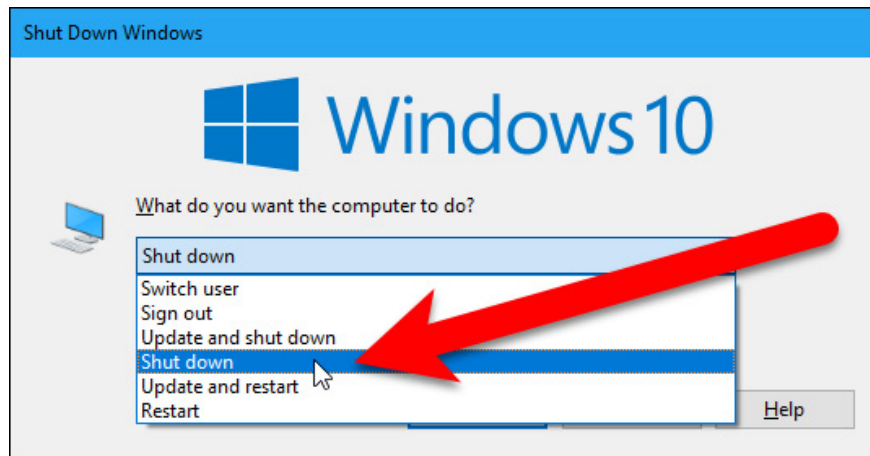


A new error on Windows 10 caused a significant slowdown in shutdown speed and a temporary fix

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According to Microsoft's feedback, the cause of this new error in Windows 10 is due to a problem related to the USB Type-C controller. This problem only occurs when a user plugs in or unplugs USB Type-C from the computer during a shutdown and slows the shutdown speed significantly, which can take up to 2 minutes.



According to Microsoft, many of the Type-C USB devices, including the dock and cord charger, are affected by this error.

Philip Froese, a Microsoft engineer, said that after users plug or unplug USB Type-C from the computer during the shutdown, devices using USB Type-C can still connect and operate normally with computer. No other problem occurs when the system restarts or turns on the machine after sleep in addition to a slower shutdown.

Froese likes to add, sleep or shutdown on Windows 10 (1809) version can be delayed up to 60 seconds due to an error in deploying the Connector System Software Interface USB Type-C (UCSI). If the UCSI is busy processing a new connection with the USB Type-C port, unfortunately, the power failure is very likely to lead to this situation.

Microsoft said, they are actively addressing the error. During this time, to prevent the device from turning off or sleep slowly, users can remove devices connected via USB Type-C from the system before proceeding to shutdown.

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