Camera is not working in Windows 10

Note: *If the camera is not working, t might be missing drivers after a recent update.*

Check for an incompatible camera driver

Some older cameras that were designed for older devices aren't compatible with Windows 10. Here's how to check if you have if your camera is compatible:

1. In **Device Manager**, look for your camera under Cameras, Imaging devices or Sound, video and game controllers.

2. Press and hold (or right-click) the name of your camera, and then select **Properties**.

3. Select the **Driver tab**, select the **Driver Details button**, and look for a file name that includes stream.sys. If it's there, your camera was designed before Windows 7 and you'll have to replace it with a newer camera.

However considering you have already purchased Restoro and would like us to assist you in doing that utilizing a remote session, please contact our support and we are happy to help you.

Email: support@restoro.com
Phone: 1-888-575-7583

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