

Advantech AE Technical Share Document

Date	2019 / 07 / 03	Release Note	<input type="checkbox"/> Internal <input checked="" type="checkbox"/> External
Category	<input checked="" type="checkbox"/> FAQ <input type="checkbox"/> SOP	Related OS	Windows 10
Abstract	Blue screen happens randomly when using Legacy mode on Windows 10.		
Keyword	Windows 10 / blue screen / BSOD		
Related Product	All ASG products that support Windows 10		

■ **Problem Description:**

Windows 10 is unstable and there is a random blue screen especially during system reboot, see <figure 1>

■ **Brief Solution:**

Please use UEFI mode to reinstall the Windows 10.

Why does user has to reinstall the Windows 10? Since Windows is installed, the device boots automatically using the same mode it was installed with.

It requires to reinstall the OS if user wants to change from Legacy mode to UEFI mode.

To make sure using UEFI mode, the following settings in the CSM Configuration of BIOS must be correctly selected, also see <figure2>

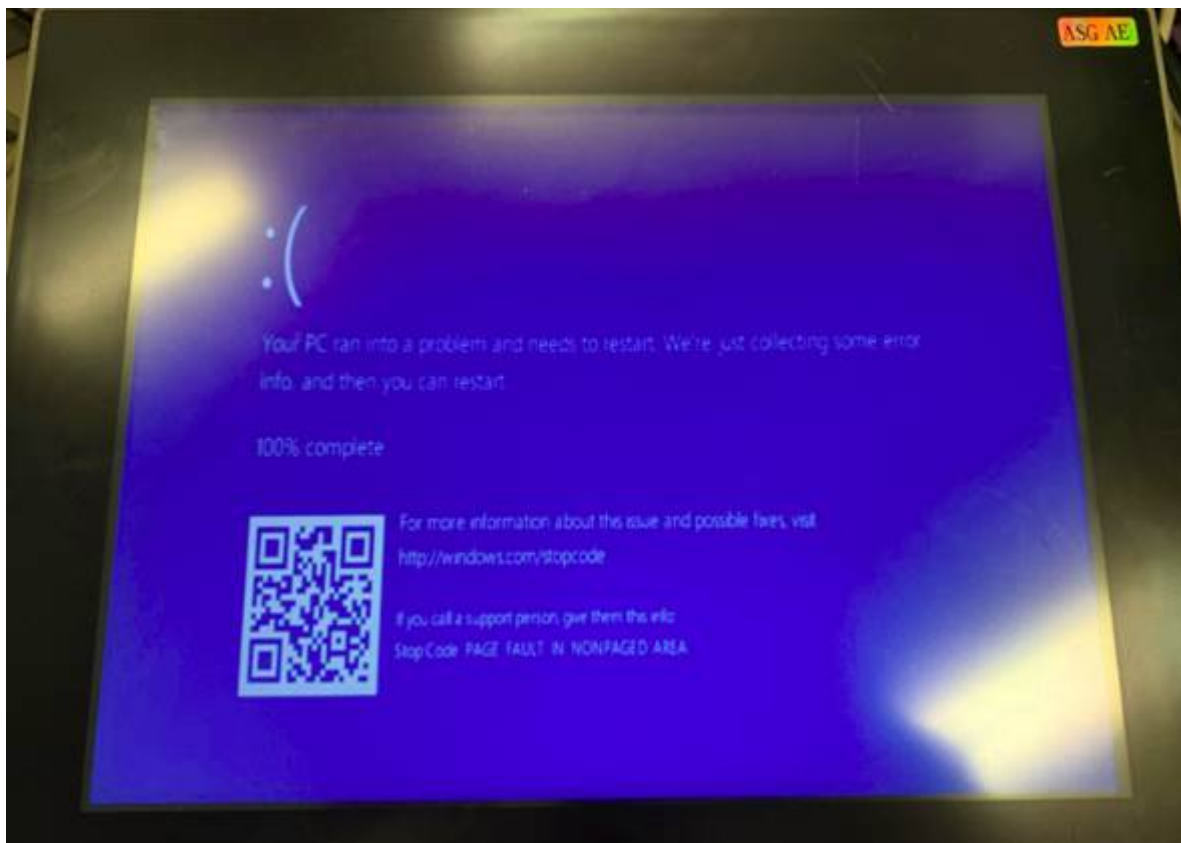
1. *Boot option filter => UEFI only*
2. *Network=> UEFI*
3. *Storage=> UEFI*
4. *Video=> UEFI*
5. *Other PCI devices=> UEFI*

How to confirm the OS is running with UEFI mode?

