

# RESOLVING VGA PORT PROBLEMS IN "WINDOWS.." COMPUTERS

by Francis Chao  
fchao2@yahoo.com



Web location for this  
presentation:

<http://aztcs.org>

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“Meeting Notes”

# SUMMARY

If you have a "Windows.." desktop computer, its VGA port can be connected to a primary or secondary VGA monitor.

If you have a "Windows .." laptop computer, its VGA port can provide a signal to a projector or an external monitor. This presentation explains the logical steps for repairing a failed VGA port.



# Problem Description

- In "Windows XP" or "Windows Vista", a VGA port never shows up in the "Adapter" tab when you click on the "Advanced" button of the "Settings" tab of "Display Properties":

# Control Panel

File Edit View Favorites Tools Help

Back Forward Stop Search Folders Refresh Home Stop Refresh

Address Control Panel Go

- |  |   |   |  |   |  |
|--|---|---|--|---|--|
| <br>Accessi...<br>Options   | <br>Add<br>Hardware      | <br>Add or<br>Remov...   | <br>Admini...<br>Tools  | <br>Autom...<br>Updates  | <br>Date and<br>Time    |
| <br><b>Display</b>          | <br>Flash<br>Player      | <br>Folder<br>Options    | <br>Fonts               | <br>Game<br>Control...   | <br>Internet<br>Options |
| <br>Keyboard                | <br>Mouse                | <br>Network<br>Connec... | <br>Network<br>Setup... | <br>Phone<br>and ...     | <br>Power<br>Options    |
| <br>Printers<br>and Faxes | <br>Regional<br>and La | <br>Scanners<br>and C  | <br>Sched...<br>Tasks | <br>Security<br>Center | <br>Sounds<br>and     |



Display

# Display Properties



Themes Desktop Screen Saver Appearance Settings

A theme is a background plus a set of sounds, icons, and other elements to help you personalize your computer with one click.

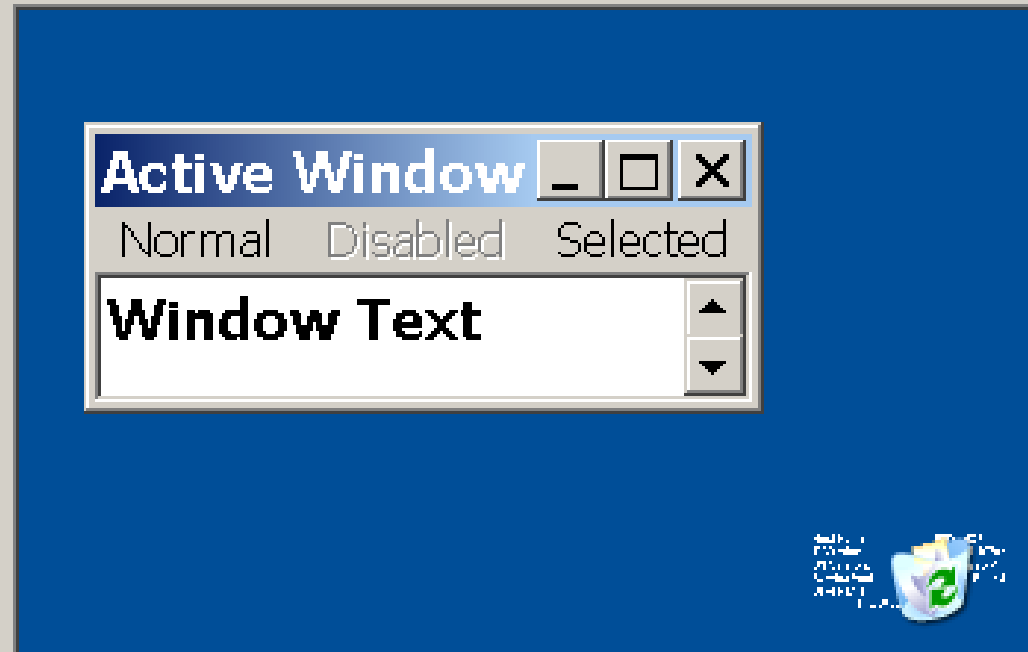
Theme:

Windows Classic (Modified)

Save As...

