

## **[Troubleshooting] Unable to Install a Driver which is Different from the Current Version**

If after a specific driver is installed for a device, and the system is no longer able to install a different driver for that device (which is most likely to happen after a clean install and running Windows Update), please refer to the steps below to update the driver.

Example:

After installing the driver v24.20.100.6292 for Intel UHD Graphics 630, other versions can't be installed and the error message "The driver being installed is not validated for this computer." will show up when trying to install a different driver (v24.20.100.6292 might result in the following problems as well: MSI True Color doesn't function properly and can't adjust colors, unable to use Intel UHD Graphics Control Panel).

### **To update the driver**

1. Download the driver (the one that is planning to be used for the update later) from MSI website or vendors' websites in advance.
2. Disable the Internet connection.
3. Please refer to the "Uninstall devices and driver in Device Manager" section in [this KB](#) for the steps of how to uninstall the current driver used in Device Manager.
4. Double click to launch the installation process for the driver downloaded in Step 1. Follow the instructions to install the driver.