

Advantech AE Technical Sharing Documentation

Date	2019 / 12 / 05	SR#	1-3619475421
Category	<input checked="" type="checkbox"/> FAQ <input type="checkbox"/> SOP	Related OS	Win10
Abstract	How to solve the problem of yellow marks found in device manager while running Win10?		
Keyword	Win10, UEFI mode ,PPC-3100-RE9A, PPC-31x0SW-PN4A		
Related Product	PPC-3100-RE9A, PPC-31x0SW-PN4A.		

■ **Problem Description:**

Yellow marks found in device manager while running Win10 on Apollo Lake platform.

■ **Brief Solution :**

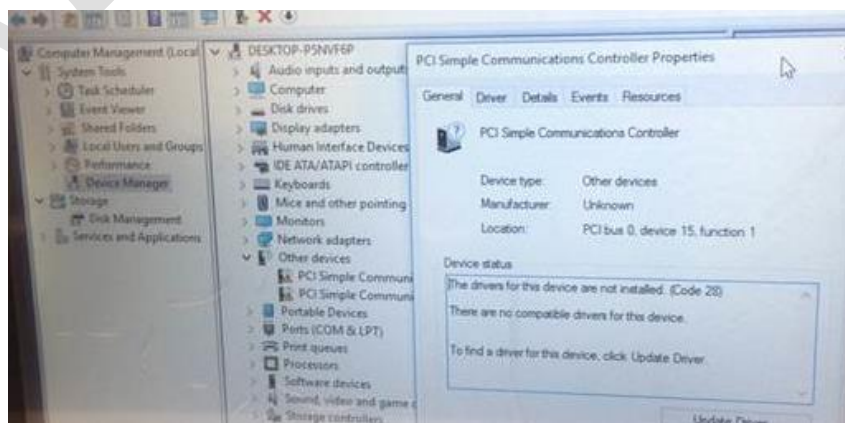
In terms of Apollo Lake structure, it only support UEFI mode with Win10 officially. And there is no driver for Legacy mode from Intel.

If the CSM module in BIOS being adjusted as “enable”, there will be two “PCI Simple Communication Controller” with yellow mark in device manager (fig.1).

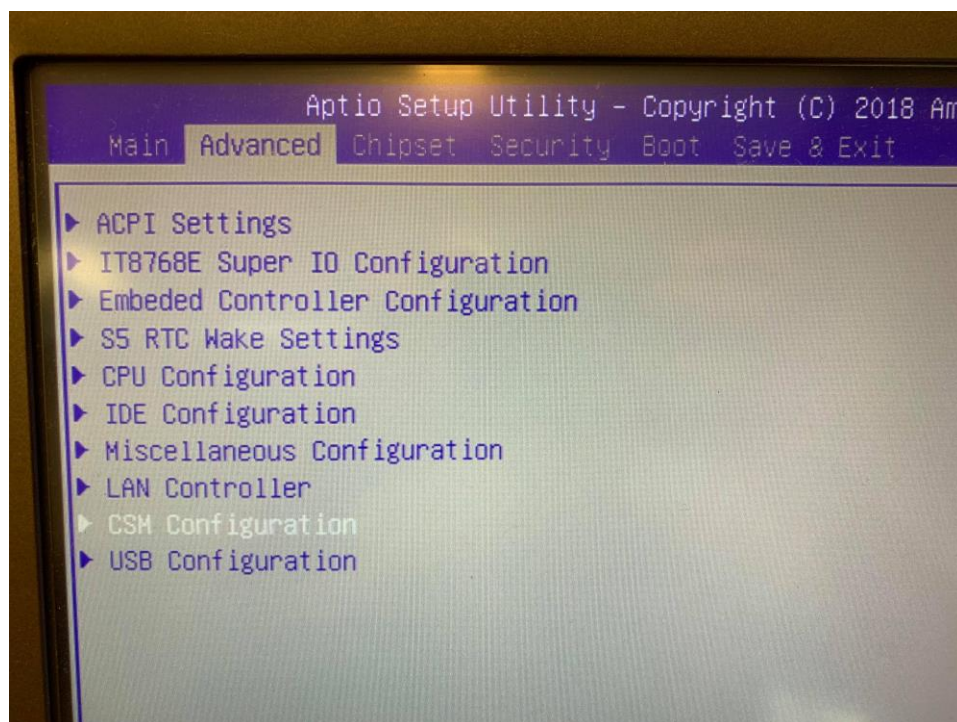
To solve this problem, please refer to following suggestion:

1. Restore the BIOS setting to default value as UEFI mode. Please refer to figure2 and figure3 to set the CSM option as “disable”.
2. Then save changes and reset (fig.3).
3. Reinstall the OS and all drivers from [support site](#).

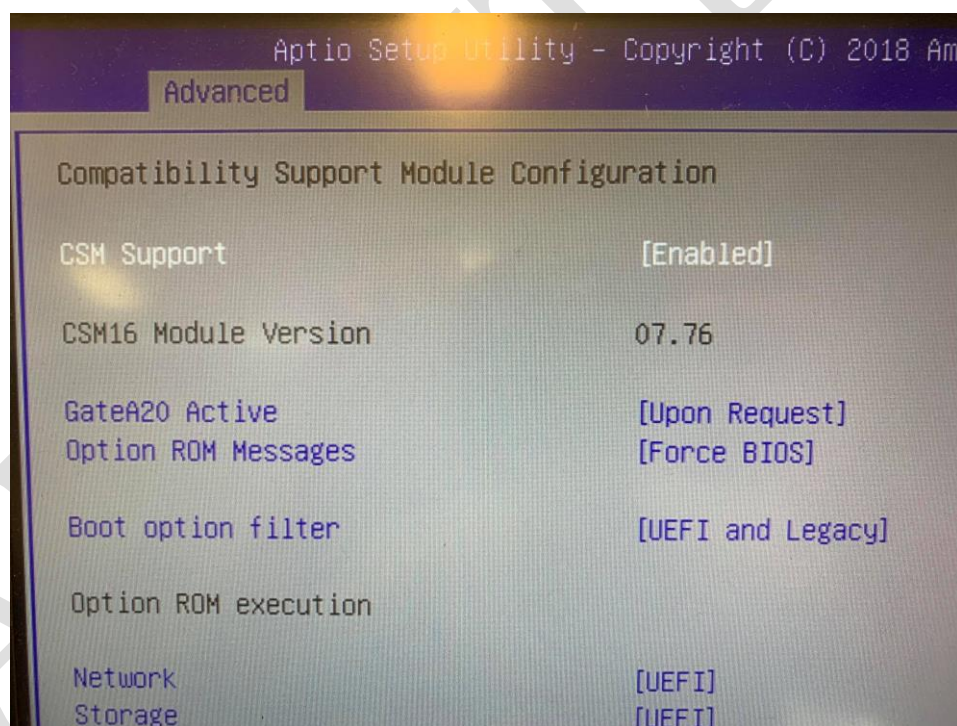
After reinstall the OS, the yellow marks will disappear in device manager.



(Fig.1)



(Fig.2)



(Fig.3)