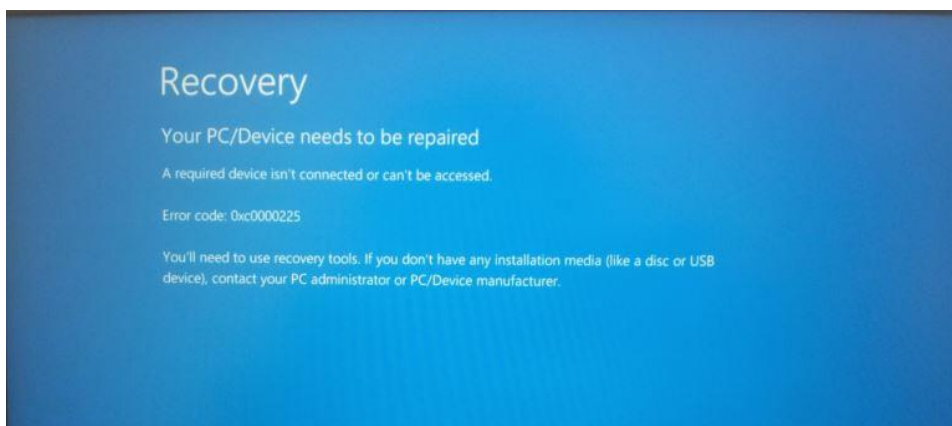


FAQ No. 2230**BSoD 0xc0000225**

Affected Model: All MSI notebooks which supports Windows 10

Q: What should I do if I encounter a blue screen of death (BSoD) 0xc0000225 when starting Windows 10?

A: When you encounter BSoD 0xc0000225 as the picture below, the problem might be due to incomplete or corrupted Windows updates.



MSI suggest you **perform Windows Update in Trouble shooting Mode** to fix this problem, please choose which system was shipped with your notebook and follow all the steps to perform Windows Update in Trouble shooting Mode.

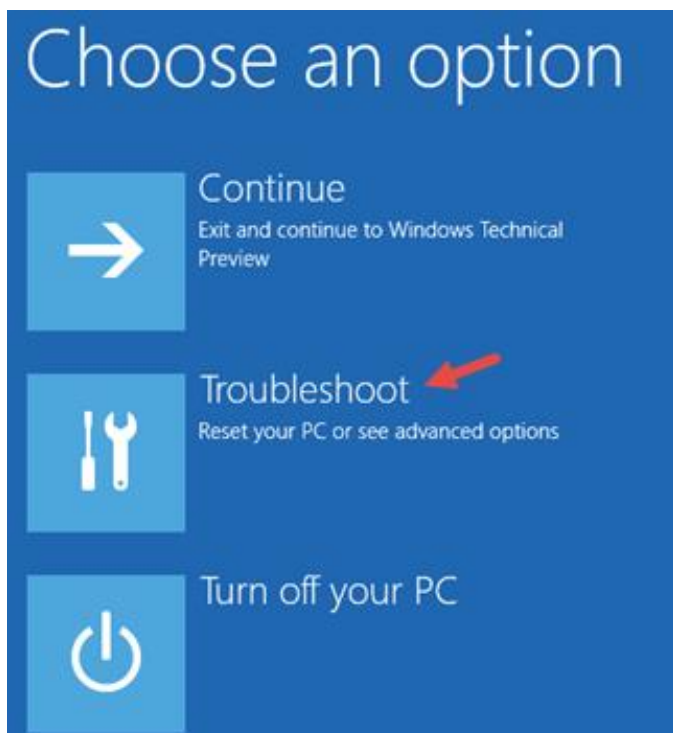
- [For the notebook with pre-installed system](#)
- [For the notebook with FreeDOS](#)

If perform Windows Update in Trouble shooting Mode cannot solve the BSoD 0x255, please refer to the FAQs below to restore your system.

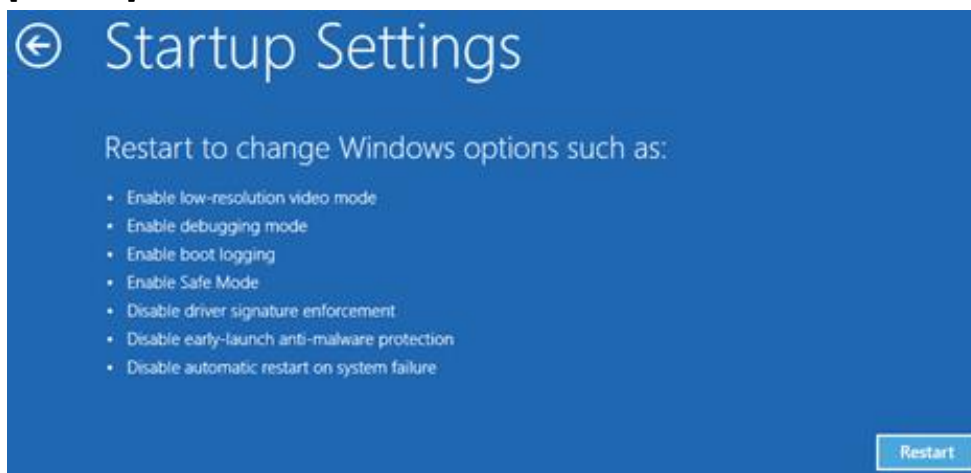
- [Use BurnRecovery](#)
- [Use F3 Recovery](#)
- [Use Windows 10 Recovery function](#)

