FAQ: Surface Laptop 5 Crashing or freezing.

If you're experiencing crashing or freezing on a Surface Laptop 5, while this issue is not common, it can still occur with some new devices. To fix this problem, ensure that all updates are installed, especially the "Crash Defender" update from Microsoft.

What to do if your Surface Laptop 5 keeps crashing and you can’t get updates:

If your device crashes frequently and you're unable to install updates, it can be challenging. Fortunately, there's a script available that can help update your system automatically.

Steps to resolve the issue:

1. Download the update script from [here].
2. Right-click the script and select "Run as Administrator."
3. The script will install necessary components, such as NuGet, and update your Windows system.
4. Your device will restart automatically after the process is complete.

Note: You may need to repeat this process until all updates are successfully installed.

If your screen goes blank during the update, just wait—it should reboot automatically once all updates are finished. If the reboot doesn't occur right away, try closing and reopening the laptop lid, as this is a known solution for Surface Laptop 5 users.

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