

1. **Q:** I get the BSOD randomly after installing Windows 10 RS3 (1709 ) on A320M-HDV, what should I do?

**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.

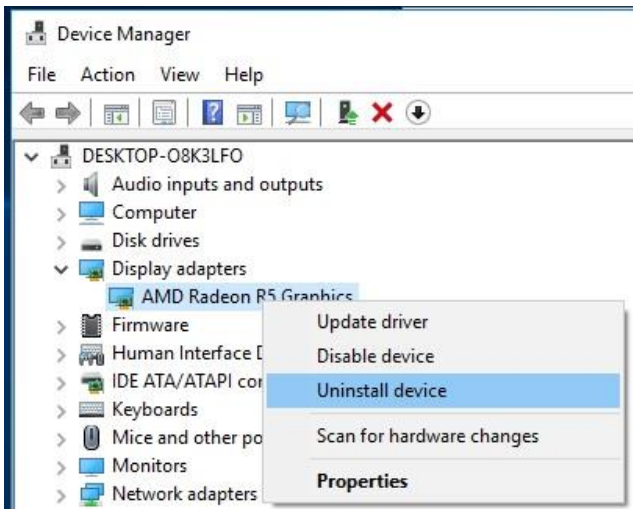
[Error information]

Stop code: SYSTEM SERVICE EXCEPTION

What failed: atikmdag.sys



Step1: Please un-install display adapter via 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>

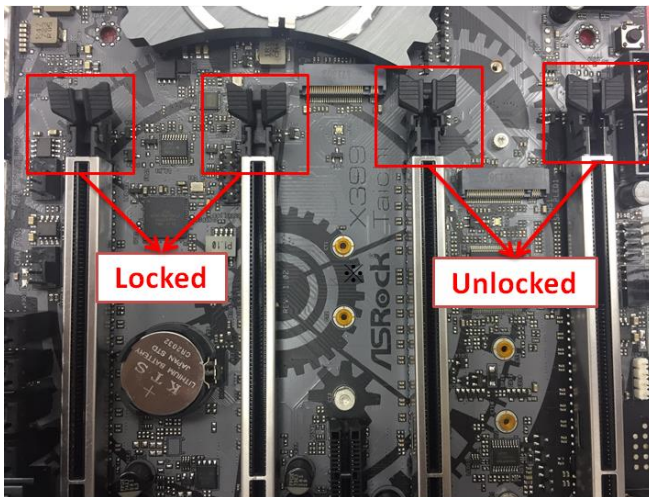
Download						
Select your OS: <span>Windows 10 64bit</span>						
Description	OS	Size	Date	Download		
AMD all in 1 driver ver:17.40.1025	Windows® 10 64bit	848.11MB	2018/1/22	Global	Europe	China
AMD ALL in 1 with VGA driver ver:17.40.3301	Windows® 10 64bit	563.41MB	2018/1/22	Global	Europe	China
Realtek high definition audio driver ver:8308	Windows® 10 64bit	267.59MB	2018/1/22	Global	Europe	China
Realtek Lan driver ver:10023	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?

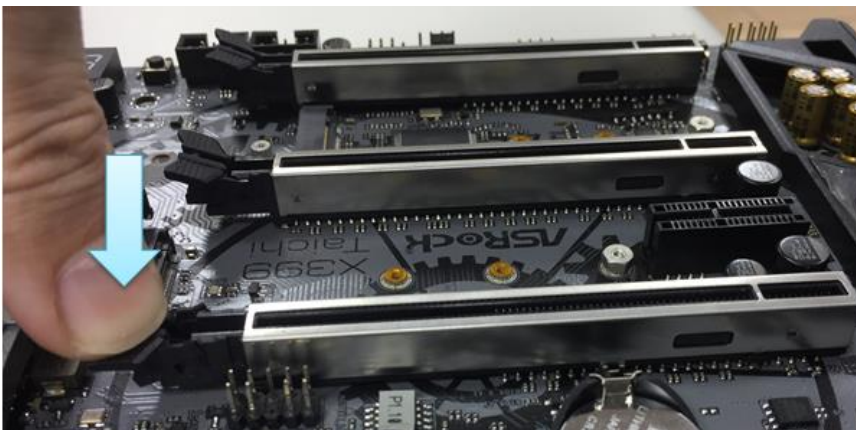
**A:** If you are having difficulties installing/removing the PCIE devices out, please follow the steps to safely install/remove the PCIE devices.

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

Step2: Find the lock on the PCIE slot

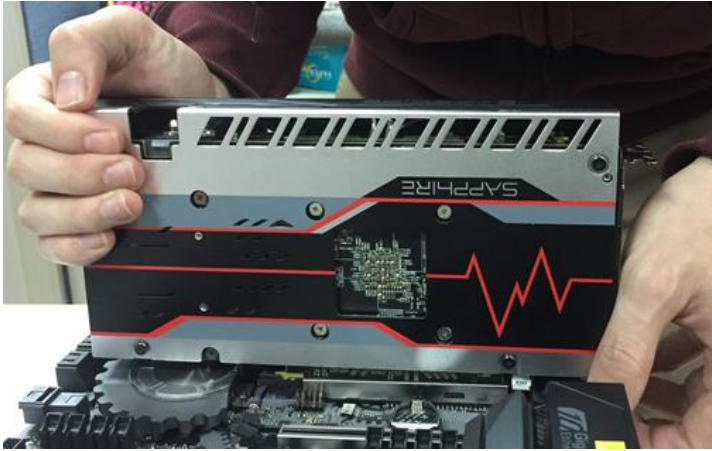


Step3: Please push down the lock gently with one hand to unlock before installing PCIE device

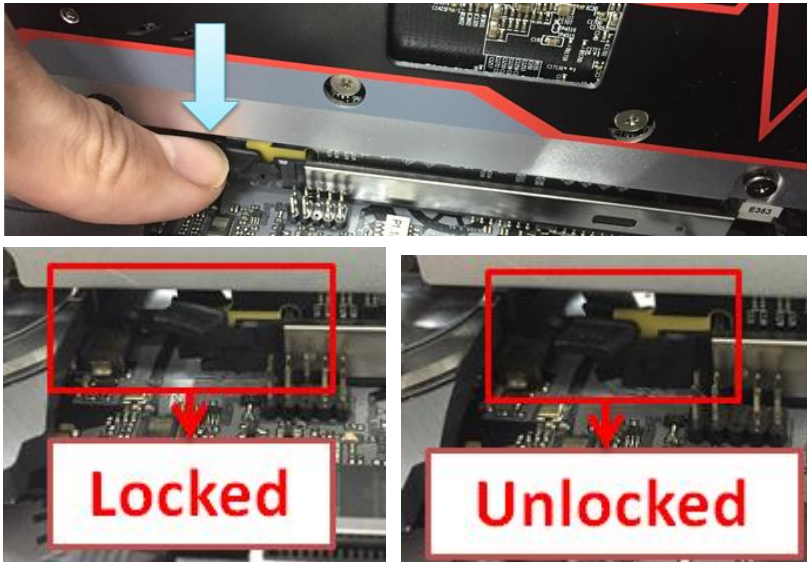


# Technical Reference - Q&A

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



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



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

