

# Stone / MSI H61M-P31/W8 Based System: BIOS stuck on code B4, B6 or B9 on POST and/or USB Keyboard Not Recognised

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## Problem

Customers have reported USB keyboard issues on systems based on the Stone / MSI H61M-P31/W8 motherboard.

Symptoms include:

- A message during the power-on self test (POST) with an error code of B4, B6 or B9 code being displayed
- The USB keyboard is intermittently not recognised in the BIOS - you cannot use the USB keyboard to go onto the BIOS using the DEL key, or use the Boot Menu (F11).
- The keyboard is intermittently not recognised when the system boots into Windows.

## Cause

We believe that this issue may be caused by a BIOS glitch.

## Workaround

Please use one of the following work-arounds.

### Workaround 1:

- If your system is affected by this issue, simply unplug and replug the USB keyboard. The keyboard should then be recognised and you should be able to continue to boot up or login to Windows.

### Workaround 2:

- We have a BIOS update for affected systems, although at this time it is not proven if this update resolves the issue. You may be able to do this with the problem keyboard attached to the system, however you may find that an alternative USB, or a PS2 keyboard will need to be connected to allow you to access the BIOS or BIOS boot menu.
- See [this article](#) for the latest BIOSes for this product.

**Note:** When performing the BIOS update, if your system ignores the F11 request to enter the boot menu then you may need to disconnect the existing USB keyboard, and try an alternative USB model or a PS2 model to be able to get the F11 key to work.

## Notify Support

If you are affected by this issue and it has not been resolved by the steps above, please raise a support case with Stone support for your instance to be investigated.

Applies to:

- Stone desktops using the MSI H61M-P31/W8 (BOAMOT-443) motherboard.

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