Unexplained software crashes and error messages can bring your work to a standstill. When this happens, it's tempting to call tech support immediately. But, before you make the call, there are basic steps you can follow to solve software problems by yourself, or at least narrow down their causes.

The next time you have a software problem, try the following troubleshooting tips in order to solve the issue.
Free RAM by closing open programs

Every piece of software uses Random Access Memory (RAM). The more software applications running on your computer, the more RAM occupied. This could be problematic if you're using old machines that hold small RAM memory. So, if a software program refuses to load or is running slowly, the first thing to do is to close all other open applications.

If you want to find out which open applications might be hogging your RAM, both Windows and Macintosh operating systems (OS) have tools that display this information:

- **In Windows**, hit Ctrl+Alt+Delete, then choose the **Start Task Manager** option. From the window that appears, click the **Processes** tab, then click the **Memory** menu item. This sorts all open processes based on the amount of RAM they're using. You can shut down a runaway process by clicking the **End Process** button. Before you do that, you may want to do a bit of research on the process to ensure that you don't accidentally stop a critical process or program.
• In Mac OS X, use the **Activity Monitor** (called the Process Viewer in older versions of OS X). Access the Activity Monitor by going to **Applications > Utilities**. Once you've called up the Activity Monitor, sort programs based on RAM usage by clicking the column labeled "**Real Memory**."
Restart the Software

Software problems can stem from a conflict with other programs or simply from difficulties the software encountered when starting up. Shutting the program down and restarting it can sometimes resolve these issues.

Shutdown and restart your computer

If restarting the problematic program doesn’t resolve the issue, try rebooting your computer. Once the computer has fully restarted, re-launch the application in question, and see if the problem has been resolved.
Use the internet to find help

No matter what software problems you encounter, chances are it has happened to someone else. So, there's a good chance you can find help on the Internet. Here are a few places to get started:

- **Search for answers**: In your search engine query, include the software program name and version, the problem you encountered, and the circumstances under which the problem occurred. If you received a specific error message, enter the exact error message text, along with the name of the application.

- **Check the vendor's website**: Most software vendors provide some form of product help, such as answers to frequently asked questions, product documentation, or user discussion forums.
Scan for viruses and malware

Viruses, spyware, and other forms of malicious software (or "malware") can cause software to freeze, crash, or quit working entirely.

If tips 1 through 8 haven't helped solve your software problem, you may also want to scan the computer using both antivirus and anti-malware tools to find and remove viruses and malware. Use the most thorough scan mode available, and remember to restart your machine if the antivirus or anti-malware programs found any threats.
Slow Computer

Delete temp files:

As a computer runs programs, accesses web pages, and is being used in general, temporary files are being stored on the hard drive. Deleting these temp files can help improve computer performance.

We suggest deleting temporary files manually by opening the Start menu (Press Window key and “C” together) and type %temp% in the Search field.

You can delete all files found in this folder and, if any files are in use and cannot be deleted, they can be skipped.

Deleting Cache Folders in Apple:

You can clear the cache files by going to User/Library/Caches. You can delete the files inside each of the application folders.
Safely remove devices from your computer

If you unplug a storage device or removable drive from your computer while it's transferring or saving information, you might risk losing some information. Windows provides a way to help you safely remove such devices.

Most USB devices can safely be unplugged and removed. When unplugging storage devices, such as USB flash drives or external hard drives, make sure that the computer has finished saving any information to the device before removing it. If the device has a small light that shows when it's in use, wait a few seconds after the light has finished flashing before unplugging it.

If you see the Safely Remove Hardware icon in the notification area, at the far right of the taskbar, you can use this as an indication that your devices have finished all operations in progress and are ready to be removed. If you don't see the Safely Remove Hardware icon, click the Show Hidden Icons button to display all icons in the notification area.

To safely remove a certain device, click the Safely Remove Hardware icon, and then, in the list of devices, click the device that you want to remove. Windows will display a notification telling you it's safe to remove the device.
For Mac:

- New Finder Window
- New Folder
- New Folder with Selection
- New Smart Folder
- New Burn Folder
- Open
- Open With
- Print
- Close Window
- Get Info
- Compress
- Duplicate
- Make Alias
- Quick Look “CrucialMacScanner_UK”
- Show Original
- Add to Dock
- Move to Trash
- Eject “CrucialMacScanner_UK”
- Burn “CrucialMacScanner_UK” to Disc...
- Find

Label: