

# Solution to the problem that UM20 (USB 3.0 camera) cannot be used due to Windows 10 and Windows 11 system updates

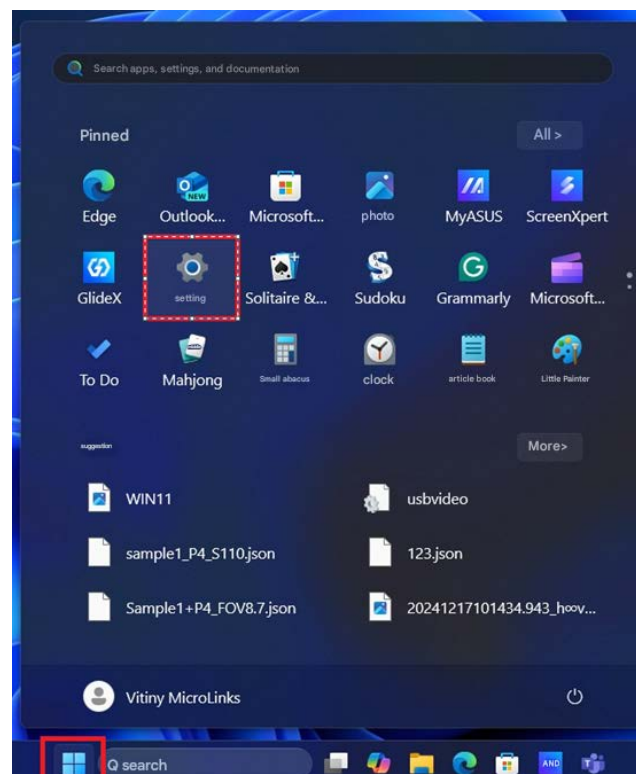
**PLEASE CONNECT UM20'S USB 3.0 TO YOUR 3.0 PORT**

Windows 11 24H2, Windows 11 23H2 or Windows 10 22H2: UM20 Camera Not Recognized in Device Manager After System Update (as shown in the image below)

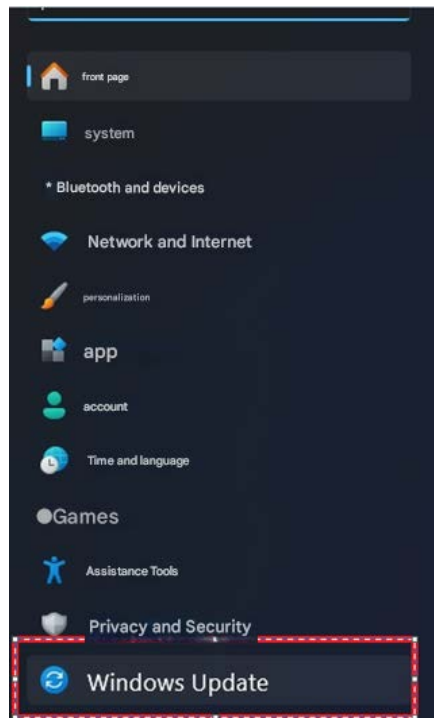


➤ **Solution (1) for Windows 11 24H2: Install the latest driver (KB5050094)**

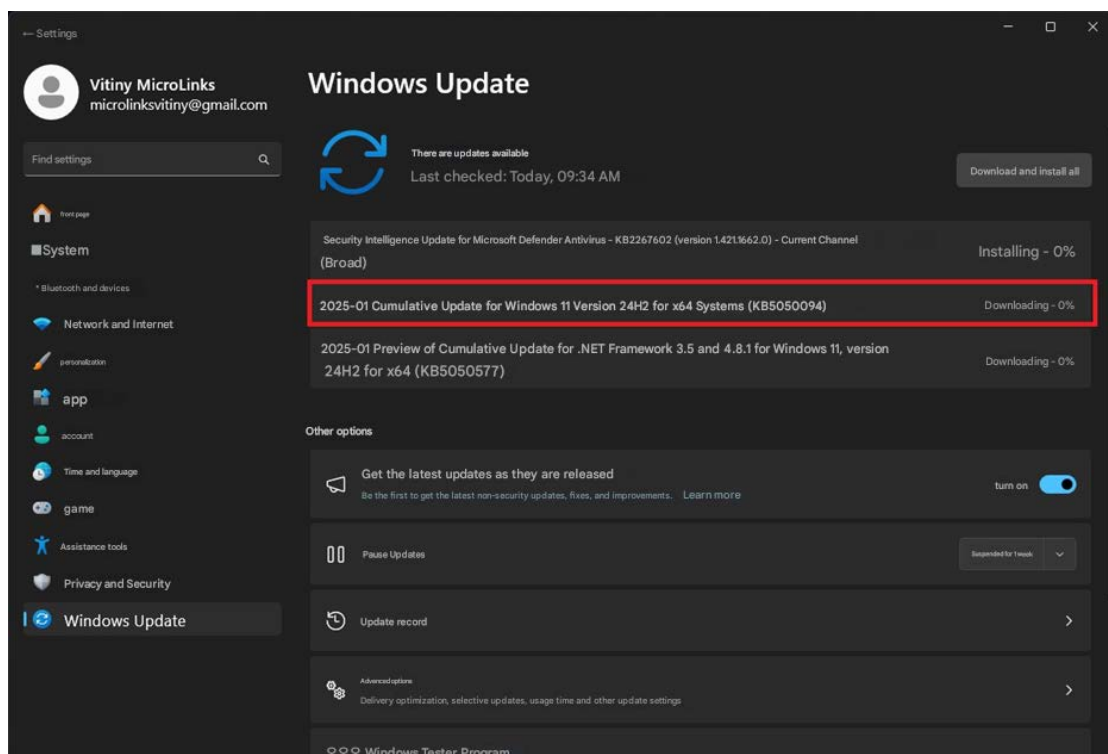
1. Start -> Settings



## 2. Choose [Windows Update](#)



## 3. Click **Check for updates**, locate the item shown in the image (**KB5050094**), and **download the update**.

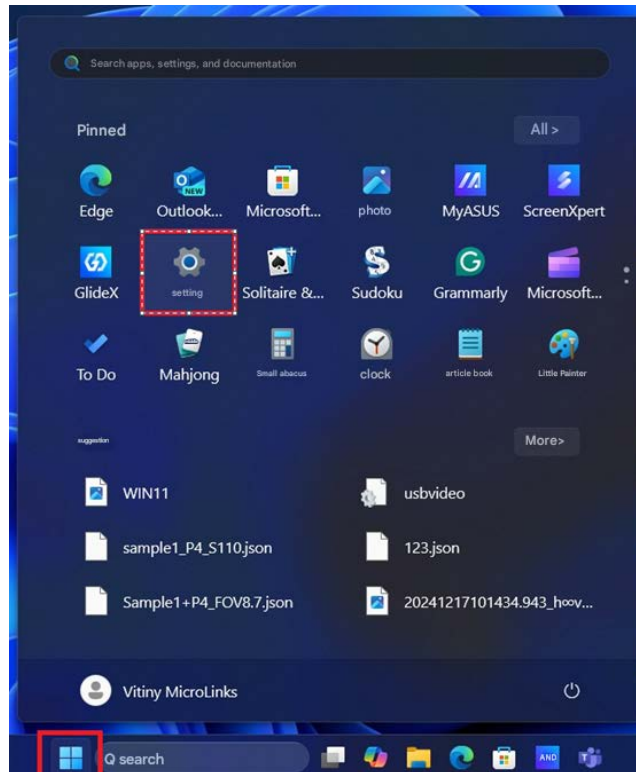


## 4. Restart computer

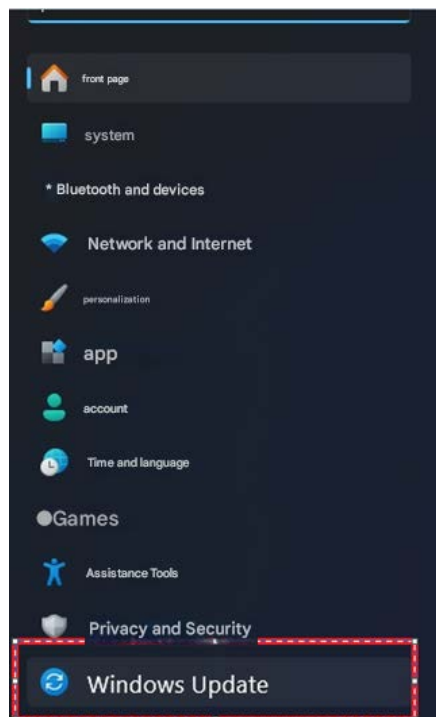
➤ **Solution (2) for Windows 11 24H2:**

**Uninstall the driver with the bug (KB5050009)**

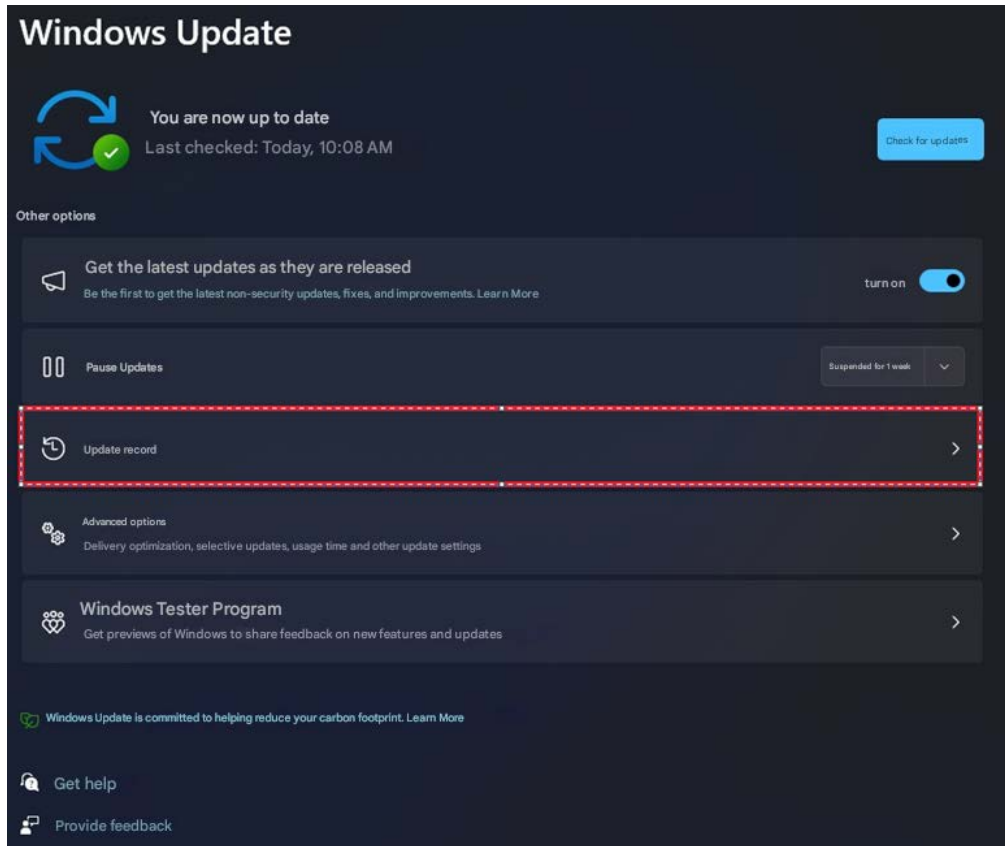
1. Start -> Settings



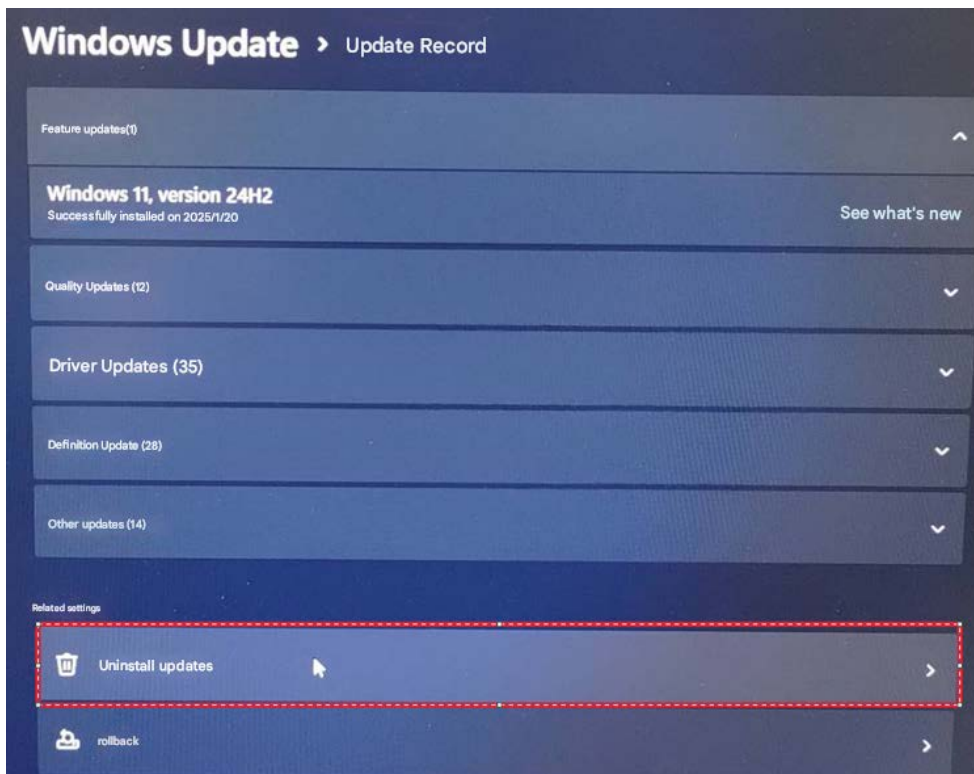
2. Choose **Windows Update**



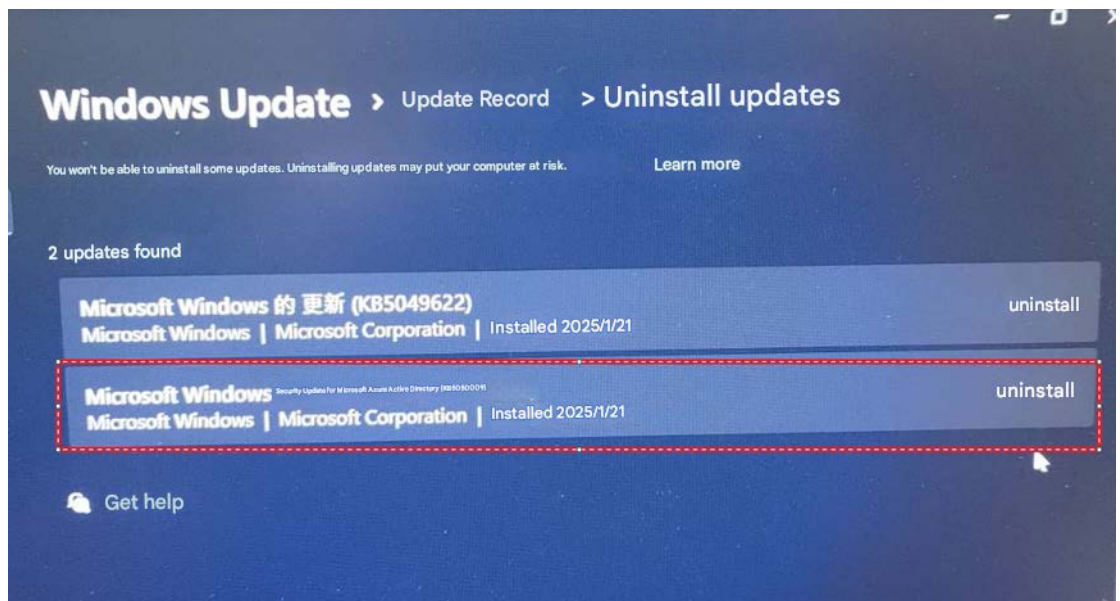
### 3. Update history



### 4. Uninstall updates



5. Uninstall (KB5050009)

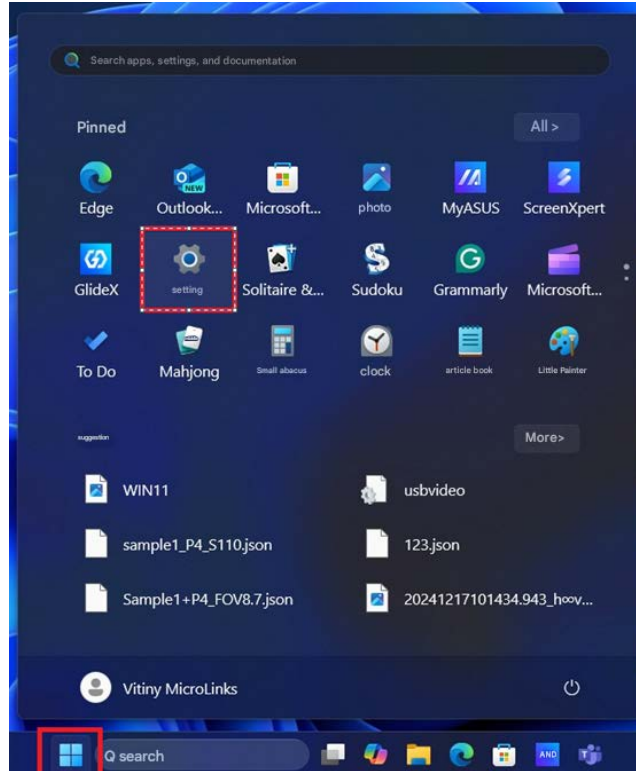


6. Restart computer

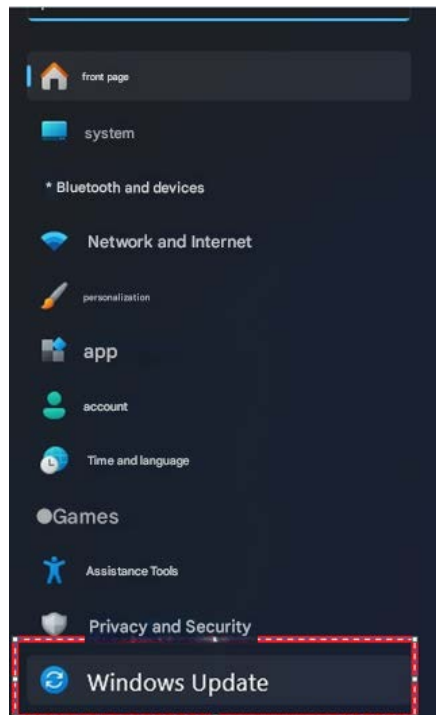
➤ **Solution for Windows 11 23H2:**

**Uninstall drivers with the bug (KB5049624) and (KB5050021)**

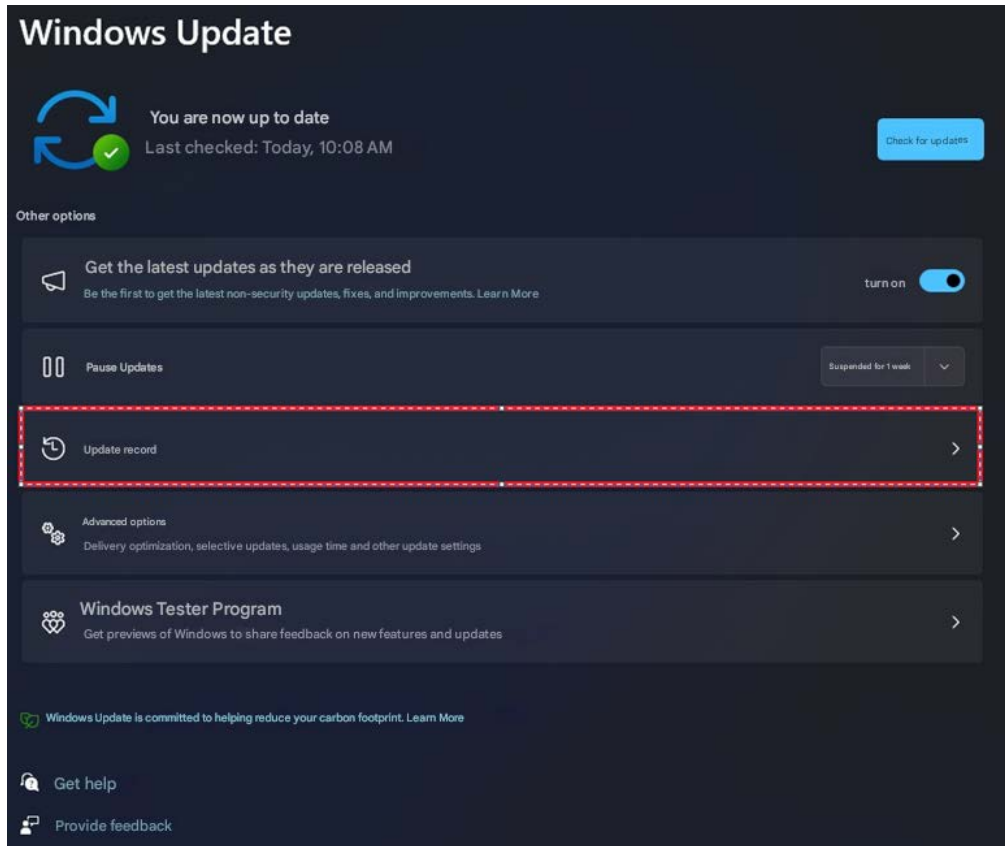
1. Start -> Settings



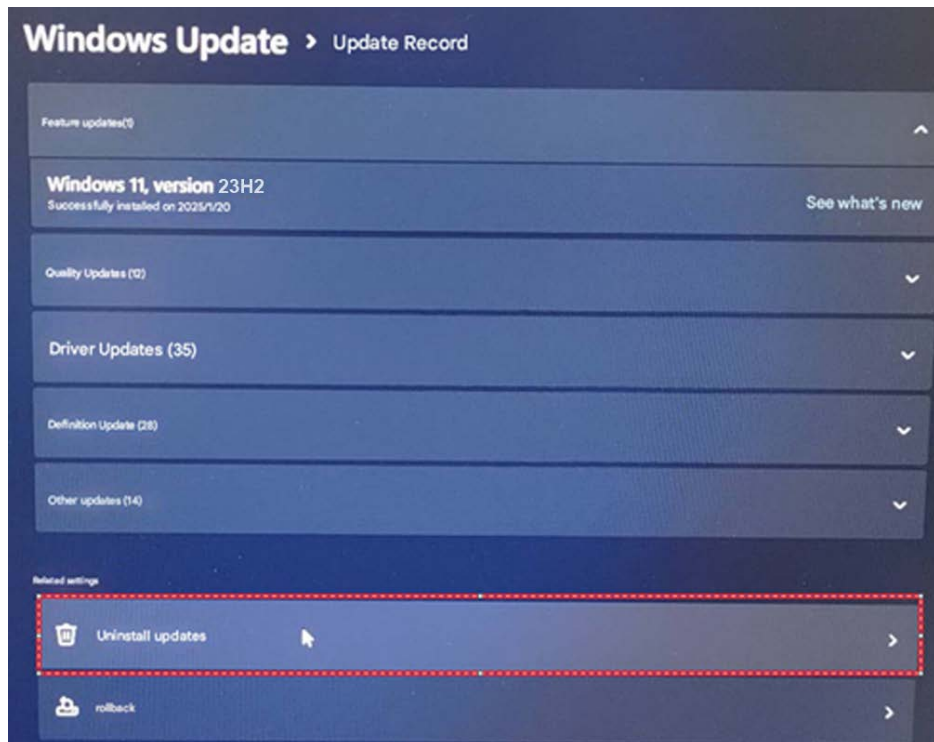
2. Choose **Windows Update**



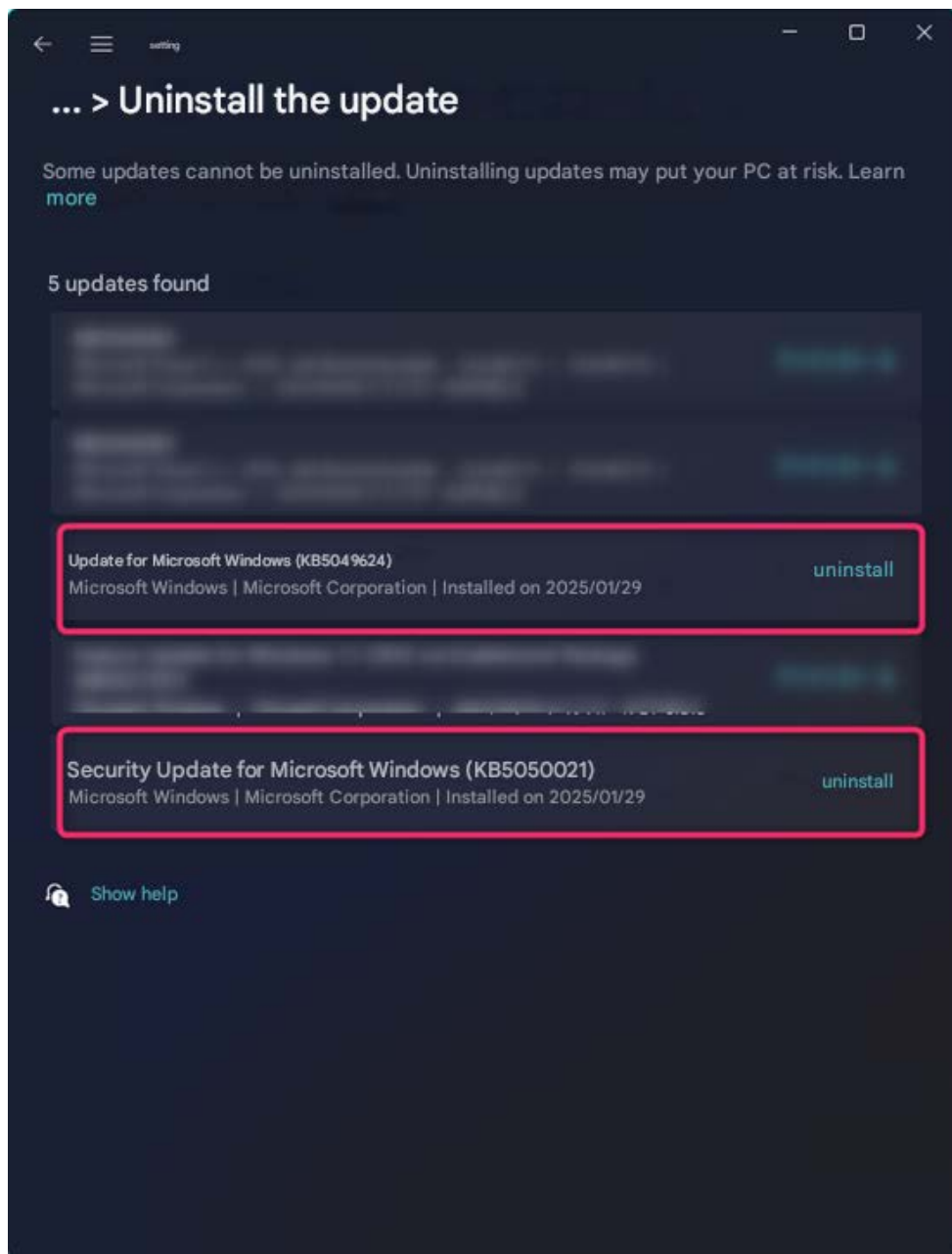
### 3. Update history



### 4. Uninstall updates



5. Uninstall **(KB5049624)** and **(KB5050021)**

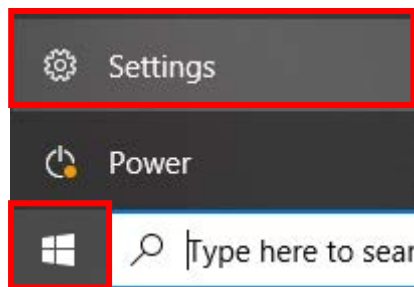


6. Restart computer

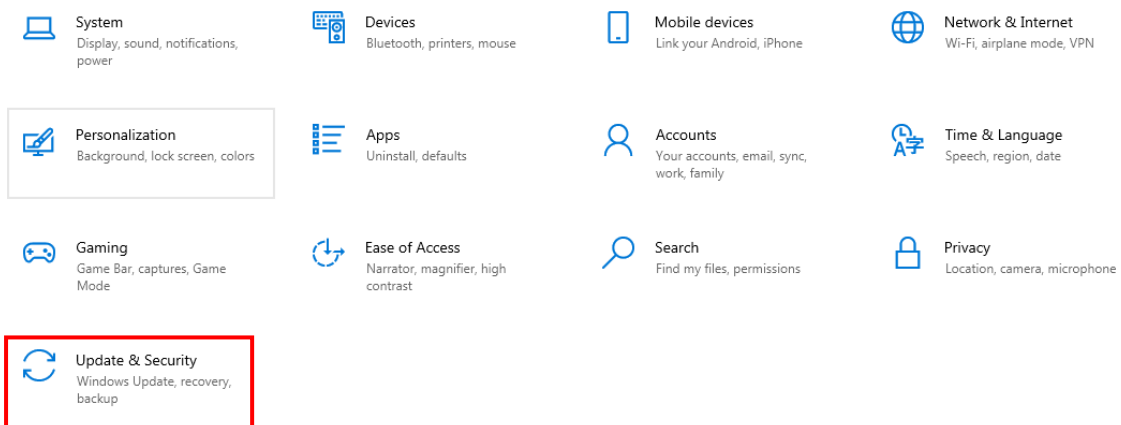


➤ **Solution (1) for Windows 10 : Install the latest driver (KB5050081)**

