

[Troubleshooting] True Color Troubleshooting Guide**Outline**

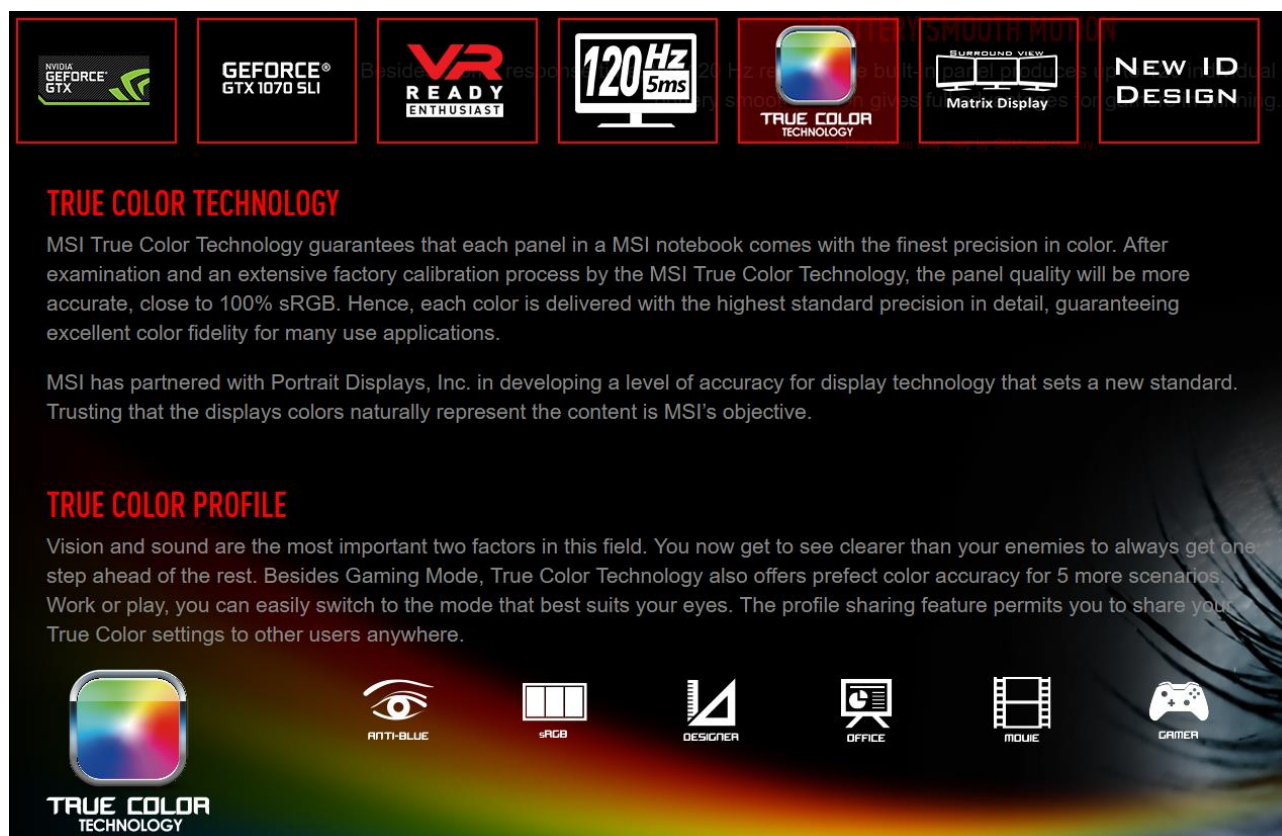
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This guide only applies to True Color supported series.

Please check the specification under the Overview page of your Notebook:

<https://www.msi.com/Laptops>

If it is True Color supported, you can find True Color feature introduction under your Notebook Overview page; if no such introduction exists, then the Notebook is none True Color series.



