

Advantech AE Technical Sharing Document

Date	2022/ 2 /17	Release Note	<input type="checkbox"/> Internal <input checked="" type="checkbox"/> External
Category	<input checked="" type="checkbox"/> FAQ <input type="checkbox"/> SOP	Related OS	Win10
Abstract	How to solve the blue screen after restarting after WIN10 installation.		
Keyword	Win10/Elkhart lake/ serial IO driver/Blue screen/		
Related Product	UNO-2271G V2/UNO-127/UNO-2372G V2/TPC-312 EHL/TPC-315 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



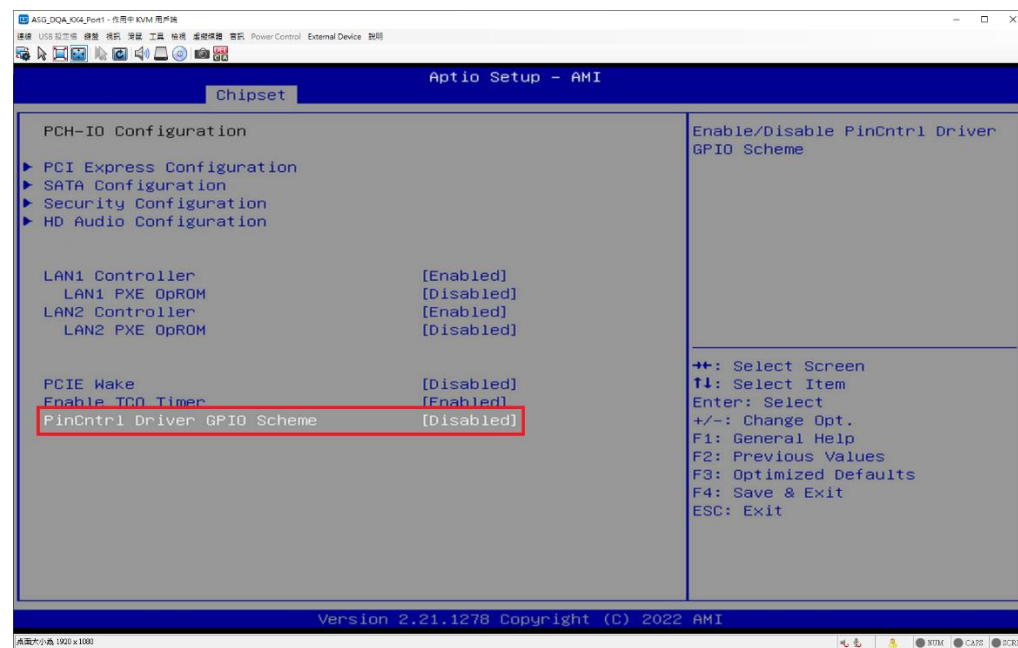
■ Brief Analysis and Solution :

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 :