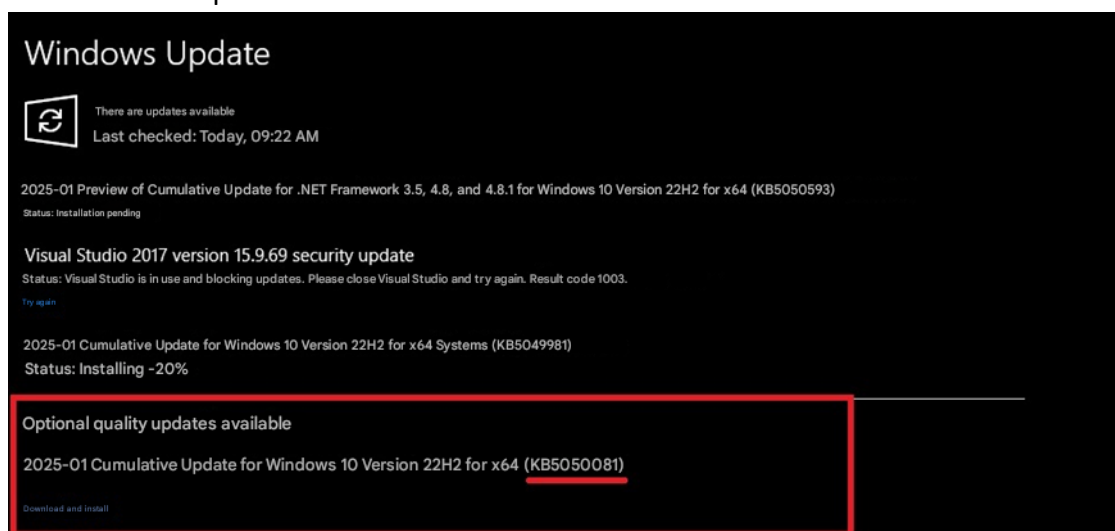
1. Start -> Settings



2. Select **Update & Security**



3. Click **Check for updates**, locate the item shown in the image (KB5050081), and download the update



4. Restart computer

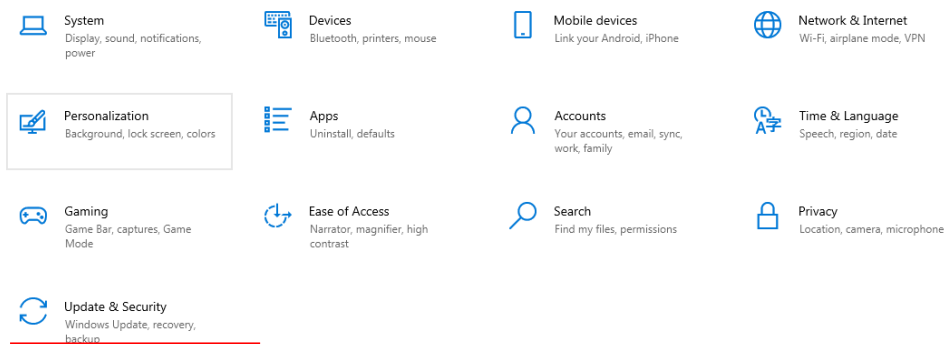
➤ **Solution (2) for Windows 10 (Method 2):**

