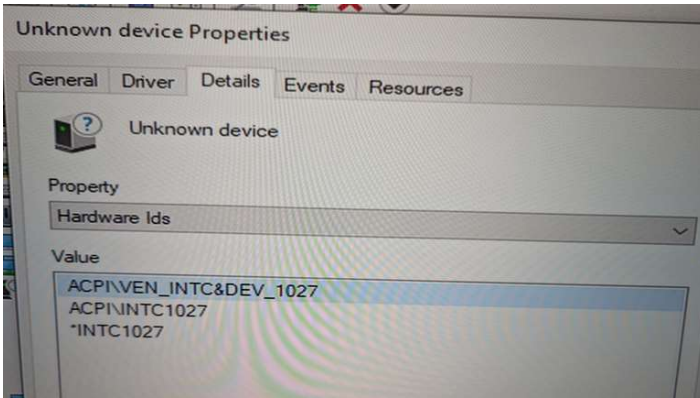
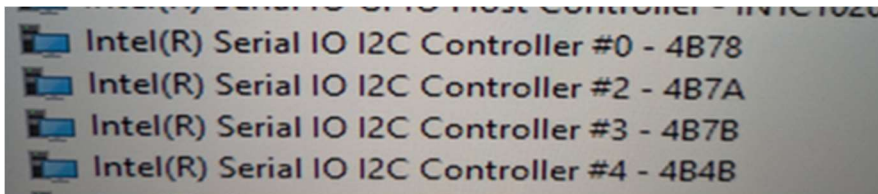


If you see device manager has one Unknown device (ACPI\VEN_INTC&DEV_1027)

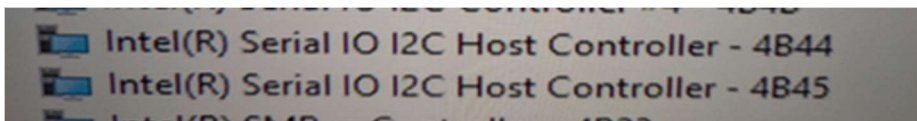


This is because below 4 Intel (R) Serial IO I2C Controller 4B78/4B7A/4B7B/4B4B device has use wrong driver, become wrong device, especially Intel (R) Serial IO I2C Controller 4B7B

If you install new OS and then in the first is install chipset driver, you will can see has 4 Intel (R) Serial IO I2C Controller as below figure, you don't need install Serial IO driver for these 4 device again.

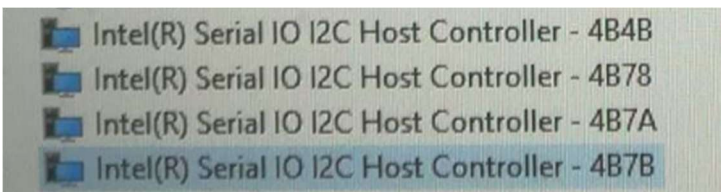


The serial IO driver is for below 2 device

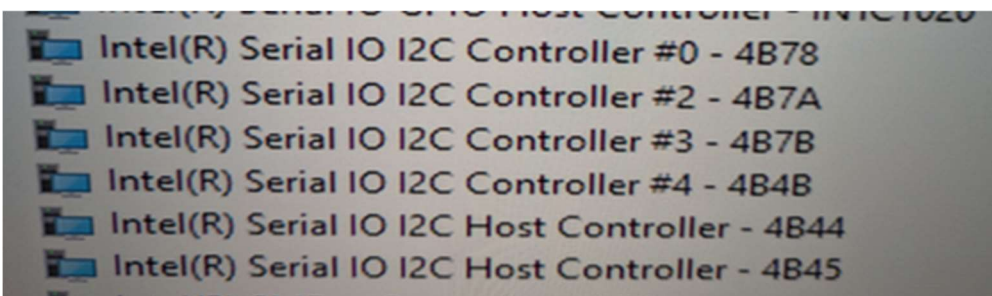


If Intel (R) Serial IO I2C Controller 4B78/4B7A/4B7B/4B4B becomes Intel (R) Serial IO I2C Host Controller. They are incorrect device names.

Especially when Intel (R) Serial IO I2C Controller 4B7B becomes Intel (R) Serial IO I2C Host Controller-4B7B, one Unknown device (ACPI\VEN_INTC&DEV_1027) will be generated. This one device no driver.