Delete

Sample:



OK

Cancel

Apply



# Display Properties



Themes

Desktop

Screen Saver

Appearance

Settings

A theme is a background plus a set of sounds, icons, and other elements to help you personalize your computer with one click.

Theme:

[List of theme options]

# Display Properties



Themes Desktop Screen Saver Appearance Settings

Drag the monitor icons to match the physical arrangement of your monitors.



Display:

1. (Default Monitor) on VMware SVGA II

Screen resolution

Less



More

1600 by 942 pixels

Color quality

Highest (32 bit)



- Use this device as the primary monitor.
- Extend my Windows desktop onto this monitor.

Identify

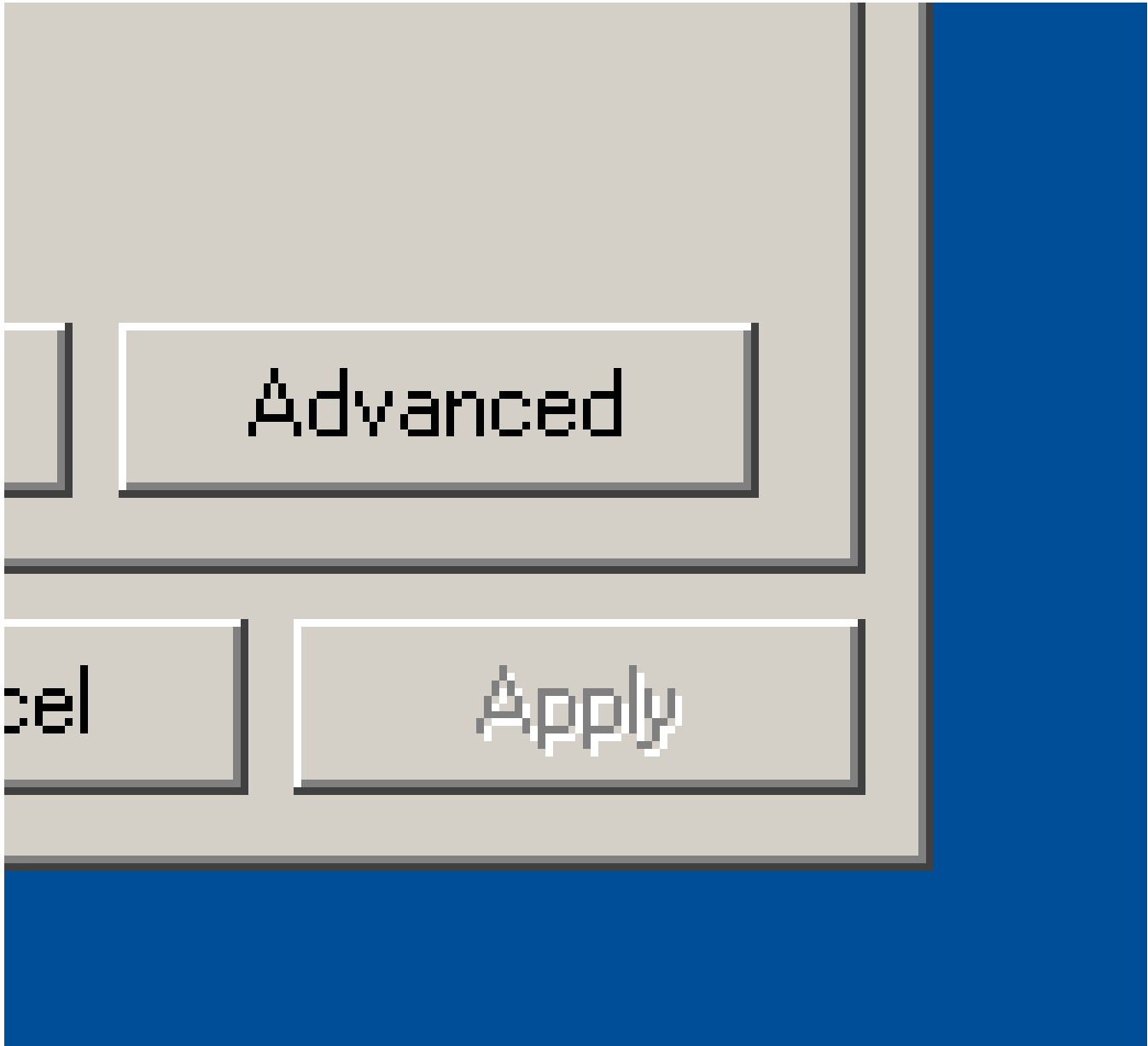
Troubleshoot...