The graphic features a row of seven icons at the top: NVIDIA GeForce GTX, GeForce GTX 1070 SLI, VR Ready Enthusiast, 120Hz 5ms, True Color Technology, Smooth Motion Matrix Display, and New ID Design. Below these, the text reads: "TRUE COLOR TECHNOLOGY MSI True Color Technology guarantees that each panel in a MSI notebook comes with the finest precision in color. After examination and an extensive factory calibration process by the MSI True Color Technology, the panel quality will be more accurate, close to 100% sRGB. Hence, each color is delivered with the highest standard precision in detail, guaranteeing excellent color fidelity for many use applications. MSI has partnered with Portrait Displays, Inc. in developing a level of accuracy for display technology that sets a new standard. Trusting that the displays colors naturally represent the content is MSI's objective." Below this, it says: "TRUE COLOR PROFILE Vision and sound are the most important two factors in this field. You now get to see clearer than your enemies to always get one step ahead of the rest. Besides Gaming Mode, True Color Technology also offers perfect color accuracy for 5 more scenarios. Work or play, you can easily switch to the mode that best suits your eyes. The profile sharing feature permits you to share your True Color settings to other users anywhere." At the bottom, there are seven icons representing different modes: True Color Technology, Anti-Blue, sRGB, Designer, Office, Movie, and Gamer.

1. Basic Troubleshooting

1.1. Uninstall True Color

For user who has common True Color error or fail to run True Color program, please uninstall old True Color program by Windows control panel.

1.2. Clean install system graphic drivers

Please unsintall old INTEL & NVIDIA graphic drivers and install the latest version on MSI Notebook Driver download page.

[\[How To\] Clean install Intel VGA driver](#)

[\[How To\] Clean install NVIDIA VGA driver](#)

1.3. Install True Color

Install the latest version from "Utility" download page of your MSI Notebook website. Please refer to the installation guide: [MSI True Color Installation Guide](#)

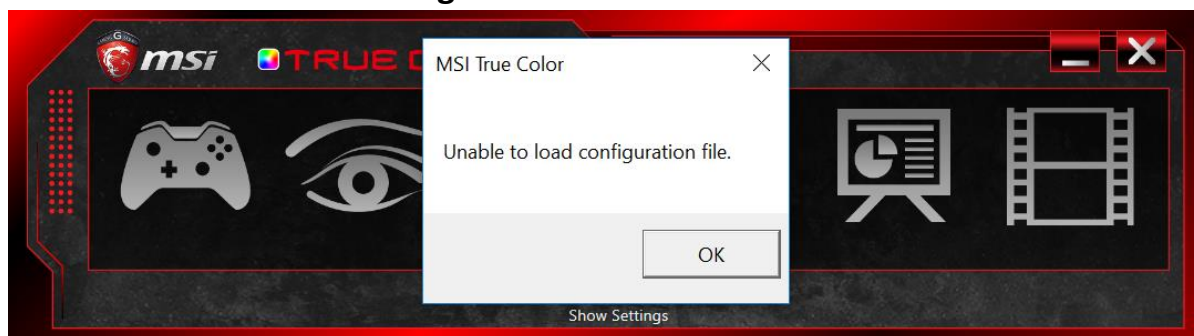
***NOTE: Once the driver & True Color app re-installation complete, restart the system twice to load the color calibration file correctly.**

2. Common Q&A

If you are having the error message listed below when installing or running MSI True Color on authentic MSI notebooks, please follow the instructions in below content to solve the problem.

