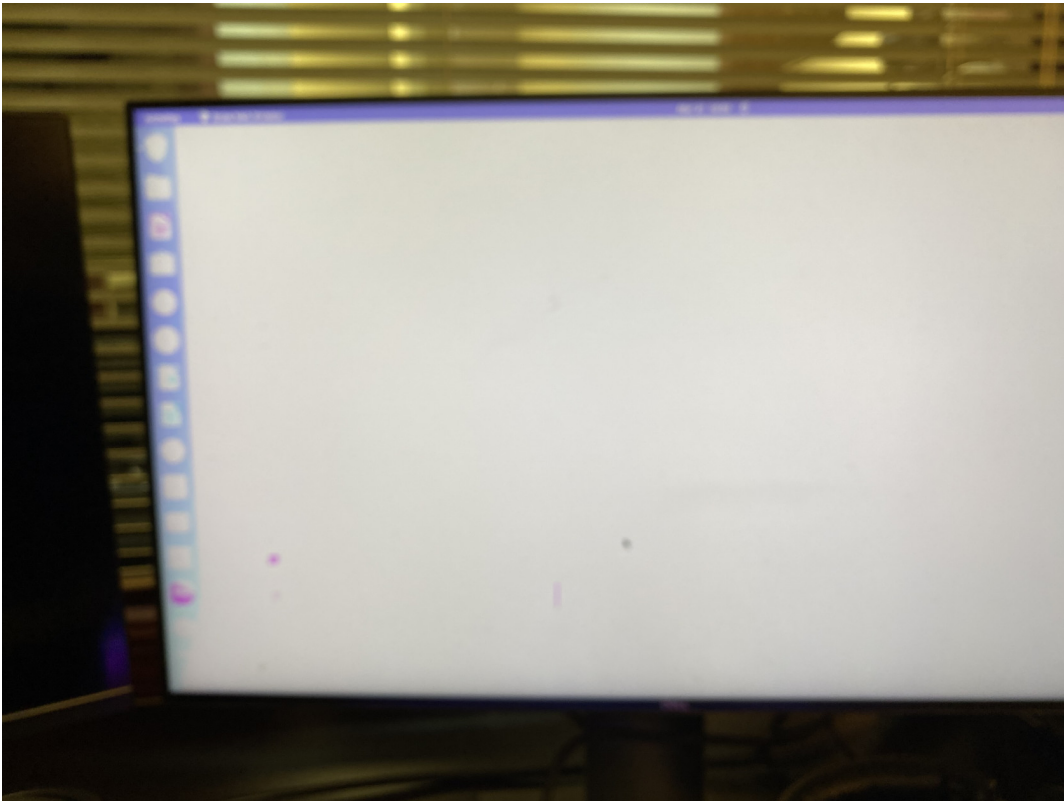


Auto Upgrade Produced White Screen

Issue

Victoria's computer was restarted and updates took place automatically. When restarting there was a white screen and so little contrast that the computer was unusable.



Resolution

Graphics card needed a specific driver, not the generic driver that was in the auto-upgrade file.

Steps taken

Pressing the right shift button repeatedly brought me into the grub menu, I could select to start in recovery mode. Launching the older version of Ubuntu produces a normal contrast screen but it was stretched and could not be fixed using the display settings (locked/non responsive).

I rebooted and next time selected the newer operating system in recovery mode.

In recovery mode, I selected package repair, then grub menu then proceeded.

Screen was stretched and unable to fix with resolution.

Under Settings/about/software updates/ additional drivers, I selected a proprietary graphics driver, then re-started. All was normal.

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