# Uninstall the driver with the bug (KB5049981)

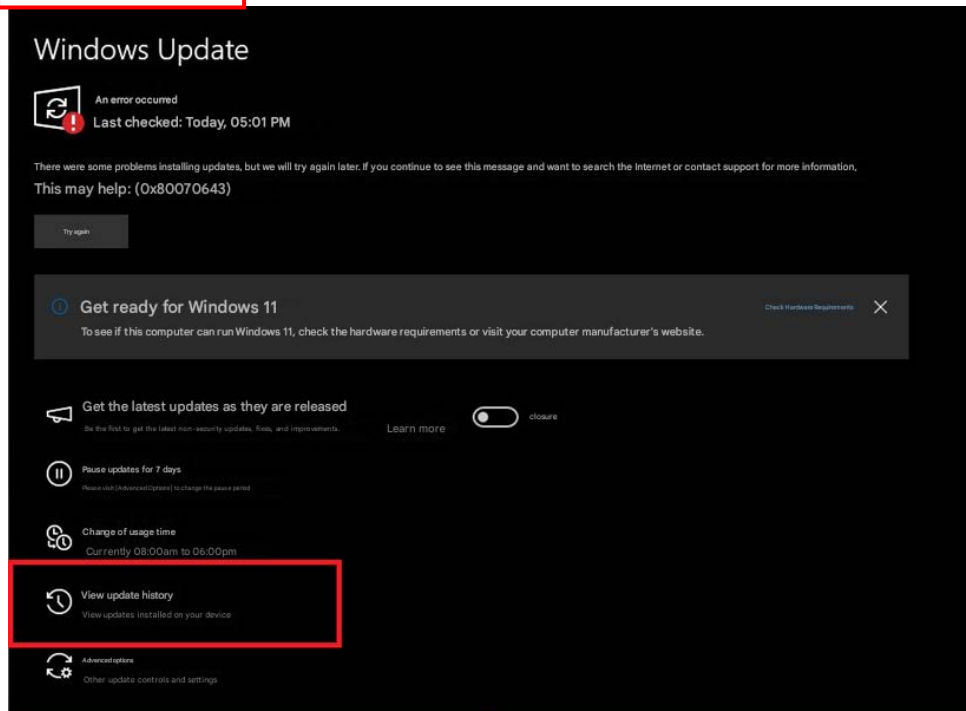
1. Start -> Settings



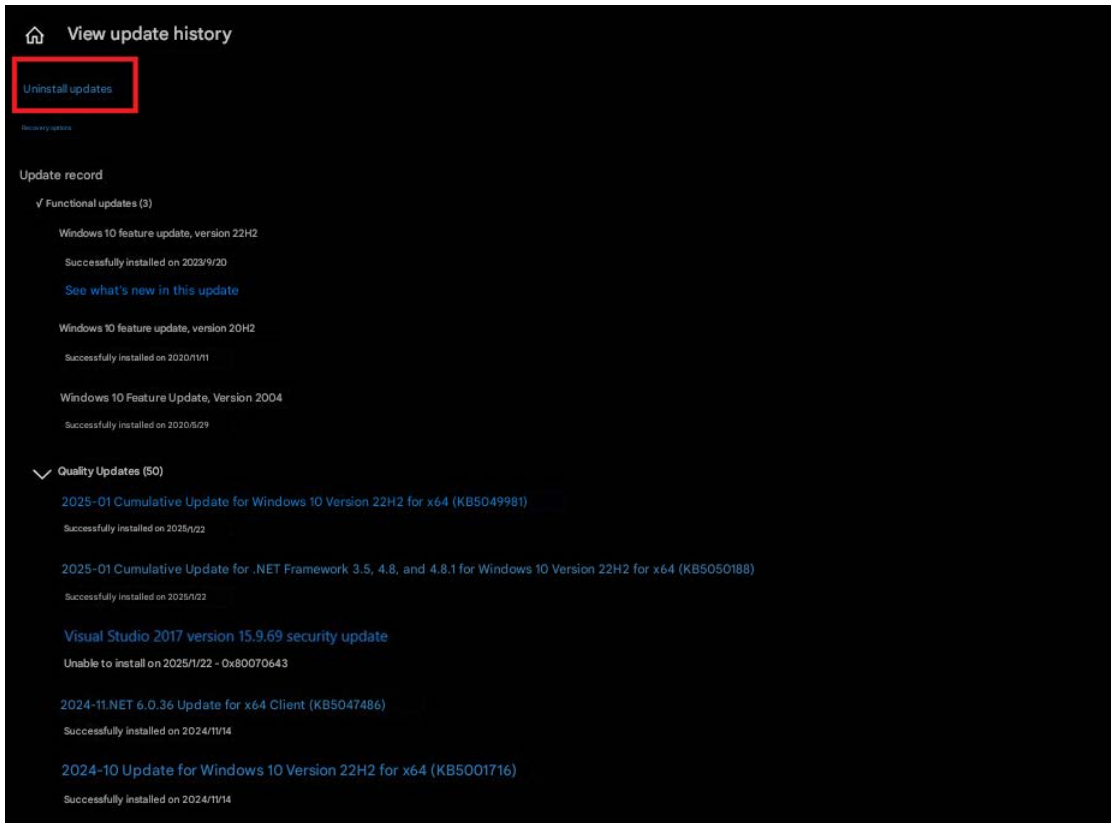
2. Select Update & Security



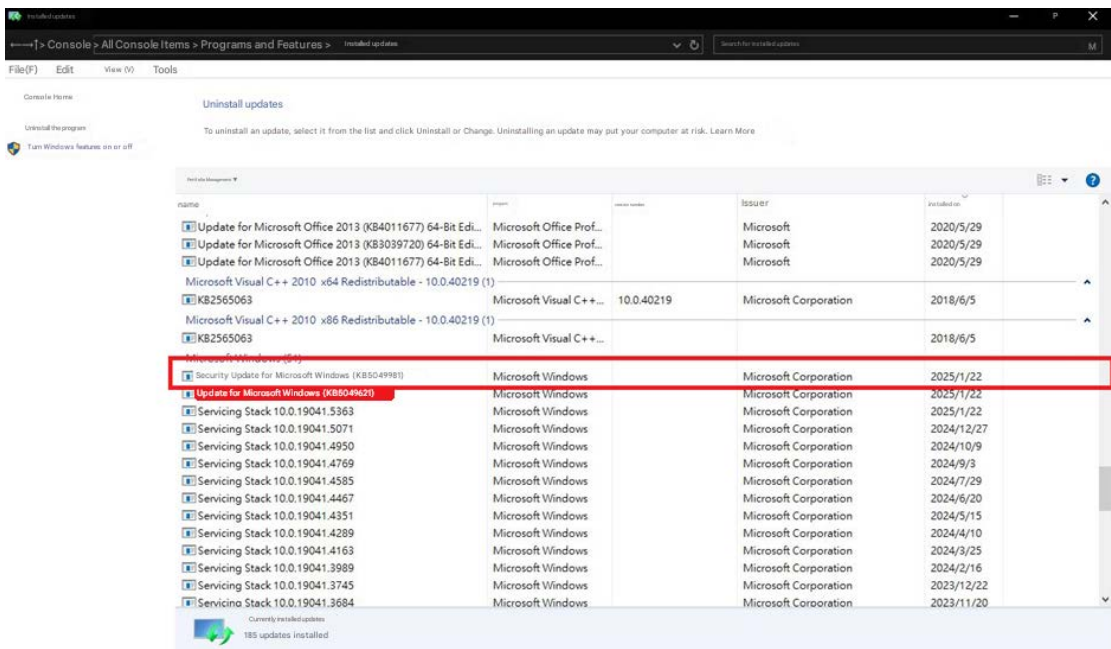
3. Select View update history



4. Uninstall updates



## 5. Uninstall(KB5049981)



## 6. Restart computer