

## [Troubleshooting] RGB Lighting Devices

This document includes the troubleshooting instructions for the MSI Notebook bundled with RGB lighting devices. When the RGB lighting devices cannot light up, the keyboard illuminates the wrong color, or flickers abnormally, refer to the instructions below to troubleshoot.

### **Before Starting...**

Confirm the control engine for the RGB lighting devices by checking the “Specifications” and “Support” page on MSI website.

1. Confirm the RGB lighting support:


Find “Specifications” tab on the product page, and make sure the keyboard is “RGB Backlight Keyboard” or “Per-Key RGB Backlight Keyboard”.

KEYBOARD	Per-Key RGB Backlight Keyboard
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2. RGB lighting control engine:

Find “Support” > “Utility” tab on the product page,

- If SteelSeries Engine 3/ SteelSeries GG can be found, refer to the [SteelSeries troubleshooting guide](#).
- If SteelSeries Engine 3/ SteelSeries GG cannot be found, refer to [MSI Center/ MSI Dragon Center troubleshooting guide](#).

Title	Version	Release Date	File Size	
Steelseries Engine 3	3.19.2	2021-05-13	152.53 MB	

### For MSI Center/ MSI Dragon Center

If the keyboard lighting control doesn't work in MSI Center/ MSI Dragon Center, please refer to the FAQ below to clean install MSI Center/ MSI Dragon Center.

- [MSI Center Clean Installation Guide](#)
- [MSI Dragon Center Clean Installation Guide](#)

### For SteelSeries Engine 3 & SteelSeries GG

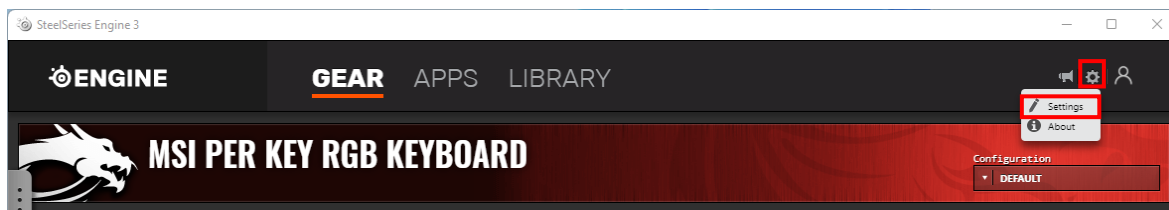
If the RGB lighting device is not detected in SteelSeries Engine 3/ SteelSeries GG, or the lighting profile is not able to be controlled properly, refer to the steps below to reinstall SteelSeries Engine 3/ SteelSeries GG released on MSI website.

#### **Basic Troubleshooting:**

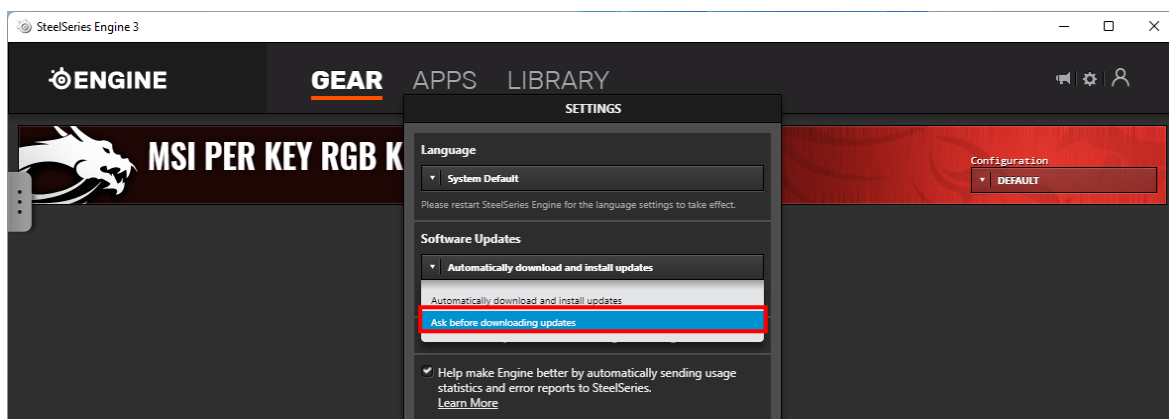
1. Clean Uninstall SteelSeries Engine 3/ SteelSeries GG
  - i. Double click SteelSeries Engine 3/ SteelSeries GG in “Programs and Features” to uninstall the program.
  - ii. Follow the on-screen instruction to uninstall the program and reboot the system.
2. Reinstall SteelSeries Engine 3/ SteelSeries GG
  - i. Download the latest SteelSeries Engine 3/ SteelSeries GG from “Utility” tab on the product page and extract the file to the desired directory.
  - ii. Execute SteelSeries Engine 3/ SteelSeries GG installer and follow the on-screen instruction to finish the installation process, then reboot the system.

