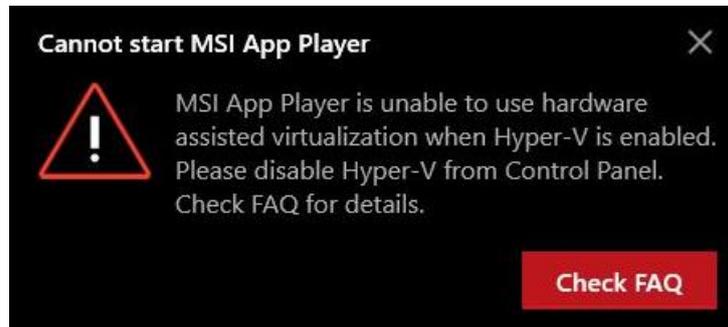


[Troubleshooting] The “Cannot start MSI App Player” Warning Shows up when Attempting to Launch MSI App Player

If the following warning message shows up while launching MSI App Player, please refer to the instructions below to adjust the setting in Windows Settings to launch the program.

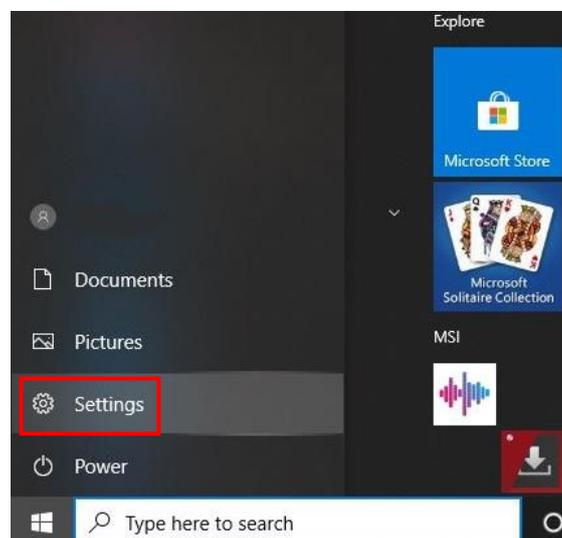


NOTE:

MSI APP Player uses hardware assisted virtualization to achieve its multitasking technology for mobile APPs. If the system has any 3rd party program or system virtualization configuration enabled, the virtualization technology which MSI App Player required may cause a conflict with other similar technology such as system Hyper-V, VirtualBox or VMware software... etc.

Windows 10 system by default doesn't have any virtualization related configuration turned on, however, some 3rd party virtualization program might enable the related options during the program installation process. Temporary disable/end these program or adjust the system Hyper-V option before launching MSI APP Player to avoid the conflict.

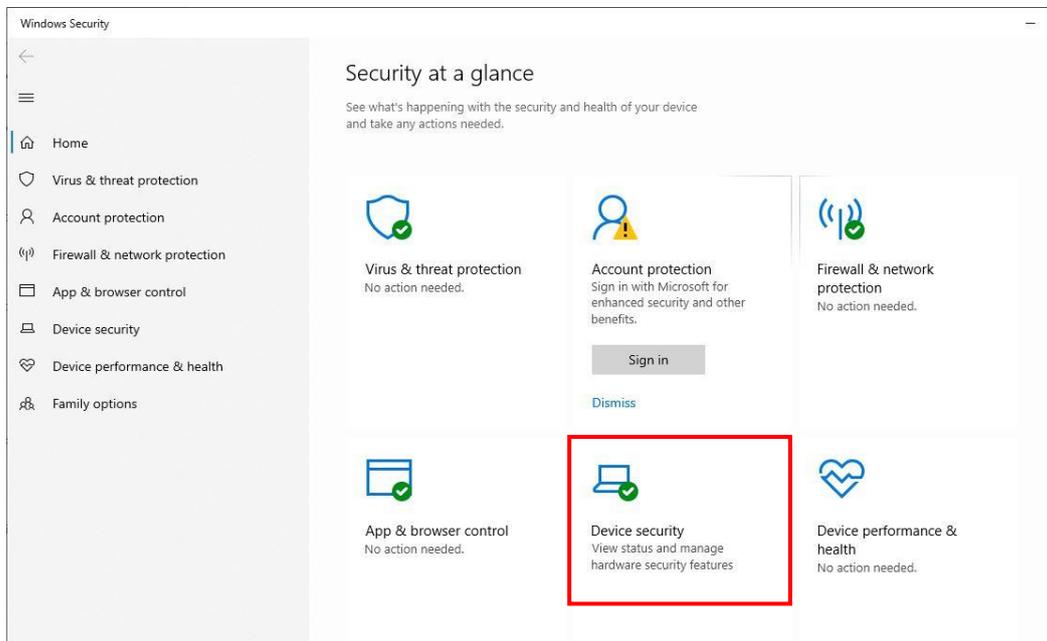
1. Press the start button and choose “Settings”.



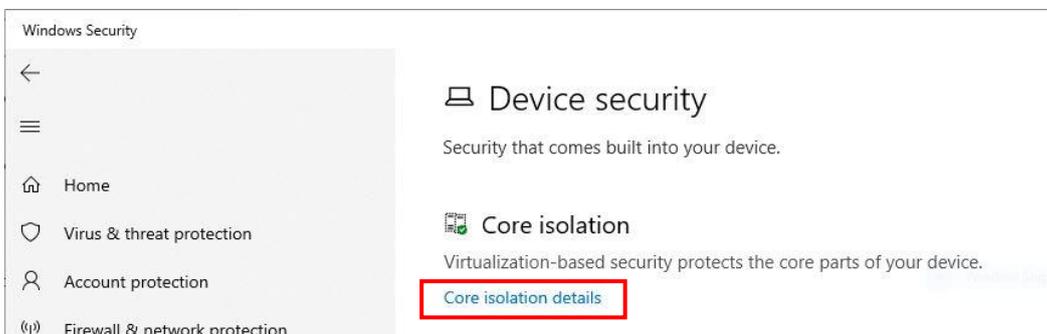
- In Windows Settings, go to **Update & Security > Windows Security** and choose “Open Windows Security”



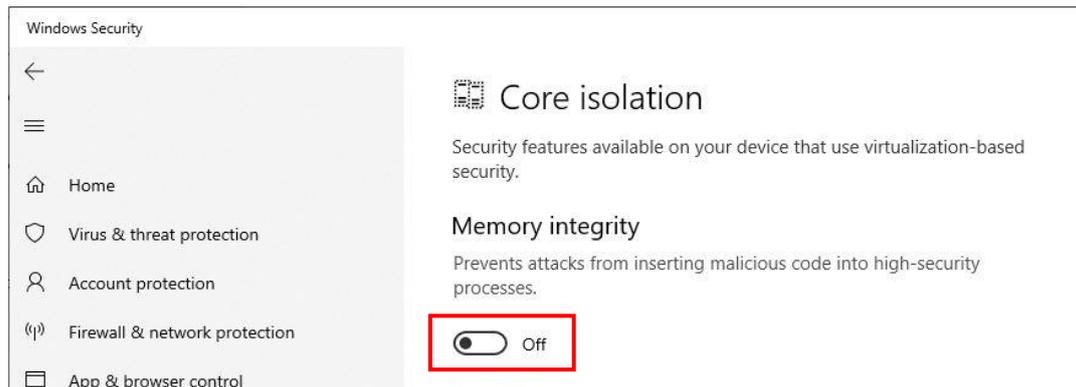
- In Windows Security, select “Device Security”.



- Select “Core Isolation details”.



5. Set the “Memory integrity” option to “Off”.



6. Restart the laptop and the process is then completed.