- For the notebook with pre-installed system

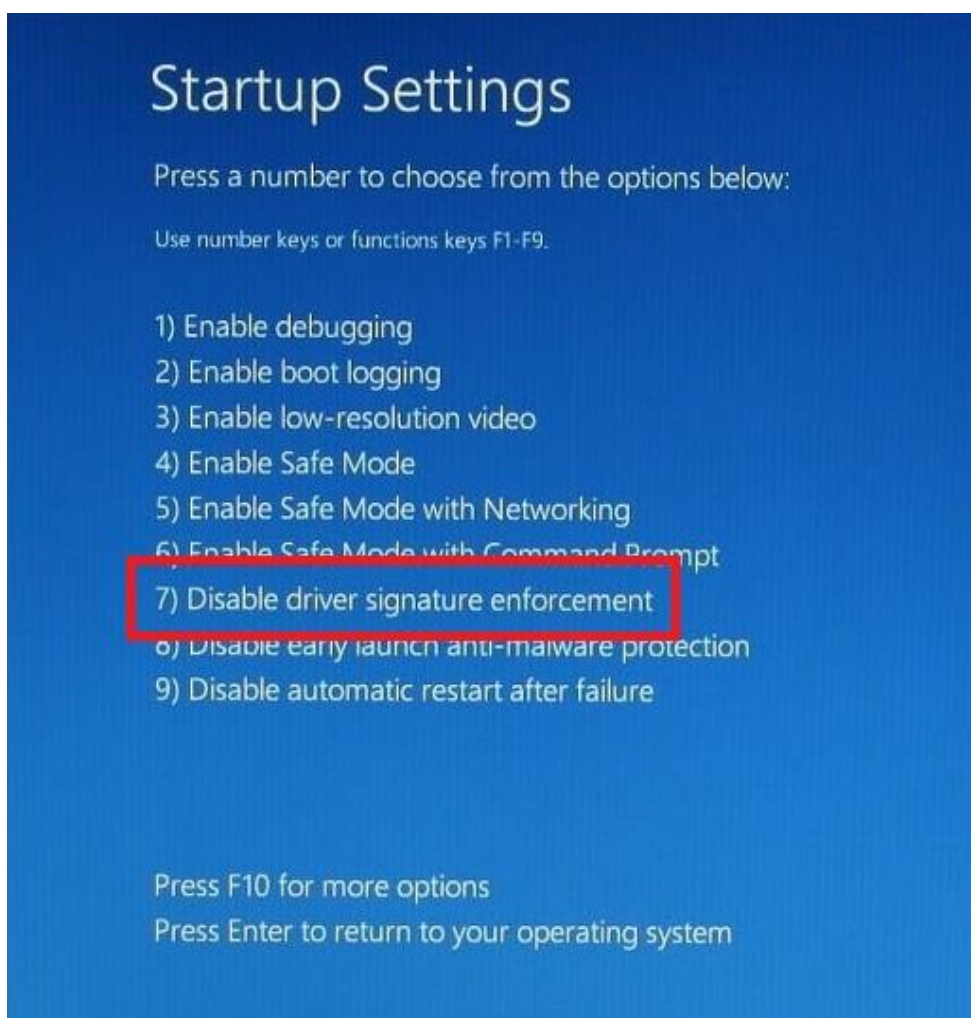
- I. Press the power button to boot up the system.
- II. When MSI logo shows up, please press [F3] Hotkey. System will boot to [Choose an Option] screen.
- III. Please select [Troubleshoot] > [Advanced options] > [Startup Settings]



IV. Windows 10 will notify you that you can restart your device in order to change advanced boot options, including enabling Trouble shooting Mode. Press [Restart].



V. After Windows 10 reboots, press [F7] key to start Windows in Trouble shooting Mode **with driver signature enforcement disabled**.