2.1. Operation errors:

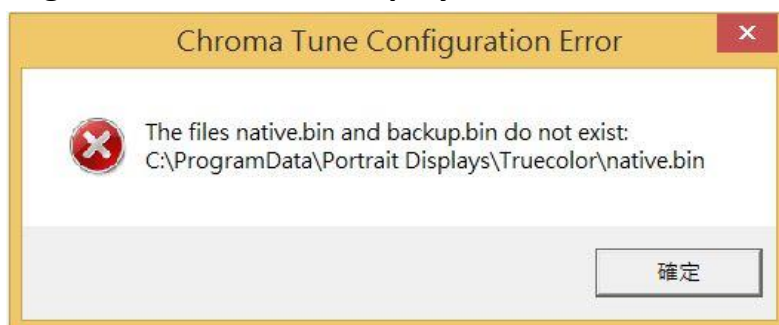
➤ **Problem: "Unable to load configuration file."**



Solution:

Please follow [MSI True Color Installation Guide](#) to uninstall True Color, delete hidden folder and reinstall.

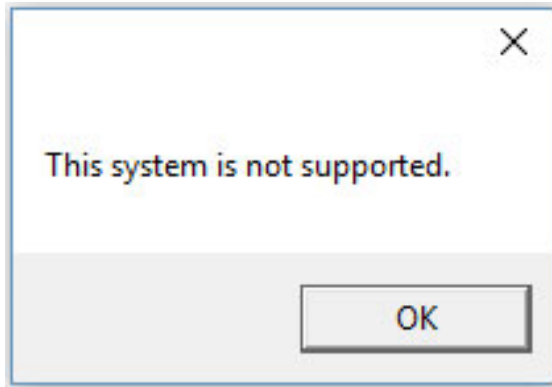
➤ **Problem: "The files native.bin and backup.bin do not exist:
C:\ProgramData\Portrait Displays\Truecolor\native.bin"**



Solution:

Please download and re-install the latest MSI True Color released on MSI website to solve the problem.

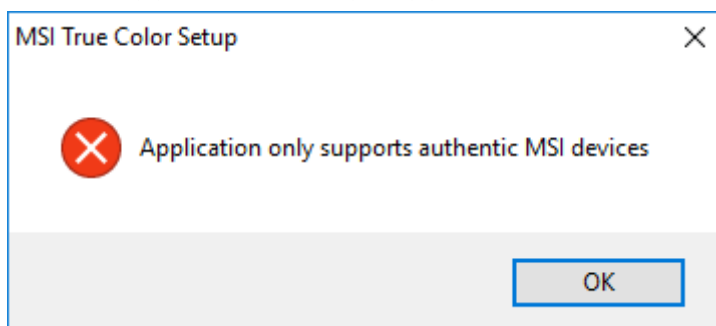
➤ **Problem: "This system is not supported"**



Solution:

- (1). Make sure that your notebook supports MSI True Color by checking the Overview page in the note book product page.
- (2). If you have external monitor connected, remove the external display connection and then run the installer once again.

➤ **Problem: “Application only supports authentic MSI devices”**

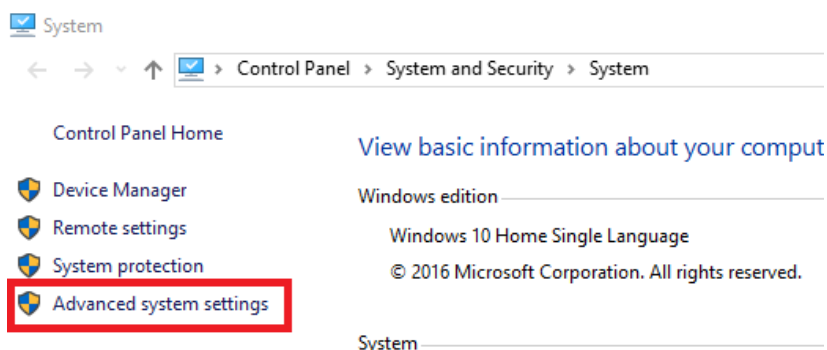


Solution:

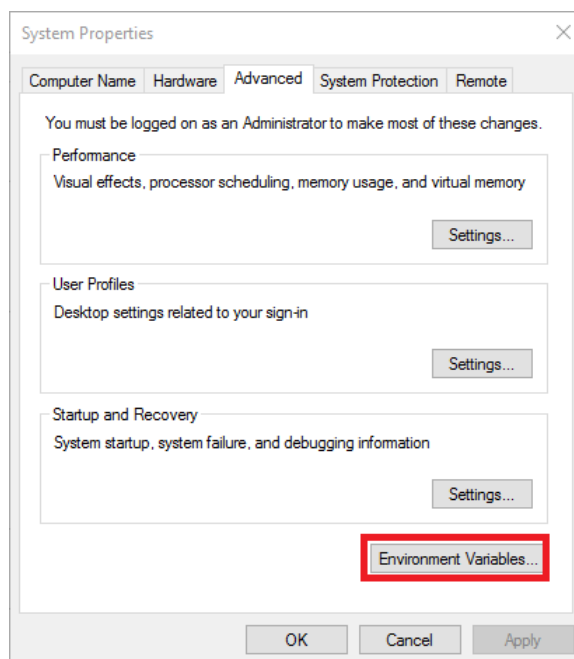
The error message means the application detects the system manufacturer is not MSI or cannot detect the information properly.

Please make sure it's MSI brand notebook and confirm the on board BIOS is from MSI official website. Then follow below steps to re-configure the environment variables of your system:

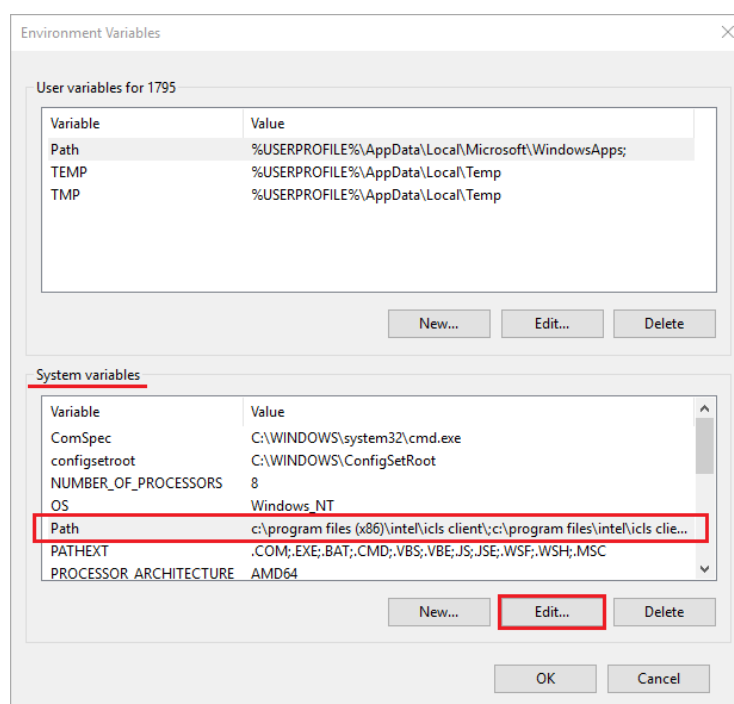
- (1). Right click on Start, and select "System"
- (2). Select "Advanced System Settings"



(3).Select "Environment Variables..."



(4).Highlight "Path" Under the "System Variables" listing and click "Edit"

