

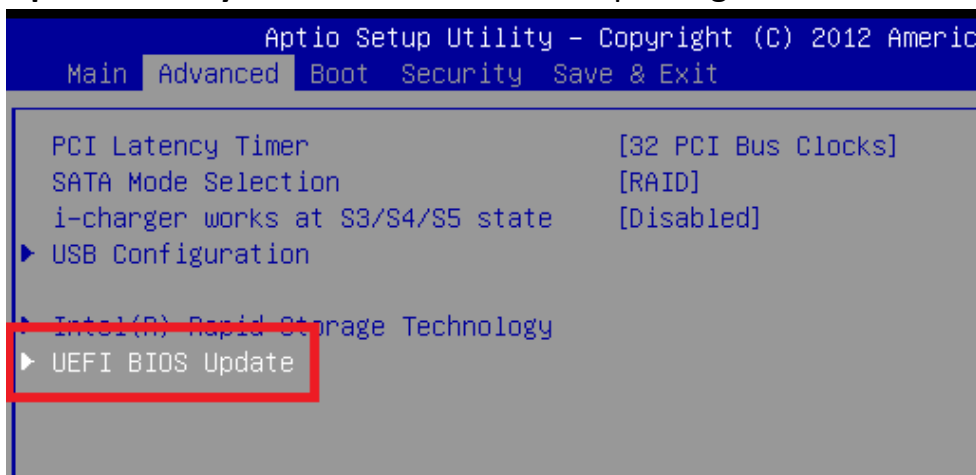
FAQ No. 01868**CPU Microcode update issue**

Affected model: This issue only affects the notebook whose original BIOS version is listed below or older. If you want to update to the latest BIOS, please read the following instruction to flash the BIOS twice with the built-in “UEFI BIOS Update” utility in the BIOS setup.

	Notebook with 6 th generation Intel Core Processor	BIOS version	
GT Series	GT72S 6QE Dominator Pro G GT72S 6QD Dominator G GT72 6QE Dominator Pro G GT72 6QD Dominator G	E1782IMS.10C	
	GT72S 6QF Dominator Pro G 29th Anniversary Edition GT72S 6QF Dragon Edition 29th Anniversary Edition	E1783IMS.10C	
GS Series	GS70 6QE Stealth Pro	E1775IMS.10C	
	GS70 6QC Stealth	E1776IMS.10D	
	GS60 6QE Ghost Pro	E16H7IMS.10C	
	GS60 6QC Ghost	E16H8IMS.106	
	GS40 6QE Phantom	E14A1IMS.101	
GE Series	GE72 6QF Apache Pro	E1794IMS.106	
	GE72 6QD Apache Pro GE72 6QC Apache GE72 6QL Apache	E1795IMS.107	
	GE62 6QF Apache Pro	E16J4IMS.106	
	GE62 6QD Apache Pro GE62 6QC Apache GE62 6QL Apache	E16J5IMS.107	
	GP Series	GP72 6QE Leopard	E1795IMS.107
		GP62 6QE Leopard	E16J5IMS.107
	WT Series	WT72 6QK	E1782IWS.10C
E1782IWS.30C			
WS Series	WS60 6QI	E16H8IWS.106	
PE Series	PE70 6QE PE70 6QD	E1795IMS.107	
	PE60 6QE PE60 6QD	E16J5IMS.107	
PX Series	PX60 6QD	E16H8IMS.106	

Q: What should I do if my notebook can't boot in system after I update new BIOS?

A: To fix this issue, you need to **flash the BIOS twice with the built-in “UEFI BIOS Update” utility**. Please check the BIOS update guide below and follow all of steps.



The first BIOS update process will update the built-in “UEFI Bios Update” utility and the second BIOS update process will update all parts of the BIOS (including the new CPU microcode).

i If your BIOS is newer than listed or your notebook isn't listed you only have to update the BIOS once (Please always check BIOS update instructions for your particular notebook model on MSI website).

Things to prepare:

- ✓ USB Flash Drive
- ✓ Laptop/NB system
- ✓ NB default power supply
- ✓ Internet connection

A. Visit MSI official website and download BIOS for your NB.

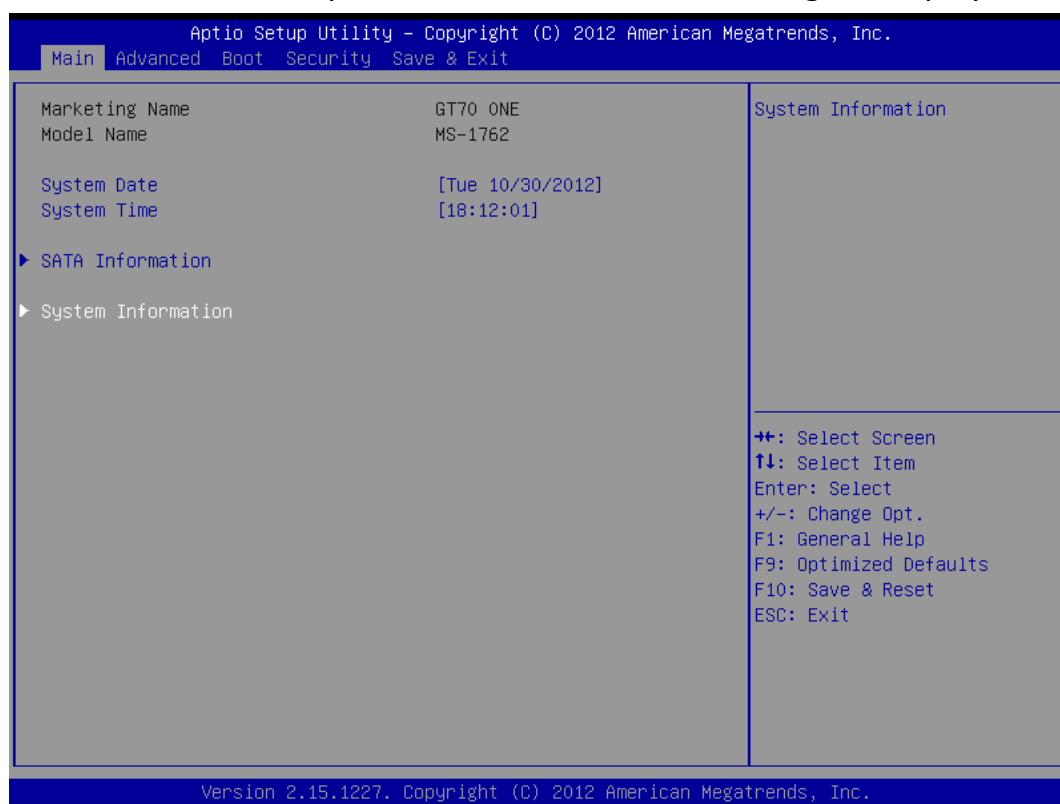
The screenshot shows the MSI website interface. At the top, there is a navigation menu with links for MSI GAMING, PRODUCTS, NEWS & MEDIA, SOCIAL MEDIA, SERVICE, and WHERE TO BUY. A search bar is located in the top right corner. The main content area features a laptop image on the left and a 'SUPPORT FOR GE72 6QF APACHE PRO' section on the right, which includes a 'Register Your Product' button. Below this, there is a horizontal menu with options like Download, FAQ, Ask a Question, Warranty, and Specifications. A secondary menu highlights 'BIOS' among other options like Driver, Firmware, Manual, Utility, Quick Guide, Help Desk, and Gaming Mouse Driver. The main content area displays a table with BIOS details:

Type	BIOS	Title	BIOS
Language	English	Release Date	2015-10-28
Version	E1794IMS.107	File Size	3.88 MB
File	Download		
Description	First Release		
Note	To complete the Processor Microcode update, please follow the SOP below to perform BIOS update twice with UEFI BIOS Utility.		