VI. After enter Trouble shooting Mode, perform [Windows Update] until there is no update available.

VII. Restart your notebook after Windows Update has finished and check if your problem is solved.

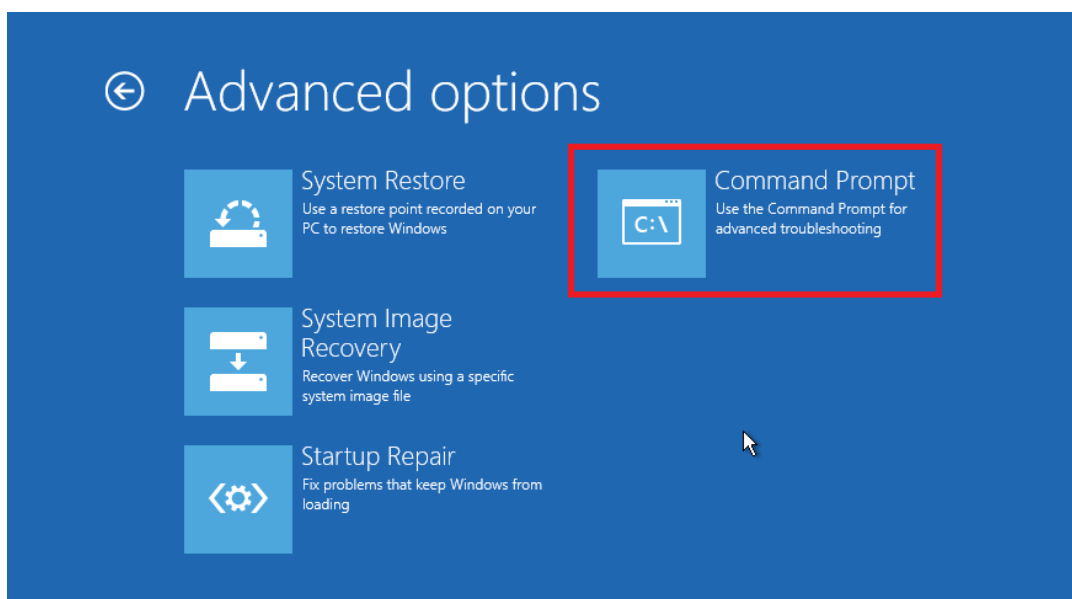
● For the notebook with FreeDOS

If your notebook was shipped with FreeDOS and you installed Windows 10 by yourself, your notebook doesn't have a MSI factory recovery partition. Please follow the steps below to access legacy Advanced Boot Options menu by pressing the F8 key then perform Windows Update in Trouble shooting mode.

- I. Boot from the Windows 10 bootable USB flash drive or DVD.
(Download Windows 10 media creation tool from [here](#))
- II. Click through the initial language screen to get to the [Repair your computer] link.



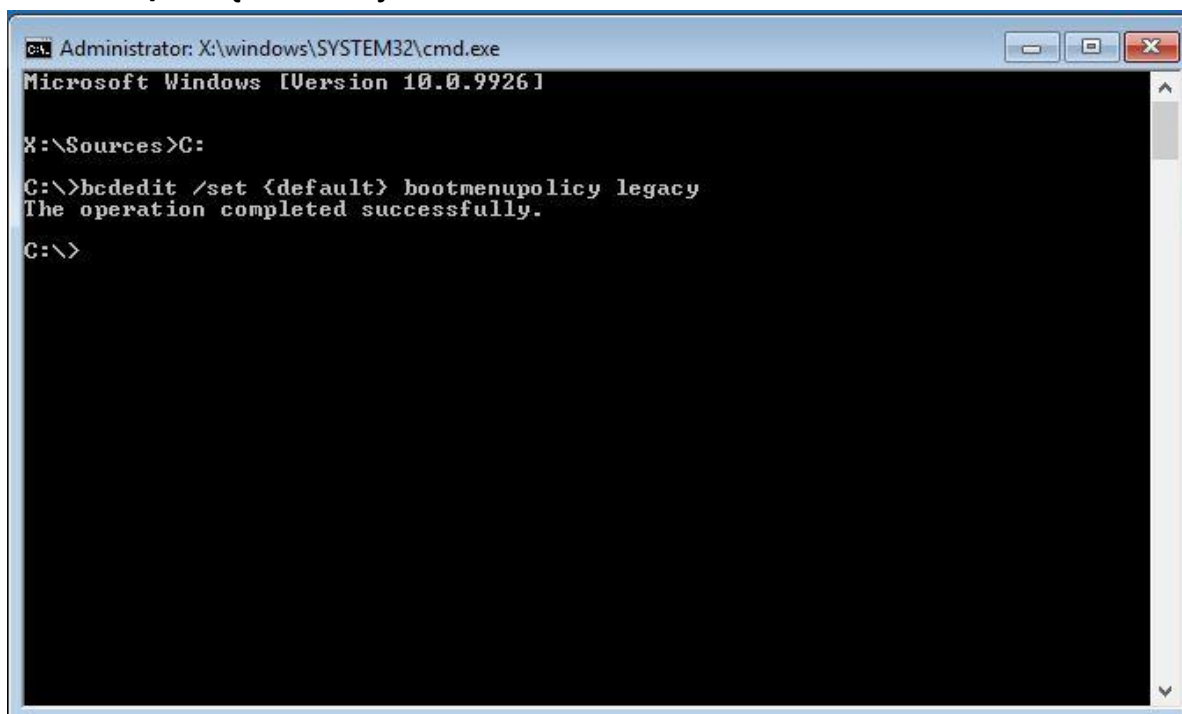
III. Please select [Troubleshoot] > [Advanced options] > [Command Prompt]



