

[Game Master] Overwatch Troubleshooting Guide

This document provides you useful troubleshooting instructions if you have encountered problem symptoms shown below in Overwatch.

- Black screen
- Timeout Detection and Recovery (TDR) error
- Game crash, game auto closing or system crash

Overwatch is a heavily threaded game with fairly complex rendering features. It will use as much CPU and GPU resources as it can. In the worst case, it would cause the game unstable (black screen or game auto close), game crash or TDR error.

To avoid any problems, please limit the CPU/GPU resource Overwatch uses by following the instructions. MSI suggest to go through all methods below one by one.

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I. Check the system environment

To prevent the problem out from the improper driver and file update, please refer to “Before Starting” section of [the FAQ](#). Before starting the troubleshooting below, the user must check that they have the proper system environment (BIOS/EC, Windows Update, driver and utility), and the proper system performance.

- ❶ [The Windows 10 Gaming FAQ](#) also includes some general and additional troubleshooting steps like adjusting graphics setting in NVIDIA control panel. Please refer to the FAQ if the problem still remains after going through all steps below.

Besides, please keep Overwatch updated to prevent the problem from out-of-date or corrupted files and check the system requirements of Overwatch on [Battle.Net website](#).

II. Adjust in-game settings

Since Overwatch will use as much CPU and GPU resource as it is allowed to, MSI suggest our user to optimize CPU and GPU usage by enabling “LIMIT FPS” and “V-Sync” in the video options, and lowering the setting of panel “resolution” and “refresh rate”.

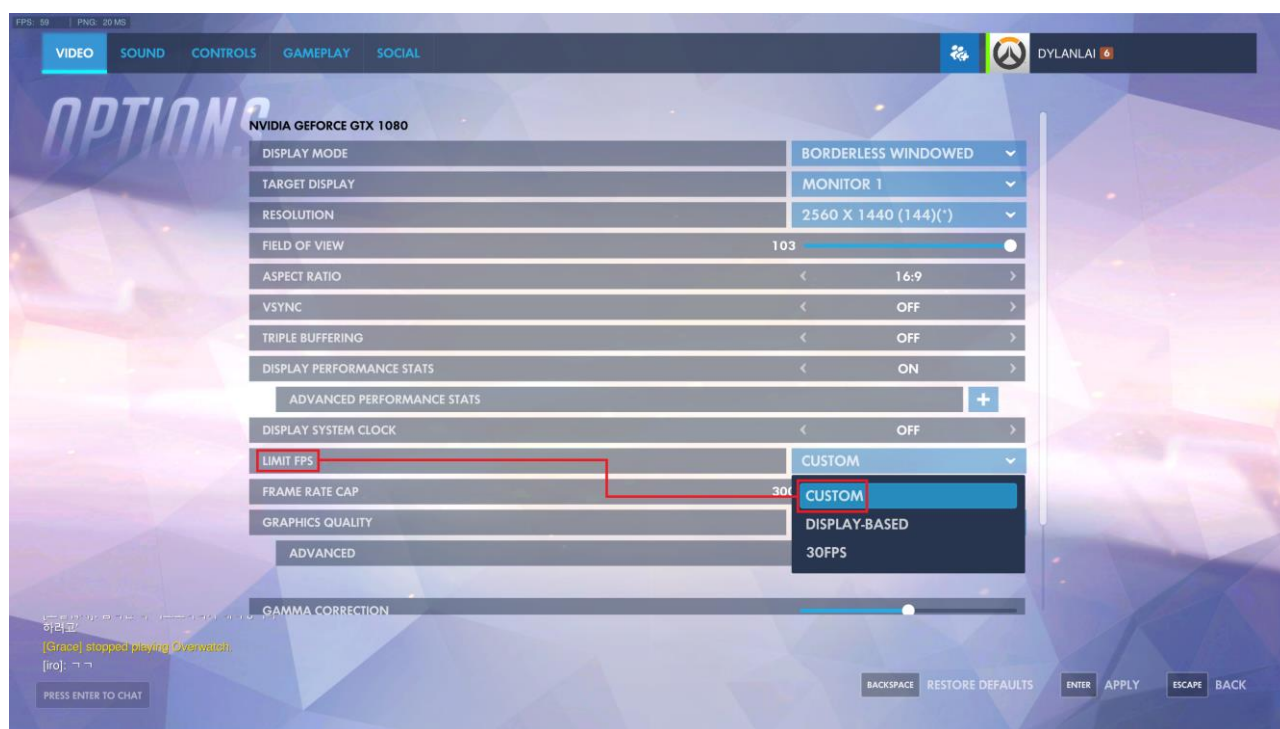
This workaround is also provided in official Overwatch forum.

