| Advantech AE | Technical | Sharing | Document |
|--------------|-----------|---------|----------|
| | | | |

| Date | 2022/ 2 /17 | Release Note | Internal External | |
|------------------------|---|--------------|-------------------|--|
| Category | ■ FAQ □ SOP | Related OS | Win10 | |
| Abstract | How to solve the blue screen after restarting after WIN10 | | ting after WIN10 | |
| ADSTRACT | installation. | | | |
| Keyword | Win10/Elkhart lake/ serial IO driver/Blue screen/ | | | |
| | UNO-2271G V2/UNO-127/UNO-2372G V2/TPC-312 EHL/TPC-315 | | | |
| Related Product | EHL/TPC-324W EHL/PPC-310 EHL/PPC-312 EHL/PPC-315 EHL | | | |
| | /PPC-321W EHL | | | |

Problem Description:

After WIN10 is installed, a blue screen appears after rebooting and cannot enter the OS



■ Brief Analysis and Solution :

- 1. Check whether your Serial IO driver version is 5.123.1.1021
- 2. Update Serial IO Version from 5.123.1.1021 to 5.123.1.1023
- 3. Update SOP :

Step 1 : Enter BIOS setting

Chipset > PCH-IO Configuration > PinCntrl Driver GPIO Scheme [Disabled] *This step is to allow you to enter the OS first



Step 2 : Device Manager Uninstall Serial IO GPIO Host Controller Device



Uninstall Device Uninstall the device from the system (Advanced).

 Uninstall Device
 OK
 Cancel

 Uninstall Device
 ×

 Intel(R) Serial IO GPIO Host Controller - INTC1020

 Warning: You are about to uninstall this device from your system.

 Delete the driver software for this device.

Step 3 : Uninstall Serial IO Driver and restart system



Step 4 : Install Serial IO Driver (Version:5.123.1.1023)



| 123 1 1023\ial PSS2_GPI02 | Province | |
|--------------------------------------|---------------------------|---|
| | browse | |
| | | |
| of available drivers on my o | omputer | |
| vers compatible with the device, and | d all drivers in the | |
| | | |
| | vi23.1.1023ViaLPSS2_GPIO2 | .123.1.1023\tal.PSS2_GPI02 of available drivers on my computer rers compatible with the device, and all drivers in the rest compatible with the device. |

×



Step 5 : Install Finish and restart system go to BIOS

Step 6 : Enter BIOS setting

Chipset > PCH-IO Configuration > PinCntrl Driver GPIO Scheme [Enabled]

| ASG_DQA_KX4_Pont1 - 作用中 KVM 用戶端 連續 USB 敲泛描 聲蓋 視詞 滑配 工具 檢視 虛擬模描 音訊 Power Control External Device | 說明 | - 🗆 X | | |
|--|--|---|--|--|
| | Aptio Setup – AMI | | | |
| Chipset | | | | |
| PCH-IO Configuration PCI Express Configuration SATA Configuration Security Configuration | | Enable∕Disable PinCntrl Driver GPIO Scheme | | |
| HD Audio Configuration LAN1 Controller LAN1 PXE OpROM LAN2 Controller LAN2 PXE OpROM | [Enabled] [Disabled] [Enabled] [Disabled] | | | |
| PCIE Wake Enable TCO Timer PinOntrl Driver GPIO Scheme | [Disabled] [Enabled] [Enabled] | <pre>++: Select Screen 14: Select Item Enter: Select +/-: Change Opt. F1: General Help F2: Previous Values F3: Optimized Defaults F4: Save & Exit ESC: Exit</pre> | | |
| Version 2.21.1278 Copyright (C) 2022 AMI | | | | |
| ▲ 読代小論 1920 × 1080 🔹 🕹 ● NTM ● Cat3 ● D CSL | | | | |

Save the change and reboot your UNO. OS can boot normally.