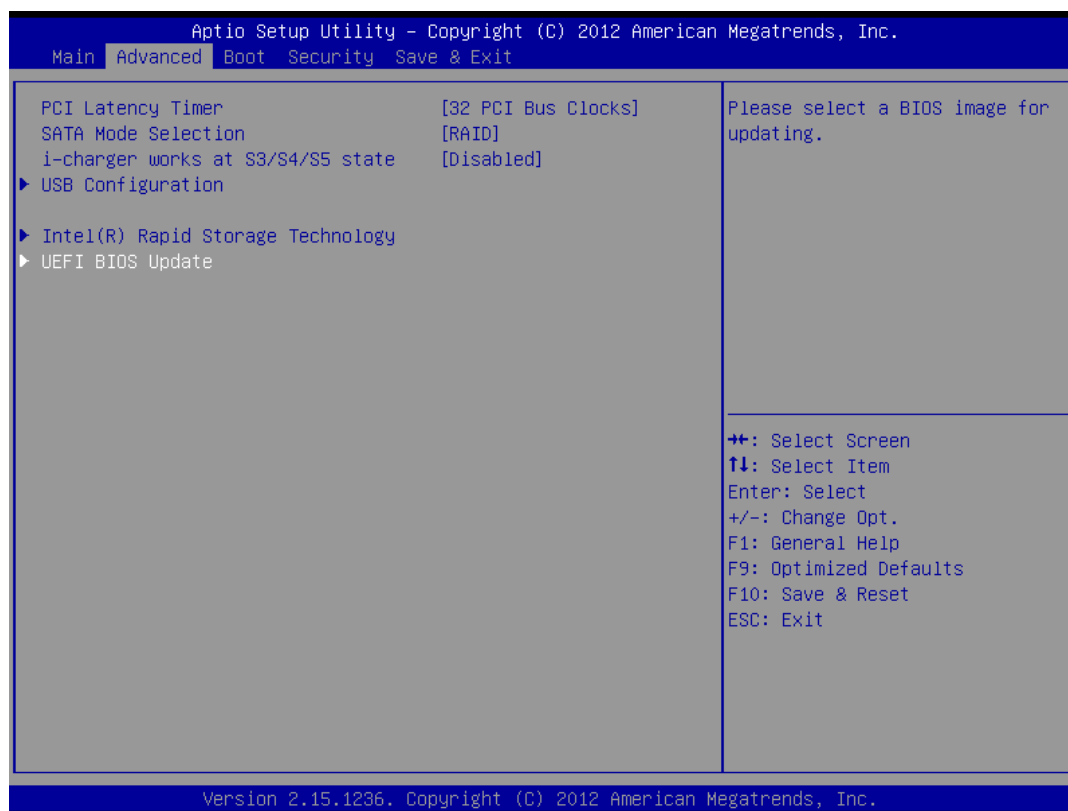
- B. Extract the downloaded file to the root directory of your USB drive.
- C. Please shut down system directly by pressing [Shift] key and click [shut down] option.
- D. Power up your NB with AC adapter. Please make sure that NB is running with AC Power during entire update process.



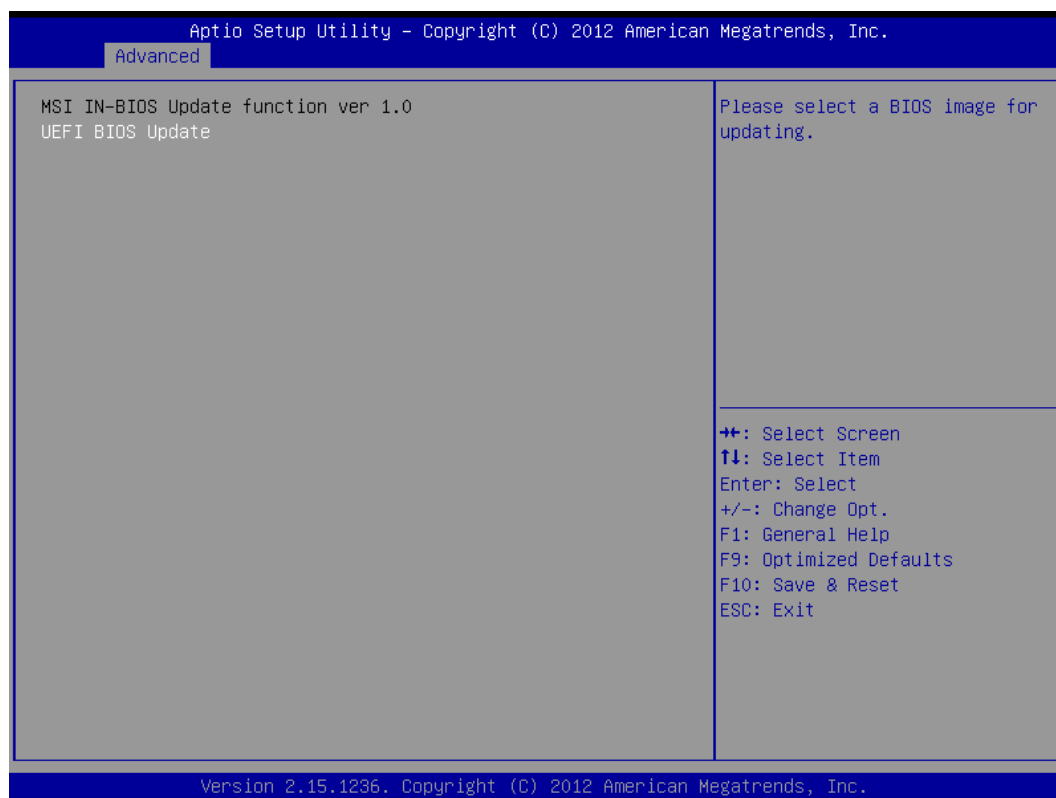
E. Power on NB and press [DEL] button when MSI logo is displayed.



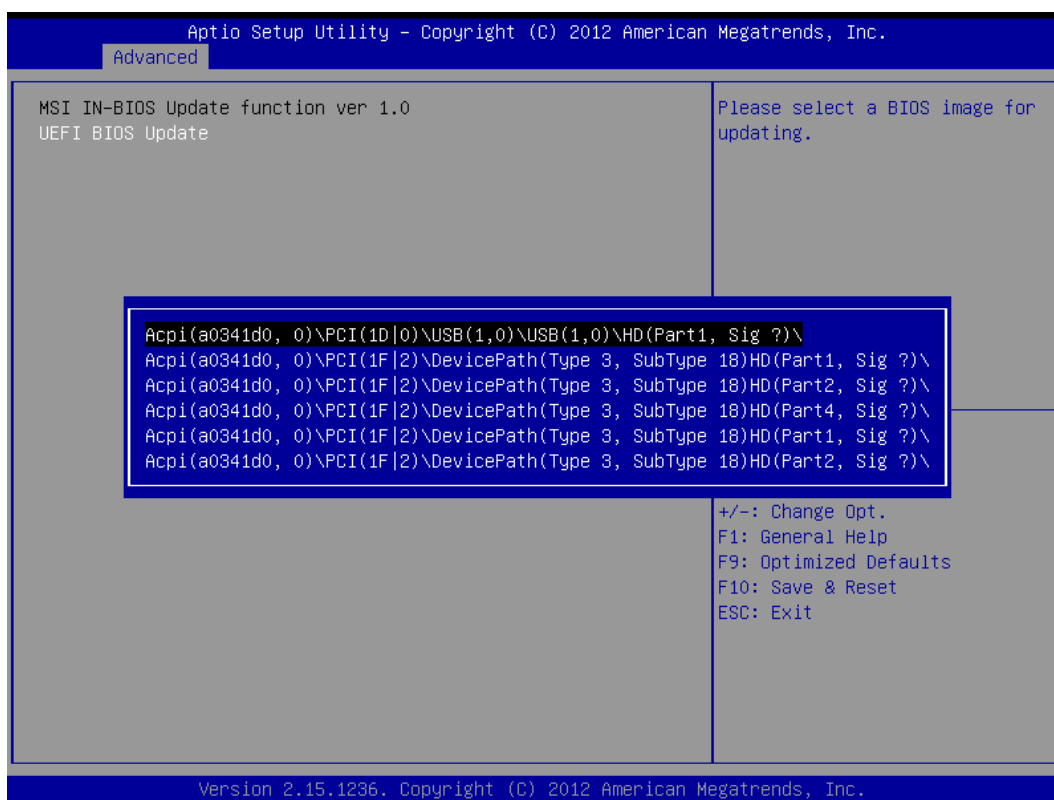
F. Please select [Advanced] -> [UEFI BIOS Update]. Then, press the [Enter] key to continue.



