

[Troubleshooting] After installing KB4074588 (OS Build 16299.248), some USB devices and onboard devices such as a camera, keyboard, or mouse, may stop working

Affected Model: This issue affects the notebook installed with Windows 10 KB4074588.

This is a known issue addressed by Microsoft and to fix the problem, please follow the instructions below.

1. If the laptop has a working input device such as a WiFi mouse or touchpad, and network connection is available.

Please download and install the hotfix KB4090913. The update can be automatically downloaded and installed from Windows Update. Or the stand-alone package can be downloaded from the link below.

<https://support.microsoft.com/help/4090913>

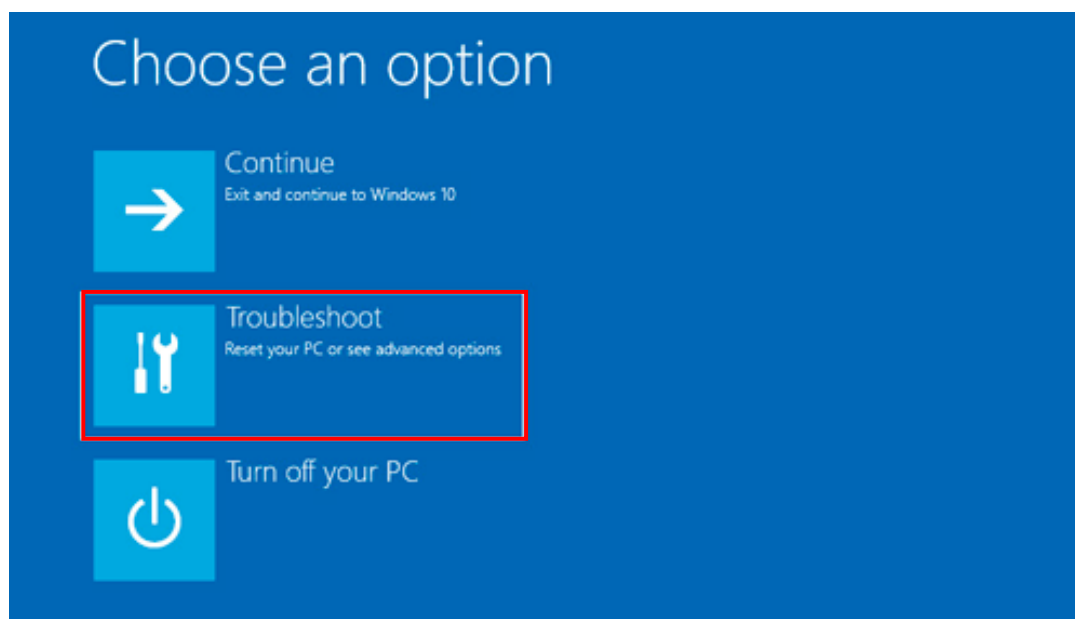
To learn more about the installation methods of the stand-alone package, please refer to the method 2 in the FAQ article below.

<https://www.msi.com/faq/notebook-2410>

2. If the laptop has no working input device or a network connection.

Please follow steps below to access Windows Recovery Environment.

- Restart system and press F3 key when you see MSI logo screen.
- At recovery screen, select **Troubleshoot** > Select **Advanced options** > Select **Command Prompt**. Type in the password for the login account if you are prompted for the requirement.



- In the command prompt window, type the command based on your Windows version.

For 64bit versions of Windows:

```
dism.exe /image:c:\ /remove-package  
/packagename:Package_for_RollupFix~31bf3856ad364e35~amd64~~16299.2  
48.1.17
```

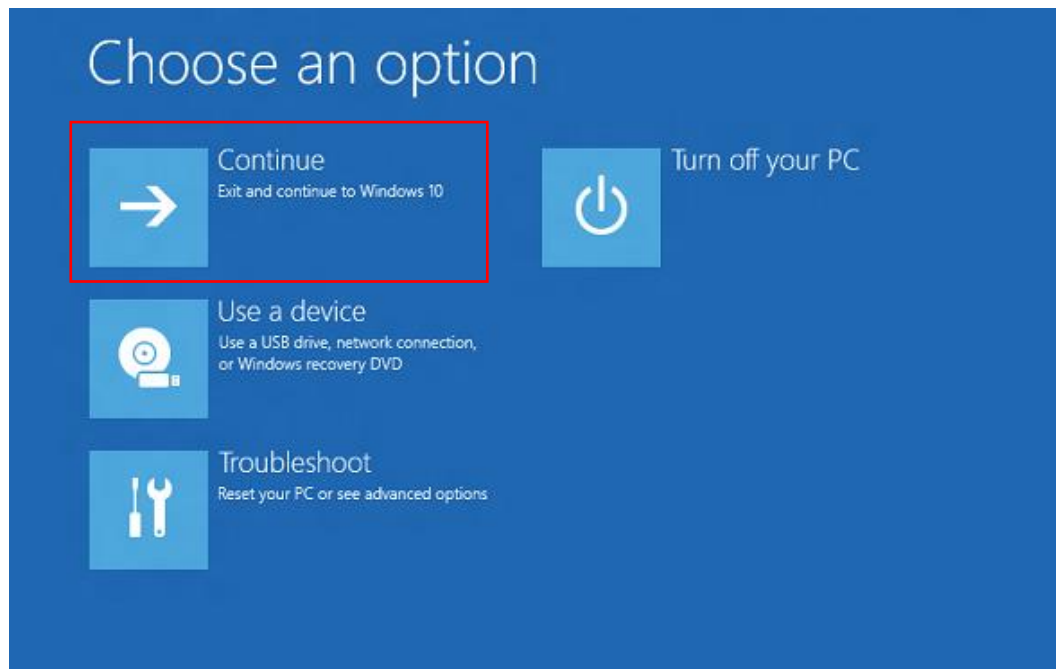
For 32bit versions of Windows:

```
dism.exe /image:c:\ /remove-package  
/packagename:Package_for_RollupFix~31bf3856ad364e35~x86~~16299.248.1  
.17
```

Note 1: If Windows is not installed on the C: drive, please change the C: in the above command to the correct drive letter.

Note 2: Please be aware there is a space between "*image:c:*" and "*/remove-package*". There is also another space between "*/remove-package*" and "*/packagename:*"

- Close the command prompt and you will be back to recovery screen. Select **Continue** to exit and continue to Windows 10.



- We highly suggest user to install Windows Update KB4090913 after booting into Windows 10. The update can be automatically downloaded and installed from Windows Update. Or the stand-alone package can be downloaded from the link below.

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To learn more about the installation methods of the stand-alone package, please refer to the method 2 in the FAQ article below.

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