

ASRock® *Technical Reference - Q&A*

Q: I have a TRX40 motherboard. Under the device manager, there is a RTK Boot device showing with an exclamation mark and there is no sound output from the audio port. What can I do to fix it?

A: If there is a RTK device showing under the device manager and audio port cannot be used, please follow the steps below to remove the RTK device and allow the audio to work properly.

Step 1. Uninstall the Realtek audio driver.

Step 2. Install the Realtek audio driver ver.6.3.9600.2237 from the link below then restart the system.

Link: [https://download.asrock.com/Drivers/All/Audio/Realtek_Audio\(v6.3.9600.2237\).zip](https://download.asrock.com/Drivers/All/Audio/Realtek_Audio(v6.3.9600.2237).zip)

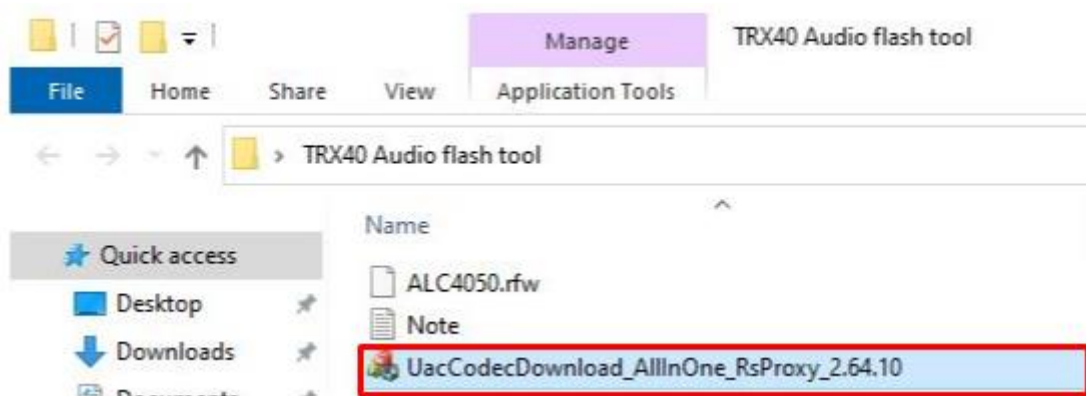
Step 3. **Right-click** the **start icon** in the desktop and select the **device manager** to see if there is **RTK Boot** showing in your system.



Step 4. Download and extract the **Audio Flash Tool** from the link below:

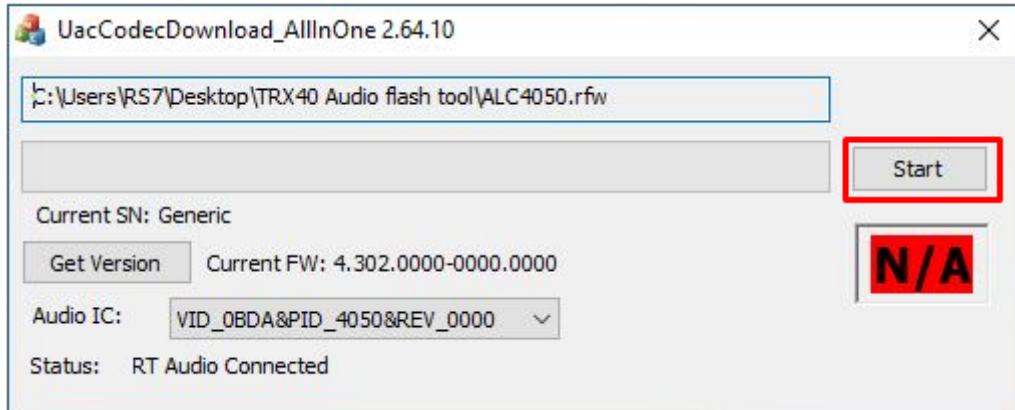
Link: <https://download.asrock.com/TSD/Desktop/Tool/Audio Flash Tool.zip>

Step 5. Double click the **UacCodecDownload_AllInOne_RsProxy_2.64.10**



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Step 6. Press the **Start** button to start flashing the audio firmware.



Step 7. Once the flashing process is completed, the tool will show **Pass** which means audio firmware has successfully flashed and there should **not** be RTK boot device showing under the device manager.

