



User Guide

Horizon D12170 / T12170





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energy

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Contents

ABOUT THIS GUIDE.....	5
1.0 INSTALLING AND UPGRADING YOUR SYSTEM.....	6
1.1 Unpacking your computer.....	6
1.2 Choosing a site for the system	7
1.3 Peripheric installation.....	8
1.3.1 Recovery from CIARA recovery DVD	8
1.3.2 Windows Recovery from Startup Settings.....	12
1.3.3 Corrupted BIOS recovery.....	16
1.3.4 System maintenance.....	16
1.3.5 Using the CIARA Horizon D12170 / T12170.....	17
1.4 Troubleshooting your system after first install	18
1.4.1 Helpful hints	18
1.5 Solving general problems.....	19
1.5.1 Solving power supply problems.....	20
1.5.2 Solving hard drive problems.....	21
1.5.3 Solving display problems.....	22
1.5.4 Solving audio problems	23
1.5.5 Solving printer problems	23
1.5.6 Solving keyboard and mouse problems	24
1.5.7 Solving hardware installation problems.....	25
1.5.8 Solving memory problems.....	26
1.5.9 Solving processor problems	26
1.5.10 Solving optical drive problems.....	27
1.6 Component installation guide.....	28
1.6.1 Precautions against static electricity.....	28
1.6.2 Opening and accessing the chassis	29
1.6.3 Insertion of the processor	31
1.6.4 Installation of the memory modules.....	33
1.6.5 Installation of the optical drive module	37
1.6.6 Installation of the hard drive	40
1.6.7 Chassis Characteristics	44
2.0 CERTIFICATION AND DECLARATION.....	46
2.1 Radio interference precautions.....	46
2.2 Declaration of conformity.....	47
2.3 FCC Information to User.....	48
3.0 ONE YEAR LIMITED WARRANTY.....	49
3.1 Procedures to be followed for service during the warranty period:	50
3.2 Limited Warranty.....	51
3.3 Documenting your computer	52
3.3.1 Base System Details	52

4.0 TECHNICAL PRODUCT SPECIFICATION CIARA HORIZON D12170 / T12170	53
4.1 Upgrading	55
4.2 Networking	55
4.3 The CIARA Horizon D12170 / T12170 BIOS	56
4.3.1 BIOS configuration and installation	56
4.3.2 BIOS set-up program menu bar	56
4.3.3 BIOS set-up program function keys	57
4.3.4 PCI auto configuration	57
4.3.5 Legacy USB support	58
4.3.6 BIOS updates	58
4.3.7 Language support	58
4.3.8 BIOS recovery	59
4.3.9 Boot options	59
4.3.10 Adjusting boot speed	60
4.3.11 BIOS security features	61
4.4 Motherboard configuration & layout – PRO H610M-CT2 D4-CSM main board	62
4.4.1 Back panel connectors	64
4.5 The PCI Express and PCI bus	65
4.6 Disk drives	65
4.6.1 Serial ATA interface.....	65
4.6.2 Optical drives	65
4.7 Keyboard	66
4.8 Graphics subsystem	66
4.8.1 Integrated graphics	66
4.8.2 DisplayPort 1.4	66
4.8.3 VGA port.....	66
4.9 Audio subsystem	67
4.10 I/O Port set-up	67
4.11 LAN subsystem	68
4.11.1 Intel® 1 Gigabit Ethernet controller	68
4.11.2 RJ-45 LAN connectors LEDs	68
4.12 Replacing the system battery.....	69
4.13 Trusted Platform Module (TPM)	69
4.14 Installing an upgrade CPU	69
4.15 Configuration jumper block	70
4.15.1 Setting the BIOS configuration jumper	70
4.15.2 Clearing or changing passwords.....	70
4.16 Installing an upgrade flash BIOS.....	71
4.17 Media sanitization software	71
4.18 Latest version	71
 GLOSSARY	 72

ABOUT THIS GUIDE

Please read this User's Guide before using your CIARA Horizon D12170 / T12170 computer.

This User's Guide is divided into four chapters that provide information on Installation, trouble shooting, certification, detailed description and a Glossary. Please remember to fill out the Equipment Log and keep a copy in a safe place.

With proper care and operating procedures your CIARA Horizon D12170 / T12170 will give you many years of service and high performance computing.

NOTE

This User's guide uses Horizon D12170 / T12170 designation where T12170 refers to the tower model and D12170 refers to the compact desktop model.

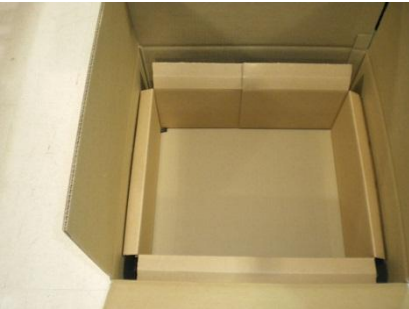
1.0 Installing and upgrading your system

1.1 Unpacking your computer

Your PC is packed with ecologic moulded boxboard on four sides to keep it in place during transit.

The keyboard is on the top of the box, the other accessories are completely underneath.

Carefully unpack your computer and be sure to save all boxboards for future shipping and transportation.



To repack the PC it may be easier to place the moulded cushioning on the ends of the PC, and then slide the box over the PC together with the cushioning, rather than lifting the PC.

1.2 Choosing a site for the system

All CIARA computers operate reliably in a typical office or home environment. Choose a location that is readily accessible and meets the following requirements :

- Is near a grounded, three pronged power outlet
- The socket-outlet shall be installed near the equipment and shall be easily accessible.
- Is clean and dust free
- Is well-ventilated and lighted and away from sources of heat
- Is isolated from strong electromagnetic fields produced by electrical devices
(*i.e. air conditioners, large fans, large electric motors, radio and TV transmitters*)
- Has an appropriate table or desk that will allow you to work without physical discomfort and strain.

The power supply input should be 120 V, 10 A and 60 Hz.

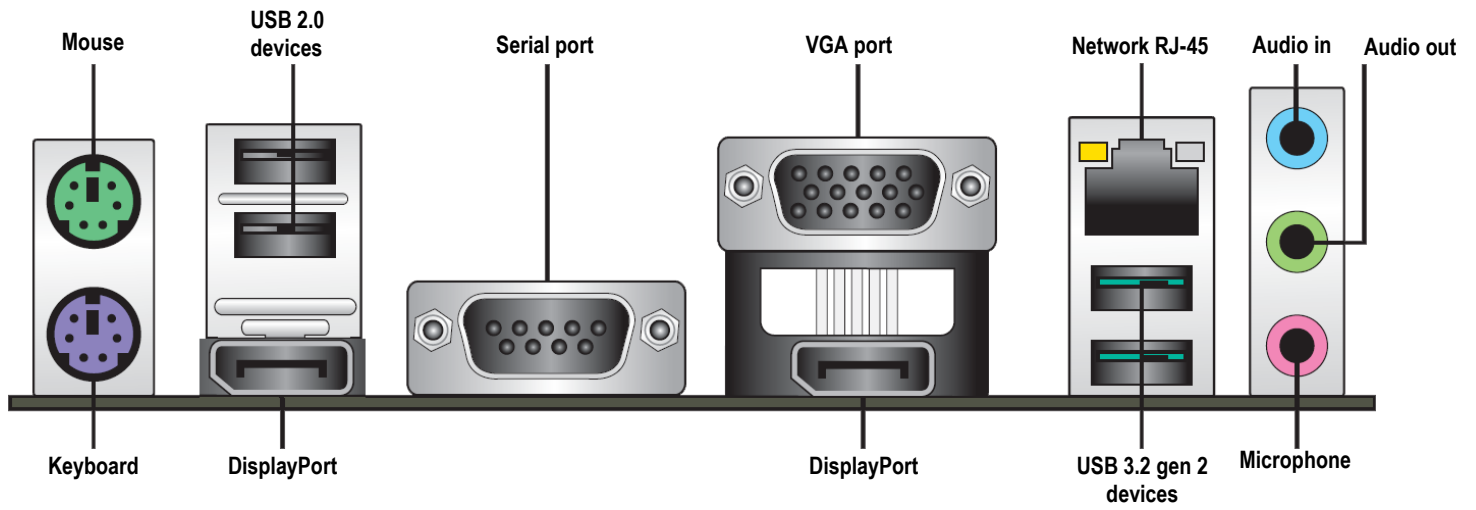


A few general precautions should always be observed :

- Never connect any peripheral such as a monitor to the system unit if the power is turned "ON". Always shut down the system first.
- Never remove any internal adapter cards in the system unit if the power is turned "ON" as this will ruin the Card/Computer and Void the Warranty.
- Never install and connect more peripherals than available power supply plugs to avoid exceeding the maximum power of the system.

NOTE The Horizon D12170 and T12170 models come either with or without a power supply On/OFF switch. For those systems that do not have a switch, make sure to shut down the system through Windows before proceeding to any repair or replacement work inside the system.

1.3 Peripheric installation



1.3.1 Recovery from CIARA recovery DVD

1.3.1.1 Recovery from CIARA Window 10 Pro recovery DVD



Before you start this procedure, please back up all your important information, the recovery media will erase all data on HDD before installation.

Insert the Windows 10 Pro Recovery DVD and restart the system.

- 1- When prompted, press any key to boot from the DVD.
The recovery image will then start.



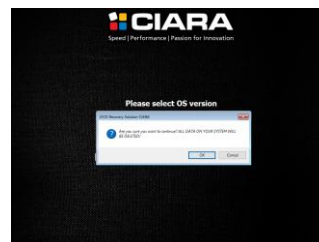
- 2- Accept the EULA and press on Continue.



- 3- Select the OS version and press Start System Recovery

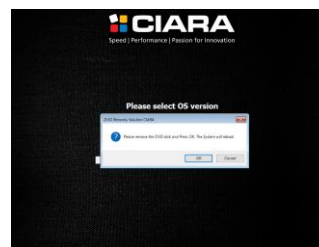


- 4- A pop up will then open warning you that all the data will be lost.
If all your files are already saved, press OK.



- 5- The recovery will take around 30 minutes to complete. A window will show you the process of the recovery, once completed Eject the DVD then press OK. The system will then reboot.

NOTE: All drivers required for your system will be already installed except for components that were not part of your original purchase



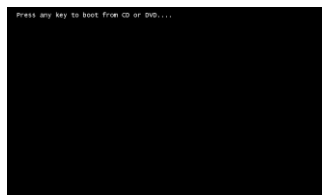
1.3.1.2 Recovery from CIARA Window 11 Home recovery DVD



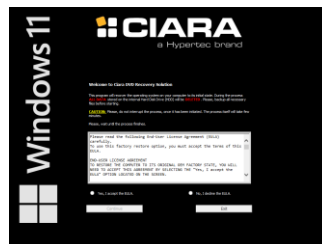
Before you start this procedure, please back up all your important information, the recovery media will erase all data on HDD before installation.

Insert the Windows 11 Home Recovery DVD and restart the system.

- 1- When prompted, press any key to boot from the DVD.
The recovery image will then start.



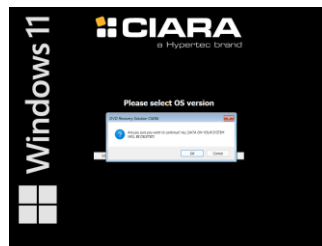
- 2- Accept the EULA and press on Continue.



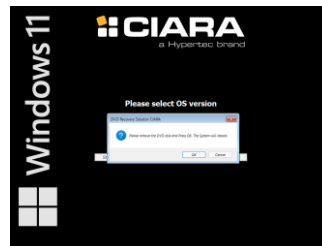
- 3- Select the OS version and press Start System Recovery



- 4- A pop up will then open warning you that all the data will be lost.
If all your files are already saved, press OK.



- 5- The recovery will take around 30 minutes to complete. A window will show you the process of the recovery, once completed Eject the DVD then press OK. The system will then reboot.
NOTE: All drivers required for your system will be already installed except for components that were not part of your original purchase



1.3.1.3 Recovery from CIARA Window 11 Pro recovery DVD



Before you start this procedure, please back up all your important information, the recovery media will erase all data on HDD before installation.

Insert the Windows 11 Pro Recovery DVD and restart the system.

- 1- When prompted, press any key to boot from the DVD.
The recovery image will then start.



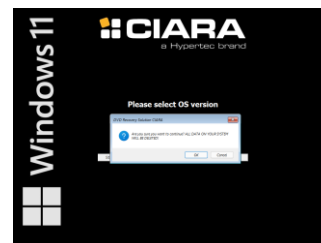
- 2- Accept the EULA and press on Continue.