IV. At the prompt, type [c:] and press [Enter]. This will change from the default X drive to your Windows drive. If you know Windows is installed on a drive with a different letter, use that instead.

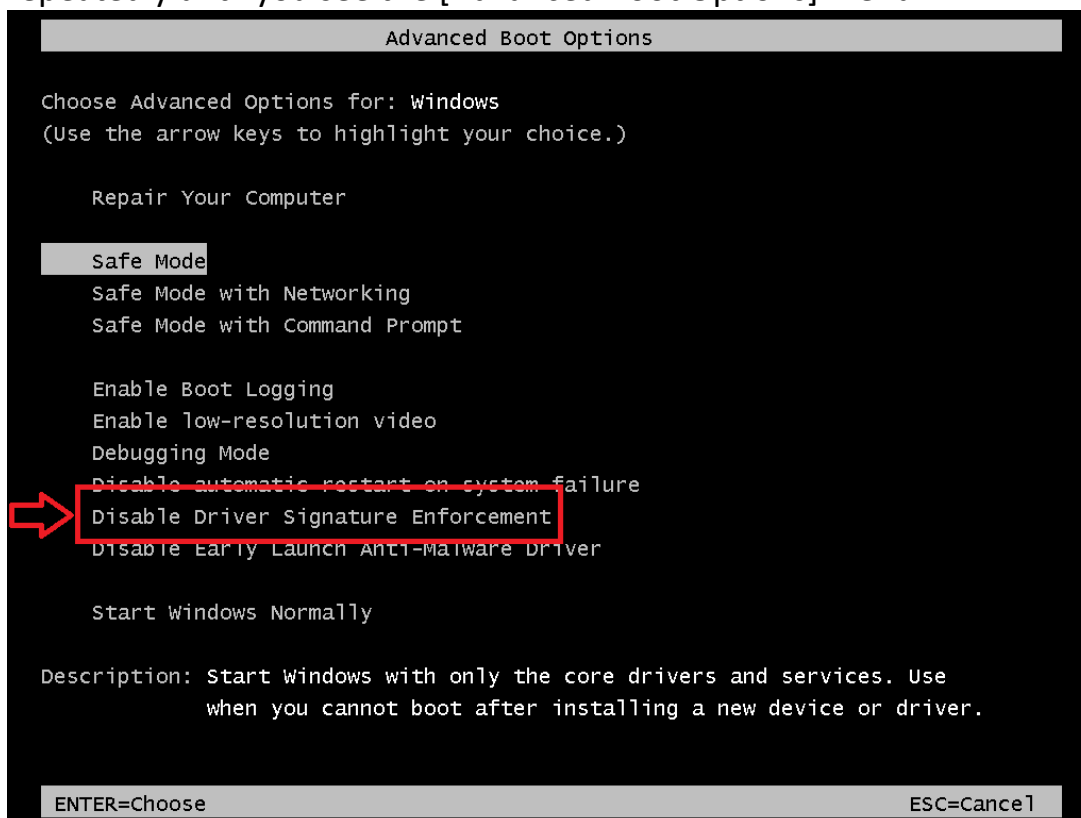
V. Type the following command and press [Enter] again.

BCDEDIT /SET {DEFAULT} BOOTMENUPOLICY LEGACY



Note: The above command enables the legacy **Advanced Boot Options** menu that you can access by pressing the **[F8]** key during the computer startup. To disable this, you can follow the above steps, and use the **BCDEDIT /SET {DEFAULT} BOOTMENUPOLICY STANDARD** command instead and press Enter.

- VI. Type [exit] and press [Enter] to quit out of the Command Prompt. You can now remove your bootable Windows 10 flash drive or DVD and restart your notebook.
- VII. Once the notebook shuts down and begins to restart, start pressing the [F8] key repeatedly until you see the [Advanced Boot Options] menu.



- VIII. Use the arrow keys to select (highlight) the [**Disable Driver Signature Enforcement**] option and press [Enter] to start Windows 10 in Troubleshooting mode.
- IX. After enter Troubleshooting Mode, perform [Windows Update] until there is no update available.
- X. Restart your notebook after Windows Update has finished and check if your problem is solved.