

Windows laptops & PCs | Easy | 2 min read

Windows stuck on 'Restarting' or 'Getting Windows ready'

After an update, your PC may sit for a long time on **Restarting**, **Working on updates** or **Getting Windows ready**. **Don't turn off your computer**. Usually the answer is patience, but there is a safe limit.

Why it takes so long

Windows installs big updates in stages, and old or slow laptops with hard drives can take much longer than newer ones. The screen may show 0%, 30% or 100% for a long time, and the spinning dots may seem to freeze while it is still working.

How long to wait

1. Leave the PC plugged in to the mains power. Do not run on battery.
2. Look at the drive light, if there is one. If it flickers, the PC is working.
3. Wait at least an hour, and up to two hours for a big update on an older machine.
4. Do not press keys or move the mouse during this time.

If nothing changes after two hours

If the screen has not changed at all, the drive light is off and the PC feels cool and silent, it is reasonable to force it off:

1. Hold the power button for about 10 seconds until it switches off.
2. Unplug any USB drives and printers.
3. Wait 30 seconds, then switch on.

Windows will usually undo the unfinished update on its own and start normally. You might see the message **Undoing changes made to your computer**. Let it finish, however long it takes.

After it starts again

Go to **Settings**, then **Windows Update** (Windows 10: **Update & Security**, then **Windows Update**) and check for updates again. If the same update fails again, make sure you have at least 20 GB free, restart once, and try again.

When to get more help

Get in touch if the PC loops back to the same screen, goes to a blue **Recovery** or **Automatic Repair** screen, shows a black screen afterwards, or keeps failing the same update. If you force it off, mention it to us. Do not use **Reset this PC** until your files are safely backed up.

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.