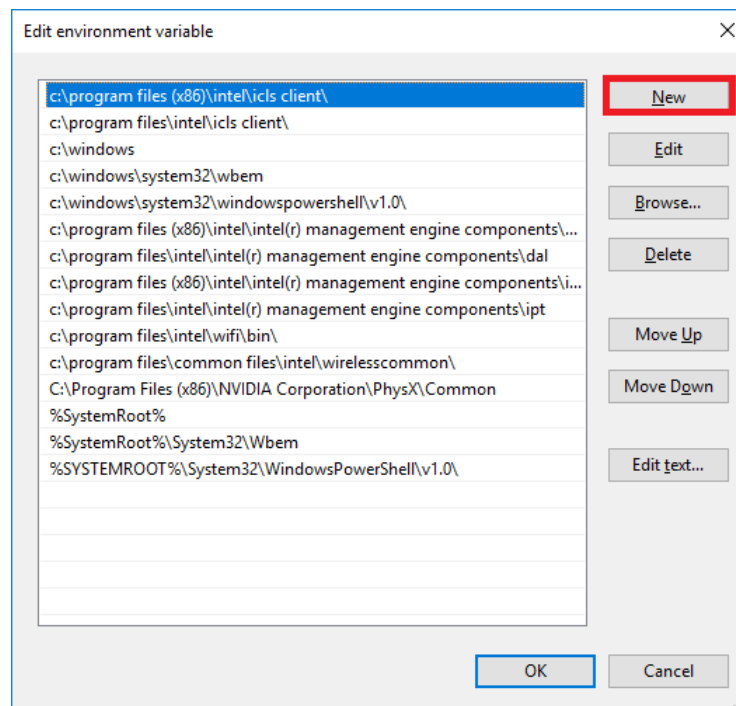


(5).Click new and add the following path:

%SystemRoot%\System32\Wbem

(6). Click New again to add an additional path:

`%systemRoot%\System32`



(7). Click OK to close the "Edit Environment Variable" window

(8). Click OK again to close the "Environment Variables" window.

(9). Now, you can try install MSI True Color again.

*****If above actions doesn't help, you can also try to restore the system back to the factory settings by using the recovery media created by MSI BurnRecovery tool or the F3 recovery function to solve the program.**

For MSI preinstalled Windows:

[\[Video Tutorial\] How to Use Recovery Partition on Windows 8/8.1](#)

[\[Video Tutorial\] How to restore Windows 10 system on MSI Notebooks](#)

For FreeDOS or empty system:

[How to Install Windows OS on Free DOS platform](#)

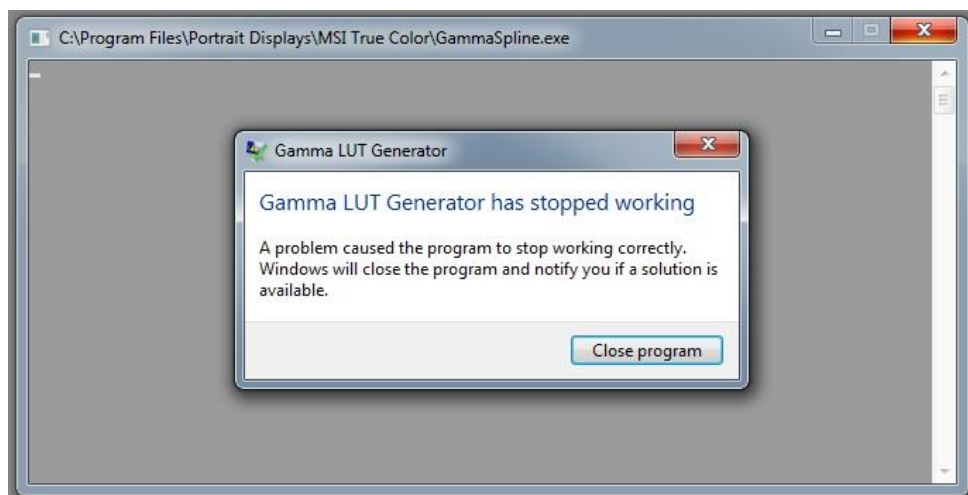
[FreeDOS Install Windows Video Guide](#)

- **Problem:** MSI True Color isn't working properly (can't open, no function) after Windows 10 AU update.

Solution:

It is compatibility problem with NVidia generic driver v.37x.xx (372.54 / 372.70)
Please update MSI True Color v1.6.3.005 or later version. See also ([FAQ-2391](#))

- **Problem:** How to fix the error message after installing True Color in Windows 7?



Solution:

Please update your IE (Internet Explorer) to IE 9.0 or later version.