- 3- Select the OS version and press Start System Recovery



- 4- A pop up will then open warning you that all the data will be lost.
If all your files are already saved, press OK.



- 5- The recovery will take around 30 minutes to complete. A window will show you the process of the recovery, once completed Eject the DVD then press OK. The system will then reboot.

NOTE: All drivers required for your system will be already installed except for components that were not part of your original purchase



1.3.2 Windows Recovery from Startup Settings

1.3.2.1 Windows 10 Recovery from Startup Settings

With the Windows Startup Settings screen (formerly advanced boot options) you can start Windows in different advanced troubleshooting modes so you can find and fix problems on your PC. In previous versions of Windows, you could get to this screen by pressing F8 before Windows started up. Windows 10 PCs start up quickly so there's not enough time to press F8.

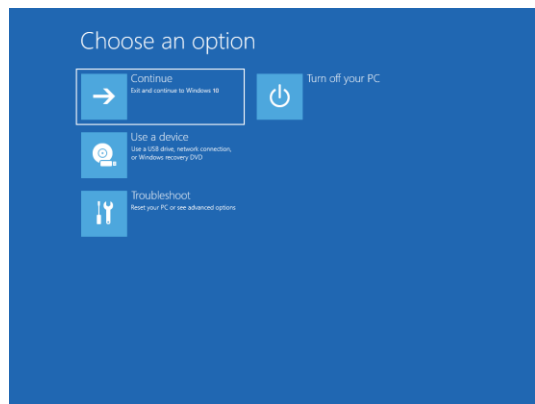
There are two ways to get to the Windows Startup Settings screen in Windows 10:

- If you're not signed in to Windows, tap or click the power icon  from the sign-in screen, hold **Shift**, and then tap or click **Restart**.

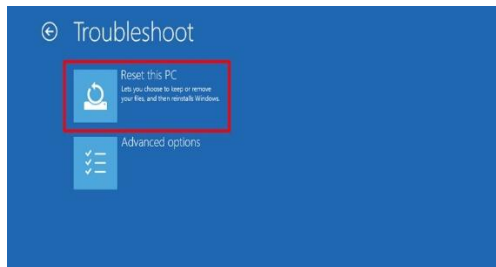


- Or, if you're already signed in:
 1. Click on windows button, select **Settings**, and then select Update security.
 2. From left select Recovery.
 3. Under **Advanced startup**, tap or click **Restart now**.
 4. On the **Choose an option** screen, tap or click **Troubleshoot**.
 5. Select Advanced options **and then** Startup Settings
 6. Tap or click **Restart**.
 7. On the **Startup Settings** screen, choose the startup setting you want.
 8. Sign in to your PC with a user account that has administrator rights.

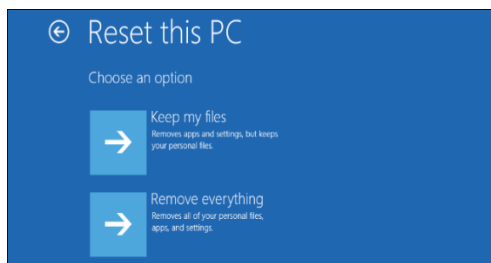
Choose **Troubleshoot**



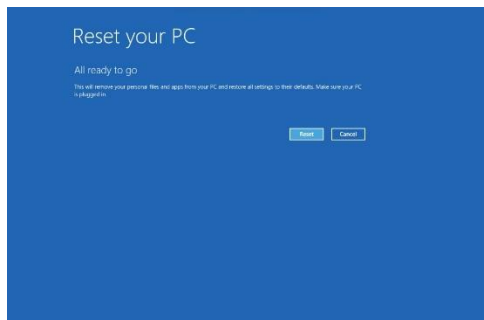
Choose **Reset your PC**



Choose **Remove everything**



Press **Reset**



Then follow the regular Windows 10 Installation process.

1.3.2.2 Windows 11 Recovery from Startup Settings

With the Windows Startup Settings screen (formerly advanced boot options) you can start Windows in different advanced troubleshooting modes so you can find and fix problems on your PC. In previous versions of Windows, you could get to this screen by pressing F8 before Windows started up. Windows 11 PCs start up quickly so there's not enough time to press F8.

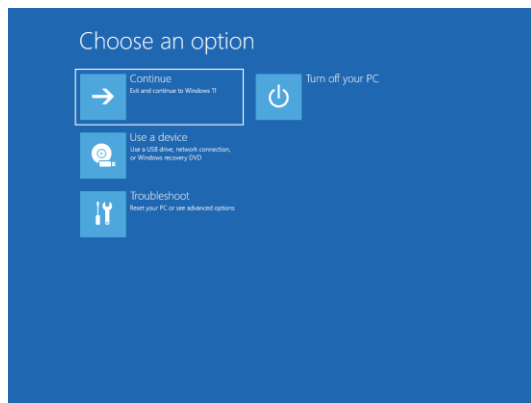
There are two ways to get to the Windows Startup Settings screen in Windows 11:

- If you're not signed in to Windows, tap or click the power icon  from the sign-in screen, hold **Shift**, and then tap or click **Restart**.

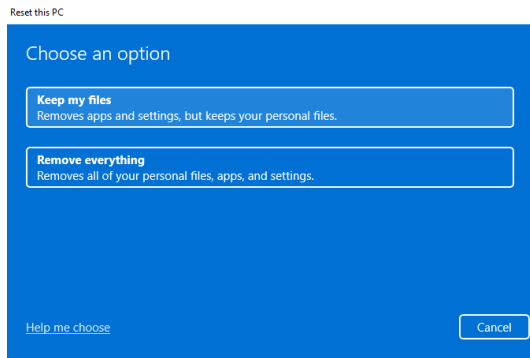


- Or, if you're already signed in:
 1. Click on the windows logo button, select **Settings**, and then select **System**.
 2. From the **Right side pane** select **Recovery**.
 3. Under **Recovery Options**, tap or click **Reset PC**.
 4. On the **pop-up screen**, tap or click **Remove Everything** then press **Next**.
 5. Select **Advanced Settings**, and then press **Change Settings**, then clean data to **Yes**, press **Confirm**.
 6. Tap or click **Restart**.
 7. Windows will restart and reset your PC to its initial state.
 8. Follow instructions at the Startup Settings screen and choose the startup setting you want.
 9. Sign in to your PC with a user account that has administrator rights.

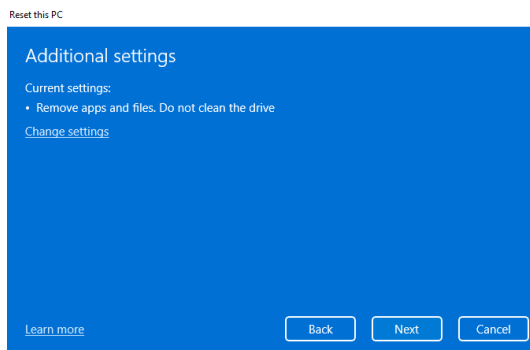
Choose **Continue**



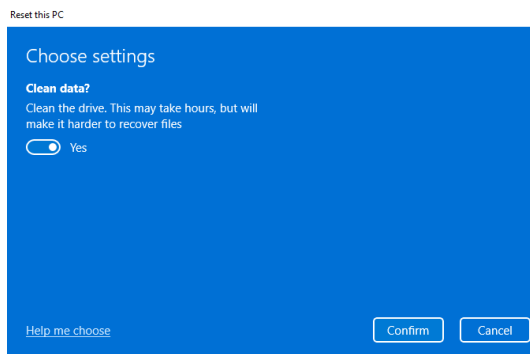
Choose **Remove everything**



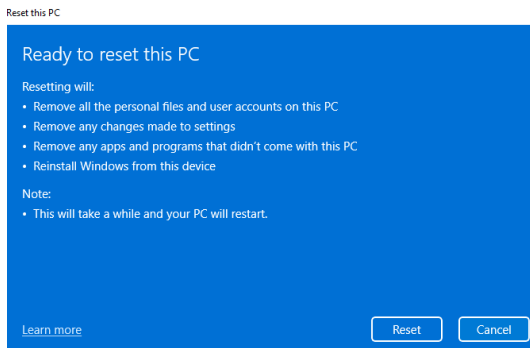
Press **Next**



Set **Clean data** to **Yes** and press **Confirm**



Press **Reset**



Then follow the regular Windows 11 Installation process.

1.3.3 Corrupted BIOS recovery

The ASUS CrashFree BIOS 3 is an auto recovery tool that allows you to restore the BIOS file when it fails or gets corrupted during the updating process. You can restore a corrupted BIOS file using the motherboard support DVD or a USB flash drive that contains the updated BIOS file.

NOTE: Before using this utility, rename the BIOS file in the removable device into **H610M.CAP**.

- Download the latest BIOS file from the ASUS website at www.asus.com.

Recovering the BIOS

To recover the BIOS :

1. Turn on the system.
2. Insert the support DVD to the optical drive or the USB flash drive that contains the BIOS file to the USB port.
3. The utility automatically checks the devices for the BIOS file. When found, the utility reads the BIOS file and enters ASUS EZ Flash 2 utility automatically.
4. The system requires you to enter BIOS Setup to recover BIOS settings. To ensure system compatibility and stability, we recommend that you press <F5> to load default BIOS values.

DO NOT shut down or reset the system while updating the BIOS! Doing so can cause system boot failure.

1.3.4 System maintenance

Read and follow carefully all the instructions and warnings in this manual and on these products!

Only use a damp cloth to clean your system unit and monitor case. Do not use detergents!

Position your system unit, monitor and cables/wires away from direct sunlight, moisture, dust, oil, and thoroughfares.

Ensure that all ventilation outlets are always free from obstruction.

In the event of mechanical/power failure or damage, do not attempt to repair the system unit, monitors, cables /wires. Refer all such problems to experienced service personnel.

Ensure that the back of the system unit is at least 6" away from anything that might obstruct the ventilation outlets and cause overheating.

Ensure that the power source is grounded correctly. This product is equipped with a 3-wire grounding-type plug. This plug will only fit into a grounded power outlet.

1.3.5 Using the CIARA Horizon D12170 / T12170

1.3.5.1 Introduction

The CIARA Horizon D12170 / T12170 is a powerful personal computer that has the ability to run a variety of operating systems. Unless you have specified something different, your system comes configured with a Windows operating system pre-loaded onto the hard drive. Each operating system comes with its own user manuals, and you should refer to these for information specific to your system.

1.3.5.2 A caution about viruses

Due to the prevalence of computer viruses, we strongly recommend that you take precautions to protect your computer from them. Purchase and use a reputable virus-checking program. Ensure that the program is kept up to date by registering the program, and installing updates as they become available. Please be aware, however, that even the best virus checking programs cannot be regarded as the perfect solution. It is possible for even the best program to fail, particularly if it is not updated. Please contact your CIARA account representative for more information.

1.3.5.3 Windows

Windows is a Graphical User Interface (GUI) that provides a screen composed of icons. You select or “click” on the icons to run programs. As noted above, Windows has been installed on your computer. For further information about using Windows, please consult the appropriate Microsoft software manual provided with your CIARA Horizon D12170 / T12170.

1.3.5.4 Windows Server 2022, 2019 and Linux

Windows Server 2022, Windows Server 2019 and Linux are operating systems that provide sophisticated networking capabilities to Windows based computers. The onboard Network Interface Card (NIC) in the computer allows the user to connect the CIARA Horizon D12170 / T12170 to a network server computer running Windows Server 2022, Windows Server 2019 or Linux.

Microsoft and Linux provide workstations on the network with access to files and applications stored on the file server (a dedicated computer running the Windows Server 2022, Windows Server 2019 or Linux operating systems), as well as access to shared printers on the network. Sophisticated tools are built into the Windows Server 2022, Windows Server 2019 and Linux operating systems to manage the network, and to restrict access to resources on the file server.

For further information about Windows Server 2022, Windows Server 2019 or Linux, please consult the manuals provided with the network operating system (NOS), or speak to your service representative.