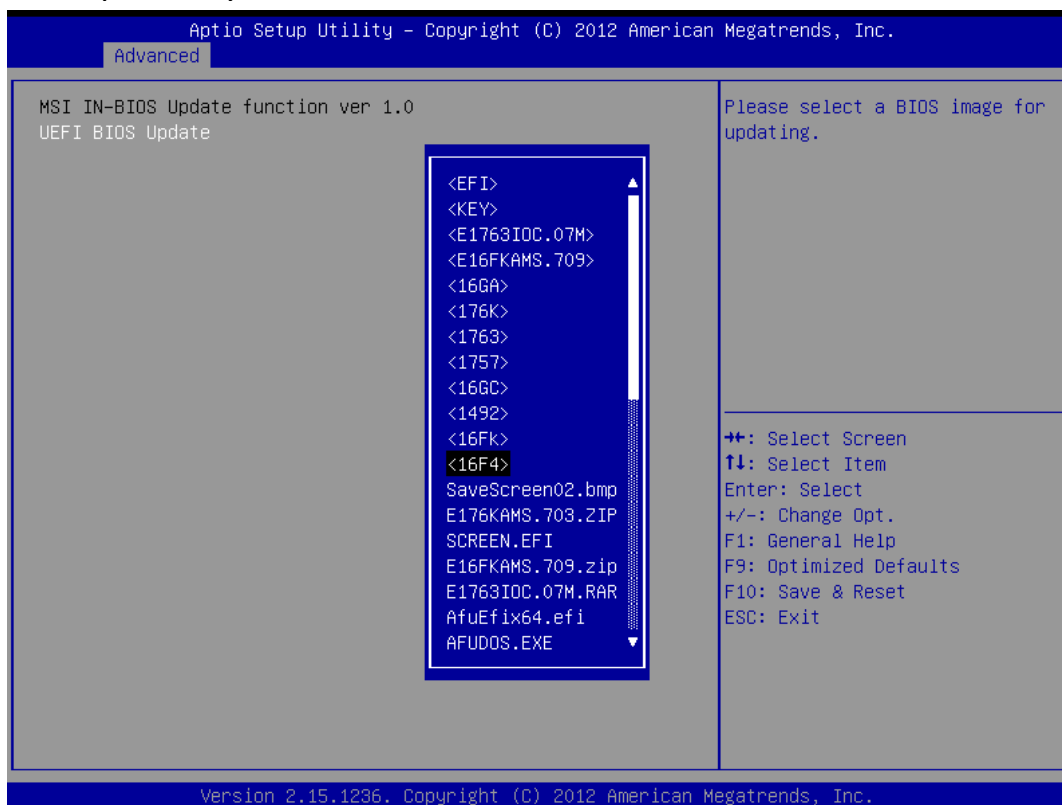
G. Press [Enter] key again to start the process.



