

PC SCREEN UNRESPONSIVE (MEMORY ERROR) – WORK AROUND

1. Problem Description

- Computer suddenly freezes or hangs
 - Blue screen error appears
 - PC restarts by itself
 - Applications close unexpectedly
 - Slow performance when opening many applications
 - Error message related to memory or RAM
-

2. Possible Root Cause

- Temporary system issue
 - Too many applications running at the same time
 - RAM not functioning properly
 - Dust or overheating issue
 - Hardware issue requiring IT support
-

3. Resolution

- Restart the computer
 - Close unnecessary applications
 - Run Windows Memory Diagnostic (Need support from IT)
 - Check for overheating (Need support from IT)
 - Contact IT Support if issue continues
-

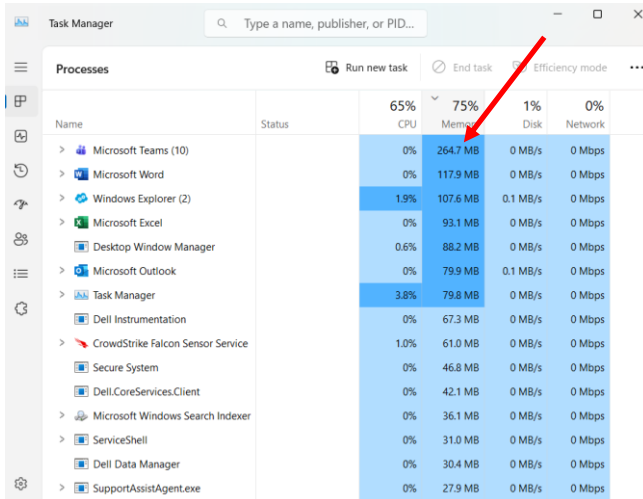
4. Steps of User Guide:

Step 1 — Restart the Computer

- A. Save all work if possible
 - B. Click Start Menu
 - C. Click Power icon
 - D. Select Restart
 - E. Check if issue happens again after restart
-

Step 2 — Close Unnecessary Applications

- A. Press Ctrl + Shift + Esc to open Task Manager
- B. Check applications using high Memory usage
- C. Select unnecessary applications
- D. Click End Task



Name	Status	65% CPU	75% Memory	1% Disk	0% Network
Microsoft Teams (10)		0%	264.7 MB	0 MB/s	0 Mbps
Microsoft Word		0%	117.9 MB	0 MB/s	0 Mbps
Windows Explorer (2)		1.9%	107.6 MB	0.1 MB/s	0 Mbps
Microsoft Excel		0%	93.1 MB	0 MB/s	0 Mbps
Desktop Window Manager		0.6%	88.2 MB	0 MB/s	0 Mbps
Microsoft Outlook		0%	79.9 MB	0.1 MB/s	0 Mbps
Task Manager		3.8%	79.8 MB	0 MB/s	0 Mbps
Dell Instrumentation		0%	67.3 MB	0 MB/s	0 Mbps
CrowdStrike Falcon Sensor Service		1.0%	61.0 MB	0 MB/s	0 Mbps
Secure System		0%	46.8 MB	0 MB/s	0 Mbps
Dell.CoreServices.Client		0%	42.1 MB	0 MB/s	0 Mbps
Microsoft Windows Search Indexer		0%	36.1 MB	0 MB/s	0 Mbps
ServiceShell		0%	31.0 MB	0 MB/s	0 Mbps
Dell Data Manager		0%	30.4 MB	0 MB/s	0 Mbps
SupportAssistAgent.exe		0%	27.9 MB	0 MB/s	0 Mbps

Step 3 — Run Windows Memory Diagnostic (Require IT Support)

- Press Windows + R
- Type mdsched.exe and press Enter
- Select Restart now and check for problems
- Wait for Windows to complete the memory check
- Login to Windows after restart

Step 4 — Check for Overheating (Require IT Support)

- Ensure air vents are not blocked
- Make sure cooling fan sound is normal
- Turn off the PC for a few minutes if too hot
- Use PC in a cool and ventilated area

Step 5 — If Still Not Working contact IT support for troubleshooting

- Reduce the number of applications running at the same time
- Observe if issue happens repeatedly
- Take photo of any error message or blue screen
- Contact IT Support for further checking