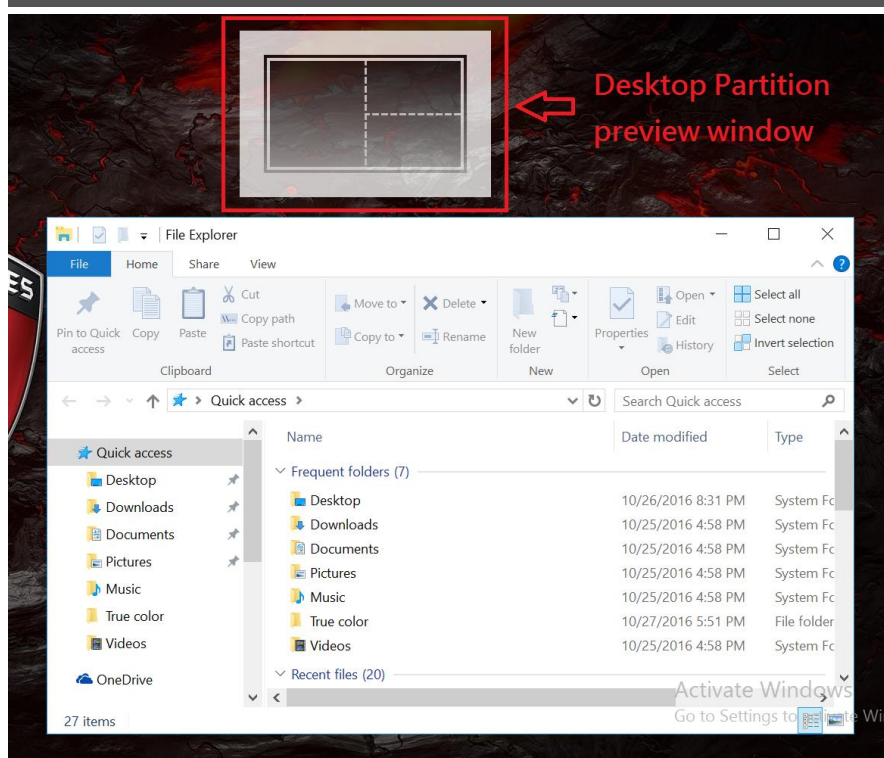
2.2. Other Problems:

➤ Question: What is “Desktop Partition” function?

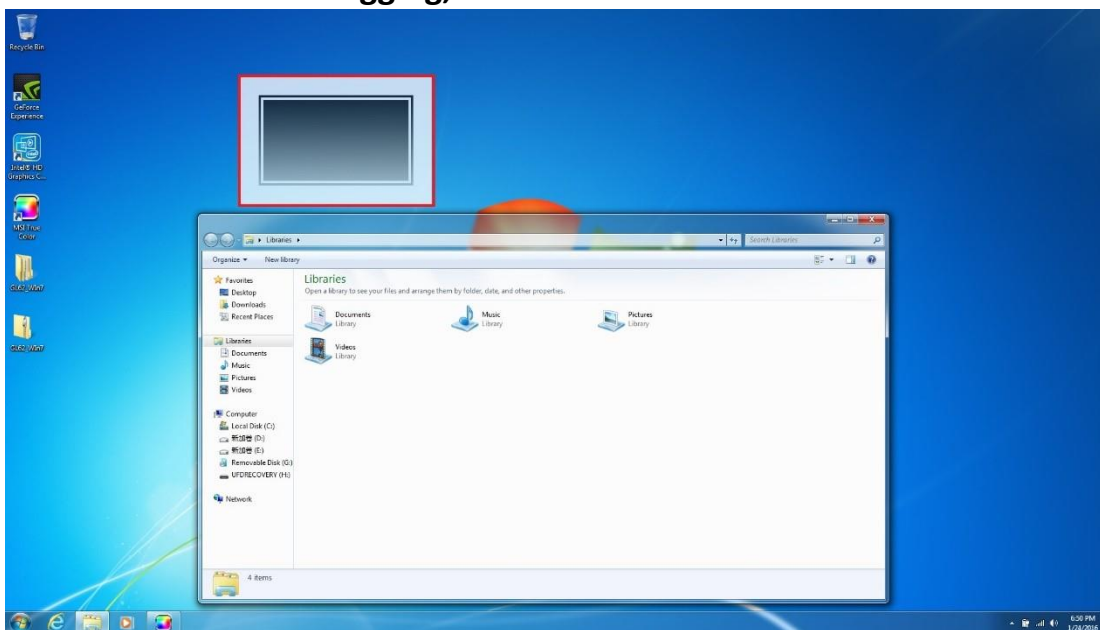
Answer:

