

FAQ No. 2111**NVIDIA GeForce Experience**

Affected Model: MSI notebook with NVIDIA GPU

Q: What should I do if NVIDIA GeForce Experience doesn't work properly?

A: If you are getting the errors with GFE below, MSI suggest using DDU (Display Driver Uninstaller) to remove current NVIDIA driver, and then install graphics driver and NVIDIA GeForce Experience separately.

- a) Error message "Geforce experience encountered an error and must close"
- b) GFE won't open up in any window.
- c) Unable to connect to NVIDIA error. (This error might be related to NVIDIA server's problem)

Please refer to the instructions below.

- I. Please refer to [the graphics driver re-installation guide](#) to uninstall the graphics driver by using the Display Driver Uninstaller (DDU).
- II. Perform the NVIDIA installer and select "AGREE AND CONTINUE".



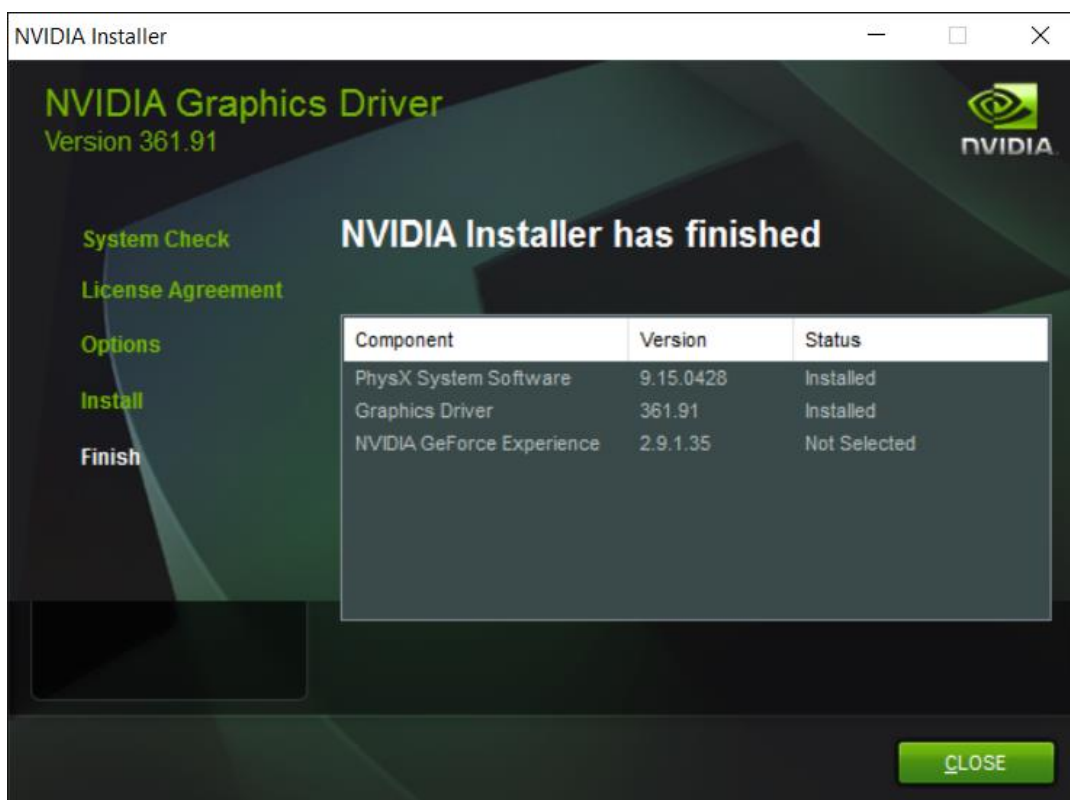
III. Select “Custom (Advanced)”.



IV. Confirm that all the components are selected but NVIDIA GeForce Experience, and then select “Perform a clean installation”.



V. Please reboot your system after the NVIDIA installer is finished.



VI. Install NVIDIA GeForce Experience.

(You can download NVIDIA GeForce Experience from [here](#))

