

## Forum: [Hack Forums](#)

Thread: [EVGA GEFORCE GTX 770](#)

**Covbandit** - August 15, 2020, 9:57 am

Hi

I have just got my PC back up and running and popped a new graphics card in. EVGA GEFORCE GTX 770 with a Corsair AX 1200 PSU

I cannot get the system to see it in device manager

I downloaded drivers for it but when installing I get .....

The DHC driver package is not compatible with the current installed version of Windows. The system is configured to require a standard driver package. The correct driver can be downloaded from NVIDIA. com/drivers select standard.

Done all that again and this message still pops up.

I'm running a brand new Windows 10 64 bit

Is the driver requiring the 32 bit choice? That didn't work either.

Thanks again

**Yac1ne** - August 15, 2020, 12:30 pm

(Aug 15, 2020 09:57 AM)Covbandit Wrote: [\[CITE\]](#) Hi

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You need to do exactly what it says, DCH (not DHC) and standard nvidia drivers are two different things, looks like you need a standard driver, here's the link :

<https://www.nvidia.com/download/driverResults.aspx/162102/en-us>

this is currently the latest driver

**Covbandit** - August 16, 2020, 4:55 am

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Thanks

Unfortunately that's the one I have tried and failed to install. I did do it two different ways. I downloaded it and cut and pasted to a memory stick and also just ran it straight from the downloaded file in case it made a difference. It didn't.  
I can't post a pic but the script is above anyway.

I have a ticket open with Nvidia after a failed live chat.

They requested I did this which I have and I'm waiting for a reply.

- 1) Press windows and R keys on the keyboard
- 2) This will open RUN command
- 3) In the Open field, type in "msinfo32" and then press the OK button
- 4) This will bring up the Microsoft System Information Utility. Click on File and then 'Save' to save this information to your hard drive. You may give it any name you choose, but with a '.nfo' file extension
- 5) Once the file has been saved on your hard drive, attach it to this support request so that we may review your system configuration

Latest FYI

Checking the details i see that NVIDIA card is not being detected by your OS, That could be the reason that you are not able to install the driver

As to install the driver you need to have the card getting detected under device manager display adapter option,

Please go to Windows settings > Update and security > Advanced option.

Please check the box called Give me updates for Microsoft and than go back to settings and check for updates. if you see any pending updates take your time and update the pending updates of the OS

Best Regards,  
NVIDIA Customer Care

**Yac1ne** - August 16, 2020, 12:04 pm

(Aug 16, 2020 04:55 AM)Covbandit Wrote: [\[CITE\]](#) Thanks

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Check if the graphics card's detected in the bios, because if it's not, you obviously can't install any driver, and there are two possible causes here, either the graphics card is bricked, or the slot on the the motherboard, try the graphics card on another system, and a working graphics card on your system to confirm if you can, if the graphics card is actually detected, then the problem lies within windows

**Covbandit** - September 16, 2020, 8:52 am

Hi

New motherboard and both cards working ?

At least in bios

Driver now