

- 1. Q:** After installing the Windows Update, KB2962409, Fatal1ty mouse port cannot set the polling rate over 125hz.

**A:** Please refer below link to update F-Stream to v2.0.188.  
[http://download.asrock.com/utility/F-Stream/F-Stream\(v2.0.188\).zip](http://download.asrock.com/utility/F-Stream/F-Stream(v2.0.188).zip)
- 2. Q:** I've downloaded Intel Management Engine driver ver:10.0.0.1204 for Intel 9 series models from ASRock download zone, but the driver couldn't be installed. It pops up an error message "A required update is missing: Kernel-Mode Driver Framework 1.11 (KB2685811)" during driver installation.

**A:** This issue is related to the requirement of Intel ME driver, so please refer to the instruction of error message to install Windows Update KB2685811 before doing Intel ME driver installation.  
Please download the update KB2685811 from Microsoft website.  
Download Link: <http://www.microsoft.com/en-us/download/details.aspx?id=38423>
- 3. Q:** The Bluetooth devices are not recognized properly on ASRock M8 system. How do I solve this problem?

**A:** Please update ASRock A-Tuning V2.0.172.1 or later version to fix this issue.  
ASRock A-Tuning V2.0.172.1 download link: [http://download.asrock.com/Utility/A-Tuning/A-Tuning\(v2.0.172.1\).zip](http://download.asrock.com/Utility/A-Tuning/A-Tuning(v2.0.172.1).zip)
- 4. Q:** I've installed all drivers for BayTrail models from ASRock download zone, but there's still one device show "!" in Device Manger. What should I do?.

**A:** This issue is related to the requirement of Intel Trusted Execution Engine. Please kindly install Windows Update KB2685811 then install Intel Trusted Execution Engine again.  
KB2685811 download Link: <http://www.microsoft.com/en-us/download/details.aspx?id=38423>