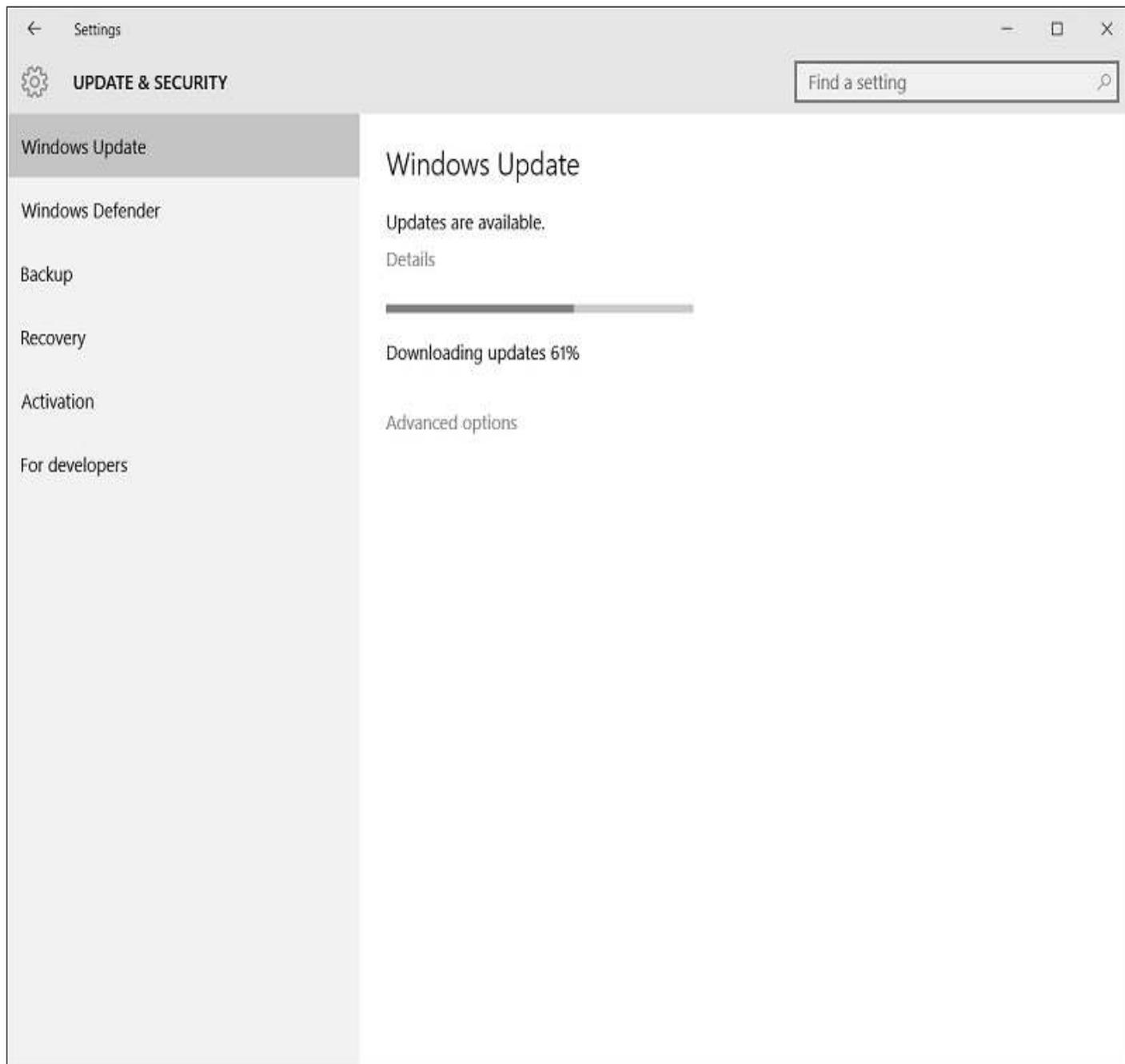# FAQ

Windows 10 - First troubleshooting step after upgrading to Windows 10

If your device works properly before the upgrade, and you are experiencing some system issue after upgrading to Windows 10, the culprit is probably the device driver.

1. Update driver through Windows Update

The first thing you should do is to run Windows Update (WU). Windows Update is the most convenient one-stop place for drivers.

