

# Windows OS and App

## Fix Camera Error (Code 10) This Device Cannot Start STATUS DEVICE POWER FAILURE On Windows 10 & 11

For Dell laptop:

**Symptom:** Web cam not working

**Test method:** Windows built-in "camera" app.

**Windows Device Manager - Device warning / Error message:** This Device Cannot Start (Code 10) STATUS\_DEVICE\_POWER\_FAILURE

**Trouble shooting - Run Dell Hardware Diagnostics:** As the computer boots, press F12 when the Dell Splash screen appears. When the boot menu appears, highlight the boot to utility partition option or the diagnostics option and then press enter to start the 32-bit Dell diagnostics. Press the tab key to highlight test system.

**Final solution:** Hardware failure and webcam module must be replaced. If the unit is still under warranty, call Dell Support immediately.

<https://youtu.be/OSlvNKW7nRE?si=DT7j3q4nWD6yt2oP>

Fix Camera Stopped Working Error This Device Cannot Start (Code 10) STATUS\_DEVICE\_POWER\_FAILURE

Step 1) Restart your PC

Step 2) Make sure camera access is on in privacy settings

Step 3) Run Camera troubleshooter

Step 4) Reset camera app

Step 5) Disable and enable camera

Step 6) Allow Camera and browser access to your antivirus program, you can also disable your Antivirus program when using the camera

Step 7) Navigate to C:\Program Files\Realtek

In that folder locate RsProviders folder and then make right-click and rename it to something else such as RsProviders\_

Restart the computer

Step 8) For MSI laptop for few model numbers pressing Fn+F6 on the keyboard to enable camera

Step 9) If you have Asus computer for some model number pressing F10 enables the camera.

Step 10) Some HP laptop has a camera kill switch on side of the laptop, you have to slide the camera switch to enable and disable the camera.

Step 11) Update camera driver from device manager

Step 12) Update camera driver from system manufacturer's website

Lenovo: <https://support.lenovo.com/us/en/>

HP: <https://support.hp.com/>

Dell: <https://www.dell.com/support>

Step 13) Uninstall camera driver and restart your PC

Step 14) Sometimes camera is disabled in BIOS, (Start your PC and immediately tap F2 to enter the BIOS) so go to the system BIOS and make sure camera is enabled in the BIOS.

Step 15) Update Windows 10 Or 11

Step 16) Perform Cleanboot

Step 17) Update system BIOS

Step 18) Perform system restore

Step 19) Reset your PC- This will result in data loss so backup your data before reset.

Step 20) Run Hardware test for camera

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