

## [Troubleshooting] Windows Update (Windows 10)

This document applies to all MSI notebook & Vortex product which installed with Windows 10 system.

After applying the latest Windows Update (e.g. Windows 10 Anniversary/Redstone 1 Update (build 14393)), some device functions or software might not work properly.

Windows Update may include the change of system mechanism or structure which affects some functions; some device's customized feature is not supported by the generic driver; some unexpected problems (e.g. BSoD or TDR) may happen due to the generic driver update improperly (no matter it's updated by Windows Update, automatic live update provided by the device driver or download it directly from vendor's website).

- Hotfix

*e.g. The audio stack updates which may affect the audio outputs on Windows default software such as Edge browser; Windows Display Drive Mode (WDDM) 2.0 related updates of Windows kernel-mode driver may affect the video related display; and the updated WLAN Device Driver Interface (WDI) policy which removed the support on certain features such as setting the WLAN adapter as a hotspot for wireless connection.*

- Generic Driver

*e.g. Killer LAN disconnects after applying the latest Windows Update because the LAN driver has been updated automatically; MSI True Color stops working after updating NVIDIA generic graphics driver.*

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## Hardware Device

If you have encountered problems with your devices, [update the latest BIOS, EC firmware and do the EC reset](#) first. Next, check the device driver version in the system device manager.

*(Right click on the Windows icon and select "device manager", right click on the problem device and select "properties". Find the driver version under driver tab.)*

- If the driver version is the same as the version released on MSI website, [re-install the driver](#) and see if the problem can be fixed.
- If the driver version is newer than the version released on MSI website, uninstall and [hide the driver update](#) from Windows Update and then install the MSI released driver.  
*P.S. If you can confirm that there is a specific hotfix which causes the problem, you can also refer to the [FAQ](#) to avoid this hotfix being installed again next time you run Windows Update.*

If the problem still remains with the problem symptoms shown below, please refer to the instructions to try solving the problem.

### Graphics (VGA)

*Symptom: [TDR](#) or performance drops in games after running Windows Update.*

*Troubleshooting: MSI suggest to re-install the MSI released version by following our graphics driver clean installation [guide](#) to avoid some unexpected problems (e.g. [BSoD](#) or [TDR](#)) due to the incomplete generic driver update performed by NVIDIA GeForce Experience or Windows Update.*

**LAN**

*Symptom: Get unstable connection and an exclamation mark appears on the network icon after running Windows Update.*

*Troubleshooting: LAN driver may be updated automatically to the newer version which caused the problem. Refer to the [FAQ](#) to troubleshoot the problem.*

**Audio**

*Symptom:*

- *Weak audio sound or unbalanced audio sound output.*
- *Crackling, distorted, popping sound or noise can be heard in specific web browser, games or video/audio players.*
- *Noise, interference or intermittent sound in microphone recording.*
- *Program crashes or black screen when running specific games, programs or video/audio players.*
- *Nahimic audio effect settings can't be adjusted or there is no pop up window to set up the audio when an external device is plugged or the sound effect can't be applied with some program.*

*Troubleshooting: By updating Nahimic may help you to resolve the symptom listed above, please follow the [instructions](#) to install/update the latest Nahimic and the audio driver released on MSI website.*

*P.S. Please update Nahimic 2.3 to support the latest Windows 10 Anniversary/Redstone 1 Update (Build 14393).*

**Wireless**

*Symptom: Wireless signal can't be detected, connection lost/unstable or fail to work.*

*Troubleshooting: Refer to the instructions shown in [FAQ](#) to troubleshoot the problem.*

**Touchpad**

*Symptom: Touchpad erratic, unstable or not responding.*

*Troubleshooting: The problem might happened when the latest Windows Update has updated some hotfixes which caused the touchpad driver conflicts; Additionally, certain customize feature only supports on specific driver released on MSI website, please follow the [FAQ](#) to re-install MSI released driver and troubleshoot the problem.*

**Application**

Usually the application don't have any problem after clean installation with MSI released driver & application, therefore, please follow the [instructions](#) to try re-installing the same version program/application if the program encounters problem (e.g. Application doesn't response or crashes). Under rare condition (e.g. Nahimic stops working after running Windows Update), the application needs to be updated. [Update](#) the latest version released on MSI website and see if the problem can be solved.

**Nahimic**

*Symptom: Nahimic stops working.*

*Troubleshooting: Please refer to the [update guide](#) to update Nahimic 2.3 which supports the latest Windows 10 Anniversary/Redstone 1 Update (Build 14393).*

## **MSI True Color**

*Symptom: MSI True Color stops working after updating the latest NVIDIA generic graphics driver.*

*Troubleshooting: Please try to [update](#) MSI True Color (version 1.6.3.005 or later) released on MSI website to solve the problem.*