\*For the laptop that supports SteelSeries Engine 3, in order to prevent the software from updating to SteelSeries GG automatically, keep following the steps below.

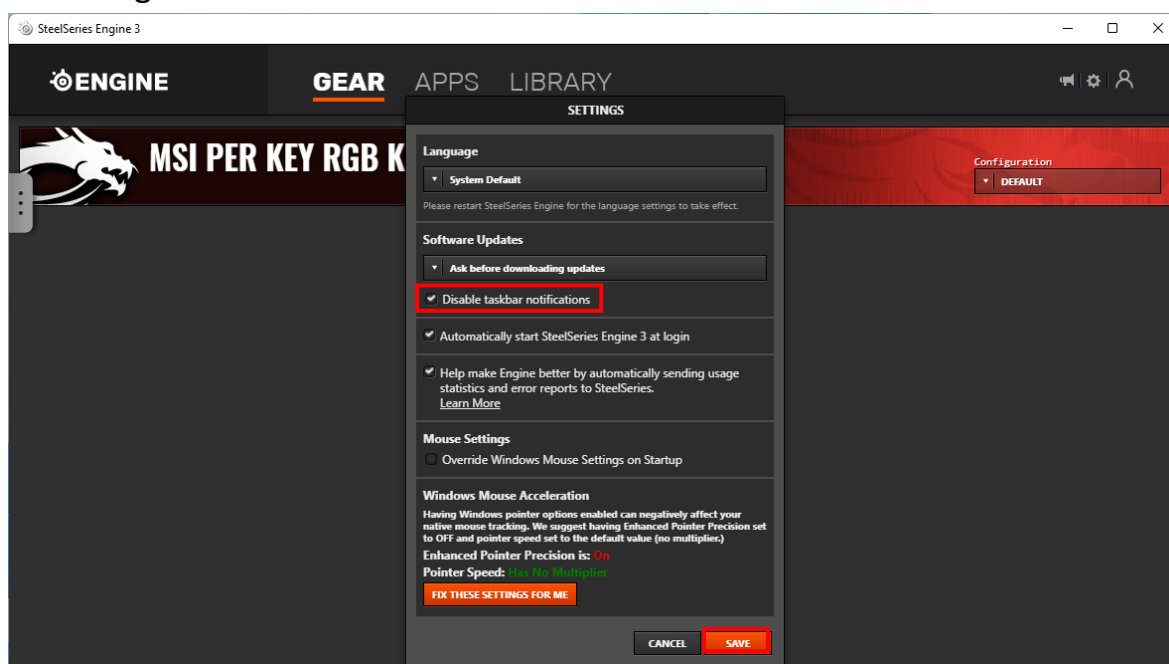
3. Disable automatic update options.
  - i. Before opening SteelSeries Engine 3, disconnect the network first.
  - ii. Open SteelSeries Engine 3 and click the setting icon on the top right corner, then select “Settings”.



