## **ASROCK** Technical Reference - Q&A

#### TSD-QA (2015/07)

### 1. Q: What kinds of DisplayPort dongles does Beebox support?

A: Beebox's DisplayPort only supports DP to D-Sub dongles. DP to HDMI dongles and DP to DVI dongles are not supported.

#### 2. Q: Does DTS Connect 5.1 Surround work under Windows 10?

 A: Because of Microsoft Windows 10 OS limitations, DTS Connect 5.1 Surround doesn't work under Windows 10. If you'd like to use DTS connect 5.1 Surround, please choose earlier versions i.e. Windows 8.1/ Windows 8/
 Windows 7.

### 3. Q: How do I install CPUs on socket 2011/ 2011-3 motherboards?

#### **A**:

Step 1. Open the CPU socket without removing the CPU protection cover: Disengage the levers on both sides by pressing it down and sliding it out of the hook.



Step 2. **Insert the LGA 2011-3 CPU:** Make sure that you locate Pin1 and the two orientation key notches to where they belong, and then carefully place the CPU into the socket.





**Step 3.** Close the socket: Press down the levers on both sides, and secure them under the retention tab. The protection cover will automatically come off by itself.



# 4. Q: How do I obtain ASRock software i.e. XFast RAM, Fast Boot, Good Night LED, Dehumidifier, Key Master, USB Key, OC DNA on Z170/ H170/ B150 Gaming series M/B?

A: For Intel 100 series gaming models, these features are supported by ASRock APP Shop.
 If you'd like to use these tools, please download them from ASRock Live Update APP Shop.
 Below is a snapshot of the current ASRock APP Shop.



- 5. Q: After I've upgraded the Killer LAN driver from ver: 1.1.52.1451 to ver: 1.1.54.1506 under Windows 10, the LAN port doesn't work. How do I fix this?
  - A: If you've updated the Killer LAN driver from version 1.1.52.1451 to newer versions under Windows 10 x86/x64, it might cause the LAN driver to malfunction. Please follow the steps below to fix this problem.



Step 1: Open Device Manager and uninstall the Killer LAN driver.



Step 2: Select the checkbox and press [OK].



Step 3: Scan for hardware changes.

Computer Management (Local)		Actions
<ul> <li>W System Tools</li> <li>Task Scheduler</li> </ul>	Add legacy hardware	Device Ma 🔺
<ul> <li>Event Viewer</li> <li>Shared Folders</li> <li>Local Users and Groups</li> <li>Performance</li> <li>Device Manager</li> <li>Storage</li> <li>Disk Management</li> <li>Services and Applications</li> </ul>	<ul> <li>Disk drives</li> <li>Display adapters</li> <li>Display adapters</li> <li>Human Interface Devices</li> <li>IDE ATA/ATAPI controllers</li> <li>Keyboards</li> <li>Mice and other pointing devices</li> <li>Monitors</li> <li>Monitors</li> <li>Ports (COM &amp; LPT)</li> <li>Print queues</li> <li>Processors</li> <li>Software devices</li> <li>Sound, video and game controllers</li> <li>Storage controllers</li> <li>System devices</li> <li>Universal Serial Bus controllers</li> </ul>	More )

Scan for changed or new Plug and Play devices.

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🌆 Computer Management (Local	V 📇 DESKTOP-UPB2SEL	Actions
System Tools     Task Scheduler	Audio inputs and outputs	Device Ma
<ul> <li>Event Viewer</li> <li>Shared Folders</li> <li>Local Users and Groups</li> <li>Performance</li> <li>Device Manager</li> <li>Storage</li> <li>Disk Management</li> <li>Services and Applications</li> </ul>	<ul> <li>Disk drives</li> <li>Display adapters</li> <li>Human Interface Devices</li> <li>IDE ATA/ATAPI controllers</li> <li>Keyboards</li> <li>Keyboards</li> <li>Mice and other pointing devices</li> <li>Monitors</li> <li>Other devices</li> <li>Ethernet Controller</li> <li>Ports (COM &amp; LPT)</li> <li>Print queues</li> <li>Processors</li> <li>Software devices</li> <li>Sound, video and game controllers</li> <li>Soster devices</li> <li>System devices</li> <li>System devices</li> <li>Universal Serial Bus controllers</li> </ul>	More )

Step 4: Execute the new Killer LAN driver 1.1.54.1506 or newer versions and press [Remove] then restart the

system.



🔄 Killer Perfor	mance Suite - InstallShield Wizard X
Program Ma	aintenance
	<u>Modify</u> Change which program features are installed. This option displays the Custom Selection dialog in which you can change the way features are installed.
51	Repair Repair installation errors in the program. This option fixes missing or corrupt files, shortcuts, and registry entries.
Û	Remove Remove Killer Performance Suite from your computer.
InstallShi	eld Cancel

Step 5: Install the new Killer LAN driver and then restart the system.