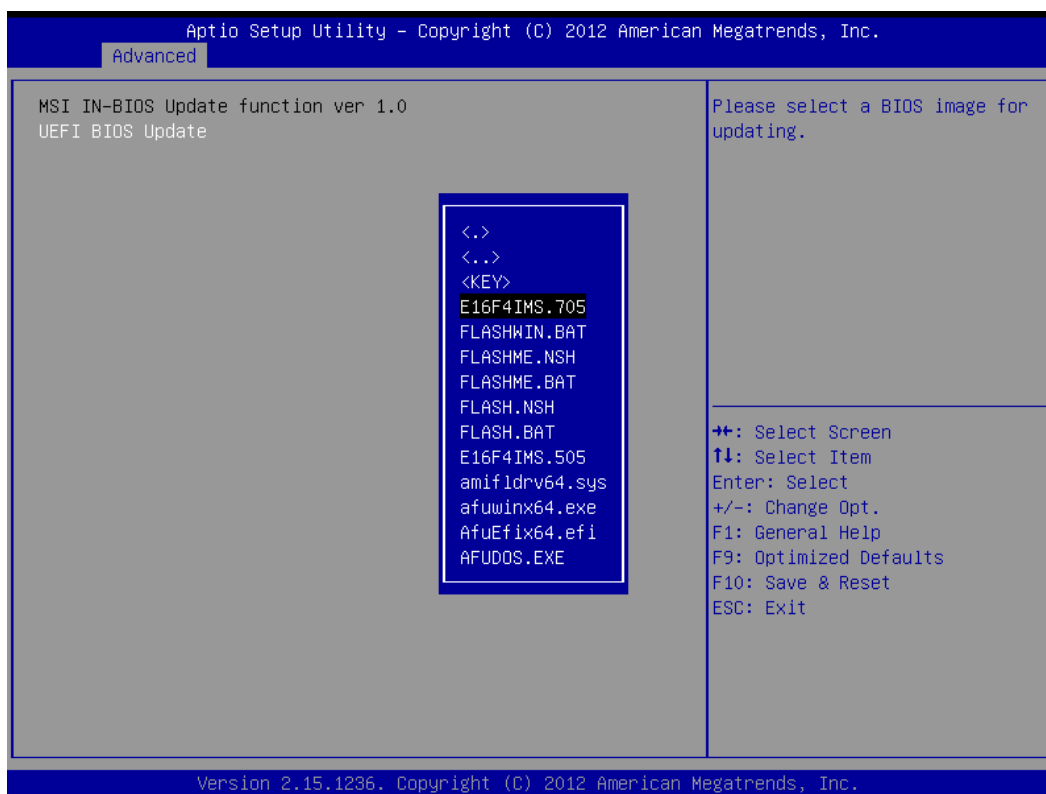
H. Please select the USB flash which includes the downloaded BIOS ROM.



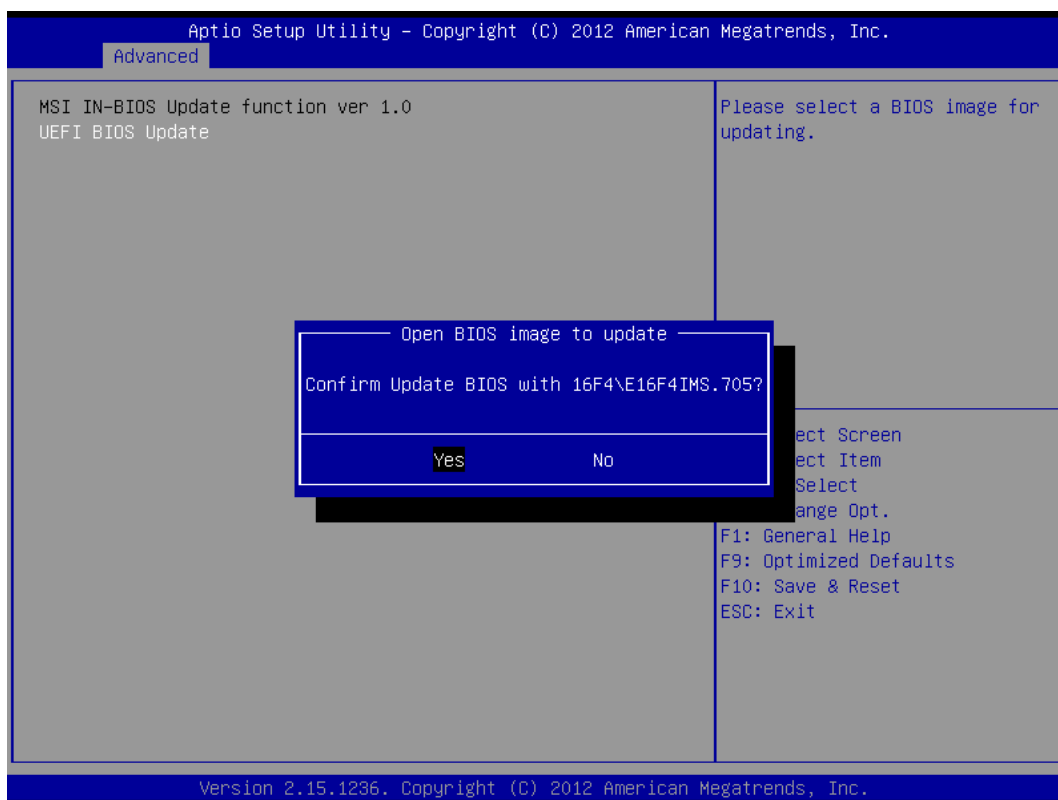
I. Please select the folder which includes the downloaded BIOS ROM. If you put the BIOS ROM under the root directory of your USB flash. Please jump to next step directly.