Desktop Partition

Desktop Partition is a simple utility that organizes the display in predefined regions. Dragging a window to any region automatically aligns the window for better organization and less desktop clutter. Windows can be sent to any region across multiple displays with a simple mouse click. Desktop Partition can be accessed through True Color, the Task Tray, or an active window's Title Bar.

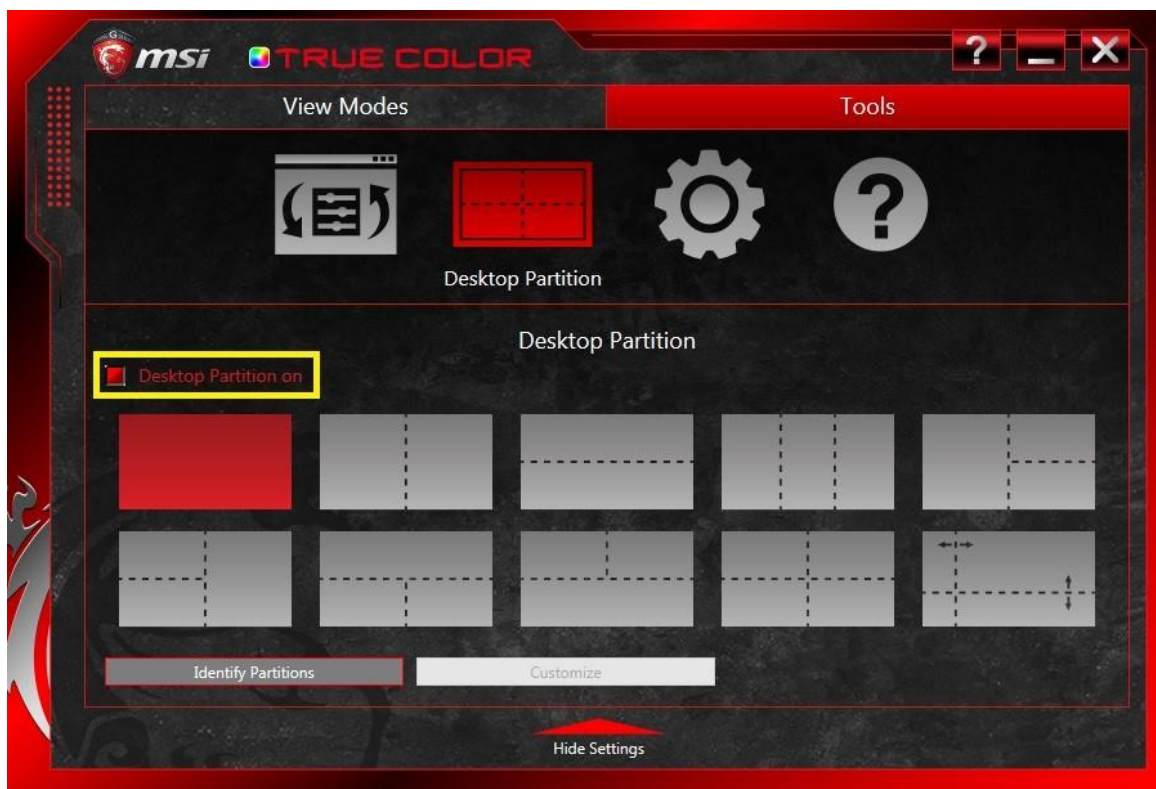


- **Problem:** There is always a Desktop Partition preview window showing up next to the window I'm dragging, how can I disable it?



