



NOTE 22

MOTHERBOARD COMPATIBILITY ISSUES

1 Introduction

This note documents verified motherboard compatibility issues with AudioScience adapters.

2 Gigabyte motherboards using Intel 6 Series chipsets

A compatibility issue has been experienced with certain Gigabyte motherboards that use Intel chipsets and AudioScience PCI Express (PCIe) adapters (ASI53xx, ASI56xx, ASI63xx, ASI66xx, ASI882x).

We have documented this issue so far with the following specific motherboards:

- Gigabyte GA-H61M-USB3-B3 (Intel H61 Chipset)
- Gigabyte GA-P67X-UD3-B3 (Intel P67 Chipset)
- Gigabyte GA-H67MA-USB3-B3 (Intel H67 Chipset)
- Gigabyte GA-G41MT-S2P (Intel G41 + ICH7 Chipset)

2.1 Symptoms

The AudioScience card will display a "This device cannot start (Code 10)" error in the Device status window on the General tab on the Properties page for the card under Device manager and will show a "PCI Start Failure...DSP_BOOTLOAD Specific Error: 10###" error in the system log of the system event viewer (or similar error)

2.2 Workaround

There is currently no known workaround. If you are experiencing this or a similar problem we recommend checking your motherboard for available BIOS upgrades and make sure you have the correct and updated chipset drivers for your system. If this does not correct the problem our recommendation at this time is to try a different motherboard.

3 Z170 chipset boards fail to load PCI(e) cards

A compatibility issue has been experienced with some motherboards using the Intel Z170 chipset and the Skylake processor. We have found that certain Z170 motherboards cannot supply enough 3.3V current to each PCI(e) or PCI slot to power some of our card models. Currently this only seems to be an issue with the ASI6585 or ASI6685 Livewire cards due to their increased power demands.

We have documented this issue so far with the following specific motherboards:

- MSI Z170A Pro Gamin Carbon
- MSI Z170A PC MATE
- ASUS Z170-AR (ASUS Z170-A seems to work fine in our tests)

3.1 Symptoms

System will lock up and not start at all. Power on self test (POST) fails and no system activity is reported.

3.2 Workaround

There is currently no known workaround. If you are experiencing this or a similar problem we recommend removing the cards and checking your motherboard for available BIOS upgrades and make sure you have the correct and updated chipset drivers for your system. If this does not correct the problem our recommendation at this time is to try a different motherboard.

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