# How to troubleshoot a blue screen error

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After some updates are installed in the device, there may a blue screen error. Delete the recent updates to troubleshoot the error

Firstly, log into Windows in Safety Mode which allows it to use the limited files and the group of drivers in order to start Windows in the basic mode and follow the next steps to figure it out.
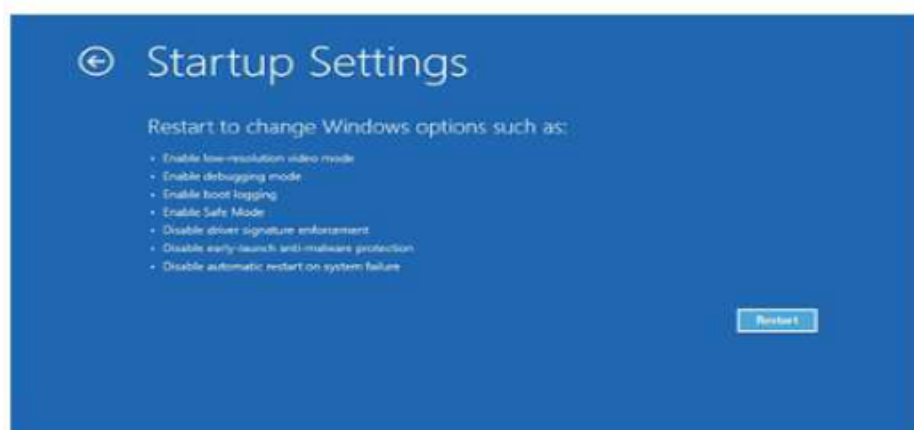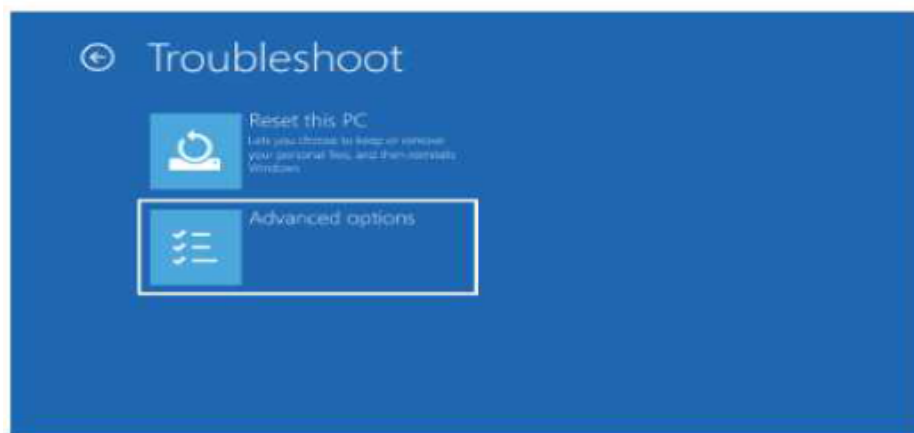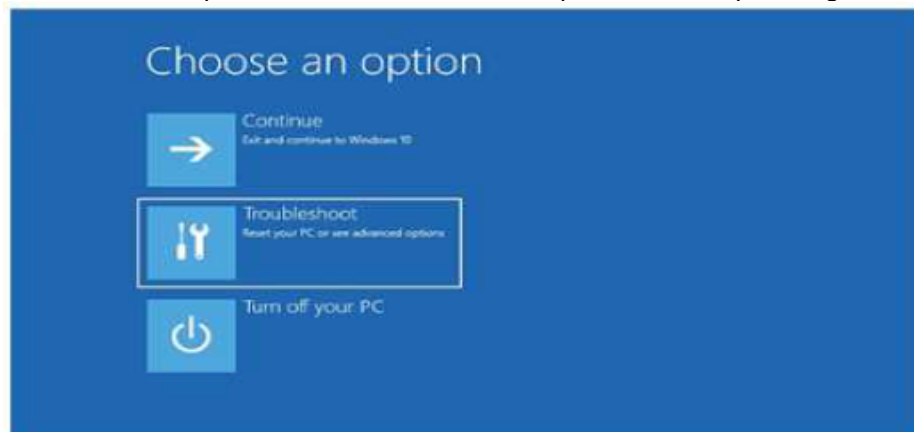
Before entering Safety Mode, Windows Recovery Environment(WinRE) is required.

Please follow the instruciton below.

1. Press the power button for 10 seconds to turn it off.

2. Press the power button again to turn it on.

3. At the first sign of Windows startup, press the power button for 10 seconds to turn it off. (ex: you may see a logo of a manufacturer on some devices when restarting.)

4. Press the power button again to turn it on again.

5. When the Windows restarts, press the power button for 10 seconds to turn it off.

6. Press the power button again to turn it on again.

7. Start the device to make WinRE on.

Now we are in WinRE, follow the next step to move on to Safety Mode .

1. Follow this step: Troubleshoot > Advanced options > Startup Settings > Restart

2. When it restarts, the option list appears. Select '5' as a default setting or Press 'F5' key to select Safety Mode (Networking on)

In Safety Mode, Follow the next step to delete the recent updates In the control panel.

1. Enter 'control panel' in the search box of the task bar and select control panel on the list from the result.

2. Select the programme removal in the programme. In case of using zoom in/out icon view, select it in the programme & function.

3. Select 'View the installed updates' on the left and see them in descending order by installation date to check the recent updates.

4. Right Click the updates to be deleted and Click 'Yes'.

5. Click 'Restart Now' and delete the updates.

**\* How to exit Safety Mode**

1. Press [Windows logo key + R].

2. Input 'msconfig' in the box and click 'confirm'.

3. Select the booting tap.

4. Untick the safety booting in the booting option.