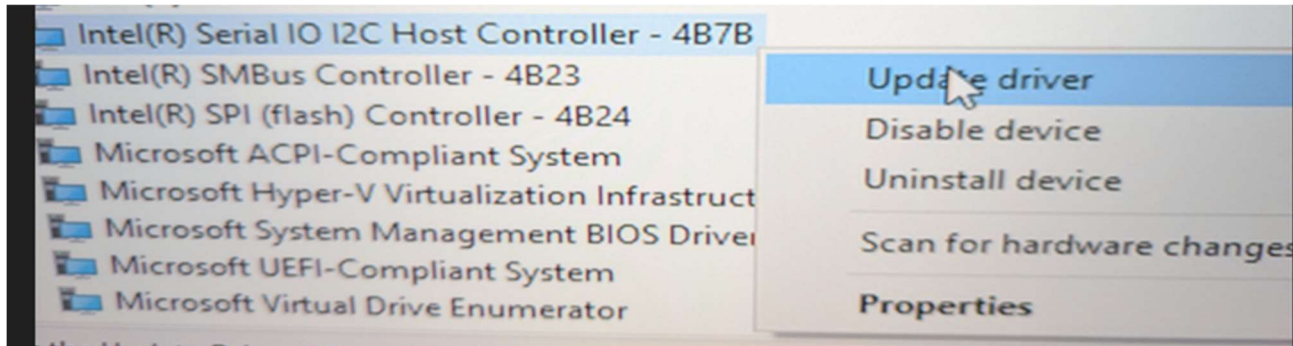
The correct device and the names need as like below figure



How to solve?

1. Please use **Update driver**

Change Intel (R) Serial IO I2C Host Controller 4B78/4B7A/4B7B/4B4B to Intel (R) Serial IO I2C Controller 4B78/4B7A/4B7B/4B4B, Especially Intel (R) Serial IO I2C Controller 4B7B need become correct device.



2. Select **"Browse my computer for drivers"**

How do you want to search for driver software?

- **Search automatically for updated driver software**
Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.
- **Browse my computer for driver software**
Locate and install driver software manually.

3. Select **"Let me pick from a list of device drivers on my computer."**

Browse for driver software on your computer

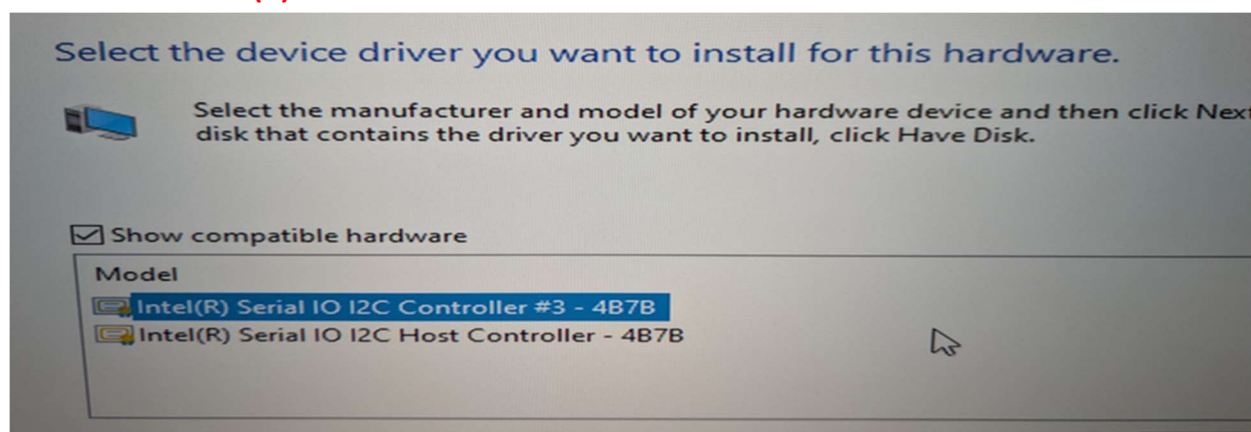
Search for driver software in this location:

☒ Include subfolders

- **Let me pick from a list of device drivers on my computer**
This list will show installed driver software compatible with the device, and all driver software in the same category as the device.

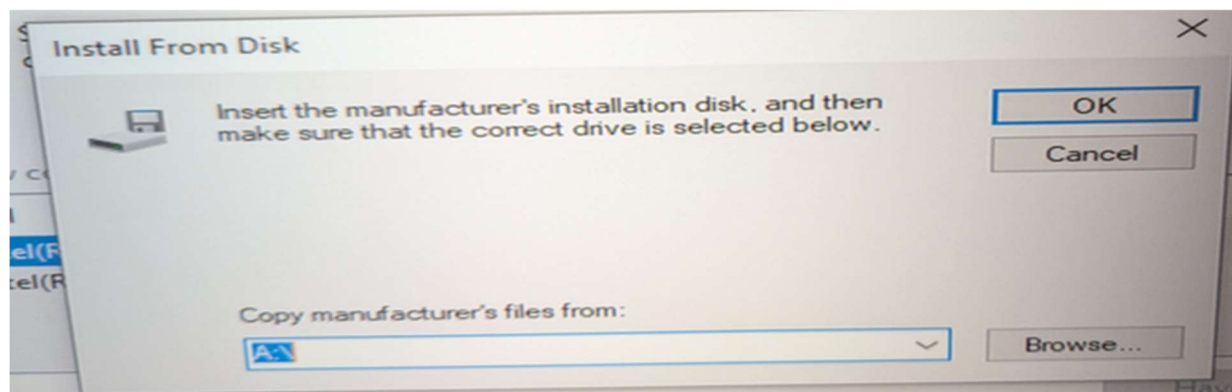
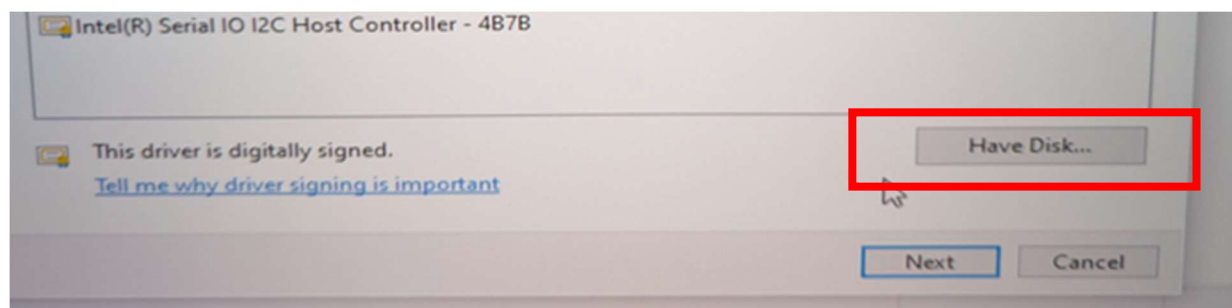
If you ever install chipset driver and SIO driver, you should be has two device one is Intel (R) Serial IO I2C Controller and other one is Intel (R) Serial IO I2C Host Controller