1.4 Troubleshooting your system after first install

1.4.1 Helpful hints

If you encounter some minor problems with the computer, monitor, or software, see the following list of general suggestions before taking further action:

- Check that the computer and monitor are plugged into a working electrical outlet.
- When available check to see if power supply button is switched on
- Check to see that the computer is turned on and the power light is on.
- Check to see that the monitor is turned on and the monitor light is on.
- Turn up the brightness and contrast controls of the monitor if the monitor is dim.
- Press and hold any key. If the system beeps, then the keyboard should be operating correctly.
- Check all cable connections for loose connections or incorrect connections.
- Wake the computer by pressing any key on the keyboard or pressing the power button. If the system remains in suspend mode, shut down the computer by pressing and holding the power button for at least four seconds then press the power button again to restart the computer. If the system will not shut down, unplug the power cord, wait a few seconds, and then plug it in again. The computer will restart if automatic start on power loss is set in the BIOS. If it does not restart, press the power button to start the computer.
- Be sure that all the needed device drivers have been installed. For example, if you are using a printer, you need a driver for that model of printer.
- If you have installed an operating system other than the factory-installed operating system, check to be sure that it is supported on the system.
- If the system has multiple video sources (embedded and PCI Express x16 adapters) and a single monitor, the monitor must be plugged into one of the four video connectors of the system, i.e. VGA, HDMI or DisplayPort. Your system can support three independent monitors using any of the three available video connectors. If a PCI Express x16 video controller is added, then the system will support a fourth monitor connected to any of the ports of the video controller. This type of configuration will require adjustments to the BIOS parameters.

1.5 Solving general problems

You should be able to easily resolve the general problems described in this section. If a problem persists and you are unable to resolve it, or if you feel uncomfortable about performing the operation, contact CIARA at 1-877-242-7272 and ask for the Customer Service department.

Solving general problems		
Problem	Cause	Solution
Computer appears locked up and will not turn off when the power button is pressed	Software control of the power switch is not functional.	Press and hold the power button for at least four seconds until the computer turns off.
Computer will not respond to USB keyboard or mouse.	Computer is in Last State mode.	Press the power button to resume from Last State mode.
CAUTION : When attempting to resume from Last State mode, do not hold down the power button for more than four seconds. Otherwise, the computer will shut down and you will lose your data.		
Computer date and time display is incorrect.	RTC (real-time clock) battery may need to be replaced. ► Connecting the computer to a live AC outlet prolongs the life of the RTC battery.	Reset the date and time under Control Panel (Computer Setup can also be used to update the RTC date and time). If the problem persists, replace the RTC battery.
Cursor will not move using the arrow keys on the keypad.	The Num Lock key may be on.	Press the Num Lock key. The Num Lock light should not be on if you want to use the arrow keys.
Poor performance is experienced	Processor is hot.	1. Make sure the airflow to the computer is not blocked. 2. Make sure the fans are connected and working properly (some fans only operate when needed) 3. Make sure the processor heat sink is installed properly. 4. The system might be infected with a virus and that it would need to be cleaned with an antivirus software
	Hard drive is full.	Transfer data from the hard drive to create more space on the hard drive.

1.5.1 Solving power supply problems

Solving power supply problems		
Problem	Cause	Solution
Power supply shuts down intermittently.	Power supply will not turn on because of internal power supply fault.	Contact CIARA for the replacement of the power supply.
Computer powered off automatically and the Power LED flashes two times, once every second, followed by a two second pause.	Processor thermal protection activated : A fan may be blocked or not turning. OR The heat sink/fan assembly is not properly attached to the processor.	Ensure that the computer air vents are not blocked and the processor-cooling fan is running. Open hood, press the power button, and see if the processor fan spins. If the processor fan is not spinning, make sure the fan's cable is plugged onto the system board header. Ensure the fan is fully/properly seated or installed. If fan is plugged in and seated properly, but is not spinning, then replace the processor fan. (See article 1.6.3 of this Guide) Reseat processor heat sink and verify that the fan assembly is properly attached.
Power LED flashes, once every two seconds. OR Power LED flashes four times, once every second, followed by a two second pause	Power failure (power supply is overloaded)	Check the power supply voltage. Proper voltage setting depends on your region. (See section 1.2) Open the hood (See article 1.6.2) and ensure the 4-wire power supply cable is seated into the connector on the system board Check if a device is causing the problem by removing ALL attached devices (such as hard or optical drives, and expansion cards). Power on the system. If the system enters the POST, then power off and replace one device at a time and repeat this procedure until failure occurs. Replace the device that is causing the failure. Continue adding devices one at a time to ensure all devices are functioning properly. If the problem persists, contact CIARA since the problem may necessitate the replacement of the power supply or the motherboard.
System does not power on and LEDs are not flashing.	The system is unable to power on.	Press and hold the power button for more than 4 seconds. If the hard drive LED turns on, check if the voltage selector located on the rear of the power supply, is set to the appropriate voltage. Proper voltage setting depends on your region. OR Press and hold the power button for less than 4 seconds. If the hard drive LED does not turn on then : 1. Check that the unit is plugged into a working AC outlet. 2. Open hood and check that the power button harness is properly connected to the system board. 3. Check that both power supply cables are properly connected to the system board. 4. Ensure the 4-wire power supply cable is seated into the connector on the system board. 5. If the problem persists, contact CIARA since the problem may necessitate the replacement of the power supply or the motherboard.

1.5.2 Solving hard drive problems

Solving hard drive problems		
Problem	Cause	Solution
Hard drive error occurs.	Hard disk has bad sectors or has failed.	Use a utility to locate and block usage of bad sectors. If necessary, reformat the hard disk.
Disk transaction problem.	Either the directory structure is bad or there is a problem with a file.	In Windows, right-click Start, click Explore, and select a drive. Select File > Properties > Tools. Under Error-checking, click Check Now.
Drive not found.	Cable could be loose.	Check cable connections.
Computer seems to be locked up.	Program in use has stopped responding to commands.	Attempt the normal Windows "Shut Down" procedure. If this fails, press the power button for four or more seconds to turn off the power. To restart the computer, press the power button again.

1.5.3 Solving display problems

Solving display problems		
Problem	Cause	Solution
Blank screen (no video).	Monitor is not turned on and the monitor light is not on.	Turn on the monitor and check that the monitor light is on.
	The cable connections are not correct.	Check the cable connection from the monitor to the computer and to the electrical outlet. See section 1.3.
	You may have a screen blanking utility installed or energy saver features are enabled.	Press any key or click the mouse button and, if set, type your password.
	You are using a fixed-sync monitor and it will not sync at the resolution chosen.	Be sure that the monitor can accept the same horizontal scan rate as the resolution chosen.
	Computer is in Last State mode.	Press the power button to resume from Last State mode.
CAUTION : When attempting to resume from Last State mode, do not hold down the power button for more than four seconds. Otherwise, the computer will shut down and you will lose your data.		
Power LED flashes six times, once every second, followed by a two second pause, and the computer beeps six times.	Pre-video graphics error.	For systems with a graphics card : 1. Reseat the graphics card. Power on the system. 2. If the problem persists, contact CIARA since the problem may necessitate the replacement of the graphics card or the motherboard.
Dim characters.	The brightness and contrast controls are not set properly.	Adjust the monitor brightness and contrast controls.
	Cables are not properly connected.	Check that the graphics cable is securely connected to the graphics card and the monitor. See section 1.3
Blurry video or requested resolution cannot be set.	If the graphics controller was upgraded, the correct graphics drivers may not be loaded.	Install the video drivers included in the upgrade kit.
	Monitor is not capable of displaying requested resolution.	Change requested resolution.
The picture is broken up, or it rolls, jitters, or flashes.	The monitor connections may be incomplete or the monitor may be incorrectly adjusted.	1. Be sure the monitor cable is securely connected to the computer. See section 1.3 2. In a two-monitor system or if another monitor is in close proximity, be sure the monitors are not interfering with each other's electromagnetic field by moving them apart. 3. 3. Fluorescent lights or fans may be too close to the monitor.
High-pitched noise coming from inside a flat panel monitor.	Brightness and/or contrast settings are too high.	Lower brightness and/or contrast settings.

1.5.4 Solving audio problems

Solving audio problems		
Problem	Cause	Solution
Sound does not come out of the speaker or headphones.	Software volume control is turned down.	Double-click the Speaker icon on the taskbar, and then make sure that Mute is not selected and use the volume slider to adjust the volume.
	The external speakers are not turned on.	Turn on the external speakers.
	External speakers plugged into the wrong audio jack.	Only one of the three audio ports is reserved for speakers.
	Computer is in Last State mode.	Press the power button to resume from Last State mode.
CAUTION : When attempting to resume from Last State mode, do not hold down the power button for more than four seconds. Otherwise, the computer will shut down and you will lose your data.		
Sound cuts in and out.	Processor resources are being used by other open applications.	Shut down all open processor-intensive applications.
Computer appears to be locked up while recording audio.	The hard disk may be full.	Before recording, make sure there is enough free space on the hard disk. You can also try recording the audio file in a compressed format.

1.5.5 Solving printer problems

Printer prints garbled information.	The correct printer driver for the application is not installed.	Install the correct printer driver for the application.
	The cables may not be connected properly.	Reconnect all cables.
	Printer memory may be overloaded.	Reset the printer by turning it off for one minute and then turn it back on.
Printer is offline.	The printer may be out of paper.	Check the paper tray and refill it if it is empty. Select online.
Printer will not print.	Printer is not turned on and online.	Turn the printer on and make sure it is online.
	The correct printer drivers for the application are not installed.	Install the correct printer driver for the application.
	If you are on a network, you may not have made the connection to the printer.	Make the proper network connections to the printer.
	Printer may have failed.	Run printer self-test.
Printer will not turn on.	The cables may not be connected properly.	Reconnect all cables and check the power cord and electrical outlet.

1.5.6 Solving keyboard and mouse problems

Solving keyboard and mouse problems		
Problem	Cause	Solution
The computer does not recognize keyboard commands and typing.	Keyboard connector is not properly connected.	Connect keyboard correctly
	Keyboard needs repairs.	Contact CIARA so that we may proceed to repairs.
	Computer is in Last State mode.	Press the power button to resume from Last State mode.
CAUTION : When attempting to resume from Last State mode, do not hold down the power button for more than four seconds. Otherwise, the computer will shut down and you will lose your data.		
Cursor will not move using the arrow keys on the keypad.	The Num Lock key may be on.	Press the Num Lock key. The Num Lock light should not be on if you want to use the arrow keys.
Mouse does not respond to movement or is too slow.	Mouse connector is not properly plugged into the back of the computer.	Connect mouse properly.
	Mouse needs repairs.	Contact CIARA so that we may proceed to repairs.
	Computer is in Last State mode.	Press the power button to resume from Last State mode.
CAUTION : When attempting to resume from Last State mode, do not hold down the power button for more than four seconds. Otherwise, the computer will shut down and you will lose your data.		

1.5.7 Solving hardware installation problems

Solving hardware installation problems		
Problem	Cause	Solution
A new device is not recognized as part of the system.	Device is not seated or connected properly.	Ensure that the device is properly and securely connected and that pins in the connector are not bent down.
	Cable(s) of new external device are loose or power cables are unplugged.	Ensure that all cables are properly and securely connected and that pins in the cable or connector are not bent down.
	Power switch of new external device is not turned on.	Turn off the computer, turn on the external device and then turn on the computer to integrate the device with the computer system.
	When the system advised you of changes to the configuration, you did not accept them.	Reboot the computer and follow the instructions for accepting the changes.
Computer will not start.	Wrong memory modules were used in the upgrade or memory modules were installed in the wrong location.	See Sections 1.6.4 of the present Guide to verify if you have installed memory modules compatible to your system and if they were installed correctly. If the problem persists, Contact CIARA.
Power LED flashes five times, once every second, followed by a two second pause, and the computer beeps five times.	Memory is installed incorrectly or is bad.	1. Reseat DIMMs. Power on the system. 2. Replace DIMMs one at a time to isolate the faulty module. 3. If a faulty module is found, Contact CIARA for the replacement of the module. 4. If the problem persists, Contact CIARA for this may necessitate the replacement of the motherboard.
Power LED flashes six times, once every second, followed by a two second pause, and the computer beeps six times.	Video card is not seated properly or is bad, or system board is bad.	For systems with a graphics card : 1. Reseat the graphics card. Power on the system. 2. If the problem persists, Contact CIARA for this may necessitate the replacement of the video card or the motherboard.