Simply launch it from **Start > Settings > Update and Recovery > Windows Update** and click **Check for Updates**. For more information, please click here.

← Settings   ─ □ ✕

⚙ **UPDATE & SECURITY**   Find a setting   🔎

Windows Update

Windows Defender   Windows Update

Backup   Updates are available.

Recovery   Details

Activation   ▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬

For developers   Downloading updates 61%

                          Advanced options

Immediately, Windows Update will detect your system configuration and download all the appropriate new drivers for your system.

2. Download driver from website

If no new driver is not detected or installed by Windows Update, you can try to download the drivers from ASUS support site. For more information, please click here. Or you can try to download the drivers from the hardware developer's website.

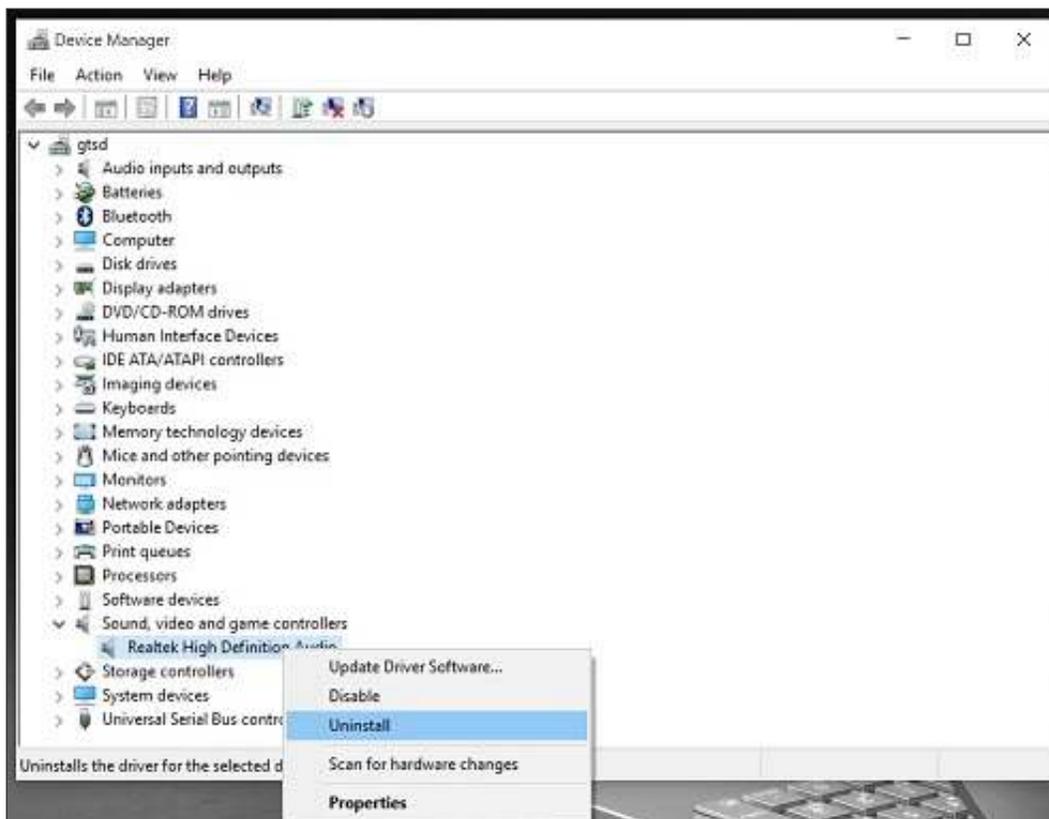3. Re-install the device using Device Manager

If Windows Update does not help resolve the issue, you can try un-install the device, and let Windows scan and install the

device driver. Sometimes, this does the trick. Here is how you can do this.

In Search/Cortana, enter Device Manager to launch it.

Righ-click on the device in question, and click **Uninstall**.

Make sure you check the **Delete the driver software for the device**.

Restart your system. When Windows 10 boots up again, it will scan and automatically install the device driver.

If you are experiencing black screen or continuous reboot after upgrading to Windows 10, please click here.

Feedback

Does this document solve your problem?   ○ Yes   ○ No

What can we do to improve this document?

To protect your privacy, please DO NOT include your contact information in your feedback.

FEEDBACK