

FAQ No. 01796**Sound Blaster Cinema**

Affected Model: All

Q: What should I do if Sound Blaster Cinema (SBC) stops working after upgrading to Windows 10?

A: Find your notebook and refer to the corresponding guide to solve the problem.

Notebook	Troubleshooting Guide
GS60 2QD	I. Update the latest version of BIOS to use Nahimic.
GS60 2QE	
GS70 2QD	
GS70 2QE	
GS30 2M	II. Update the latest version of audio driver to use Nahimic.
GE60 2QD	
GE60 2QE	
GE70 2QD	
GE70 2QE	
GT72 2QD	
GT72 2QE	
GT80 2QC	
GT80 2QD	
GT80 2QE	
Other Models	III. Re-install Sound Blaster Cinema (SBC)

i Only MSI notebook with **NVIDIA 900M Graphics** supports **Nahimic** even if the pre-installed sound effect software is Sound Blaster Cinema (SBC).

i Exception: Belowed notebooks only support **Sound Blaster Cinema (SBC)**.

GT60 2QD Dominator / GT60 2QD Dominator 3K Edition / GT60 2QE Dominator Pro 4K Edition / GT60 2QD Dominator 4K Edition / GT70 2QD Dominator / GT70 Dominator Pro Dragon Edition / GT70 Dominator Dragon Edition.

- I. Update the latest version of BIOS to use Nahimic:
 - A. Uninstall **audio driver** and **SBC** from your notebook. ([FAQ](#))
 - B. Update **BIOS** to the latest version from your notebook download page.
 - C. Install the latest version of **audio driver** and **Nahimic** from your notebook download page.

Notebook	Audio driver	Sound effect software
GS60 2QD	6.0.1.7482 or later	Update the latest version of BIOS to use Nahimic.
GS60 2QE	6.0.1.7482 or later	
GS70 2QD	6.0.1.7503 or later	
GS70 2QE	6.0.1.7503 or later	

- II. Update the latest version of audio driver to use Nahimic:
 - A. Uninstall **audio driver** and **SBC** from your notebook. ([FAQ](#))
 - B. Install the latest version of **audio driver** and **Nahimic** from your notebook download page.

Notebook	Audio driver	Sound effect software
GS30 2M	6.0.1.7496 or later	Update the latest version of audio driver to use Nahimic.
GE60 2QD	6.0.1.7427 or later	
GE60 2QE	6.0.1.7427 or later	
GE70 2QD	6.0.1.7427 or later	
GE70 2QE	6.0.1.7427 or later	
GT72 2QD	6.0.1.7534 or later	
GT72 2QE	6.0.1.7534 or later	
GT80 2QC	6.0.1.7503 or later	
GT80 2QD	6.0.1.7503 or later	
GT80 2QE	6.0.1.7503 or later	

- III. Re-install Sound Blaster Cinema (SBC):
 - A. Uninstall the pre-installed version of **SBC** and **audio driver**. ([FAQ](#))
 - B. Re-install the latest version of **SBC** and **audio driver** from your notebook Windows 8.1 download page.

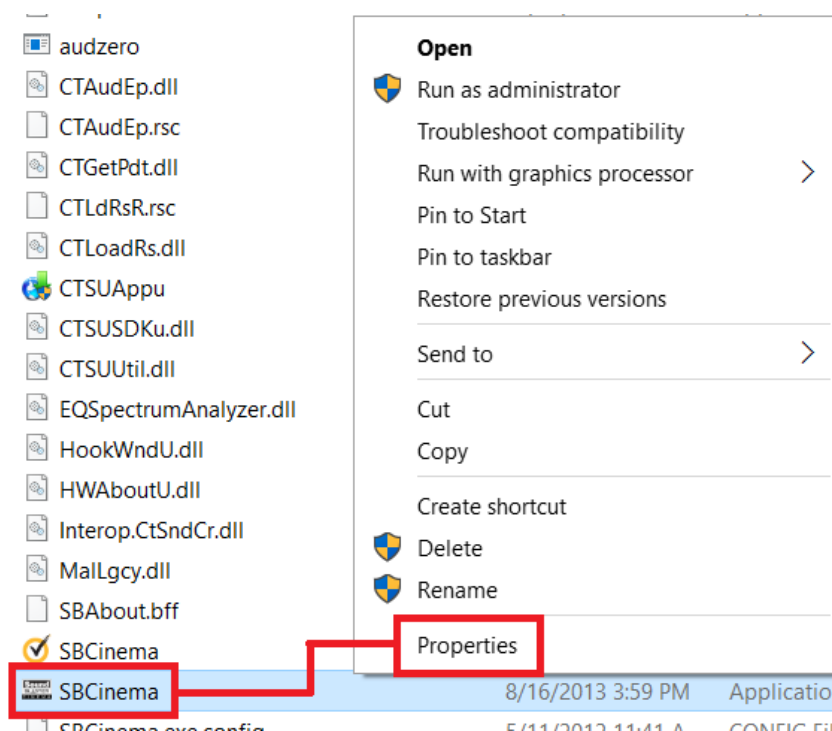
i Windows 10 will automatically override the MSI audio driver via Windows Update. If SBC stops working after Windows Update install new audio driver, you might need to [uninstall and hide the driver update from Windows Update](#) and then install the MSI audio driver.

