**Document Title: Update or Driver Rollback**  
**CompTIA A+ 220-1102 – Core 2 | Domain 3.0: Software Troubleshooting**  
**Objective Covered: 3.1 – Troubleshoot Common Windows OS Problems**

**Professional Study Notes: Rollback Procedures for Updates and Drivers**

This document covers essential procedures for **rolling back Windows updates and hardware drivers**—an important skill for troubleshooting post-update failures or hardware malfunctions. It aligns directly with **CompTIA A+ 220-1102, Objective 3.1**, preparing candidates to address real-world OS stability issues using built-in recovery options.

**🔹 1. Overview of Update and Driver Rollback**

* System instability can result from:
  + Faulty Windows updates or patches
  + Problematic software upgrades (e.g., Microsoft Office)
  + New or incompatible driver installations
* The immediate solution: **rollback** or **uninstall** the problematic update/driver to return to a **last known good configuration**.

**🔹 2. Uninstalling Problematic Windows Updates**

**Accessing Installed Updates:**

* Navigate to:  
  Control Panel > Programs > Programs and Features > View Installed Updates

**Steps to Uninstall an Update:**

* Identify the problematic update (e.g., KB5017383)
* Right-click → **Uninstall**
* Confirms rollback and removes the patch

**Post-Uninstallation Recommendations:**

* Optionally reinstall the same update if it may have been corrupted during download
* Alternatively, wait for a newer fixed version from Microsoft before reinstalling

**Purpose of Update Rollback:**

* Restores system functionality
* Prevents recurrence of critical errors
* Ensures system returns to a stable state before newer updates are evaluated

**🔹 3. Rolling Back Device Drivers**

**Purpose of Drivers:**

* Drivers are software that allows Windows to interact with **hardware devices** (e.g., network adapters, webcams, printers)

**Accessing Device Manager:**

* Press Windows Key → Search **Device Manager**
* Expand the relevant hardware category
* Right-click the device → Select **Properties**
* Navigate to the **Driver tab**

**Driver Rollback Procedure:**

* Review current **driver date and version**
* Investigate issues:
  + Search version online to confirm if it's a known problem
  + Review manufacturer advisories for updates or bugs
* Click **Roll Back Driver**
  + Provide reason (e.g., performance drop, compatibility issue)
  + Confirm and proceed

**Post-Rollback Actions:**

* If system stabilizes, leave driver as-is
* Optionally, wait for updated version from vendor
* Later, revisit Device Manager → Click **Update Driver** to install new version
  + Choose **Search Automatically** for updated driver
  + Windows will locate and install the latest driver version

**🔹 4. Key Considerations in Rollback and Update Strategy**

* Rollback is a **temporary fix**—used to restore functionality quickly
* Avoid permanently staying on outdated software/drivers:
  + Older versions may have **unpatched security vulnerabilities**
  + New versions usually include **performance enhancements** and **stability improvements**

**Best Practice Workflow:**

1. Identify problematic update or driver
2. Roll back to last known good version
3. Confirm stability
4. Reattempt update after new version is released or verified to be stable

**✅ Real-World Scenarios**

**Scenario 1: Update Causes Office to Crash**

* Windows update installs patch that disrupts Office functionality  
  **Resolution:**  
  Uninstall update via Control Panel → Test Office performance → Reinstall if needed

**Scenario 2: Network Stops Working After Driver Update**

* Network adapter stops functioning post-update  
  **Resolution:**  
  Open Device Manager → Roll back network driver → Recheck connectivity → Install latest version after release

**Scenario 3: Unstable System After Graphics Driver Upgrade**

* System black screens or freezes  
  **Resolution:**  
  Boot to Safe Mode → Roll back graphics driver → Monitor stability → Update when vendor fixes issue

**✅ Exam Inclusion Notification**

✔️ **Included in CompTIA A+ 220-1102 Objective 3.1**  
This topic falls under the "troubleshoot common Windows OS problems" category, which includes rollback procedures for both **Windows updates** and **hardware drivers**. Candidates must understand how to navigate the system interface, identify problematic updates, and apply rollback or uninstall operations to resolve functionality issues.

This knowledge is directly tested in:

* **Scenario-based questions**
* **Performance-based simulations**
* **Multiple-choice items focused on driver and update recovery**

**✅ Final Study Notes Summary (Bullet Format)**

* **Rollback is critical** after bad updates or driver installations
* Use **Control Panel > Programs > View Installed Updates** to remove OS patches
* Use **Device Manager > Driver Tab > Roll Back Driver** to revert hardware drivers
* Review **driver date/version** before rollback; validate issues online
* Reinstall updates/drivers once stable versions are released
* Prefer **rolling back over full reinstalls** for fast recovery
* New updates offer performance and **security advantages**—apply once tested
* CompTIA A+ 1102 will test **update and rollback navigation, reasoning, and execution**

Let me know if you’d like this breakdown exported as a **Word or PDF** study guide, or if you're ready to move on to the next concept or document.