorer** has usually stalled. It can be restarted safely.

Quick fixes to try first

- Wait a minute, especially just after start-up or an update.
- Press the Windows key on the keyboard to see whether **Start** opens that way.
- Restart the laptop with **Ctrl, Alt and Delete**, then the power icon at the bottom right, then **Restart**.
- Install waiting updates, as they often fix this.

Step by step

1. Press Ctrl, Shift and Esc together to open **Task Manager**. If you only see a small window, click **More details**.
2. On the **Processes** tab, scroll to find **Windows Explorer**.
3. Right-click it and choose **Restart**. The screen may flash and the taskbar will disappear and come back. This is normal.
4. Test the **Start** menu and search again.
5. If it is still stuck, sign out and sign back in. Press Ctrl, Alt and Delete, then choose **Sign out**. Save your work first.

If that did not work

- Open **Settings**, then **System**, then **Troubleshoot**, then **Other troubleshooters**, and run **Search and Indexing**. In Windows 10, you may find it under **Update & Security**, then **Troubleshoot**. Wording may differ slightly.
- For search only, check that nothing odd is running by opening **Task Manager** and looking for a busy program.
- Run a **Windows Security** scan.
- If it began after a recent update or program install, try **System Restore**. It does not remove your personal files.

Please do not follow online guides that tell you to type long commands or edit the registry.

When to get more help

Stop and email us if the problem returns after every restart, you cannot open **Settings** or **Task Manager** at all, or you cannot sign in. Tell us your Windows version and when it began.

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.