

Windows Laptops/Netbook related

HP TrueVision HD webcam is no longer working after updating to Windows 10

HP TrueVision HD webcam is no longer working after updating to Windows 10. Webcam driver switched to "spca2082" and is no longer showing image. But under device manager, webcam doesn't say any driver issue.

Known issue HP model: HP Pavilion 15-p087ca

Symptoms:

1. Driver first showed as "HP TrueVision HD", then after 15~20 seconds, it switched to "spca2082"
2. Driver first showed as "HP TrueVision HD". After OS reboot, it changed its driver and stopped working.
3. After OS upgrade, eg. Windows 8 to Win 10.
4. Fresh OS install, eg Windows 10 (1507, 1511, 1607, 1703, 1709), driver just showed "spca2082".
5. Delete "spca2082" driver, and reboot unit, device manager still showed as "spca2082".
6. After hardware reset, device manager showed "HP TrueVision HD", but after few seconds or min., it change to "spca2082".
7. Driver showed as "HP TrueVision HD". But after run "Camera" app for few seconds or minutes, app hangs and showed device error. Then the device manager's driver change to "spca2082".

Possible final Solution: Order new webcam module for replacement.

Method have tried by Admin: Hardware reset as suggested by HP. Reseat webcam cable. OS reinstall: Win 8.1 and Win10 (1507, 1511, 1607, 1703, 1709)

HP's discussion forum.

<https://h30434.www3.hp.com/t5/Notebook-Video-Display-and-Touch/TrueVision-HD-camera-switched-to-spca2082-and-is-no-longer/td-p/2621231>

Unique solution ID: #1032

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