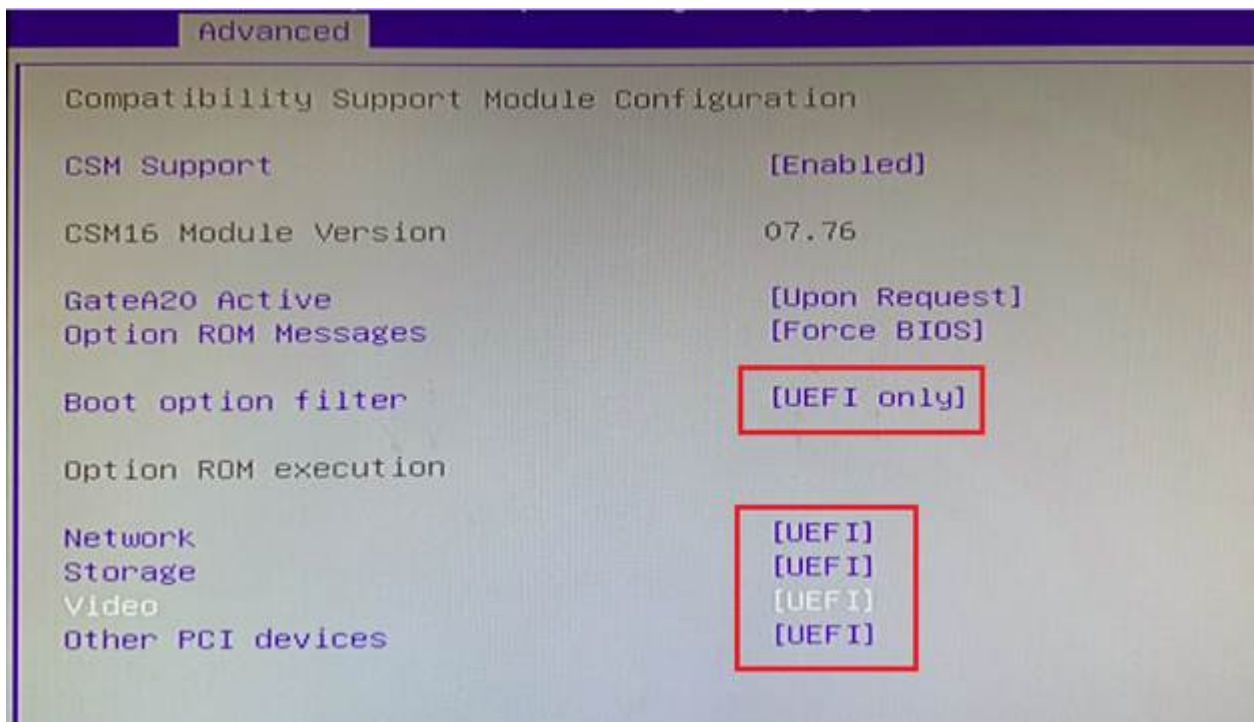
When installation is complete, you can Hit Windows+R to open the Run box. Type “msinfo32” into the “Open” field, and then hit Enter.

Check the “BIOS Mode” in System Summary page to see your OS is running with UEFI or Legacy mode, see <figure 3>

<Figure 1>



<Figure 2>



<Figure 3>

Item	Value
OS Name	Microsoft Windows 10 Enterprise 2015 LTSB
Version	10.0.10240 Build 10240
Other OS Description	Not Available
OS Manufacturer	Microsoft Corporation
System Name	DESKTOP-BI1B5HK
System Manufacturer	Advantech
System Model	TPC-1251T-E3AE
System Type	x64-based PC
System SKU	To be filled by O.E.M.
Processor	Intel(R) Atom(TM) CPU E3827 @ 1.74GHz, 1743 Mhz, 2 Core(s)
BIOS Version/Date	American Megatrends Inc. 5.6.5, 8/17/2018
SMBIOS Version	2.8
Embedded Controller Version	255.255
BIOS Mode	UEFI
BaseBoard Manufacturer	Advantech
BaseBoard Model	Not Available
BaseBoard Name	Base Board
Platform Role	Mobile
Secure Boot State	Unsupported
PCR7 Configuration	Binding Not Possible
Windows Directory	C:\Windows