

[Troubleshooting] System hangs on MSI logo and power off during booting process

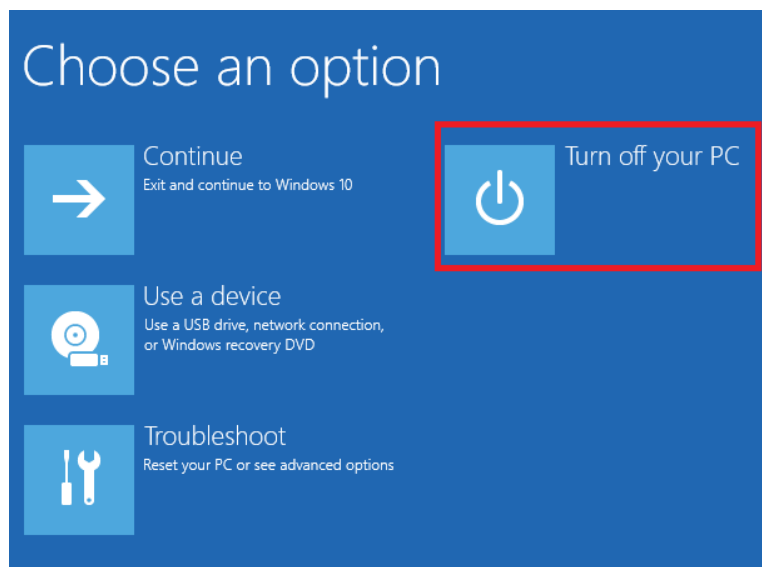
Affected Model: Please check with [Appendix 1](#).

This issue is affected by improper system shutdown after Window Update. Please access the [Windows Recovery Environment] (Windows RE) to [turn off the notebook correctly](#). After successfully boot into Windows, please [update latest IRST driver](#) to prevent this issue happening again.

- **Access the [Windows RE] to turn off the notebook correctly**

1. Power on the system and press [F3] continually to access the [Windows RE].
2. Choose the keyboard layout. (Skip this step, if there is no keyboard layout selection menu showed up)
3. Select [Turn off your PC] to turn off the system correctly.

Now, the notebook can boot into Windows without problem and please follow the [next section](#) to update the IRST driver.



- **Update the latest IRST driver**

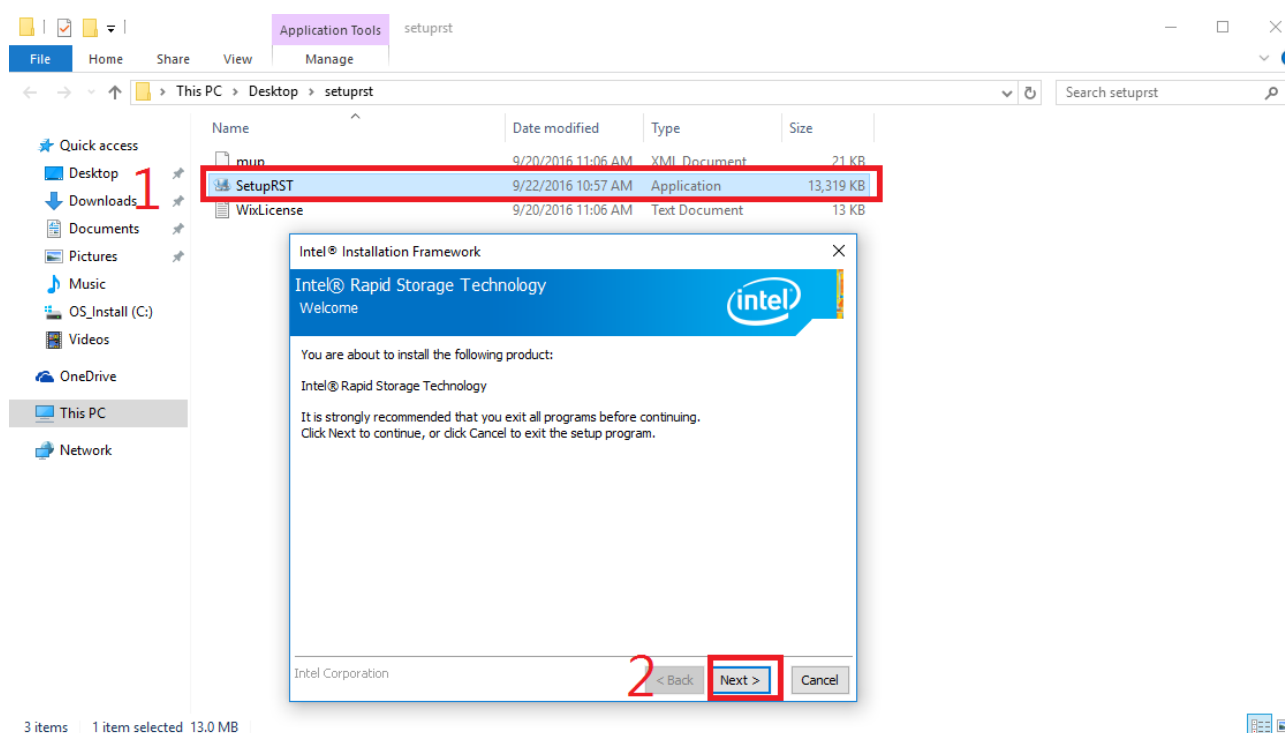
1. **Uninstall the old IRST driver.**

Right click on the Windows icon and select [Programs and Features] -> Double click on [Intel Rapid Storage Technology] and follow the on screen instruction to uninstall the driver.
(System Reboot is required)

2. **Download and install the IRST driver 15.2.0.1020 or later. ([Download Link](#))**

Double click on the [SetupRST.exe] and follow the on screen instruction to install the driver.
(System Reboot is required)

(You can also download the IRST driver from product download page. [Where can I download drivers and utilities for my notebook?](#))



Appendix 1:

Affected Model	
GT70 2PC Dominator	GT80 2QD Titan SLI
GT70 2PE Dominator Pro	GT80 2QD Titan SLI
GT70 2QD Dominator	GT80 2QE Titan SLI
GT70 Dominator Dragon Edition	PE60 2QD
GT70 Dominator Pro Dragon Edition	PE60 2QE
GT70 Dragon Edition 2	PE70 2QD
GT70 Dragon Edition 2 Extreme	PE70 2QE
GT70 2OK Workstation	PX60 2QD
GT70 2OL Workstation	WS60 2OJ
GT72 2PC Dominator	WS60 2OJ 3K IPS Edition
GT72 2PE Dominator Pro	WS60 2OJ 4K Edition
GT72 2QD Dominator	WT60 2OK 4K Edition
GT72 2QD Dominator G	WT60 2OJ
GT72 2QE Dominator Pro	WT60 2OK 3K IPS Edition
GT72 2QE Dominator Pro G	WT70 2OK
GT72 Dominator Dragon Edition	WT70 2OL
GT72 Dominator Pro Dragon Edition	WT72 2OK
GT80 2QC Titan SLI	WT72 2OL
GT80 2QC Titan SLI	WT72 2OM