1.5.8 Solving memory problems

Solving memory problems		
Problem	Cause	Solution
System will not boot or does not function properly after installing additional memory modules.	Memory module is not the correct type or speed grade for the system or the new memory module is not seated properly.	Replace memory module with a module approved for your system. See Sections 1.6.4 of the present Guide to verify if you have installed memory modules compatible to your system and if they were installed correctly.
Out of memory error.	You have run out of memory to run the application.	Check the application documentation to determine the memory requirements.
Insufficient memory error during operation.	Too many programs are being used.	Close any programs that you do not need.
	You have run out of memory for the application.	Check the memory requirements for the application or add more memory to the computer.
Power LED flashes five times, once every second, followed by a two second pause, and the computer beeps three times.	Memory is installed incorrectly or is bad.	1. Reseat DIMMs. Power on the system. 2. Replace DIMMs one at a time to isolate the faulty module. 3. If a faulty module is found, Contact CIARA for the replacement of the module. 4. 4. If the problem persists, Contact CIARA for this may necessitate the replacement of the motherboard.

1.5.9 Solving processor problems

Solving processor problems		
Problem	Cause	Solution
Poor performance is experienced.	Processor is hot.	1. Make sure the airflow to the computer is not blocked. 2. Make sure the fans are connected and working properly (some fans only operate when needed) 3. Make sure the processor heatsink is installed properly. 4. Make sure the processor fan connector is properly connected to the CPU_FAN header on the motherboard. 5. Make sure sufficient thermal compound has been applied on the processor before the heat sink is put in place. This ensures that heat is drawn away from the processor to the heat sink. 6. 6. Replace the heat sink with more efficient model.
Power LED is always on OR Power LED flashes three times, once every second, followed by a two second pause.	Processor is not seated properly or not installed.	1. Check to see that the processor is present. 2. Reseat the processor. See section 1.6.3 of the present Guide for more information.
Computer does not start.	4-pin ATX12V power connector is not connected to the motherboard.	Connect the 4-pin ATX12V power connector to the motherboard.
	Power supply does not meet the power requirements of the processor.	Replace power supply with a compatible model that meets or exceeds the power requirements of the processor.

1.5.10 Solving optical drive problems

In this User Guide, an optical drive is defined as a DVD-ROM or a DVD-R/RW.

Solving optical drive problems		
Problem	Cause	Solution
System will not boot from an optical drive.	Non-bootable CD or DVD in drive.	Try a bootable CD or DVD in the drive.
Optical drive is not detected by the system.	Drive is not connected properly or not properly configured.	Verify if the drive is correctly seated in the chassis. Verify if all cables have been correctly connected.
Movie will not play in the DVD drive.	Decoder software is not installed.	Install decoder software. Note : All CIARA systems equipped with a DVD drive at plant assembly include the necessary Decoder software.
Cannot eject disc from tray.	Disc not properly seated in the drive.	Turn off the computer and insert a thin metal rod into the emergency eject hole and push firmly. Slowly pull the tray out from the drive until the tray is fully extended, then remove the disc.
The optical drive cannot read a disc or takes too long to start.	CD or DVD has been inserted upside down.	Re-insert the CD or DVD with the label facing up.
	The DVD drive takes longer to start because it has to determine the type of media played, such as audio or video.	Wait at least 30 seconds to let the DVD drive determine the type of media being played such as audio or video.
	CD or DVD disc is dirty.	Clean CD or DVD with a CD cleaning kit, available from most computer stores.
Recording audio CDs is difficult or impossible.	Wrong or poor quality media type.	1. Try using a slower speed when recording. 2. Verify that you are using the correct media for the drive. 3. Try a different brand of media. Quality varies widely between manufacturers.

1.6 Component installation guide

1.6.1 Precautions against static electricity



ATTENTION: Components such as processors and memory may be permanently damaged by shocks arising from static electricity. It is hence important to wear antistatic, smock, gloves, shoes and ankle during the installation process. Here are a few examples of protective equipment.

Typical antistatic foot ground device.



Antistatic shoes with foot ground device.
Note that the floor surface is also antistatic.



Antistatic smock and gloves.
Note that the table surface is also antistatic.

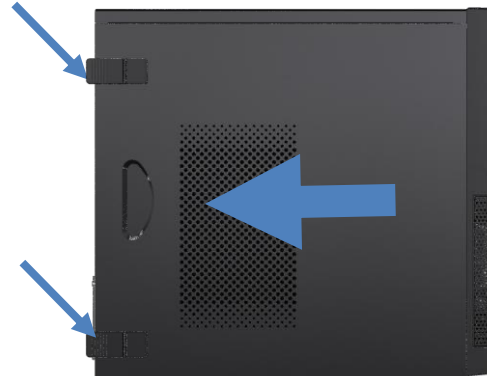


1.6.2 Opening and accessing the chassis

1.6.2.1 Opening and accessing the Horizon T12170 chassis

This picture shows the back of the casing, the back panel connectors for peripheral installation, the back plate area for which connectors related to the motherboard will be accessed, and the power supply area.

To remove the side panel, simply press the release button and slide the panel back and then remove it.



The side panel is then removed from the chassis allowing for modular installation and chassis preparations.



1.6.2.2 Opening and accessing the Horizon D12170 chassis

To remove the cover, simply press the release button and slide the panel back and then remove it.



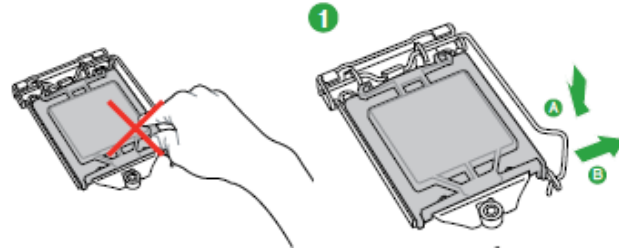
The cover is then removed from the chassis allowing for modular installation and chassis preparations.



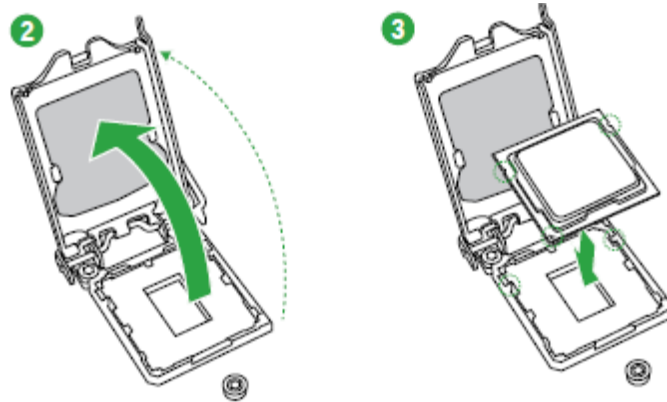
1.6.3 Insertion of the processor

ATTENTION : Components such as the processor may be permanently damaged by shocks arising from static electricity. It is hence important to wear an antistatic bracelet during the installation process.

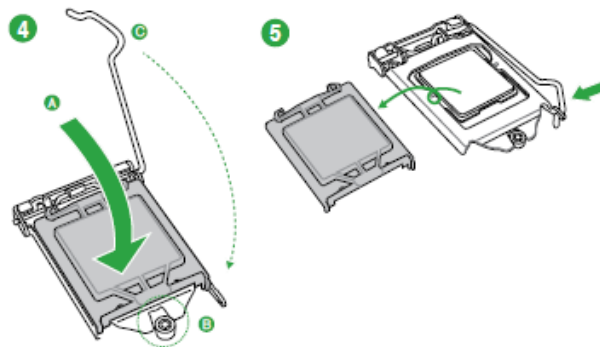
Open the socket lever by pushing the lever down and away from the socket, lift the load plate. Do not touch the socket contacts. Remove the processor from the protective processor cover.



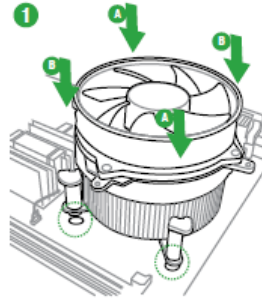
Hold the processor only at the edges, being careful not to touch the bottom of the processor. The processor is to be placed onto the motherboard in its designated space while taking note of its specific processor pin orientation.



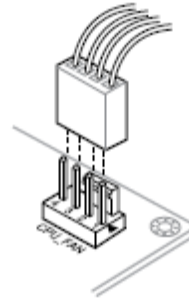
Once correctly installed, press down on the load plate, close and engage the socket lever.



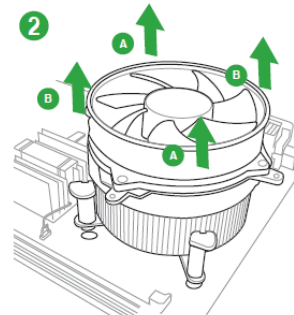
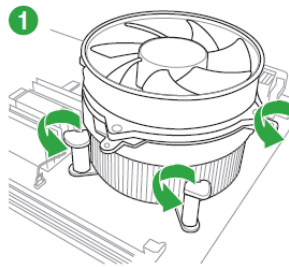
Insert fan and heat sink module, aligning the four pins with the holes.
Fasten the fan module by turning the four thumbs.



Then plug the fan unit into proper header.
Attach properly the fan power cable.



To uninstall the fan, turn the four thumbs
and remove the fan.



1.6.4 Installation of the memory modules

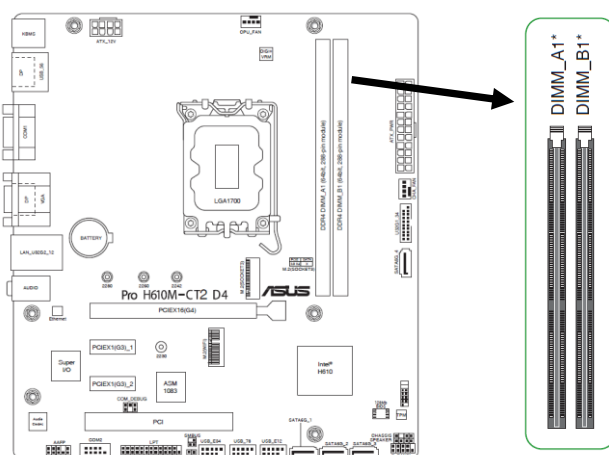
Increasing the amount of system memory is the most common "on-site" enhancement that is likely to be made to your CIARA Horizon D12170 / T12170 computer. Increasing your computer's memory usually involves adding main memory. DDR4 Synchronous Dynamic Random Access Memory (DDR4 SDRAM) is packaged only in 288-pin Dual In-Line Memory Modules (DIMMs).

Your CIARA Horizon D12170 / T12170 uses only DIMM memory modules. Each DIMM module can have a capacity of 8 GB, 16 GB or 32 GB. The minimum system capacity is 8 GB and the maximum system capacity is 64 GB. Your system supports only DDR4 3200 MT/s memory speeds. Furthermore, the memory has to be of the SPD type (Serial Presence Detect) to insure optimal operation. Only non-ECC memory is supported.

NOTE

If you are planning to increase your computer's memory please contact us to ensure that you select the memory that meets our specifications, otherwise errors could result.

Install a matched pair of DIMMs equal in speed and size in the black socket of channel A (DIMM A1) and channel B (DIMM B1) as shown below.



If you ignore this recommendation, the system will operate in single channel mode without taking advantage of the dual channel technology.

You may install 8 GB, 16 GB or 32 GB unbuffered non-ECC DDR4 DIMMs into the DIMM sockets.

The CIARA Horizon personal computer supports the following types of memory organization :

- Dual channel (Interleaved) mode. This mode offers the highest throughput for real world applications. Dual channel mode is enabled when the installed memory capacities of both DIMM channels are equal. Technology and device width can vary from one channel to the other but the installed memory capacity for each channel must be equal. If different speeds DIMMs are used between channels, the slowest memory timing will be used.
- Single channel (Asymmetric) mode. This mode is equivalent to single channel bandwidth operation for real world applications. This mode is used when only a single DIMM is installed or the memory capacities are unequal. Technology and device width can vary from one channel to the other. If different speeds DIMMs are used between channels, the slowest memory timing will be used.

Minimum memory configuration for the system is 8 GB. The maximum memory configuration is 64 GB.

Install a DIMM module into a memory socket on the system main board, as follows :

First, make sure the power is turned Off and the power cord is unplugged. Then remove the case cover.

Align the module so that the pin 1 marking on the module corresponds to the DIMM socket pin 1 marking. The module can only fit in the socket in one way ; you cannot insert the DIMM incorrectly.

Slide the module into the socket at a 90-degree angle to the main board. (See figure below)

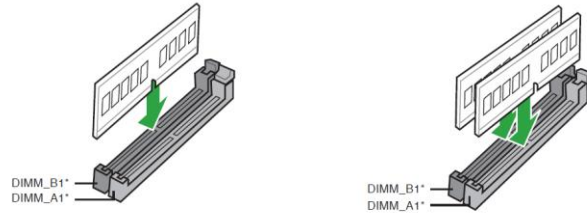
After inserting the DIMM module completely into the socket, push up on the socket latches securing the DIMM into place.

