



Article ID: 000096688 | Content Type: Error Messages | Last Reviewed: 09/27/2023

Update Check Failed After Updating the Intel® Graphics Driver Using the Intel® Arc™ Control

Summary

Description

Resolution

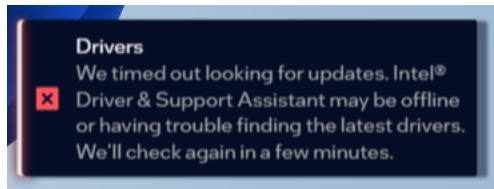
Environment

Operating System

Windows 11* Family, Windows® 10 family

Description

When you have updated the graphics driver using the Intel® Arc™ Control and the software checks for an update it will scan endlessly for an update then it will trigger an error message "We timed out looking for updates Intel® Driver & Support Assistant may be offline or having trouble finding the latest drivers. We'll check again in a few minutes."



Resolution


1. **Download** *Display Driver Uninstaller (DDU)* software and **extract** the file.
2. **Open** *DDU ****.exe* and **run** the extract program.
3. **Reboot** into Windows* safe mode. (**Refer** to Start your PC in safe mode in Windows .)
4. **Go to** the DDU extract path and **double-click** the *Display Driver Uninstaller.exe* to open the DDU.
5. **Click** *Close* in the *Options* window.
6. **Select** *device type* to *GPU* and **select** *device* to *INTEL*.
7. **Click** *Clean and restart*, wait for the software to finish the process, and auto-reboot Windows into normal mode.
8. **Install** the latest driver available for your Intel® Graphics card

Related articles

[How to Use the Display Driver Uninstaller \(DDU\) to Uninstall an Intel® Graphics Driver](#)

Related Products

This article applies to 17 products

Show all 

Need more help?

Contact support

Disclaimer

¹ All postings and use of the content on this site are subject to [Intel.com Terms of Use](#).

Company Overview

Contact Intel

Newsroom

Investors

Careers

Corporate Responsibility

Diversity & Inclusion

Public Policy



© Intel Corporation

Terms of Use



*Trademarks

Cookies

Privacy

Supply Chain Transparency

Site Map

Your Privacy Choices  

Notice at Collection

Intel technologies may require enabled hardware, software or service activation. // No product or component can be absolutely secure. // Your costs and results may vary. // Performance varies by use, configuration and other factors. // See our complete legal [Notices and Disclaimers](#).

. // Intel is committed to respecting human rights and avoiding complicity in human rights abuses. See Intel's [Global Human Rights Principles](#). Intel's products and software are intended only to be used in applications that do not cause or contribute to a violation of an internationally recognized human right.



Feedback