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## Device repair

Tell us about your problem

Select an issue: Hardware and drivers

Select issue detail: Software update error (X1)

Have you tried these?

**Update drivers in Windows 10**

Try restarting your surface  
Try resetting your surface

Driver updates for Windows 10 and many devices (such as monitors, printers, and video cards) are automatically downloaded and installed through Windows Update.

While it's likely you already have the most recent driver, if you're having trouble with a device, you can try fixing it by updating the driver or reinstalling it. Here's how:

1. Select the **Start** button, type **Device Manager**, and select it from the list of results.
2. Expand one of the categories to find the name of your device, then right-click (or tap and hold) it, and select **Update Driver Software**.
3. Select **Search automatically for updated driver software**.
4. If Windows doesn't find a new driver, you can try looking for one on the device manufacturer's website and follow their instructions.

If these steps don't work, try reinstalling the driver: Open Device Manager, right-click (or tap and hold) the name of the device, and select Uninstall. Restart your PC and Windows will attempt to reinstall the driver.

Was this helpful?

John's surface  
Serial: 040994258723  
In warranty through 6/1/2016  
MS Complete Warranty

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## Device repair

Step 1 of 5

### Confirm shipping address

**John Vanderbloom**  
3000 Green Way NE  
Woodland Park, MI 96254  
United States  
425-283-6466

**Elizabeth Vanderbloom**  
254 North Benson Street  
Bothell, WA 98012  
United States  
425-283-6466

+ Add a shipping address

Cancel Next

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## Device repair

Step 2 of 5

### Choose your service type

**Standard Exchange \$79.00**  
Once non-functioning unit is received, it will be replaced with a similar device.

**Advanced Exchange \$119.00**  
Unit will immediately be replaced with a similar device.

Cost summary  
Standard exchange \$79.00  
Free shipping \$0.00  
Taxes \$7.58  
**Order total \$86.58**

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## Device repair

Step 3 of 5

### Choose your shipping method

**Free shipping \$0.00**  
Average time from repair center to your door is 10 working days.

**Expedited shipping \$10.50**  
Guaranteed time from repair center to your door is within 3 working days.

Cost summary  
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## Device repair

Step 4 of 5

### Choose a payment method

VISA \*\*1234 06/16

Mastercard \*\*9184 05/25

J.Vanderbloom@hotmail.com

+ Add a new payment method

Previous Next

Cost summary  
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## Device repair

Step 5 of 5

### Review and pay

Device problem: John's surface: Software update error (X1)

Shipping address: John Vanderbloom, 3000 Green Way NE, Woodland Park, MI 96254, United States, 253-999-2299

Service type: Standard exchange

Shipping method: Free shipping

Payment method: Mastercard ending 9184

Cost summary  
Standard exchange \$79.00  
Free shipping \$0.00  
Taxes \$7.58  
**Order total \$86.58**

I accept the Microsoft Device Service Order Terms and Conditions and request that the services begin immediately. I acknowledge that repair services may not be canceled or refunded once Microsoft has received my device and processed my order.

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Was this helpful?

Still need to get it repaired?

Create a repair order

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Cancel Next

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J.Vanderbloom@hotmail.com

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