<https://us.battle.net/forums/en/overwatch/topic/20744175764>

<https://us.battle.net/forums/en/overwatch/topic/20744794482>

A. Set “LIMIT FPS” to “Custom” and then set “60” FPS

Set LIMIT FPS to DISPLAY-BASED (generally is 60 FPS) will limit the FPS to slightly above the refresh rate of the monitor. In some cases, such as older laptops or systems which run at a higher temperature easily, set 30 on the LIMIT FPS would be more appropriate as we suggested.



B. Set “V-Sync” ON

Set V-Sync enabled will cap the CPU/GPU usage and increase the image stability.

**C. Change “Resolution” and “Refresh rate”**

Lower the “Resolution” and “Refresh rate” to be compatible with the refresh rate of the built-in panel. This helps to set a limit away from the system overused CPU & GPU resource.

For Example:

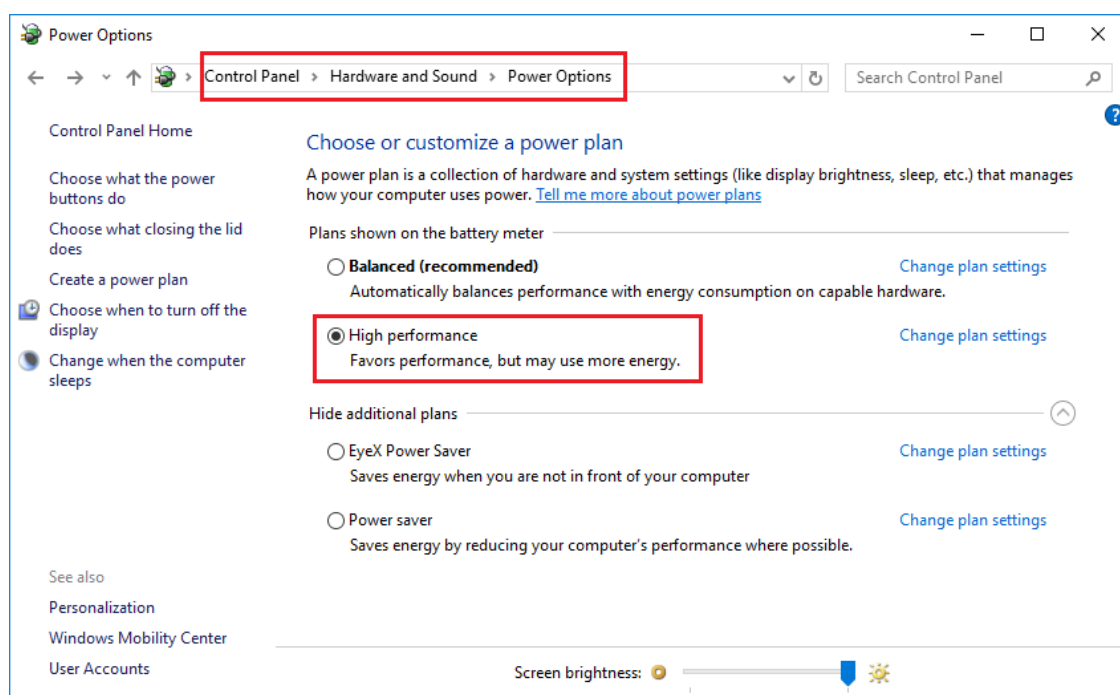
1. Set “Resolution” to Full HD (1080p) if the default is higher.
2. Set “Refresh rate” to 60Hz to be compatible with the refresh rate of built-in panel.



III. Check Windows power plan setting

Restore Windows power plan setting and set to High Performance

- Right click on the battery icon located at the lower right corner > select Power Options
- Select "High Performance" and click "Change plan settings" next to High Performance.
- Click on "Restore default settings for this plan".
- Make sure the power options is set to "High Performance".





IV. Turn Off “Xbox Game DVR” in Xbox application and other streaming service

Since Windows 10 Anniversary Update, it auto-enabled Microsoft’s Xbox-powered Shadowplay-like recording software “GameDVR”. While the feature is useful if you plan on sharing clips quite regularly, it could be causing some major stutter (Refer to the Microsoft webpage or DOTA2 forum). MSI suggests turning off Xbox Game DVR to avoid the possible performance issues.

Please refer to the “Streaming service” section of [the FAQ](#).