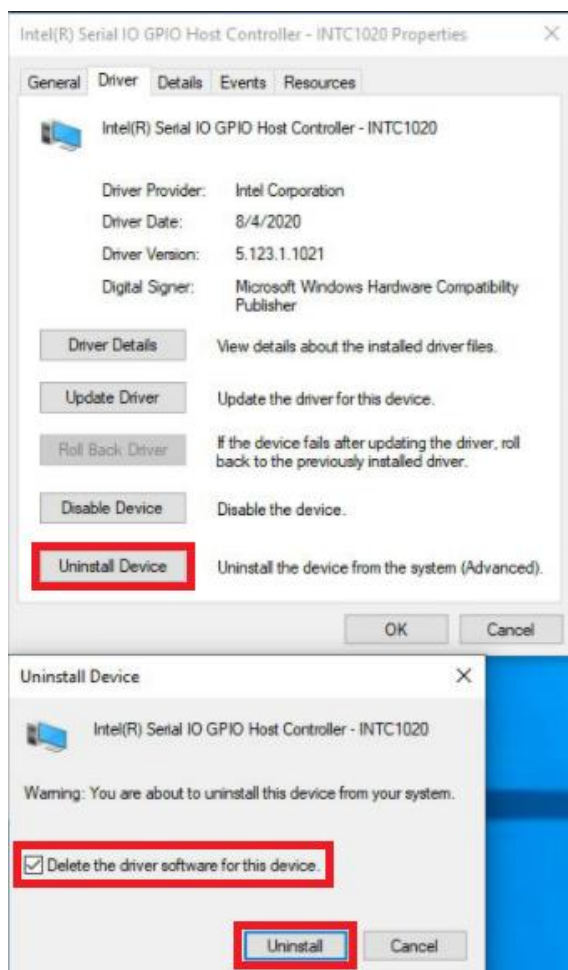
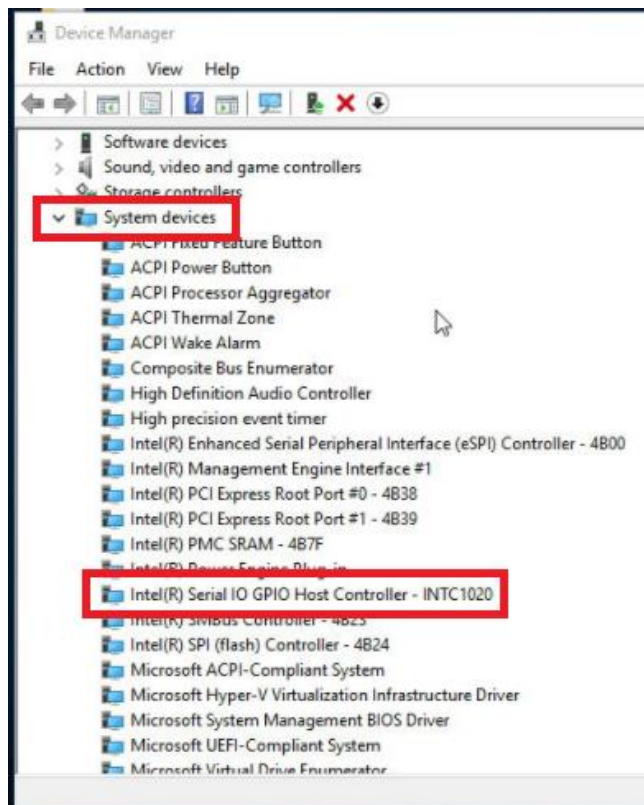
Step 1 : Enter BIOS setting

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

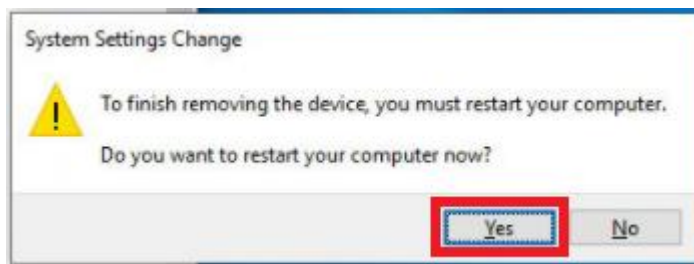
***This step is to allow you to enter the OS first**



