



Surface Diagnostics

Since many of our clients are working from home, we have been happy to send out an email several times a week to help enlighten, inspire, and sometimes make you laugh. Today's email blast is for those of you with Microsoft Surface computers.

[Source](#)

If you are a surface owner, you need the Surface Diagnostic Toolkit

Major PC makers such as Lenovo, HP, and Dell provide their customers with special software utilities for troubleshooting, support, and driver downloads. But Microsoft doesn't do this. Instead, Surface driver downloads arrive via Windows Update alongside those for Windows. And for troubleshooting and support needs, you will need to find, download, and install the Surface Diagnostic Toolkit.

"Part educator, part detective, and part doctor, the Surface Diagnostic Toolkit guides you through a set of software repairs and hardware diagnostics to quickly and efficiently uncover and resolve issues you are experiencing on your device," the app description notes. "Use this app to look up information about your device, repair common software issues, and validate your Surface hardware. The Surface Diagnostic Toolkit is the best place to start troubleshooting, and [it] will guide you to the best support avenue for the quickest resolution, so you can get back to turning ideas into actions and accomplishing more with your Surface."

We recommend you install this application immediately: You want the Surface Diagnostic Toolkit on your PC before there is a problem. Assuming you're using a Surface 3 or newer, [you can download it from the Microsoft website](#). Or, if you are still using Windows 10 in S mode, which I do not recommend, [you can find a version in the Microsoft Store instead](#).

Repairing Windows and Surface applications

Leave your Surface plugged in and powered on - this might take a while.

System check and application repair



Done

Repairing Windows



Done

You are almost finished.
Please restart your device to finish the repair.

Restart your computer

The Surface Diagnostic Toolkit works a bit differently on each Surface PC because it actually tests all of the unique features on your particular model. For example, on Surface Book and Book 2, the troubleshooting wizard steps you through each usage mode—laptop, tablet, studio, and view modes—with and without attached power.

In addition to the tests, you can also view system information—serial number, device model, Windows edition, OS build, and much more—and access telemetry panel that logs the results of each test run.

As always, TekResults is eager to help you with this tool or to answer any of your questions. Please email us or call.

Referrals

TekResults owes much of our success to our loyal and enthusiastic clients. It's those of you who tell your friends about us that keep our company growing, and we'd like to say thanks. Just telling someone about us is all it takes. Just let us know you dropped our name and we'll drop a gift card in the mail for you to enjoy a great meal at a [Dante's restaurant](#). See... who said talk is cheap!

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