

FAQ No. 01801

Q: What should I do if the system bundled application can't work properly after upgrading to Windows 10?

A: On most occasions, the latest version of pre-installed application should be compatible with Windows 10. However, if the pre-installed version on the system is not the latest version, it may have the compatibility problem.

If the application can't work properly after upgrading to Windows 10, uninstall the application first and then update to the version shown below or later version on MSI website download page.

Battery Calibration[v1.0.1505.2901](#)

FAQ:

[*Why can't MSI Battery calibration work after upgrading to Windows 10?*](#)**Dragon Gaming Center**[v1.0.1501.2801](#)**KLM (Keyboard LED Manager)**[v1.1.1505.1301](#) (For Workstation Series Only)[v1.2.1505.1301](#) (For GX Series Only)[v1.0.1505.1301](#) (Other Series)**MSI Shift**[v1.0.1503.2701](#) (For P Series Only)**MSI True Color**[v1.4.546](#)

FAQ:

[*MSI True Color shows my Operating System is WIN8_64, but I'm actually running Windows 10.
What should I do?*](#)**SCM (System Control Manager)**[v13.015.04213](#)

Shortcut Manager

[v1.1.1503.0401](#) (For P Series Only)

[v1.0.1411.0301](#) (For Workstation Series Only)

SteelSeries Engine 2 / SteelSeries Engine 3 (SSE 2 / SSE 3)

i SteelSeries Engine 2 is different from SteelSeries Engine 3, choose to use the same version according to your pre-installed application.

[v2.9.2015.1](#) (SSE 2)

[v3.3.7.1^{*1}](#) (SSE 3)

***1:** SSE 3 supports online Update by clicking on the “Notices” icon located on the top right corner of the SteelSeries Engine 3’s main screen and then click on “UPDATE” button after the Software Update screen shows up to automatically update to the latest version of SteelSeries Engine 3.

Super-Charger

[v1.2.024](#)

MSI Remind Manager

[v1.0.1508.1001](#)

XSplit Gamecaster

[v2.4.1506.1243^{*2}](#)

***2:** Download the XSplit Gamecaster from XSplit official website or use the Online Update by clicking on the “Update Available” at the bottom of XSplit Gamecaster’s main screen and then click on “Update now” to automatically update to the latest version of XSplit Gamecaster.

FAQ:

[*How to claim MSI exclusive free premium license?*](#)

Sound Effect Software

We have converted the sound effect software from Sound Blaster Cinema to A-Volume Nahimic on notebook with NVIDIA 900M Series Graphics.

Even though some notebooks which is pre-installed with Sound Blaster Cinema, it supports only A-Volume Nahimic once upgraded to Windows 10. (Notebooks which may be pre-installed with SBC are GS60 2QE/2QE, GS70 2QE/2QE, GS30 2M, GE60 2QE/2QE, GE70 2QE/2QE, GT72 2QE/2QE, GT80 2QC/2QE/2QE)

A-Volume Nahimic

- Make sure your notebook has been updated with MSI global website BIOS and audio driver version 6.0.1.7427 or later version.
- A-Volume Nahimic supports Windows 10 starting from version 1.2.x, please do update it to 1.2.x or later version in order to get full support in Windows 10.

[Nahimic v1.2.7 and audio driver v6.0.1.7592](#)

FAQ:

[Why can't I adjust Nahimic settings after upgrading to Windows 10?](#)

[When I launch some games or web browsers, the sounds of music/video is weak. How to resolve it?](#)

[How to solve the distorted sound when using the pronouncing function of Google Translation with IE11?](#)

Sound Blaster Cinema / Sound Blaster Cinema 2 (SBC / SBC 2)

- Sound Blaster Cinema is different from Sound Blaster Cinema 2, choose to use the same version according to your pre-installed application.

[v1.00.05 \(SBC\)](#)

[v1.00.11 \(SBC 2\)](#)

FAQ:

[What should I do if Sound Blaster Cinema \(SBC\) stops working after upgrading to Windows 10?](#)

If you still encountered problems after upgrade to Windows 10, please visit MSI website for more

[General Windows 10 FAQs](#) and [Windows 10 Upgrade FAQs](#).