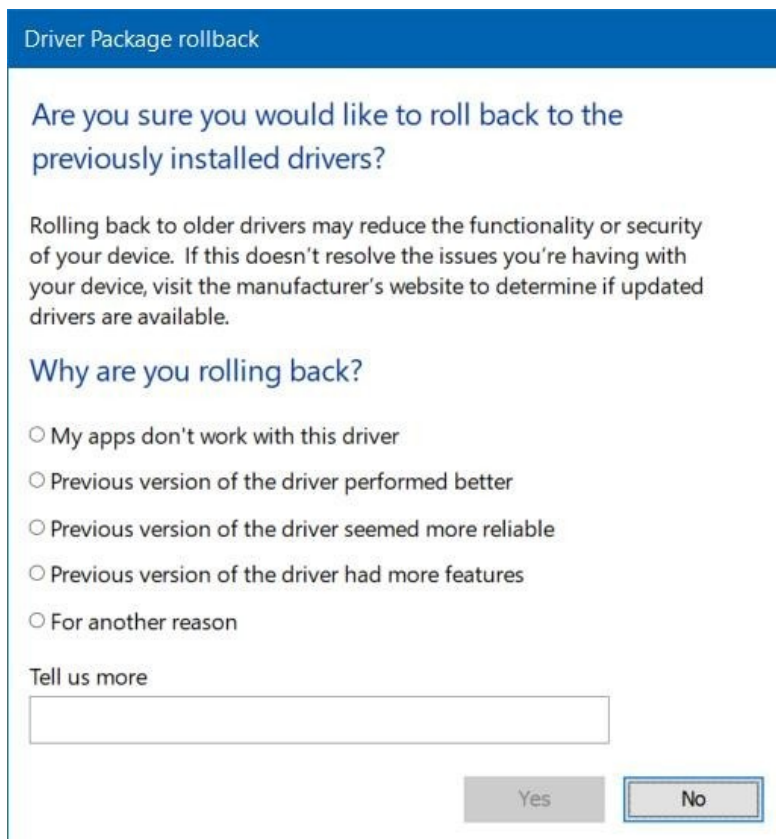


The Chrome Browser turns black and unreadable.

The issue is caused by a windows 10 update to the display adapter driver.

To correct the issue, follow these steps to roll back the device driver to a previous version on Windows 10.

1. Right click on the Window in the bottom left corner and choose **Search**.
2. Type in “**Device Manager**” and click “**Device Manager Control Panel**”
3. Expand the category for **Display Adapter**
4. Right-click the **Intel® UHD Graphics 620**, and select the **Properties** option.
5. Click the **Drivers Tab**
6. Click the Roll **Back Driver** button
7. Select a reason why you're rolling back (you can select any option).



The screenshot shows a Windows dialog box titled "Driver Package rollback". The main question is "Are you sure you would like to roll back to the previously installed drivers?". Below this, a warning states: "Rolling back to older drivers may reduce the functionality or security of your device. If this doesn't resolve the issues you're having with your device, visit the manufacturer's website to determine if updated drivers are available." The next section is "Why are you rolling back?" with five radio button options: "My apps don't work with this driver", "Previous version of the driver performed better", "Previous version of the driver seemed more reliable", "Previous version of the driver had more features", and "For another reason". There is a text input field labeled "Tell us more". At the bottom, there are two buttons: "Yes" and "No". The "No" button is highlighted with a blue border.

8. Click the **Yes** button to confirm.
9. Restart your computer.

Once you complete these steps, Windows 10 will uninstall the device, and the previous driver will be restored.

If the **Roll Back Driver** button isn't available, Windows 10 doesn't have any previous driver to roll back to. If this is the case, contact: techs@trentonschools.com