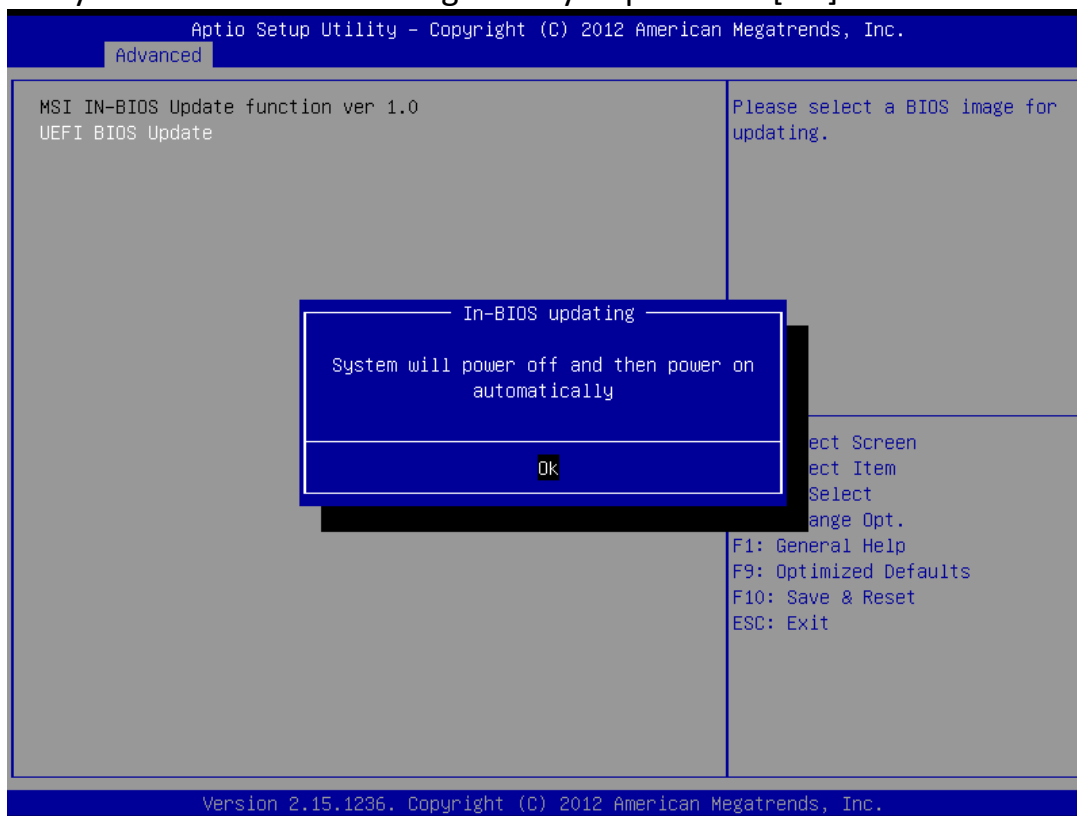
J. Find the BIOS ROM and press [Enter] to continue.