C. If SBC can't work properly with the correct version of SBC and audio driver, please try to perform SBC in compatibility mode for Windows 8.

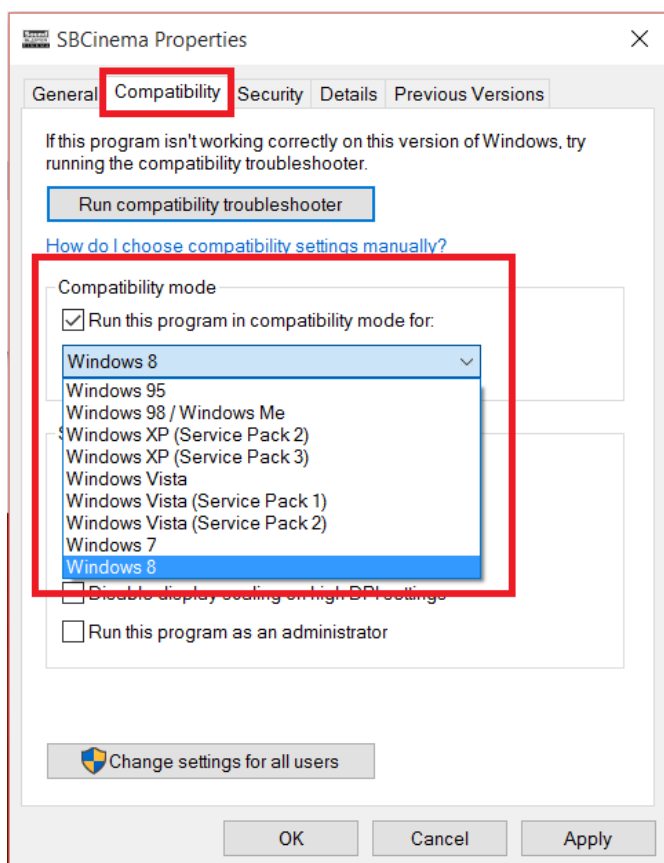
1. Open "File Explorer" and access to the location below.

This PC -> Disk (C:) -> Programs Files (x86) -> Creative -> Sound Blaster Cinema -> Sound Blaster Cinema

2. Right click on the "SBCinema.exe" and select "Properties".



3. Select "Windows 8" in the "Compatibility mode" drop down menu under "Compatibility", and click on "Apply".



4. Run SBC.

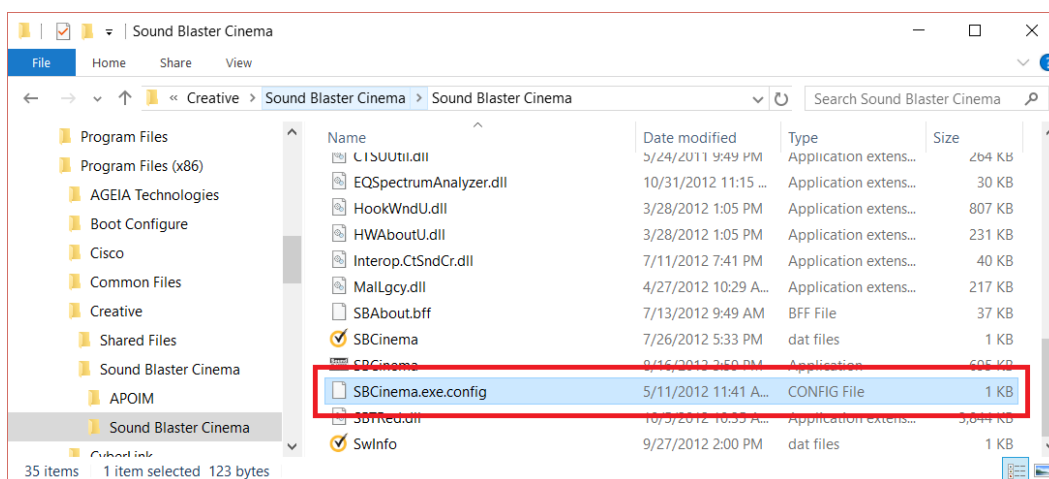
If SBC still can't work, please follow the steps below to solve the problem.

- Delete the file "SBCiname.exe.configure" from software folder.

1. Perform "File Explorer" and access to the location below.

This PC -> Disk (C:) -> Programs Files (x86) -> Creative -> Sound Blaster Cinema -> Sound Blaster Cinema

2. Delete "SBCiname.exe.configure"



3. Restart your notebook and run SBC.