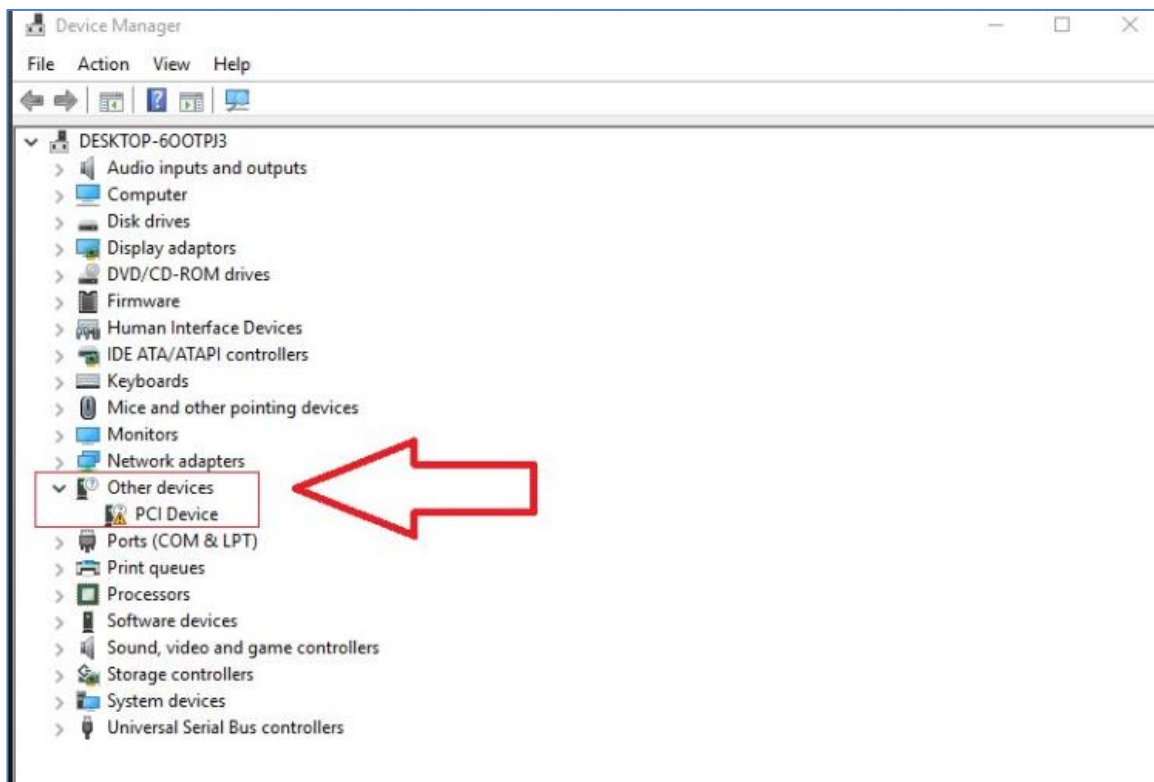


Advantech AE Technical Share Document

Date	2019/4/29	Release Note	<input type="checkbox"/> Internal <input checked="" type="checkbox"/> External
Category	<input checked="" type="checkbox"/> FAQ <input type="checkbox"/> SOP	Related OS	WIN7
Abstract	Windows 7 Device Manager Shows Yellow exclamation Mark with NVIDIA RTX GPUs.		
Keyword	WIN7, Yellow Mark, RTX, NVIDIA.		
Related Product	The Platforms which use RTX GPUs with WIN7.		

■ **Problem Description:**

Windows 7 Device Manager Shows Yellow exclamation mark with NVIDIA RTX GPUs.



■ **Problem Analysis:**

Windows 7 does not support the eXtensible Host Controller Interface (xHCI), which is required for proper operation of the USB-C port. Similarly, the USB-C Port Policy Controller (PPC) driver is not supported on Windows 7. Thus, the yellow bang provides an alert that not all USB-C capabilities are accessible..

■ Brief Solution:

The lack of xHCI and USB-C PPC drivers support means that the USB-C port is not able to deliver the necessary power and data signals required to run head mounted displays (HMDs) for virtual reality (VR) applications. However, the display signals coming out of the USB-C port are not affected. Despite the yellow bang alert, the USB-C port can still be used to drive a display.

■ Reference:

1. NVIDIA :

https://nvidia.custhelp.com/app/answers/detail/a_id/4754/~/_windows-7-device-manager-shows-yellow-bang-with-nvidia-rtx-gpus

■ Contact Window and File Link:

If you have any questions, please contact Dennis89.Huang #1241

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