NOTE

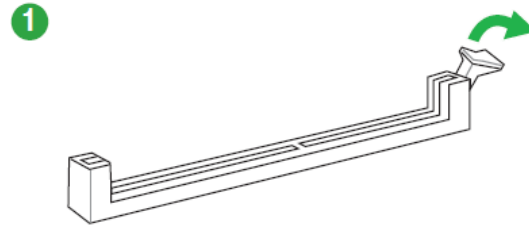
To release the memory module, push both latches down and carefully rock the module away from the main board. You should then be able to pull the module up and out of the socket.

ATTENTION : Components such as memory may be permanently damaged by shocks arising from static electricity. It is hence important to wear an antistatic bracelet during the installation process.

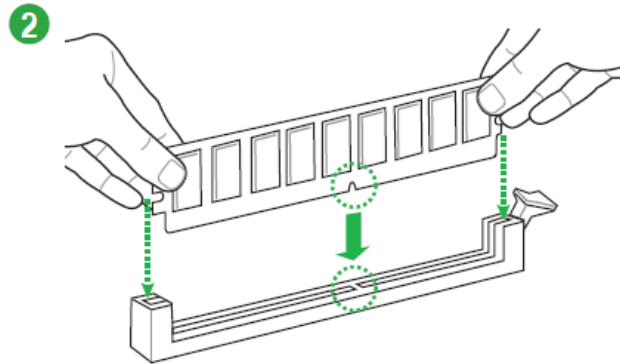
You can install one or two DIMMM of DDR4 memory.



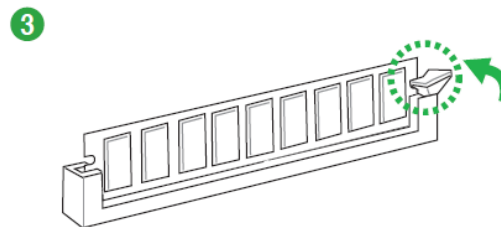
1. To install a DIMM, first release the locking tab.



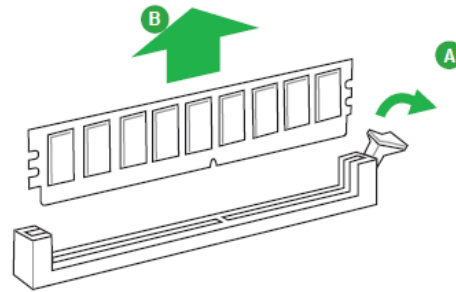
2. Slide the module into the socket at a 90-degree angle to the main board. Align the module so that the pin 1 marking on the module corresponds to the DIMM socket pin 1 marking. The module can only fit in the socket in one way ; you cannot insert the DIMM incorrectly.



3. After inserting the DIMM module completely into the socket, push up on the socket latches securing the DIMM into place.



4. To remove a DIMM, release the locking tab and pull out the DIMM.



1.6.5 Installation of the optical drive module

1.6.5.1 Installation of the optical drive module – Horizon T12170

The optical drive is removed or inserted into the front end of the chassis.

To remove the drive, lift the locking tab. To secure the drive, clip down the locking tab.



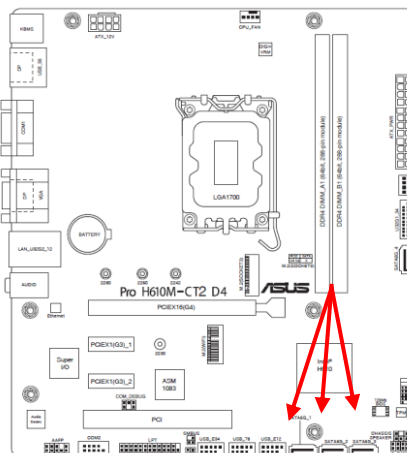
To remove the drive, lift the locking tab. To secure the drive, clip down the locking tab.



Connect the power and SATA cables to the drive.



SATA cable must be connected to one of the four SATA ports.



1.6.5.2 Installation of the optical drive module – Horizon D12170

Push the latch and lift the bays that can accommodate the drives and the optical drive.



Install the slide on the right side of the optical drive.

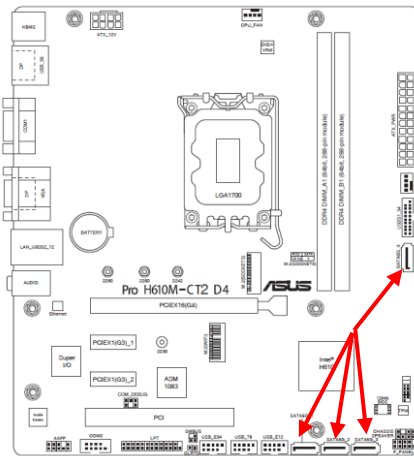
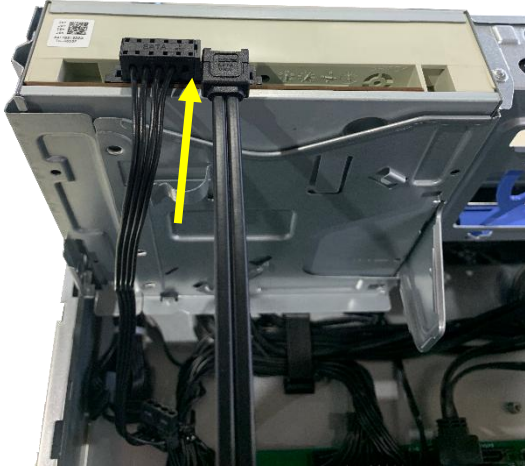


Slide the optical drive, face down, into its bay until it clicks into place.



Connect the power cable and the SATA cable.

SATA cable must be connected to one of the four SATA ports.



Lower the array.



1.6.6 Installation of the hard drive

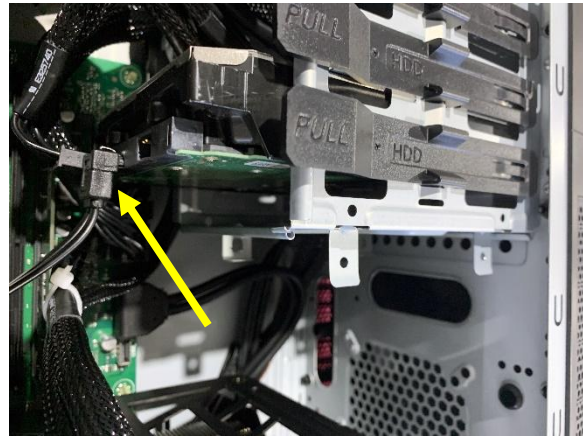
1.6.6.1 Installation of the hard drive – Horizon T12170

The hard drive must be removed or inserted from inside of the casing.

To remove the hard drive, pull the locking tab. To secure the drive, push down the locking tabs.

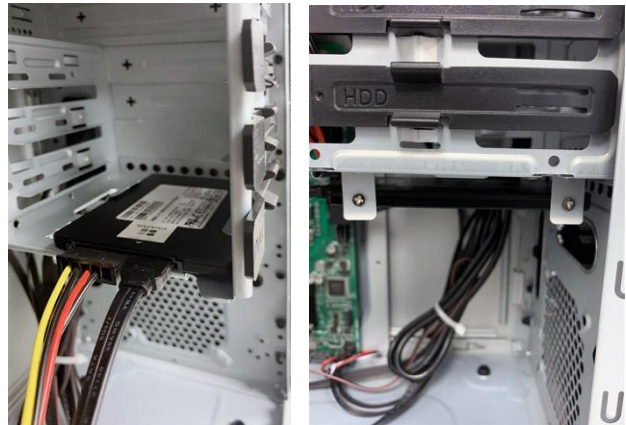


Then connect the power cable and the SATA cable.



The SATA SSD is installed with screws at the bottom of or under the drive cage.

Connect the SSD to the power supply. Then connect one end of a SATA data cable to the SSD.



1.6.6.2 Installation of the hard drive – Horizon D12170

Push the latch and lift the bays that can accommodate the drives and the optical drive.



The hard disk or SSD is inserted without tools into its plastic disk holder.



Slightly spread the sides to insert pins in the drive holes.



Slide the tool less disk holder in the 2.5" bay for the SSD or 3.5" bay fir the hard drive.



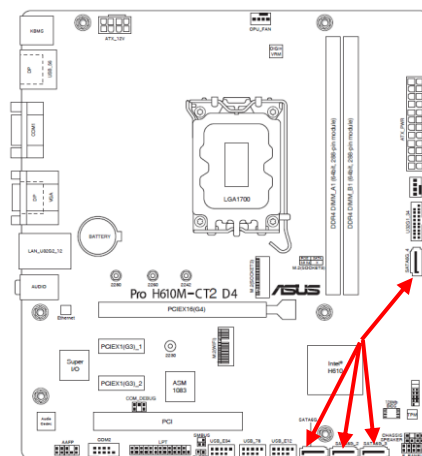
To release the disc, squeeze the latch and pull the handle.

c



Connect the drive to the power supply and to the SATA controller.

SATA cable must be connected to one of the four SATA ports.



1.6.6.3 Installation of the M.2 SSD drive – Horizon D12170 and T12170

Locate the M.2 slot to insert the M.2 SSD.



The M.2 SSD is inserted with an angle in the slot and then lowered down.



Fasten the M.2 SSD with the included screw.



The M.2 SSD is now ready to use.



1.6.7 Chassis Characteristics

1.6.7.1 Horizon T12170 Chassis Characteristics

Mid-Tower Specifications	
Motherboard Type :	Micro ATX (244 x 211 mm) (9.6"x 8.3")
Drive Bay Space :	2 external 5.25", 1 external 3.5" and 2 internal 3.5"
Power Source :	350 W (80 PLUS® Gold)
Peripheral Space	1 PCIe 4.0 x16 slot (mode x16), 2 PCIe 3.0 x1 slot and 1 PCI slot
Dimensions :	172 (L) x 397 (H) x 384 (D) mm – 26.22 liter
Casing fan :	1 x 92 mm
Security :	Padlock loop and Kensington slot
Sheet Metal Thickness :	0.6 mm

Front



Rear



Open side



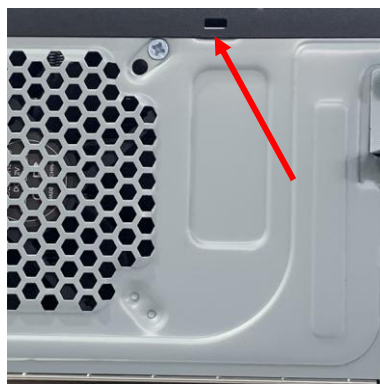
Intrusion switch



Padlock loop



Kensington slot



1.6.7.2 Horizon D12170 Chassis Characteristics

Small Form Factor Specifications	
Type of Motherboard :	Micro ATX (244 x 211 mm) (9.6"x 8.3")
Drive bay space :	Ext. 1 x 5.25", Int. 1 x 3.5" and 1 x 2.5"
Power supply :	TFX 300 W (80 PLUS® Gold)
Peripheral space :	1 PCIe 4.0 x16 slot (mode x16), 2 PCIe 3.0 x1 slots and 1 PCI slot
Dimensions (mm, without front bezel) :	337 mm (L) x 105 mm (H) x 383 mm (D) – 13.55 liter
Casing fan :	1 x 90 mm
Security :	Kensington slot and safety loop
Metal thickness :	0.6 mm

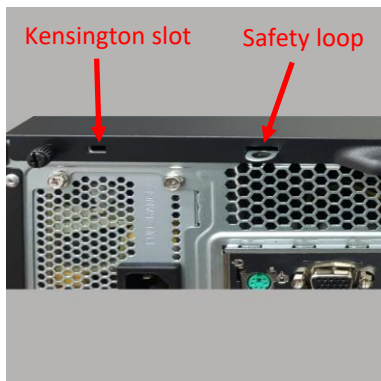
Front



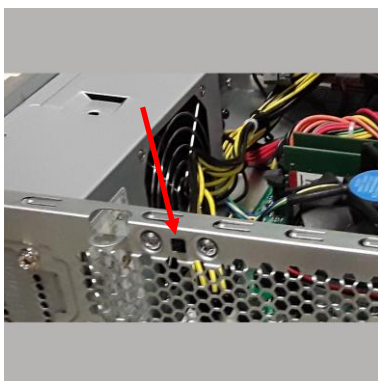
Rear



Internal



Security



Intrusion switch



Cover latch

2.0 Certification and declaration

All CIARA Horizon D12170 / T12170 models run the following operating systems software :

- Microsoft® Windows 11.