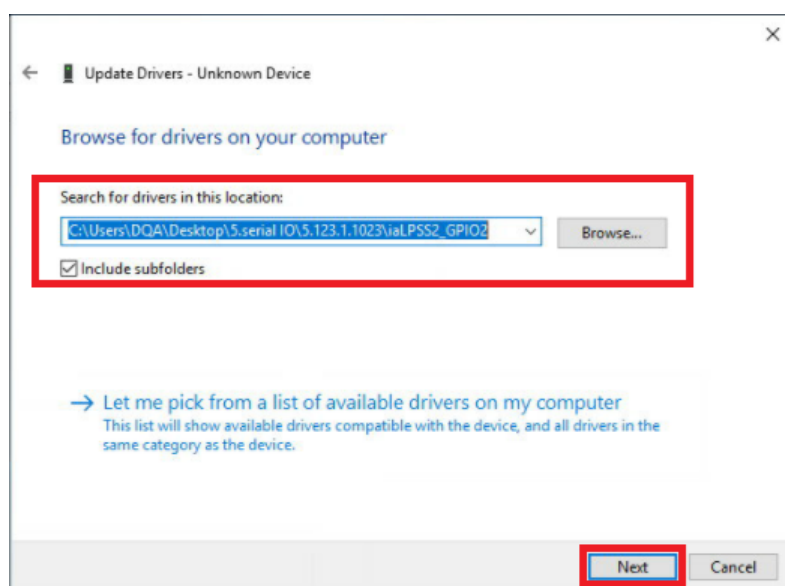
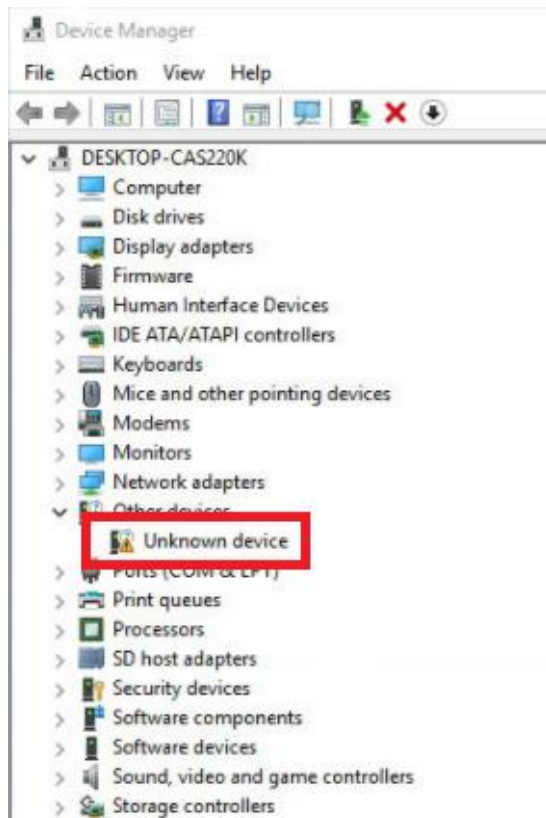
Step 2 : Device Manager Uninstall Serial IO GPIO Host Controller Device



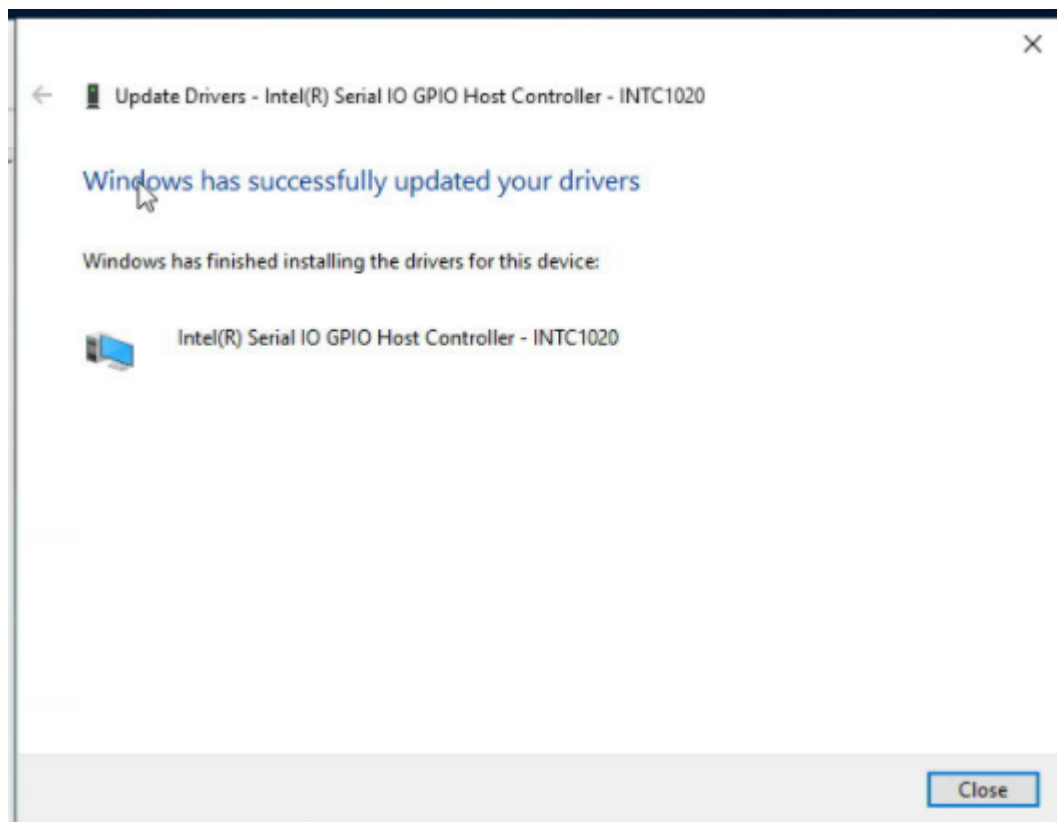
Step 3 : Uninstall Serial IO Driver and restart system



