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| **Category** | **Questions** | **Answers (N/A if not applicable)** |
| **Description** | Provide a detailed description of the issue | On a clean Windows 10 (1909) installation running on my MacBook laptop I see a constant 7-8% "System interrupts" usage in Windows Task Manager. CPU0 is 100% busy even when the machine is idle. Uninstalling the Intel Graphics driver fixes the issue. Installing the Intel Graphics driver introduces the issue. I experience this behavior with the Apple provided Intel driver and Intel’s latest generic driver too. |
| Please place an X to the right of the option showing how often you see this issue using specific steps. (Ex: 'Every few times a game is started it flickers.' <- This would be "Often") | I see the issue each time after I restart the machine. |
| **Hardware (HW)** | Brand and Model of the system. | MacBook Pro (Retina, 15-inch, Mid 2014)Model: A1398 (EMC 2876)ID: MacBookPro11,2CPU: 2.2 GHz Core i7 (I7-4770HQ) (4 cores, 8 logical processors)Video Card: Intel Iris Pro 5200Storage: 256 GB SSD |
| Hybrid or switchable graphics system?ie Does it have AMD or NV graphics too? | Not hybrid, no AMD or NVidia card is installed. |
| Make and model of any Displays that are used to see the issue **(see note2 below).LFP**= Local Flat Panel (Laptop panel)**EFP** = External Flat Panel (Monitor you plug in) | LFP |
| How much memory [RAM] in the system (**see note2 below).** | 16 GB |
| Provide any other hardware needed to replicate the issue.ie: Cables&brand, cable type [vga, hdmi, DP, etc], dock, dongles/adapters, etc | No extra hardware is required, just the laptop. |
| Hardware Stepping (**see note1 below**). | Hardware Ids:PCI\VEN\_8086&DEV\_0D26&SUBSYS\_012E106B&REV\_08PCI\VEN\_8086&DEV\_0D26&SUBSYS\_012E106BPCI\VEN\_8086&DEV\_0D26&CC\_030000PCI\VEN\_8086&DEV\_0D26&CC\_0300Compatible IdsPCI\VEN\_8086&DEV\_0D26&REV\_08PCI\VEN\_8086&DEV\_0D26PCI\VEN\_8086&CC\_030000PCI\VEN\_8086&CC\_0300PCI\VEN\_8086PCI\CC\_030000PCI\CC\_0300 |
| **Software (SW)** | Operating System version (**see note2 below).** | Windows 10 Pro 1909 (Build 18363, 64 bit, English) |
| VBIOS (video BIOS) version. This can be found in “information page” of CUI (right click on Desktop and select “Graphics Properties”. | 1215.0 |
| Graphics Driver version; for both integrated Intel and 3rd party vendors (**see note2 below).** | 20.19.15.5126 |
| SW or Apps version used to replicate the issue. | Install Windows 1909 64 bit, install Intel driver 20.19.15.5126 and you will experience the issue. Apple provides Intel driver version 10.18.15.4240, it has the same issue. |
| **Configurations** | Single display, clone, or extended (**see note2 below).** | Single |
| Display resolution & refresh rate setting of each display (**see note2 below).** | 2880 x 1800 (32 bit) (60Hz) |
| AC or DC mode, i.e. is power cable plugged in or not? | AC |
| **How to repro** | Please provide steps to replicate the issue. These **steps** are very crucial to finding the root cause and fix.A screenshot to illustrate the issue is a huge plus. A video of the failure is even better! Attach to the post or provide the YouTube link. | 1. Install macOS 10.15.4 to the laptop (so that the laptop’s EFI firmware is updated to 159.0.0.0.0, 2020-02-05) 2. Install Windows 10 Pro 1909 (Build 18363, 64 bit, English) using Boot Camp3. Install Intel driver 20.19.15.5126 in Windows 4. Start Resource Monitor and Task Manager in Windows4. Observe high CPU load in the first CPU core |
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**Additional system information**

* Indicate your computer make/model, or if it is a Desktop the motherboard make/model.
* Attach the [DxDiag.txt](https://www.intel.com/content/www/us/en/support/articles/000022556/graphics-drivers.html) and [SSU.txt](https://downloadcenter.intel.com/download/25293/Intel-System-Support-Utility-for-Windows-) reports (these are very useful as they can tell most of the computer configuration details)