CIARA Horizon D12170 / T12170 models will operate on Windows Server 2019, Windows Server 2016 and all Linux based networks, provided that appropriate network adapter cards and application software have been installed.

CIARA is licensed to supply the Windows 11 operating systems software with its CIARA Horizon D12170 / T12170 computers. A package of the latest version of Windows software and a manual is included with the CIARA Horizon D12170 / T12170.

If you have purchased a Windows license with your CIARA Horizon D12170 / T12170 system, please abide by the Copyright and License terms and conditions that are enclosed with this software package. These require that the Windows software may only be used and installed on the CIARA Horizon D12170 / T12170 computer with which they were purchased.

You may make copies of this Windows software solely for your own back-up purposes.

2.1 Radio interference precautions

To minimize the likelihood of interference being caused to any radio or TV equipment, CIARA recommends that shielded cables with metal RFI/EMI connector hoods be used to connect all peripheral devices to the CIARA Horizon D12170 / T12170 computer.

In the event that perceptible interference occurs, then please ensure that a ground connection is made from any peripheral devices to the computer chassis. However, a separate ground connection is not necessary if a shielded cable is used to connect the computer with any peripheral device.

Very often, simply moving the computer equipment to another location a few feet away will remove any signs of interference to television reception.

Under no circumstances should any "radio-type" modems be attached to the computer, unless a license has been obtained from the appropriate regulatory authorities (in Canada - the Department of Communications of Industry Canada, and in the U.S.A. - the Federal Communications Commission).

2.2 Declaration of conformity

We, Manufacturer/Importer

CIARA
9300 Trans-Canada Highway
Montreal, Quebec H4S 1K5
Tel : (514) 798-8880
Fax : (514) 798-8889

Declare that the product

Personal Computer System
CIARA Horizon D12170 / T12170

is in conformity with ICES-003 and Part 15 subpart B of the FCC Rules.

Robert Ahdoot, President
CIARA

2.3 FCC Information to User

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction guide, may cause harmful interference to radio communications. However, there are no guarantees that radio interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the distance between the equipment and the receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the vendor or an experienced radio/TV technician for help.

Warning

Changes or modifications not expressly approved by CIARA could void the user's authority to operate the equipment.

This equipment is equipped with a shielded 3-wire power cord and plug. Use this power cord in conjunction with a properly grounded electrical outlet to avoid electrical shock and to reduce radio frequency interference that may emanate from the power cord.

We recommend you use shielded remote I/O cables, with properly grounded shields and metal connectors in order to reduce radio frequency interference, which may emanate from these cables.

3.0 ONE YEAR LIMITED WARRANTY

CIARA customarily provides a one (1) year, 100% parts and labour non-transferable and limited warranty to all Original Purchasers of its Horizon D12170 / T12170 series computers. The warranty terms are normally Return-to-Depot. This one-year limited warranty starts on the "Date of Delivery". The warranty covers any optional product(s) manufactured and sold by CIARA and installed by CIARA in a Horizon D12170 / T12170 series system unit. This one-year limited warranty, however, does not apply to any other item not internally installed in the System Unit by CIARA, or to any subsequent owners.

All CIARA customers may elect to purchase an extended three year warranty additional to the standard one year warranty. If you are interested in purchasing a warranty extension, please contact your CIARA representative within one month of receipt of your system. If you have purchased a different type of warranty, or an extension to the standard warranty, you will need to provide the CIARA Service Contract Number to the Customer Support representative when placing a call for service or support. It is advisable to affix this Contract Number to the machine in the event that service is required.

In lieu of either the On-Site or Return-to-Depot portions of the warranty, CIARA reserves the right to directly ship certain customer replaceable components as replacement products for failed components. When this option is invoked, the customer will be asked to replace the component(s) and return the original failed component to CIARA within five (5) working days.

3.1 Procedures to be followed for service during the warranty period:

Refer to the back of the casing and record the model number and serial number from the Machine Identification Label.

Make sure that you know the name and version number of the operating system that you are using, what accessory expansion cards you have installed in your system, and that you have the system Owner's and User's Guides ready at hand.

Call CIARA Support Centre at 877-242-7272.

Provide the computer system's model number and serial number. If you have purchased an extended warranty, please provide the Service Contract number as well. The Customer Service Representative will verify your warranty status immediately, and then pass the call to the dedicated PC Support Group for further action.

Answer any questions from the support personnel to the best of your ability: The support group may ask you to provide additional information, run specific commands, change or verify parameter settings, etc.

The service support personnel may be able to rectify the problem over the telephone, at which time you should ask for and record the unique call number for your own records. If the support group is unable to resolve the problem remotely, an On-Site call may be generated or additional information will be provided to you to obtain a Returned Merchandise Authorization Number (RMA), depending upon the type and current status of your warranty.

Make a back-up copy of all of the files on your hard disk before returning your computer for service. CIARA is not responsible for the loss or damage of any data on the returned system. In some cases, hard disks may need to be reformatted or replaced. It is the responsibility of the user to ensure data is backed up prior to shipment to CIARA.

Use the original box with its foam protective inserts whenever you return your computer to us for service. CIARA is not responsible for shipping damage due to poor packaging. Include your phone number and a list of times when you may be contacted.

If you have any questions please contact us using our site at:

<http://www.ciaratech.com>

3.2 Limited Warranty

CIARA warrants the product ("Product") you have purchased from CIARA or from an authorized CIARA reseller to be free from defects in materials and/or workmanship under normal use during the warranty period applicable to the product as defined by the standard warranty purchased with the Product, or any additional warranties and/or warranty extensions purchased through CIARA or an authorized CIARA reseller. The warranty period commences on the date of delivery. This warranty extends only to you, the original Purchaser. It is not transferable to anyone who subsequently purchases leases or otherwise obtains the Product from you. It excludes expendable (consumable) parts.

During the warranty period, CIARA will, at no additional charge, repair or replace defective parts with new or serviceable used parts that are equivalent to new parts in performance, form, fit and function. All exchanged parts and Products replaced under this warranty will become the property of CIARA. If after repeated efforts, CIARA is unable to restore the Product to good working order, you may claim the purchase price of the Product. This Limited Warranty also does not extend to any Product that has been damaged or rendered defective (i) as a result of the use of the Product other than for its intended use, failure to use the Product in accordance with the User's Guide which accompanies the Product or other misuse, abuse or negligence to the Product ; (ii) by the use of parts not manufactured or sold by CIARA ; (iii) by modification of the Product ; (iv) as a result of service by anyone other than CIARA or an Authorized CIARA Service Provider ; or (v) improper transportation or packaging when returning the Product to CIARA or an authorized CIARA Service Provider.

This Limited Warranty does not extend to expendable (consumable) parts. Expendable parts are those items that during the normal course of product usage will require periodic replacement, e.g., printer cartridges, batteries, diskette/tape head cleaning kits, etc.

Regarding any CIARA supplied software which accompanies the Product, CIARA warrants the media (e.g., hard disk, CD ROM) upon which this software is delivered to be free from defects in material and/or workmanship for a period of ninety (90) days from the date of purchase by the end-user. In the event of defective media, as your exclusive remedy and the sole liability of CIARA, CIARA will replace the defective media at no charge to you if you return the defective media, with prepaid shipping, to CIARA within the warranty period.

Except for this media warranty, this software is provided "As is" and CIARA disclaims any and all warranties, express or implied, including but not limited to any implied warranty of non-infringement of third party rights, merchantability or fitness for a particular purpose. CIARA does not warrant that the operation of this software will be uninterrupted or error free or that this software will meet your requirements.

CIARA is not responsible for damage to or loss of any programs, data, or removable storage media. You are responsible for saving (backing up) any programs, data or removable storage media.

EXCEPT FOR THE WARRANTIES SET FORTH HEREIN, CIARA DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY APPLICABLE LAW ARE LIMITED TO THE TERMS OF THIS LIMITED WARRANTY. IN NO EVENT SHALL CIARA BE LIABLE FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF BUSINESS, PROFITS, DATA OR USE, WHETHER IN AN ACTION IN CONTRACT OR TORT OR BASED ON A WARRANTY, ARISING OUT OF OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THE PRODUCT OR ANY CIARA SUPPLIED SOFTWARE WHICH ACCOMPANIES THE PRODUCT, EVEN IF CIARA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. YOU AGREE THAT REPAIR, REPLACEMENT OR REFUND, AS APPLICABLE, UNDER THE WARRANTY SERVICES DESCRIBED HEREIN ARE YOUR SOLE AND EXCLUSIVE REMEDIES WITH RESPECT TO ANY BREACH OF THE CIARA LIMITED WARRANTY SET FORTH HEREIN.

Some provinces (or states) do not allow the exclusion or limitation of incidental or consequential damages for consumer products, and some provinces (or states) do not allow limitations on how long an implied warranty lasts. In such provinces (or states), the exclusions or limitations of this Limited Warranty may not apply to you.

This Limited Warranty gives you specific legal rights. You may also have other rights that vary from province to province and state to state. You are advised to consult applicable provincial or state laws for a full determination of your rights.

3.3 Documenting your computer

CIARA recommends that you record the information about your computer and keep a copy of this in a safe but readily accessible location.

Please keep your equipment log up to date and include a copy of it whenever your equipment is returned to **CIARA** for servicing.

The equipment log is also helpful if your **CIARA** computer is lost, stolen, or damaged. It can serve as your record of when the equipment was placed in service, and the dates of all equipment upgrades and configuration changes.

Record the model and serial numbers of the system components, dates of component removal and/or replacement. Be sure to include the same information for any components added to the system, such as fixed disk, add-in boards, or printers. Record the model and serial numbers of the **CIARA** System. The model and serial numbers of the System Unit are recorded on the label attached to the rear cover.

The location of serial numbers on add-in boards, fixed and floppy disk drives, and external equipment, such as video displays or printers, varies from one manufacturer to another, but should be easily recognizable.

3.3.1 Base System Details

Component	Purchase date	Model	Serial number
System Unit			
Motherboard			
Memory			
Processor			
Video Card			
Sound Card			
LAN Card			
Hard Drive			
DVD-ROM Drive			
DVD-Writer			
Mouse			
Keyboard			
Monitor			
Power supply			
Chassis fan(s)			

4.0 Technical product specification CIARA Horizon D12170 / T12170

This is the User's Guide for the CIARA Horizon D12170 / T12170 family of microcomputers. The CIARA Horizon D12170 / T12170 is a series of PCI and PCI Express bus computers that use twelfth, thirteenth or fourteenth generation Intel® Core™ processor with integrated HD graphics controller, all in the LGA1200 package. All versions have one PCI Express 4.0 x16 video (x16 mode) slot, two PCI 3.0 x1 slots and one PCI slot.

All CIARA Horizon D12170 / T12170 versions use an Asus® BIOS, up to 64 GB of main memory DDR4 type, 3200 MT/s. The Set-Up and Configuration procedures for all versions are identical.

While supplied as standard in a mini tower case, CIARA can supply the CIARA Horizon D12170 / T12170 in a full range of cases that include smaller desktop models as well as larger tower models that are suitable for applications that require a greater expansion capacity.

View all compatible Intel® processors at : https://www.asus.com/supportonly/pro%20h610m-ct2%20d4-csm/helpdesk_qvl_cpu/.

All versions utilize essentially the same Set-Up and configuration procedures and the same Asus BIOS.

Other processors may be supported in the future. This board is designed to support processors with a maximum wattage of 154 W. The processors listed are only supported when falling within the wattage requirements of the Asus Pro H610M-CT2 D4-CSM board.

With care and proper operating procedure, all CIARA Horizon D12170 / T12170 computers will give many years of trouble-free service. The CIARA Horizon D12170 / T12170 can be configured for a wide range of special purpose, business, industrial and scientific applications.

The information provided in this guide is all that you should need to set up and use your CIARA Horizon D12170 / T12170 computer. We offer Technical Reference Manuals for sale to knowledgeable users.

Please note that any modifications or additions not made by CIARA or our authorized personnel, to any CIARA Horizon D12170 / T12170 that is under Warranty, such as your insertion or removal of adapter cards not supplied and installed by CIARA could cause damage and may void the Warranty.

Please do not experiment if you are unsure, and remember we are ready to answer your questions. Please call us first.



