

TDR, application crash and BSoD Issue

Affected Model: All models with NVIDIA graphics

This document guides you to troubleshoot the TDR (Timeout Detection and Recovery) message, application crashes or BSoD (Blue Screen of Death) showing up after installing/updating NVIDIA generic graphics driver.

Q: What should I do if there is TDR (Timeout Detection and Recovery), application crash or BSoD showing up after installing/updating NVIDIA generic graphics driver?

TDR (Timeout Detection and Recovery) message is a protection mechanism on Windows system to prevent any unexpected system restarts when GPU is unstable or not able to render graphics due to unknown reasons. (Click [HERE](#) to know more detail about TDR)



If the problem happens after installing/updating the generic NVIDIA graphics driver (or the latest Windows 10 update), please follow the instructions below to troubleshoot the problem.

I. Use MSI released NVIDIA graphics driver version

- If you have Windows 10 system, run Windows Update until everything is up to date to have [the latest version of Windows Update](#).

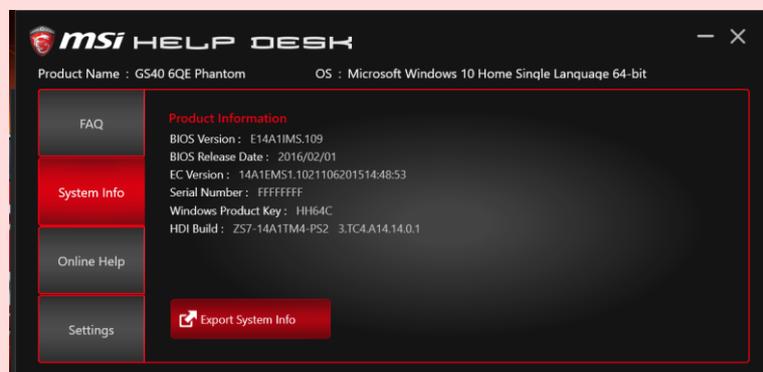
(The OS Version and OS build can be checked at Control Panel > System > 'About' tab)

- **i** Multiple system restarts may be needed before completing the Windows Update.
- **i** Windows 10 has Windows Display Drive Mode (WDDM) version 2.0 which may be related to the TDR mechanism and the latest Windows 10 Update which has security update of Windows kernel-mode driver may be also related to the TDR mechanism.
- **i** To get the latest Windows Update, click on the Windows icon located at the lower left corner and choose "Settings" > "Update & Security" > "Windows Update" > "Check for updates" (To know more about Windows Update, click [HERE](#).)

- Follow our [graphics driver clean installation guide](#) to re-install the NVIDIA graphics driver version released on [MSI website](#) to verify the problem.
- If the problem doesn't happen with the MSI released version, then the problem may be the compatibility between the Windows system, the latest NVIDIA generic driver and other application, MSI suggest you keep this version to have a more stable system.

i If you'd like to report the problem of NVIDIA generic graphics driver or the MSI released version, please visit [MSI Online Customer Service System](#) and provide the system information, what programs or operations are you running/doing when the problem encountered most often and the graphics driver version you have.

i Use [MSI Help Desk](#) and click "Export System Info" button in the System Info tab to export the system information file.



II. Find a stable version of NVIDIA generic driver

If you'd like to try other version of NVIDIA generic driver, find a beta/latest version driver on [NVIDIA website](#), [NVIDIA Forum](#), or a hotfix version on [NVIDIA support page](#) and re-install them to find out a more stable version.

i The latest version may have some fix for the TDR driver crash issue. (For example, the [latest NVIDIA graphics driver 361.91](#) has fixed the TDR issue caused by running Illustrator CC 2015.)

Windows 10 Fixed Issues

- ▶ TDR on Illustrator CC 2015 with drivers post Release 353. [1726408]
- ▶ [361.75] Enabling NVIDIA Surround after a driver clean install causes NVIDIA Control Panel to crash. [1724062]
- ▶ Windows 10 **Open Devices and Printers** ejects NVIDIA GPU. [1720849]
- ▶ Adobe Illustrator CC 2015 intermittently crashes on exit with NVIDIA drivers post Release 353. [1711214]
- ▶ [SLI, Assassin's Creed: Syndicate] Need SLI profile. [1666227]

III. Run a clean system with different NVIDIA generic driver

[Restore the system back to the factory settings](#) or moreover, perform a clean install of Windows system to have a clean system environment and then try different version of NVIDIA generic graphics driver to figure out any possible compatibility problem between the Windows system, application or driver.