

1. **Q:** I get the BSOD randomly after installing Windows 10 RS3 (1709) on A320M-HDV, what should I do?
1. **I:** Primesc BSOD (ecran albastru) aleatoriu dupa instalarea Windows 10 RS3 (1709) pe A320M-HDV, ce ar trebui sa fac?

A: If you've encountered BSOD and get the error information same as below, please follow the steps to install AMD all in 1

driver ver:17.40.1025.

[Error information]

Stop code: SYSTEM SERVICE EXCEPTION

What failed: atikmdag.sys

R: Daca ati intalnit BSOD (ecran albastru) si primiti informatiile de eroare la fel ca in cele de mai jos, va rugam sa urmati urmatoorii pasi pentru instalare:

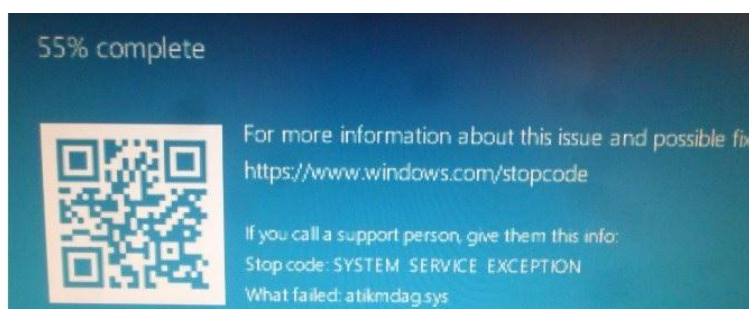
AMD all in 1

driver ver:17.40.1025.

[Error information]

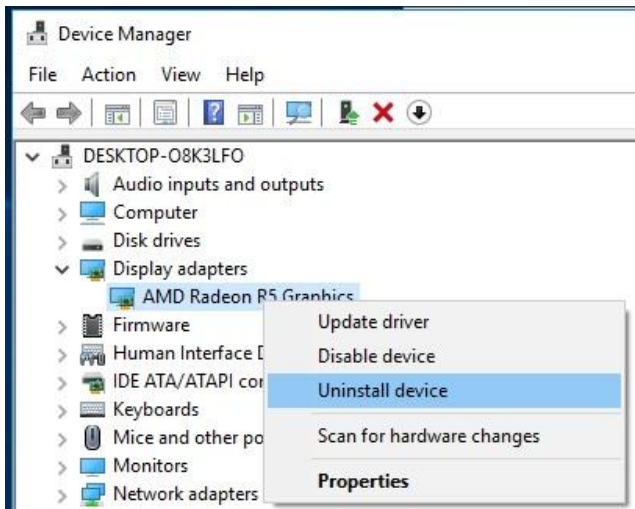
Stop code: SYSTEM SERVICE EXCEPTION

What failed: atikmdag.sys



Step1: Please un-install display adapter via Device Manager.

Pasul 1: Dezinstalati adaptorul de afisare(display adapter) prin intermediul Device Manager.



Step2: Download the AMD all in 1 driver ver:17.40.1025 from ASRock website and install it on the system.

Link: <https://www.asrock.com/MB/AMD/A320M-HDV/index.asp#Download>

Pasul 2: Descarcati driverul AMD all in 1 driver ver:17.40.1025 de pe site-ul ASRock si instalati-l pe sistem.

Link: <https://www.asrock.com/MB/AMD/A320M-HDV/index.asp#Download>



Description	OS	Size	Date	Download
AMD all in 1 driver ver:17.40.1025	Windows® 10 64bit	848.11MB	2018/1/22	Global Europe China
AMD ALL in 1 with VGA driver ver:17.40.3301	Windows® 10 64bit	563.41MB	2018/1/22	Global Europe China
AMD ALL in 1 with VGA driver ver:17.40.3301	Windows® 10 64bit	267.59MB	2018/1/22	Global Europe China
AMD ALL in 1 with VGA driver ver:17.40.3301	Windows® 10 64bit	10.20MB	2018/1/22	Global Europe China
AppCharger ver:1.0.6	Windows® 10 64bit	644.25KB	2017/2/24	Global Europe China

2. Q: I have put some force to unplug the PCIE graphic card out but still cannot get it out. How do I properly remove PCIE devices on 300 series platform?

2. I: Am depus ceva efort sa deconectez placa grafica PCIE, dar inca nu o pot scoate. Cum pot deconecta corect dispozitivele PCIE pe platforma seriei 300?

A: If you are having difficulties installing/removing the PCIE devices out, please follow the steps to safely install/remove the PCIE devices.

Step1: Please shutdown the system and unplug the power cord.