Processor :	12 th , 13 th or 14 th generation Intel® Core™ with integrated HD Graphics controller, with LGA1700 connector. View all compatible Intel® processors : https://www.asus.com/supportonly/pro%20h610m-ct2%20d4-csm/helpdesk_gvl_cpu/
Bus :	One PCI Express 4.0 x16 (mode x16) video slot and one PCI 3.0 x1 slot.
Motherboard :	Asus® Prime H610M-CT2 D4-CSM µATX form factor main board uses Intel H610 chipset
BIOS :	Asus Flash BIOS standard, with ACPI, APM, DMI, Plug & Play and SMBIOS features.
RAM :	DDR4 288 pin Type 3200 MT/s SDRAM, minimum 8 GB and 64 GB maximum. Two DIMM sockets. SPD (Serial Presence Detect) memory is mandatory. Only Non-ECC memory is supported.
Ports :	2 USB 3.2 gen. 2 type A ports (rear) ; 2 USB 3.1 gen. 1 ports (front panel)(1 type C and 1 type A) ; 8 USB 2.0 ports (2 rear, 2 front panel and 4 internal header for T12170)(2 rear and 6 internal header for D12170) ; 1 M.2 slot socket 3, M key, type 2242/2260/2280 storage devices support (mode PCIe 3.0 x4 mode) ; 1 V-M.2 slot, with E key, for Wi-Fi devices (supports PCIe and CNVi interface) 4 SATA 6.0 Gb/s ports ; 2 DisplayPort 1.4 and 1 VGA ports ; RJ45 port ; audio ports (3 + 2) ; 2 PS/2 ports ; 1 serial port ; 1 serial port header ; 1 LPT header
Drives :	Vast choice of optical drives. Four onboard SATA 6.0 Gb/s supporting one drive each.
Casing :	Horizon T12170 : Mini-tower, 350 W power supply (80 PLUS® Bronze), one external 5 ¼" bay, one internal 5 ¼" bay, one internal 3 ½" bay and two 3 ½" bays. Horizon D12170 : Desktop, 300 W power supply (80 PLUS® Bronze), one external 5 ¼" bay and one external 3 ½" bay in the front, two internal 3 ½" bays.
Video :	Intel® FDI video interface, supports up to 3 displays simultaneously (2 DisplayPort 1.4 and 1 VGA port) or 1 PCI Express 4.0 x16 slot for discrete add-on controller
Audio :	Integrated High Definition Audio 8-channel (Realtek® audio codec) sound controller with audio in, audio out and microphone.
Network :	One Intel® 1 Gigabit Ethernet controller with Wake-on-Lan PXE 2.0 feature
Safety :	Onboard TPM module.
Certifications :	80 PLUS Bronze, CSA, FCC, EPEAT Gold.

4.1 Upgrading

As the purchaser of a powerful state of the art CIARA Horizon D12170 / T12170 computer you have no doubt decided on the features and upgrade capabilities that you might wish to add to your computer. There are many exciting possibilities for upgrading your CIARA Horizon D12170 / T12170. CIARA has extensively tested a range of potential upgrade and enhancement options that range from hard disks to various optical drives. Some of these work much better than others and we are able to recommend the ones that work best with your CIARA Horizon D12170 / T12170 computer.

CIARA will be pleased to help you choose the most reliable and compatible system components when the time comes to upgrade and enhance your CIARA Horizon D12170 / T12170 computer in a manner that will preserve the Warranty. Table below summarizes the general features of the various types of upgrades and enhancements that may be added to any CIARA Horizon D12170 / T12170.

UPGRADES AVAILABLE	CIARA Horizon D12170 / T12170
Serial ATA Hard Disk Drives 6 Gb/s	Several hard disks ranging from 1 to 20 TB
Solid State Disk Drives (SSD)	Several SATA 6 Gb/s SSD disks ranging from 250 GB to 7.68 TB
Optical Drives	Internal & external Blu-ray drives, Blu-ray writers, DVD drives and DVD writers may be added.
PCI Express x16 Video Controller	Video controllers compliant with the PCI Express x16 standard, Gen4 and Gen3.
System Memory	Up to 64 GB DDR4, 288 pin, 3200 MT/s.
Disk Controllers	Four onboard SATA 6.0 Gb/s ports
Hi Res. Monitors & Display Adapters	21.5 to 49 inches LCD monitors.
Network Adapters	Several PCI or PCI Express x1 bus network adapter cards for Ethernet transmission media are available.
Wi-Fi module	Several models available

4.2 Networking

Among the more exciting applications for extending the power and utility of CIARA Horizon D12170 / T12170 computers is to connect them (using communication links and adapter cards) with other computer systems to form computer / communication networks in order to share software resources (such as databases) and hardware resources (such as printers and scanners). This is referred to as Local Area Networking (LAN) and Wide Area Networking (WAN).

All CIARA Horizon D12170 / T12170 computers can be networked running the Microsoft Windows Operating System.

CIARA System Integration and Networks Group would be pleased to provide you with turnkey solutions for all your Windows Server 2019, Windows Server 2016 and Linux networking needs. We have trained and certified experts on staff to help you.

4.3 The CIARA Horizon D12170 / T12170 BIOS

4.3.1 BIOS configuration and installation

The purpose of this section is to describe the procedures to set up the BIOS configuration options of your CIARA Horizon D12170 / T12170 computer. All this work is done for you at the CIARA factory enabling the system to be ready to start on Power on. However, we are describing this procedure as a means of transparency.

Every CIARA Horizon D12170 / T12170 is now delivered with the latest version of the Asus BIOS (as of the manufacturing date). The Asus BIOS is a set of permanently recorded software that gives the CIARA Horizon D12170 / T12170 its fundamental operational characteristics.

The Asus BIOS is made up of code that provides the device-level control for the major I/O devices in the CIARA Horizon D12170 / T12170 computer system. It contains a set of routines (called POST, for Power-On Self-Test) that tests your CIARA Horizon D12170 / T12170 system when you turn it on.

It will be necessary to run the Set-Up program if you do any of the following:

- Replace the battery,
- Replace the processor,

In any of these cases you must use the Set-Up program to modify the system parameters to reflect the options actually installed in your system.

To use the Set-Up program proceed as follows:

Turn on or re-boot (press simultaneously <Ctrl>, <Alt>,) your CIARA Horizon D12170 / T12170 system. After the Asus BIOS performs a series of diagnostic checks, the following message appears:

Press <Del or F2> to enter Set-Up.

Once in Bios Menu choose a Set-Up option with the arrow keys and press <↵> to select.

4.3.2 BIOS set-up program menu bar

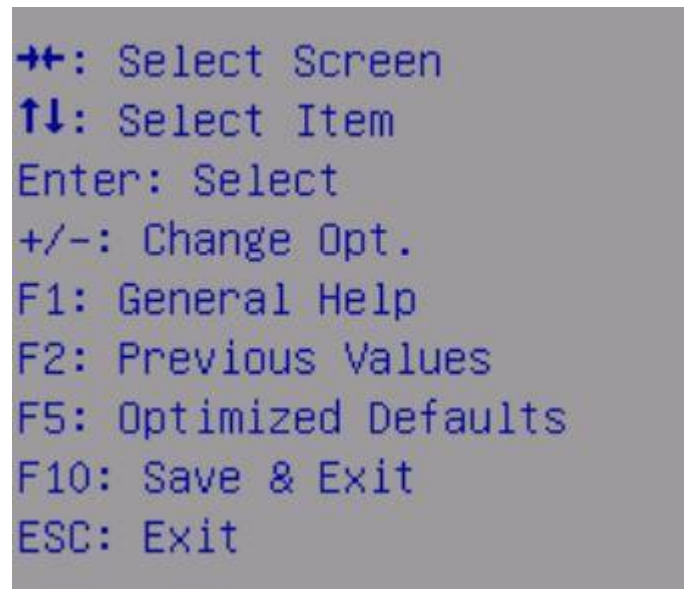


NOTE

To configure Intel® AMT settings in Intel® ME press <Ctrl>+<P> to activate the interface, while the system is booting. The default password for Intel® ME is “admin”.

4.3.3 BIOS set-up program function keys

BIOS Set-up Program Function Key	Description
----------------------------------	-------------



4.3.4 PCI auto configuration

The BIOS can automatically configure PCI devices. PCI devices may be onboard or add-in cards. Autoconfiguration lets a user insert or remove PCI cards without having to configure the system. When a user turns on the system after adding a PCI card, the BIOS automatically configures interrupts, the I/O space, and other system resources. Any interrupts set to Available in Setup are considered to be available for use by the add-in card.

4.3.5 Legacy USB support

Legacy USB support enables USB devices to be used even when the operating system's USB drivers are not yet available. Legacy USB support is used to access the BIOS Setup program, and to install an operating system that supports USB. By default, Legacy USB support is set to Enabled.

Legacy USB support operates as follows :

1. When you apply power to the computer, legacy support is disabled.
2. POST begins.
3. Legacy USB support is enabled by the BIOS allowing you to use a USB keyboard to enter and configure the BIOS Setup program and the maintenance menu.
4. POST completes.
5. The operating system loads. While the operating system is loading, USB keyboards and mice are recognized and may be used to configure the operating system. (Keyboards and mice are not recognized during this period if Legacy USB support was set to Disabled in the BIOS Setup program.)
6. After the operating system loads the USB drivers, all legacy and non-legacy USB devices are recognized by the operating system, and Legacy USB support from the BIOS is no longer used.

To install an operating system that supports USB, verify that Legacy USB support in the BIOS Setup program is set to Enabled and follow the operating system's installation instructions.

NOTE

It is recommended to connect USB keyboard and mouse devices to USB 2.0 ports (black) as the operating system installation may be interrupted if keyboard and mouse devices are connected to the SuperSpeed USB 3.2 gen. 1 ports (blue) or SuperSpeed+ USB 3.2 gen. 2 (green) due to the lack of native USB 3.2 driver support from the operating system. The device driver for the USB 3.2 host controller is installed separately and is required to be operational in the operating system.

4.3.6 BIOS updates

The BIOS can be updated using either of the following utilities :

- The ASUS BIOS Updater allows you to update BIOS in a DOS environment. This utility also allows you to copy the current BIOS file that you can use as a backup when the BIOS fails or gets corrupted during the updating process.
- The ASUS EZ Flash 2 feature allows you to update the BIOS without using an OS-based utility

NOTE

Review the instructions distributed with the upgrade utility before attempting a BIOS update.

4.3.7 Language support

The BIOS setup program and help messages are supported in English, French, Deutsch, Spanish and more.

4.3.8 BIOS recovery

It is unlikely that anything will interrupt a BIOS update; however, if an interruption occurs, the BIOS could be damaged. The following table lists the drives and media types that can and cannot be used for BIOS recovery. The BIOS recovery media does not need to be made bootable.

Acceptable Drives/Media Types for BIOS Recovery	
Media Type	Can be used for BIOS recovery?
DVD-ROM drive connected to the Serial ATA interface	Yes
USB removable drive (a USB Flash Drive, for example)	Yes
USB diskette drive (with a 1.44 MB diskette)	No
USB hard disk drive	No
Legacy diskette drive (with a 1.44 MB diskette) connected to the legacy diskette drive interface	No

4.3.9 Boot options

In the BIOS Setup program, the user can choose to boot from a SATA optical drive, hard drive, USB drive, USB flash drive, USB Floppy drive, or the network. The default setting is for the SATA optical drive to be the first boot device, the hard drive second, and a removable drive third (such as USB drive, USB flash or USB floppy drive) and the network last.

NOTE

Optical devices, USB devices and network will only appear in the boot menu if they are enabled.

4.3.9.1 SATA optical drive boot

Booting from optical drive is supported in compliance to the El Torito bootable CD/DVD format specification. Under the Boot menu in the BIOS Setup program, a SATA optical drive is listed as a boot device. Boot devices are defined in priority order. Accordingly, if there is no bootable CD or DVD in the optical drive, the system will attempt to boot from the next defined drive.

4.3.9.2 Network boot

The network can be selected as a boot device. This selection allows booting from the onboard LAN or a network add-in card with a remote boot ROM installed. Pressing the <F8> key during POST will display the boot device menu, then choose "PXE IPv4 Intel (R) Ethernet Connection ... " to force booting from the LAN. To use this key during POST with a user password set, the User Access Level in the BIOS Setup program's Security menu must be set to Full Access and the boot to Network option in the BIOS Setup program's Boot menu must be enabled.

