

## Windows Laptops/Netbook related

**Acer laptop trackpad/touchpad not working after installing new OS, Windows 8 & 10. Snoopy driver program was used to installing all the drivers, but still not working.**

Acer model examples: E5-411, E5-774G

Solution:

Download and install the following drivers from its product site. Then reboot the unit. Serial I/O Driver or Serial I/O Driver (KabyLake) according to the unit's CPU

If it still does not work, then download and install Intel chip set driver or Chipset Driver (Skylake/KabyLake) from its product site. Then reboot.

If it still does not work, update the bios.

Trackpad should work in "Advance mode" as well.

It is confirmed working by Parmm and Paul Lee.

ref. web URL

<https://community.acer.com/en/discussion/277578/aspire-e15-e5-511-p9y3-touchpad-not-working-on-windows8-1>

Unique solution ID: #1036

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Last update: 2018-05-08 18:48