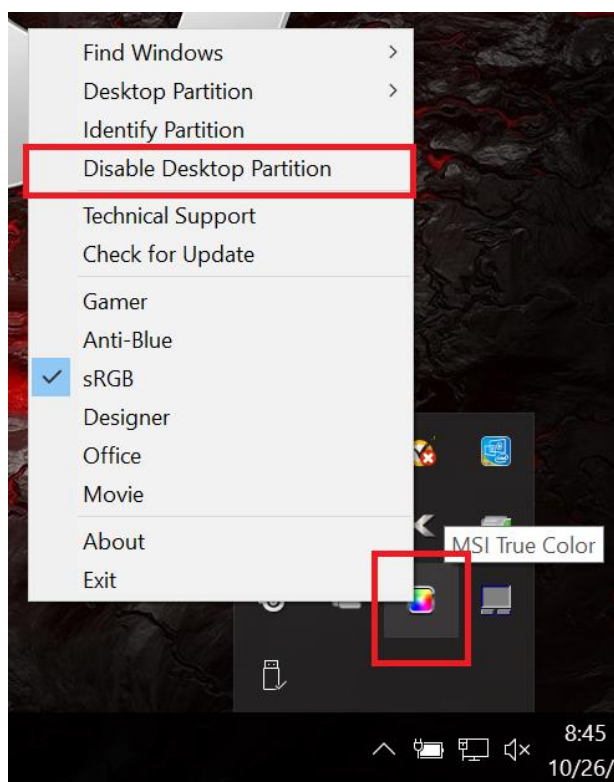
Solution:

Please open MSI True Color, click "Show Settings" to expand the menu and then select "Tools" tab. Cancel the check box of "Desktop Partition on" under "Desktop Partition" to disable the preview window.



➤ **Problem: “Disable Desktop Partition” setting doesn’t take effect.**

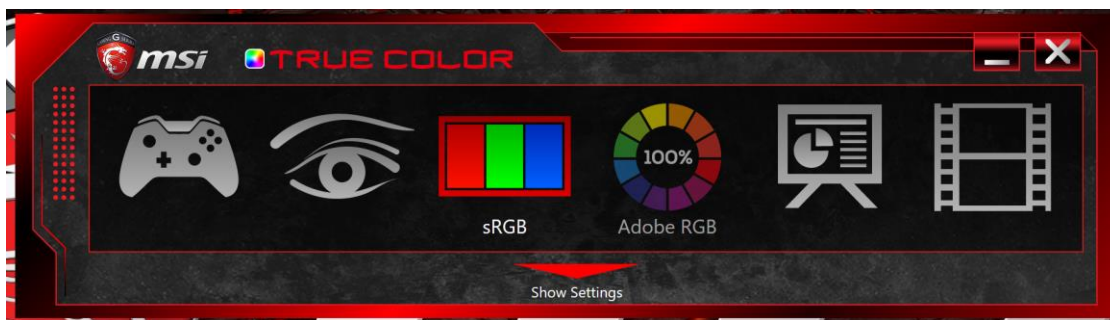
When user right click on True Color icon from Windows system tray to enter setup menu, and click “Disable Desktop Partition”, “Desktop Partition” function doesn’t stop.



Solution:

Please enter advanced setting in True color control panel to disable the function.

- **Problem:** The color has no change when I switch between sRGB and AdobeRGB mode.



Impact Series:

MSI Notebook GT73VR 4K panel series

Solution:

Please follow the guide: [MSI True Color Installation Guide](#) to uninstall True Color and reinstall.