Troubleshooting has completed

Troubleshooting was unable to automatically fix all of the issues found. You can find more details below.

Problems found		
Surface PTP Filter has a driver problem	Not fixed	❌
Surface Keyboard Backlight has a driver problem	Not fixed	❌
Windows Update configured to never install drivers	Fixed	✅

→ Give feedback on this troubleshooter

→ Close the troubleshooter

View detailed information

Close

Add devices

＋   Add a device

Other devices

📇   SDXC Card

⌨   Surface Type Cover
      Driver error

Download over metered connections

To help prevent extra charges, keep this off so device software (drivers, info, and apps) for new devices won't download while you're on metered Internet connections.

🔘 Off

Related settings

Bluetooth settings

Devices and printers

Home

🔍 Find a setting

Devices

🖨   Printers & scanners

📇   Connected devices

✳   Bluetooth

🖱   Mouse & touchpad

⌨   Typing

🖋   Pen & Windows Ink

▶   AutoPlay

🔌   USB

🖥 Device Manager

File   Action   View   Help

- High precision event timer
- Intel(R) 8 Series LPC Controller (Premium SKU) - 9C43
- Intel(R) 8 Series PCI Express Root Port #3 - 9C14
- Intel(R) 8 Series SMBus Controller - 9C22
- Intel(R) Management Engine Interface
- Intel(R) Power Engine Plug-in
- Intel(R) Serial IO GPIO Host Controller - INT33C7
- Intel(R) Serial IO I2C Host Controller - 9C61
- Intel(R) Serial IO I2C Host Controller - 9C62
- Legacy device
- Microsoft ACPI-Compliant Embedded Controller
- Microsoft ACPI-Compliant System
- Microsoft System Management BIOS Driver
- Microsoft UEFI-Compliant System
- Microsoft Virtual Drive Enumerator
- NDIS Virtual Network Adapter Enumerator
- PCI Express Root Complex
- PCI standard host CPU bridge
- Plug and Play Software Device Enumerator
- Programmable interrupt controller
- Remote Desktop Device Redirector Bus
- Surface Accessory Device
- Surface Accessory Firmware Update
- Surface Cover Telemetry
- Surface Display Calibration
- Surface Home Button
- Surface Integration
- Surface Keyboard Backlight
- System CMOS/real time clock
- System timer
- UMBus Root Bus Enumerator
- Universal Serial Bus controllers

⚙ Update history

Update history

System Hardware Update - 8/29/2016
Failed to install on 10/15/2016

Windows Malicious Software Removal Tool for Windows 8, 8.1, 10 and Windows Server 2012, 2012 R2 x64 Edition - October 2016 (KB890830)
Successfully installed on 10/14/2016

Security Update for Microsoft Silverlight (KB3193713)
Successfully installed on 10/14/2016

Cumulative Update for Windows 10 Version 1607 for x64-based Systems (KB3194798)
Successfully installed on 10/14/2016

Security Update for Adobe Flash Player for Windows 10 Version 1607 (for x64-based Systems) (KB3194343)
Successfully installed on 10/14/2016

Cumulative Update for Windows 10 Version 1607 for x64-based Systems (KB3194496)
Successfully installed on 9/30/2016