MS Factory default issues and fixes

Knows Microsoft Factory default issues and fixes.

- FAQ: How do I resolve issues with my Surface Laptop 5?
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FAQ: How do I resolve issues with my Surface Laptop 5?

Issue:
Users may encounter various problems with their Surface Laptop 5, such as the keyboard and mouse not working, the screen not responding, or the computer not turning on properly.

Common Surface Laptop 5 Issues and Solutions:

1. **Keyboard and Mouse Not Working**
2. **Screen Not Working**
3. **Computer Shows Logo but Does Not Turn On**
4. **Computer Does Not Turn On**

Common Solution for Display and Input Issues:

If you are experiencing display problems or issues with the keyboard and mouse, try the following steps:

1. **Close the laptop lid** completely.
2. **Reopen the lid** to wake the device.
   In many cases, simply closing and reopening the lid can resolve issues with the display, keyboard, or mouse not responding.

Additional Help:

If this method does not resolve your issue and you're still experiencing problems, please **contact us** for further assistance.

Source:
This solution has been discussed and verified by users in the Surface community. For more details, you can view the conversation on Reddit: Surface Laptop 5 Keyboard and Touchpad Issues.

FAQ: Surface Laptop 5 Crashing or freezing.

If you're experiencing crashing or freezing on a Surface Laptop 5, while this issue is not common, it can still occur with some new devices. To fix this problem, ensure that all updates are installed, especially the "Crash Defender" update from Microsoft.

What to do if your Surface Laptop 5 keeps crashing and you can’t get updates:

If your device crashes frequently and you're unable to install updates, it can be challenging. Fortunately, there's a script available that can help update your system automatically.

Steps to resolve the issue:

1. Download the update script from [here].
2. Right-click the script and select "Run as Administrator."
3. The script will install necessary components, such as NuGet, and update your Windows system.
4. Your device will restart automatically after the process is complete.

Note: You may need to repeat this process until all updates are successfully installed.

If your screen goes blank during the update, just wait—it should reboot automatically once all updates are finished. If the reboot doesn't occur right away, try closing and reopening the laptop lid, as this is a known solution for Surface Laptop 5 users.

Surface Studio 2 | Battery not charging. TODO

You receive the new Expensive Studio 2, And your battery is not charging.
I researched this issue and found some possible answers you can try.

1. Turn on the computer, Once on. Press and hold the power button. Don't let go until its at a complete reboot. (Don't just let it turn off. Wait for it to also turn on.) Again Just to be clear, hold down the power button from on, to off, to on again, do not let it go until you see the Windows logo come back up.
2. Someone mentioned the download of **Download Intel® Graphics Command Center** Where you can see the **charge rate.** Meaning the **discharging Rate** and **Charge Rate.** Once you download it, You will click on power.
3. Windows Updates: He mentioned that he did a windows update, Here is the confusing part of his steps, He let the PC charge or discharge for a bit before the PC died on him. After the windows updates applied for him it worked.
4. Others have mentioned the idea of charging the PC via the C-USB Charger. This is not something i recommend, Since i believe in resolving a issue. (But good for reference)
5. Another comment: Workaround is to charge with C-USB Charger for 30 Sec and then disconnect it. Then the laptop starts charging through surface connect port.

So this is something i will test in my LAB and see what is the fix for it.
Someone suggested that this is probably a firmware/driver issue. If its a firmware issue we need to figure out away to be able to charge the Studio to 40% in order to upgrade firmware.

TODO:

Test Solutions. 1-5

Test if issues is indeed firmware:

Create a new article or more research on this Topic.

Source 1:

https://www.reddit.com/r/Surface/comments/qgp5lf/fixed_surface_laptop_studio_not_charging/?capt

cha=1

Source 2:

https://www.reddit.com/r/Surface/comments/yve9g4/127w_power_supply_and_surface_laptop_studio/

Source 3:

Surface Pro 11 – Driver Issues Out of the Box

You've just unboxed a brand new **Surface Pro 11**, but you're already facing **driver issues**. You've tried running all available Windows Updates—even performed a full system reset—but the problem persists. So, what's going on?

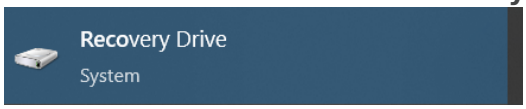
This is a **known issue** with some **new Surface Pro 11 devices** directly from Microsoft.

Solution:

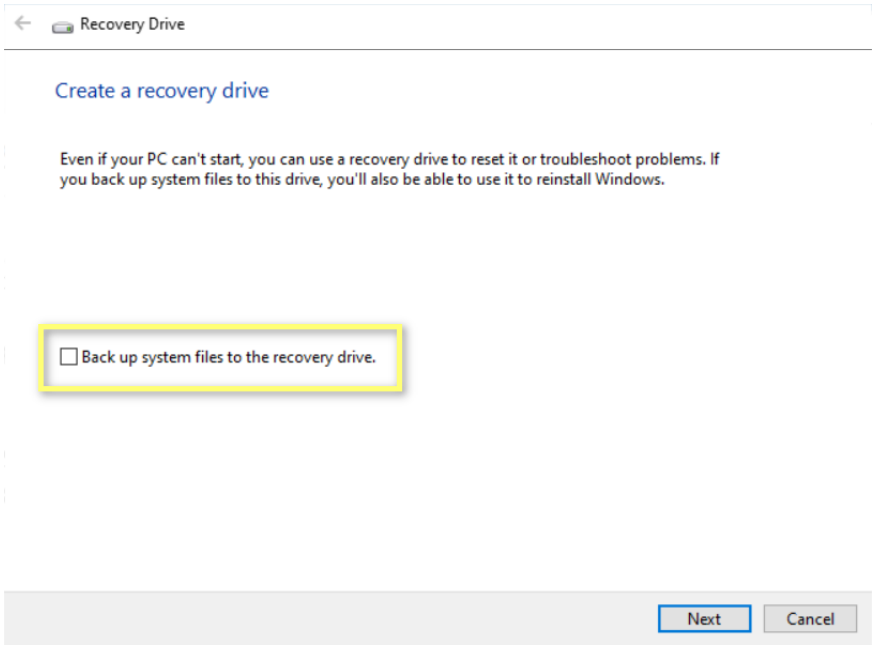
To resolve it, follow these steps:

Steps:

1. **Download the official Surface Pro 11 recovery image** from Microsoft Surface Recovery Image Download.
2. Enter your Surface device's **serial number** and download the recovery image.
3. Click **Start** and search for **Recovery Drive**.



4. Important: **Untick** "Backup system files to the recovery drive" (**This will erase everything on the USB**).



5. Copy everything from the **ZIP file** you downloaded to the **recovery drive**. When prompted to replace existing files, select **Yes**.
6. Plug the USB into the Surface and press the **Power button + Volume Down** button to boot from the USB.
7. Follow the on-screen instructions to reinstall Windows.

> **Note:**
> On some devices running Windows 11, **Power + Volume Down** might not be enough. Instead, try **Power + Volume Up**. Once in **UEFI**, navigate to the **Bootable Options**, drag the USB to the top or untick **Windows** and **Internal Boot Options**.

Need help doing this? Click here for step-by-step instructions →