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

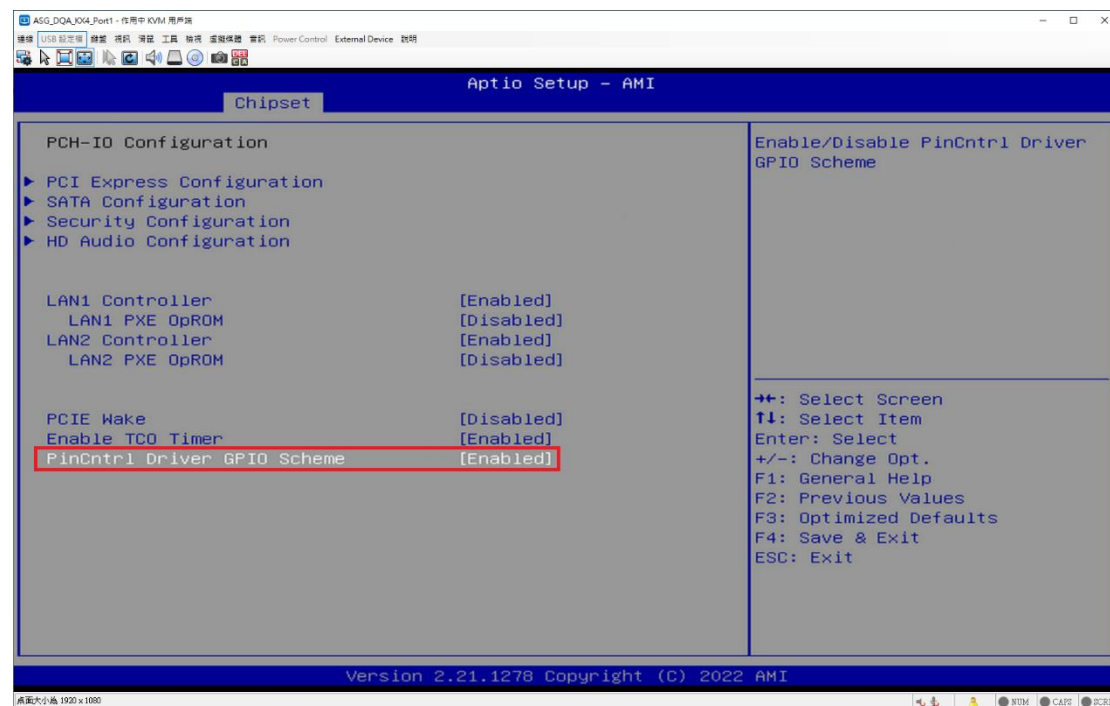


Step 5 : Install Finish and restart system go to BIOS



Step 6 : Enter BIOS setting

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



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