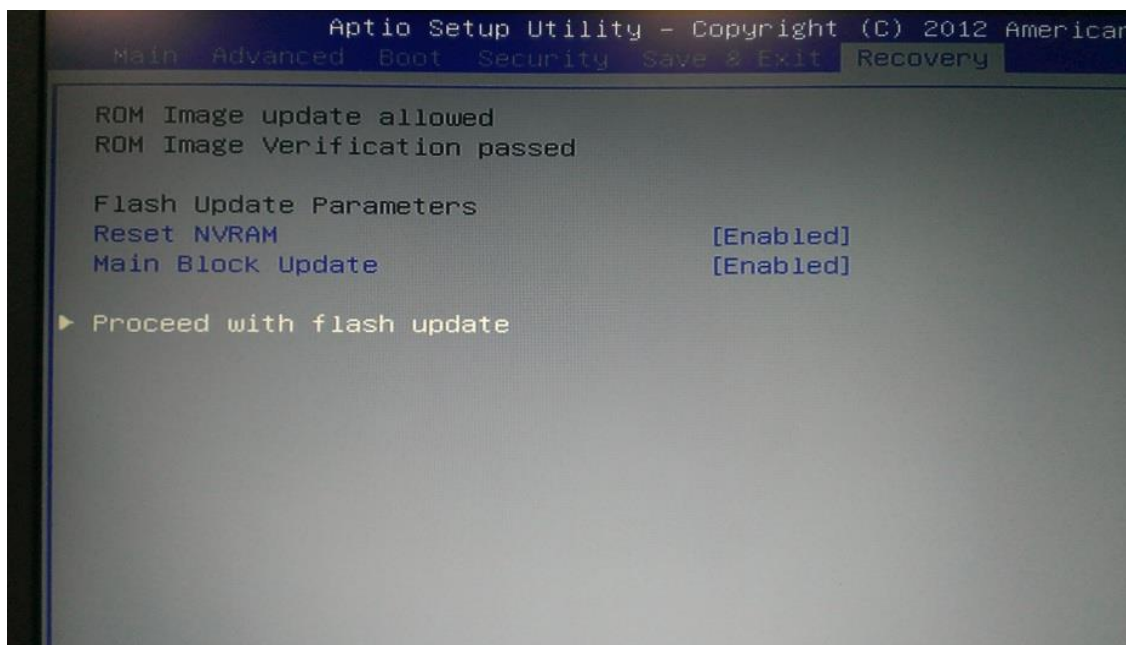
K. Select [Yes] to continue.



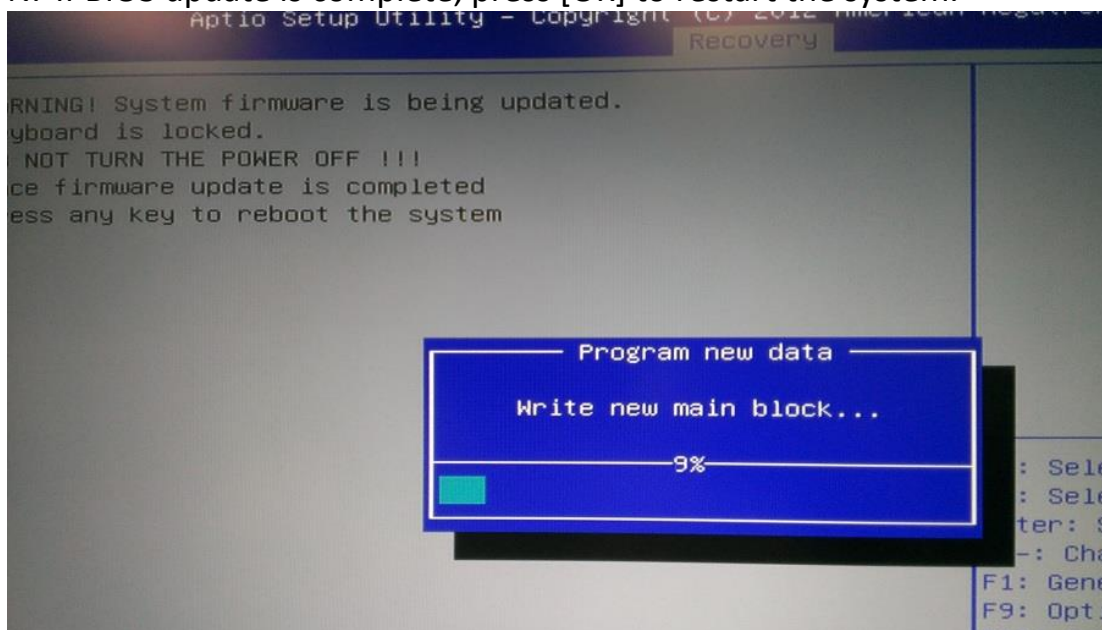
L. System will start rebooting when you press the [OK] button.



M. System will reboot to BIOS Utility. Please press [Enter] key to proceed with flash update.



N. If BIOS update is complete, press [OK] to restart the system.



O. In order to update the microcode of Intel processor completely, please repeat step E till step N to **flash BIOS again**.