Computers With Intel® D102 Motherboards Won't Start When a SMART Board™ 600 Series Interactive Whiteboard is Connected

Issue

If you connect a SMART Board 600 series interactive whiteboard to the USB receptacle of a computer that has an Intel D102 motherboard, the computer stops responding during the startup process. When you disconnect the interactive whiteboard, the computer starts normally.

Solution

This is a known issue with the D102 motherboard's BIOS firmware. Contact your computer's reseller to determine if a BIOS firmware update is available from Intel Corporation.

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