Lab 3A: Using Driver Rollback to Restore a Device Driver

Objectives

After completing this lab, you will be able to:

- Update to a newer or different device driver by using the Update Driver option in Device Manager.

- Roll back to a previously installed device driver by using the Roll Back Driver option in Device Manager.

Lab Setup

To complete this lab, you need a computer running Microsoft® Windows® XP Professional configured as a member of the Nwtraders domain.

Estimated time to complete this lab: 15 minutes

Exercise 0
Lab Setup

Tasks	Detailed steps
1. Log on to the nwtraders domain as DomAdmin with a password of **dompass**.	a. Press CTRL+ALT+DELETE to open the logon screen. b. Type **DomAdmin** in the **User Name** box. c. Type **domapass** in the **Password** box, and then click **OK**.

Exercise 1
Changing the Driver Being Used for a Display Adapter

In this exercise, you will use Device Manager to change the device driver that is being used for your display adapter.

Scenario

You believe that your display adapters device driver is not the most current, and you wish to update to a new device driver that you found on an Internet bulletin board. You do not know where the device driver came from, but the post on the bulletin board said that the driver would correct some issues that you were having with the display adapter.

Tasks	Detailed steps
1. Use Device Manager to change the driver that is being used by your display adapter. Choose a display adapter driver that is different than the one that Windows XP chooses for you, and then shut down the computer.	a. Click **Start**, and then right-click **My Computer**, and then select **Properties**. b. In the **System Properties** sheet, click the **Hardware** tab, and then click **Device Manager**. c. In Device Manager, expand **Display Adapters**, select the name of your display adapter, and then press ENTER. d. In the property sheet for your display adapter, click the **Driver** tab, and then click **Update Driver** button. *The Hardware Update Wizard starts. Notice that **Install the software automatically** is the default option, and is the recommended option.* e. In the Update Hardware Wizard, select the **Install from a list or specific location (Advanced)** option, and then click **Next**. f. Select the **Don't search. I will choose the driver to install** option, and then click **Next**. g. Clear the **Show compatible hardware** check box, and then select a driver option that is different from your display adapter.
Note: You can select any display adapter that you want from this list, but try to pick one that is from the same hardware manufacturer that your adapter is from. The reason is that when Windows XP restarts, if you miss the safe mode option the display will likely default to the standard VGA or work as did before the installation.	

Tasks	Detailed steps
1. (*continued*)	**h.** After selecting a different display adapter, click **Next**.
	*An **Update Driver Warning** message will appear, informing you that the device driver is not recommended and Windows XP cannot verify that it is compatible with your hardware.*
	i. Click **Yes**.
	Windows XP will copy the appropriate driver files for the device driver that you specified. At this time, a message may prompt you for the location of the Windows XP source CD-ROM. If this happens, insert your Windows XP Professional CD-ROM into your CD-ROM drive.
	j. When the installation is complete, click **Finish,** and then **Close.**
	You may be prompted to restart your computer.
	k. Close all open windows if you are not prompted to restart the computer, and then shut down the computer.

Exercise 2
Using Driver Rollback to Restore a Previously Installed Device Driver

In this exercise, you will use the Safe Mode startup option, and then use Device Manager to roll back to a previously installed device driver for your display adapter.

Scenario

After installing the new device driver, which you downloaded from the Internet, you found that your display adapter is not functioning correctly. You need to restore the display adapter device driver to the original driver that was installed prior to your changing it. You are going to use Safe Mode and the Roll Back Driver option in Device Manager to accomplish this.

Tasks	Detailed steps
1. Turn the computer on and select F8 to start the computer in Safe Mode. In Safe Mode use Device Manager to roll back the display adapter driver to the previously installed driver. Then reboot or log off the computer as necessary.	a. Turn on the computer and press **F8** to access the **Windows Advanced Options Menu** b. In the **Advanced Options Menu** select **Safe Mode** and press ENTER *You will notice that Safe Mode is displayed at each of the four corners of the screen.* c. Press CTRL+ALT+DELETE to open the logon screen, and then log on as **Administrator** with a password of **password**. *You will notice the Help and Support window appear with the Safe Mode Troubleshooter displayed.*

> **Note:** You may see an Internet Explorer Script Error caution window that displays: \<caution\> An error has occurred on this page. If you see this message press **Yes**. This is a known error in the product.

Tasks	Detailed steps
1. (*continued*)	**d.** Close the **Help and Support Center** window.
	e. Click **Start**, and then right-click **My Computer**, and then select **Properties**.
	f. In the **System Properties** sheet, click the **Hardware** tab, and then click **Device Manager**.
	g. In **Device Manager**, expand **Display Adapters**, and then select the name of the display adapter you chose to install in Exercise 1, and then press ENTER.
	If a yellow circle with a black exclamation point icon appears next to your display adapter name, this means that the display adapter device driver that you chose to install is not compatible with the actual device you have installed. This behavior is expected.
	h. In the property sheet for your display adapter, click the **Driver** tab, and then click **Roll Back Driver**.
	A message asking if you are sure you would like to roll back to the previous driver.
	i. Click **Yes**.
	You will notice that the name of the display adapter will change back to the name of the original device driver.
	j. Click **Close**.
	There is no file copy process this time, because the previous driver was already available in the Windows system folders.
	k. If you are prompted to restart the computer, press **Yes.**
	l. If you are not prompted to restart the computer, close all open windows, and then log off.