Advanced

OK

Cancel

Apply



# (Default Monitor) and VMware SV...



General

Adapter

Monitor

Troubleshoot

## Display

If your screen resolution makes screen items too small to view comfortably, you can increase the DPI to compensate. To change font sizes only, click Cancel and go to the Appearance tab.

DPI setting:

Normal size (96 DPI)



Normal size (96 dpi)

## Compatibility

Some programs might not operate properly unless you restart the computer after changing display settings.

After I change display settings:

- Restart the computer before applying the new display settings
- Apply the new display settings without restarting
- Ask me before applying the new display settings

Some games and other programs must be run in 256-color mode. Learn more about [running programs in 256-color mode](#).

OK

Cancel

Apply

# (Default Monitor) and VMware SV... ? X

General Adapter Monitor Troubleshoot

Adapter Type



VMware SVGA II

Properties

Adapter Information

Chip Type: VMware SVGA II  
DAC Type: VMware SVGA II  
Memory Size: 32 MB  
Adapter String: VMware SVGA II  
Bios Information: VMware SVGA II

List All Modes...

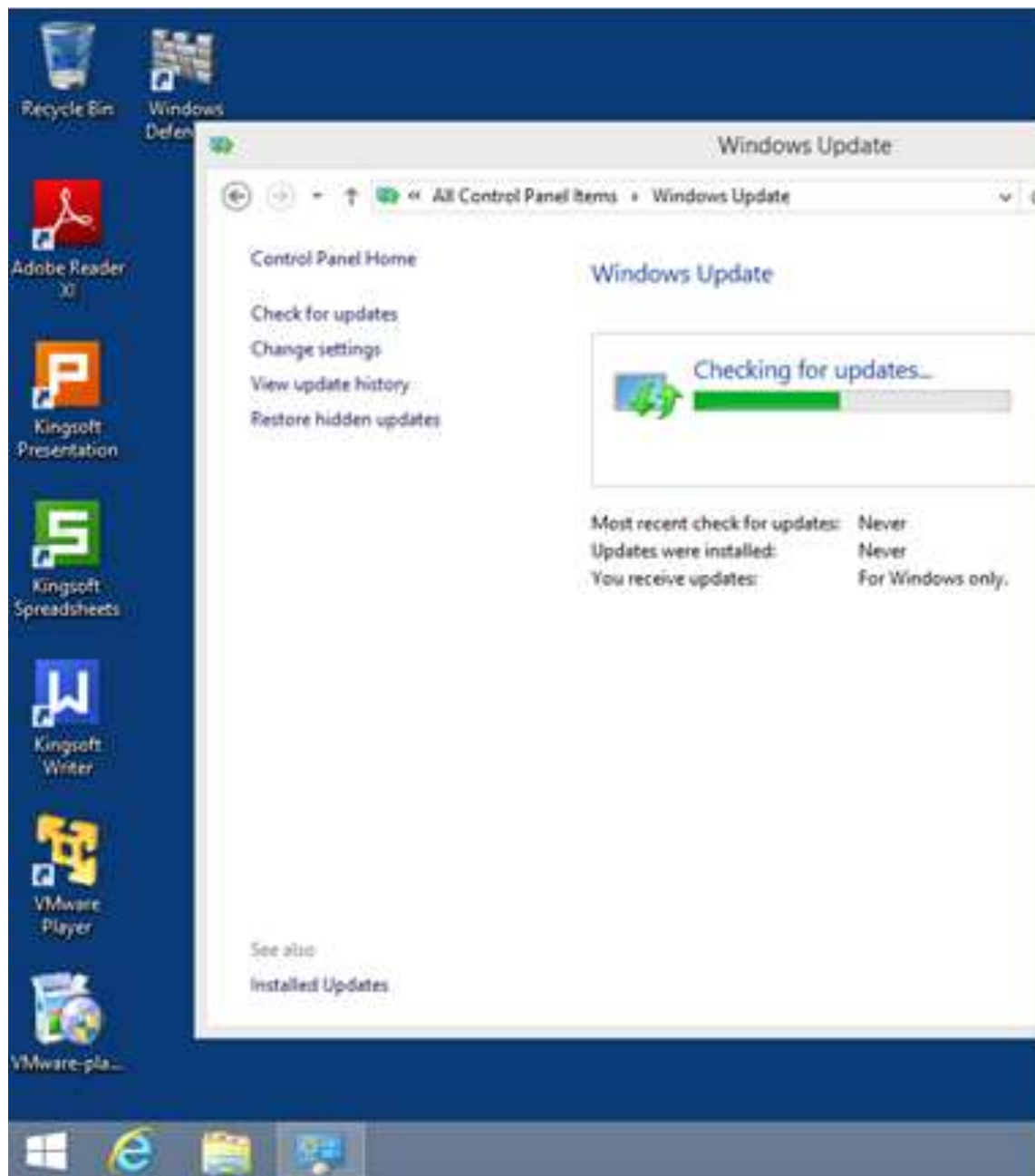
OK

Cancel

Apply

# Problem Description (continued)

- In "Windows 7", "Windows 8", or "Windows 8.1", when you press the Windows key and the p key at the same time, either nothing happens or you get the following error message:



## Project

Your PC can't project to another screen. Try reinstalling the driver or using a different video card.

# Project

Your PC can't project to another screen.  
Try reinstalling the driver or using a  
different video card.



# Steps For Fixing a Failed VGA Port

The logical procedure for resolving a failed VGA port is:

Step 1:

If your VGA port is part of the motherboard of your computer, access your computer's BIOS or UEFI setup screens to make sure that the VGA port is set to "On" or "Auto":

18:08:13

n 28

Sound .....	On	
Network Interface Controller .	On	>
Mouse Port .....	On	>
USB Emulation .....	On	>
USB Controller .....	On	>
Serial Port 1 .....	Off	>
Parallel Port .....	<ENTER>	>
Diskette Interface .....	Off	>
Primary Video Controller .....	Auto	>
Onboard Video Buffer .....	1 MB	>



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Lock .....

On

Report

# Steps For Fixing a Failed VGA Port

## Step 2:

If your VGA port is a separate PCI or PCIe expansion card, follow the instructions in the manufacturer's manual to reinstall the drivers and other software for the VGA port.

You can use the free Belarc "Advisor" at <http://belarc.com> to help you identify any PCI or PCIe expansion VGA cards in your computer.<sup>19</sup>



# Steps For Fixing a Failed VGA Port (continued)

Step 3:

Go to "Windows Update" in the  
"Control Panel" of "Windows.."

If you find any Optional updates for  
your VGA port, install them:

## Select the updates you want to install

<input type="checkbox"/>	Name	Size
<input type="checkbox"/>	Update for Windows 8.1 for x64-based System...	73.3 MB
<input type="checkbox"/>	Update for Windows 8.1 for x64-based System...	321 KB
<input type="checkbox"/>	Update for Windows 8.1 for x64-based System...	4.1 MB
<input type="checkbox"/>	Update for Windows 8.1 for x64-based System...	1.1 MB
<input type="checkbox"/>	Update for Windows 8.1 for x64-based System...	2.0 MB
<input type="checkbox"/>	Update for Windows 8.1 for x64-based System...	368 KB
<input type="checkbox"/>	Update for Windows 8.1 for x64-based System...	46.8 MB
<input type="checkbox"/>	Update for Windows 8.1 for x64-based System...	10.3 MB
<input type="checkbox"/>	Update for Windows 8.1 for x64-based System...	63 KB
<input type="checkbox"/>	Update for Windows 8.1 for x64-based System...	10.9 MB
<input type="checkbox"/>	Update for Windows 8.1 for x64-based System...	20.9 MB
<input type="checkbox"/>	Windows Malicious Software Removal Tool fo...	24.5 MB
<b>Windows 8.1 Drivers (7)</b>		
<input type="checkbox"/>	Advanced Micro Devices, Inc. - Graphics Adap...	116.1 MB
<input type="checkbox"/>	Intel - Other hardware - Intel(R) Management ...	64 KB
<input type="checkbox"/>	Intel Corporation - Driver update for Intel(R) HD...	59.2 MB
<input type="checkbox"/>	Realtek Semiconductor Corp. - Storage - Realtek...	1.6 MB
<input type="checkbox"/>	Synaptics - Input - Synaptics PS/2 Port Touch...	45.8 MB
<input type="checkbox"/>	Validity Sensors, Inc. driver update for Validity ...	3.9 MB
<input type="checkbox"/>	Western Digital Technologies - Other hardwar...	31 KB

**Advanced Micro Devices, Inc. - Graphics Adapter WDDM1.3 - AMD Radeon HD 6700M Series**

Advanced Micro Devices, Inc. Graphics Adapter WDDM1.3 software update released in December, 2013

**Published:** 12/20/2013



You may need to restart your PC after installing this update.



Update is ready to download

[More information](#)

[Support information](#)

No updates are selected.

Install

Cancel

**Advanced Micro Devices, Inc. -  
Graphics Adapter WDDM1.3 -  
AMD Radeon HD 6700M Series**

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software update released in  
December, 2013

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You may need to restart your  
PC after installing this  
update.



Update is ready to download

**Important (47)**

**Optional (1)**

- Update for Windows 8.1 for x64-based System... 321 KB
- Update for Windows 8.1 for x64-based System... 4.1 MB
- Update for Windows 8.1 for x64-based System... 1.1 MB
- Update for Windows 8.1 for x64-based System... 2.0 MB
- Update for Windows 8.1 for x64-based System... 368 KB
- Update for Windows 8.1 for x64-based System... 46.8 MB
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- Windows Malicious Software Removal Tool fo... 24.5 MB

**Windows 8.1 Drivers (7)**

- Advanced Micro Devices, Inc. - Graphics Adap... 116.1 MB





## Windows 8.1 Drivers (7)

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. Advanced Micro Devices, Inc. - Graphics Adap...

# Steps For Fixing a Failed VGA Port (continued)

## Step 4:

If installing the updates for your VGA port does not resolve the problem, install all "critical" updates and all "important" updates" using "Windows Update".

You can select all "critical" and "important" updates by clicking on the check box next to "Name": 26

# Select updates to install

Windows Update > Select updates to install

Search Control Panel

## Select the updates you want to install

Important (47)

Optional (1)

<input type="checkbox"/>	Name	Size
<input type="checkbox"/>	Update for Windows 8.1 for x64-based System...	73.3 MB
<input type="checkbox"/>	Update for Windows 8.1 for x64-based System...	321 KB
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You may need to restart your PC after installing this update.



Update is ready to download

[More information](#)

[Support information](#)

No updates are selected.

Install

Cancel

# **Steps For Fixing a Failed VGA Port (continued)**

**After completing Steps 1 through 4, we find that about 40 percent of the time, when we press Windows key + p on the keyboard for Windows 7, 8, or 8.1 computers, "Extend" and "Second screen only" works but "Duplicate" fails to work. We have experienced this problem with some models of HP, Dell, and Lenovo laptops.**



# Steps For Fixing a Failed VGA Port (continued)

## Step 5:

If Steps 1 through 3 did not get your VGA port working, procure and install a "USB 2 to VGA" adapter or a "USB 3 to VGA" adapter. For instructions for doing so, see [http://aztcs.org/meeting\\_notes/winhardsig/VGAport/USBtoVGA.pdf](http://aztcs.org/meeting_notes/winhardsig/VGAport/USBtoVGA.pdf)