Step2: Find the lock on the PCIE slot

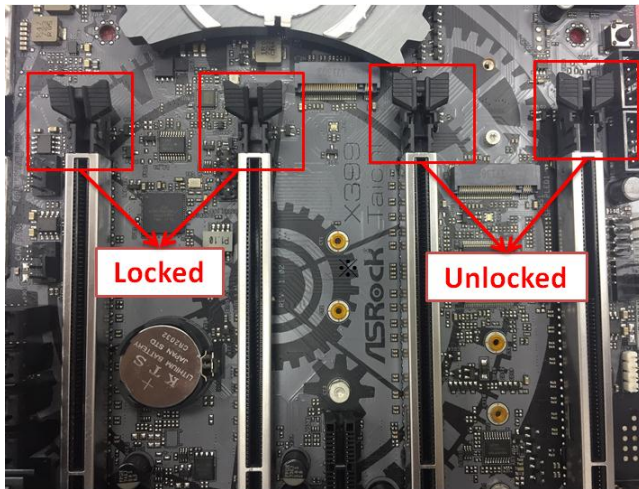
R: Daca intampinati dificultati in instalarea/deconectarea dispozitivelor PCIE, urmati pasii pentru a instala/deconecta in siguranta dispozitivele PCIE.

Pasul 1: Va rugam sa opriti sistemul si sa deconectati cablul de alimentare.

Pasul 2: Gasiti incuietoarea pe slotul PCIE

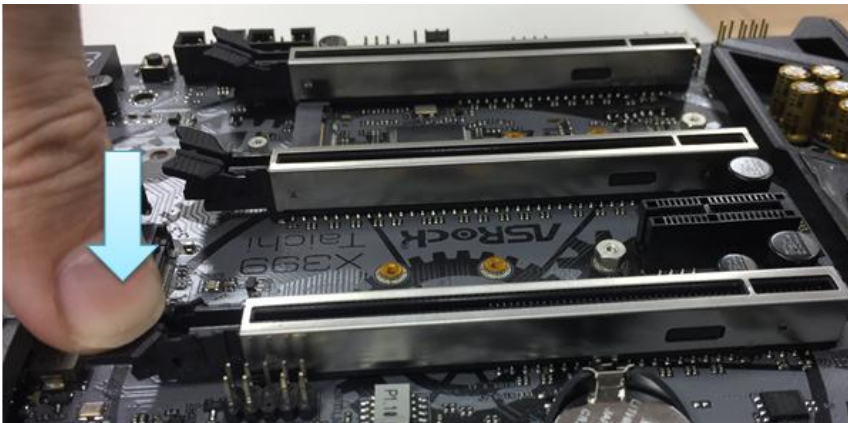
Technical Reference - Q&A

TSD-QA (2018/02)



Step3: Please push down the lock gently with one hand to unlock before installing PCIE device

Pasul 3: Inainte de a instala dispozitivul PCIE, va rugam sa impingeti usor incuietoarea cu o mana pentru a debloca

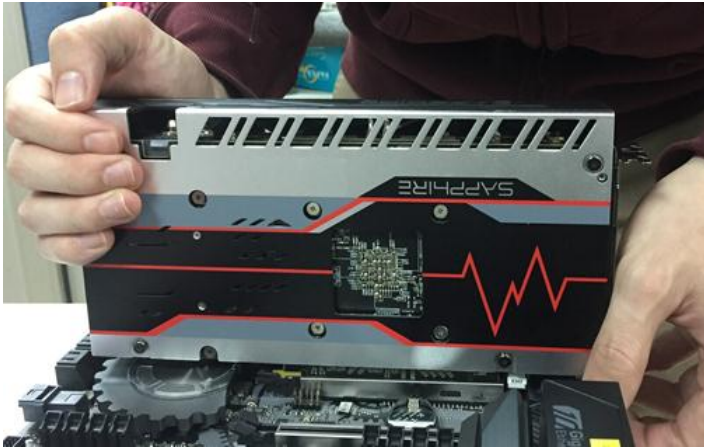


Step4: Plug the PCIE device all the way in with two hands

Pasul 4: Conectati complet dispozitivul PCIE , manevrand dispozitivul cu ambele maini

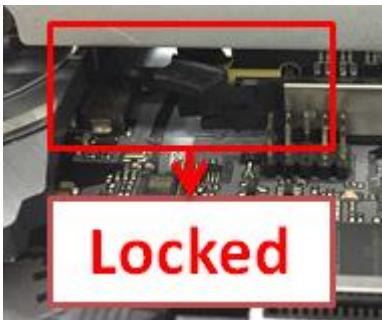
Technical Reference - Q&A

TSD-QA (2018/02)



Step5: Please push down the lock gently with one hand to unlock before removes the PCIE device

Pasul 5: Inainte de a scoate dispozitivul PCIE, va rugam sa impingeti usor incuietoarea cu o mana pentru a debloca



Step6: Remove the card slowly with both hands holding the PCIE devices

Pasul 6: Scoateti dispozitivul PCIE incet, manevrand dispozitivul cu ambele maini

Technical Reference - Q&A