4. Please use Intel (R) Serial IO I2C Controller

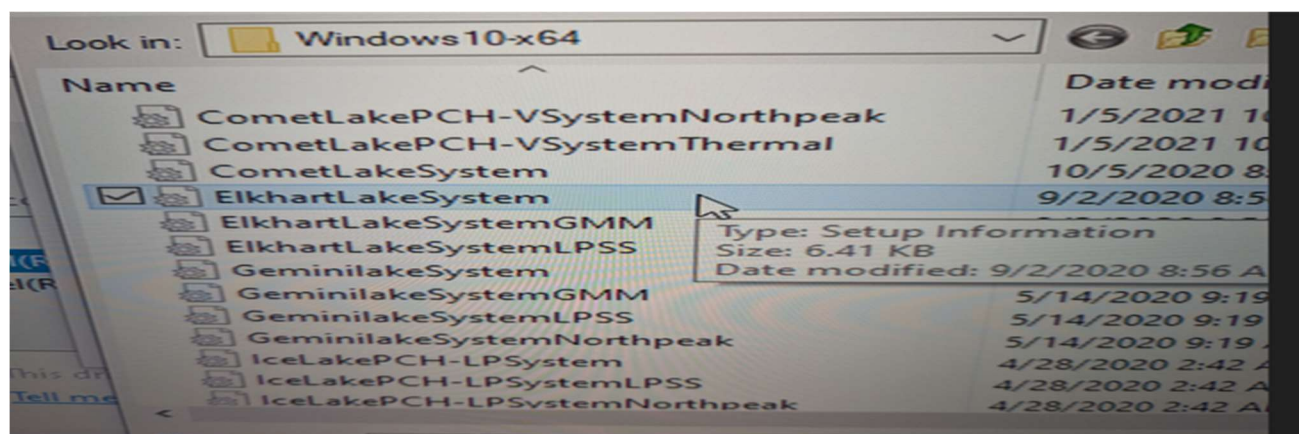


If you can't see Intel (R) Serial IO I2C Controller.

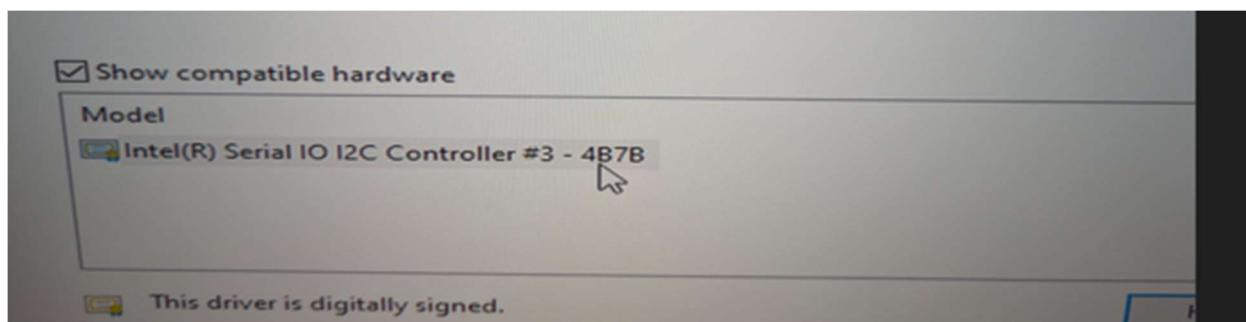
5. Please select Have Disk



6. Choose \1-Chipset\DriverFiles\production\Windows10-x64\ElkhartLakeSystem



7. Choose to Use **Intel (R) Serial IO I2C Controller – 4B7B**



Notes: Others Intel (R) Serial IO I2C Host Controller 4B78/4B7A//4B4B are the same method