- iii. Under “Software Updates” section, select “Ask before downloading updates”.



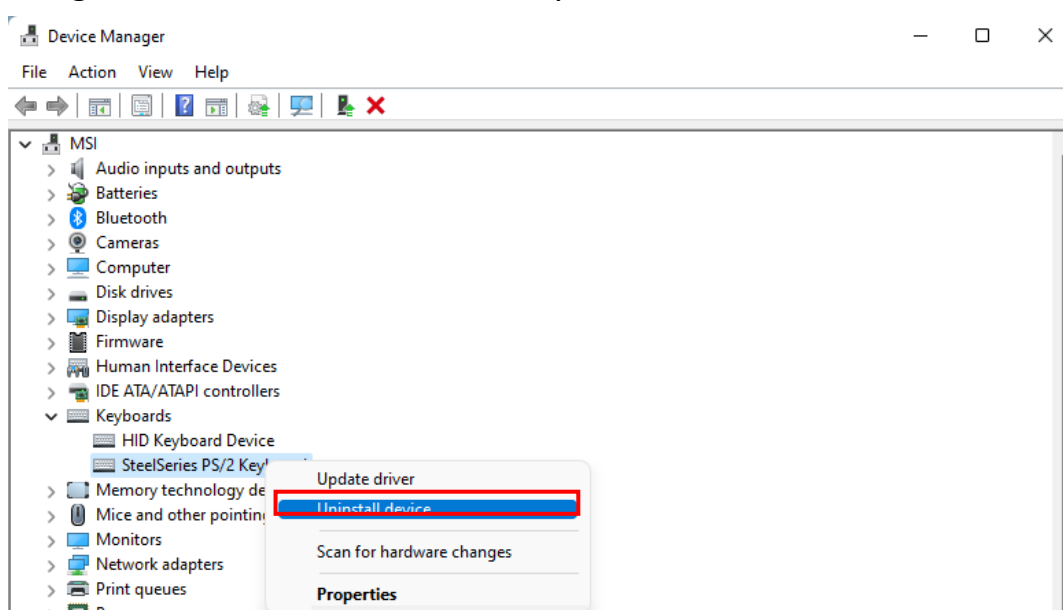
- iv. Select “Disable taskbar notification” check box and click “Save” to apply the changes.



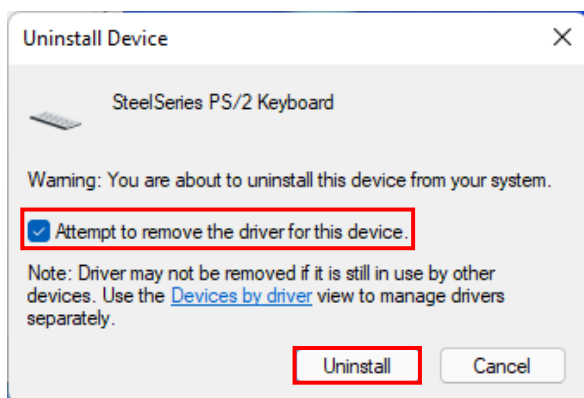
### Advanced Troubleshooting:

Occasionally, if the RGB keyboard is not mapped correctly and cannot be detected in SteelSeries Engine 3/ SteelSeries GG, refer to the steps below to re-initialize the SteelSeries keyboard device.

1. Follow the [Basic Troubleshooting Step 1](#) to uninstall SteelSeries Engine 3/ SteelSeries GG.
2. Uninstall “SteelSeries PS/2 keyboard” in Device Manager.
  - i. Go to Device Manager, expand “Keyboard” device.
  - ii. Right click on “SteelSeries PS/2 keyboard” and select “uninstall device”.



- iii. Select “Attempt to remove the driver for this device” check box, and click “Uninstall”.



3. Follow the [Basic Troubleshooting Step 2](#) to reinstall SteelSeries Engine 3/ SteelSeries GG.