4.3.9.3 Booting without attached devices

For use in embedded applications, the BIOS has been designed so that after passing the POST, the operating system loader is invoked even if the following devices are not present:

- Video adapter
- Keyboard
- Mouse

4.3.9.4 Changing the default boot device during POST

Pressing the <F8> key during POST causes a boot device menu to be displayed. This menu displays the list of available boot devices (as set in the BIOS setup program's Boot Device Priority Submenu). The following table lists the boot device menu options.

NOTE

All boot devices such as Optical, Removable and network will always appear in the <F8> boot menu unless an administrator password has been set, even if Boot to Optical Devices, Boot to Removable Devices and Boot to Network have been disabled in the BIOS Setup program's Boot menu.

Boot Device Menu Function Keys	Description
<↑> or <↓>	To move selection.
< ↓ >	To select boot device.
<Esc>	To boot using defaults.

4.3.10 Adjusting boot speed

This factor affects system boot speed

- Selecting and configuring peripherals properly

4.3.10.1 Peripheral selection and configuration

The following techniques help improve system boot speed:

- Select an optical drive with a fast initialization rate. This rate can influence POST execution time.
- Eliminate unnecessary add-in adapter features, such as logo displays, screen repaints, or mode changes in POST. These features may add time to the boot process.
- Try different monitors. Some monitors initialize and communicate with the BIOS more quickly, which enables the system to boot more quickly.

4.3.10.2 BIOS boot optimizations

Use of the following BIOS setup program settings reduces the POST execution time.

- In the Boot Menu, set the hard disk drive as the first boot device. As a result, the POST does not first seek an optical drive, which saves about one second from the POST execution time.
- In the Peripheral Configuration submenu, disable the LAN device if it will not be used. This can reduce up to four seconds of option ROM boot time.

4.3.11 BIOS security features

The BIOS includes security features that restrict access to the BIOS Setup program and who can boot the computer. A supervisor password and a user password can be set for the BIOS Setup program and for booting the computer, with the following restrictions :

- The supervisor password gives unrestricted access to view and change all the Setup options in the BIOS Setup program. This is the supervisor mode.
- The user password gives restricted access to view and change Setup options in the BIOS Setup program. This is the user mode.
- If only the supervisor password is set, pressing the <Enter> key at the password prompt of the BIOS Setup program allows the user restricted access to Setup.
- If both the supervisor and user passwords are set, users can enter either the supervisor password or the user password to access Setup. Users have access to Setup respective to which password is entered.
- Setting the user password restricts who can boot the computer. The password prompt will be displayed before the computer is booted. If only the supervisor password is set, the computer boots without asking for a password. If both passwords are set, the user can enter either password to boot the computer.
- For enhanced security, use different passwords for the supervisor and user passwords.
- Valid password characters are A-Z, a-z, and 0-9. Passwords may be up to 16 characters in length.

The following table shows the effects of setting the supervisor password and user password. This table is for reference only and is not displayed on the screen.

Supervisor and User Password Functions

Password Set	Supervisor Mode	User Mode	Setup Options	Password to Enter Setup	Password During Boot
Neither	Can change all options (Note)	Can change all options (Note)	None	None	None
Supervisor only	Can change all options	Can change a limited number of options	Supervisor Password	Supervisor	None
User only	N/A	Can change all options	Enter Password Clear User Password	User	User
Supervisor and user set	Can change all options	Can change a limited number of options	Supervisor Password Enter Password	Supervisor or user	Supervisor or user

Note: If no password is set, any user can change all Setup options.

4.4 Motherboard configuration & layout – PRO H610M-CT2 D4-CSM main board

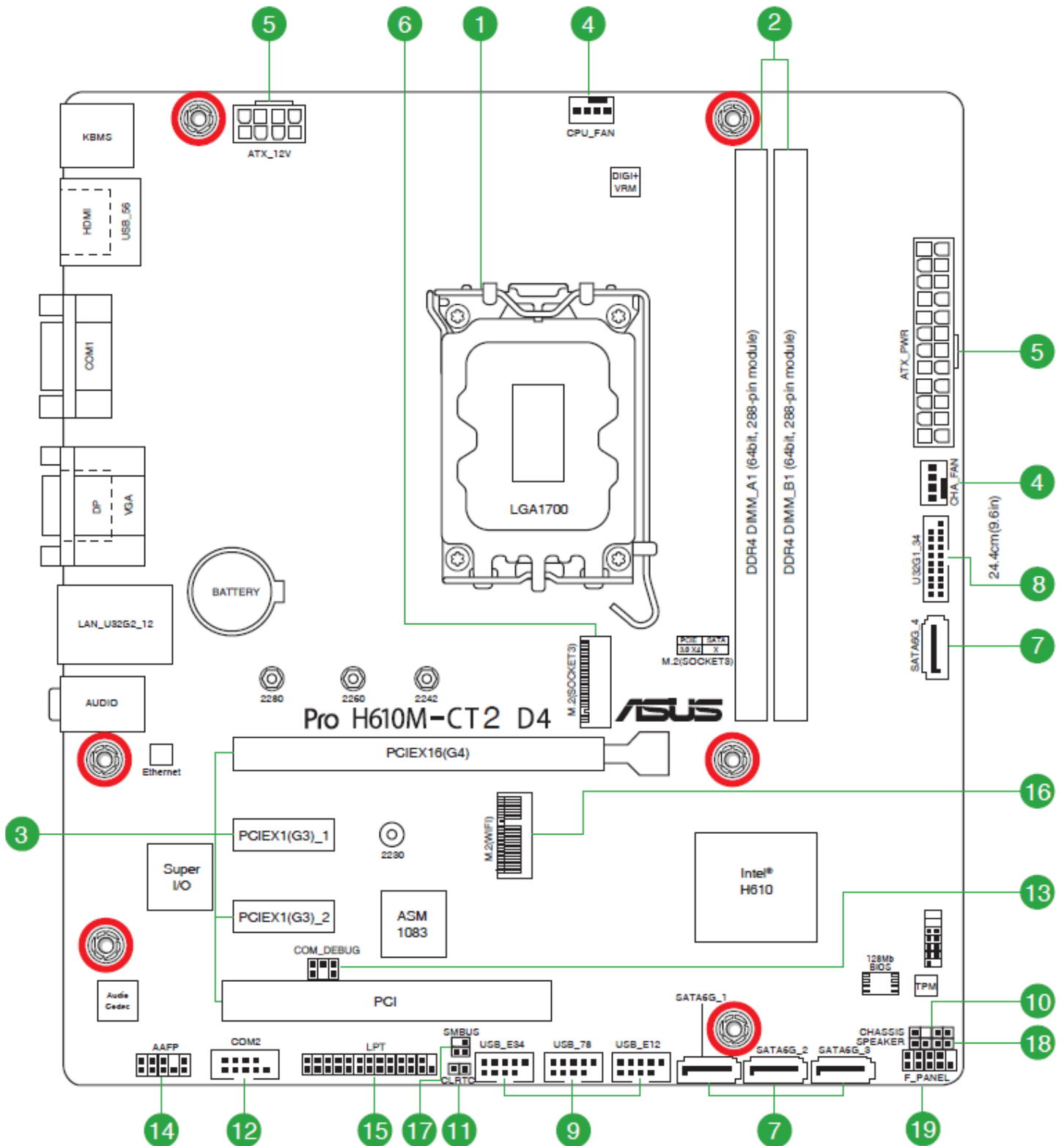
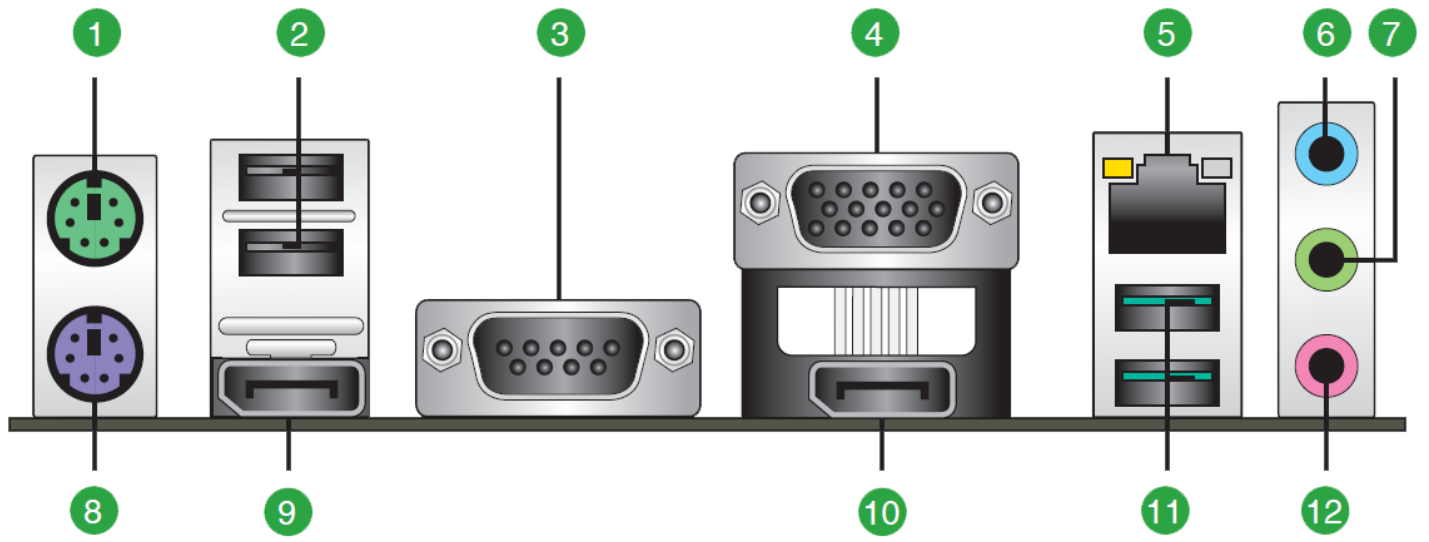


Figure 4.4 Major board components

	Board components shown in Figure 4.4
Item/callout from Figure	Description
1	Intel® LGA1700 CPU socket
2	DDR4 DIMM slots
3	Expansion slots
4	Fan headers
5	Power connectors
6	M.2 slot (Key M)
7	SATA 6 Gb/s ports
8	USB 3.2 Gen 1 header
9	USB 2.0 headers
10	Chassis intrusion header
11	Clear CMOS header
12	COM Port header
13	COM Debug header
14	Front panel audio header
15	LPT header
16	M.2 slot (Key E)
17	System Management Bus header
18	Speaker header
19	10-1 pin System Panel header

4.4.1 Back panel connectors



Description	
1	PS/2 Mouse port
2	USB 2.0 ports
3	Serial (COM) port
4	Video Graphics Adapter (VGA) port
5	Ethernet port
6	Line In port (light blue)
7	Line Out port (lime)
8	PS/2 Keyboard port (purple)
9	DisplayPort
10	DisplayPort
11	Microphone port (pink)

4.5 The PCI Express and PCI bus

The board has the following add-in card connectors :

- One PCIe 4.0 x16 slot
- Two PCIe 3.0 x1 slots
- One PCI

4.6 Disk drives

4.6.1 Serial ATA interface

The board provides four Serial ATA (SATA) 6.0 Gb/s connectors which support one device per connector.

4.6.1.1 Serial ATA support

The PCH provides independent SATA ports with a theoretical maximum transfer rate of 6.0 Gb/s for four ports.

The underlying SATA functionality is transparent to the operating system. The SATA controller can operate in both legacy and native modes. In legacy mode, standard IDE I/O and IRQ resources are assigned. In Native mode, standard PCI Conventional bus resource steering is used. Native mode is the preferred mode for configurations using the Windows® 10 operating system.

For more information, see : <http://www.serialata.org/>.

NOTE

Many Serial ATA drives use new low-voltage power connectors and require adapters or power supplies equipped with low-voltage power connectors.

1.6.7.1 M.2 slot

CIARA Horizon D12170 / T12170 system is equipped with one M.2 Socket 3 slot, M key, type 2242/2260/2280 storage devices support (PCIe 3.0 x2 mode).

4.6.2 Optical drives

The CIARA Horizon D12170 / T12170 model may be supplied with a SATA DVD drive. The DVD drive is a half-height 5-¼ inch wide storage device, capable of holding 4.7 to 8.5 Gbytes of data. The system may be equipped with either a DVD-ROM drive, a DVD writer, a Blu-ray drive or Blu-ray writer.

4.7 Keyboard

Your keyboard has a set of function keys, cursor keys and a numeric keypad. The figure below shows a typical keyboard. Under the rear of the keyboard are two small legs that can be pulled out or pushed in to change the keyboard angles.

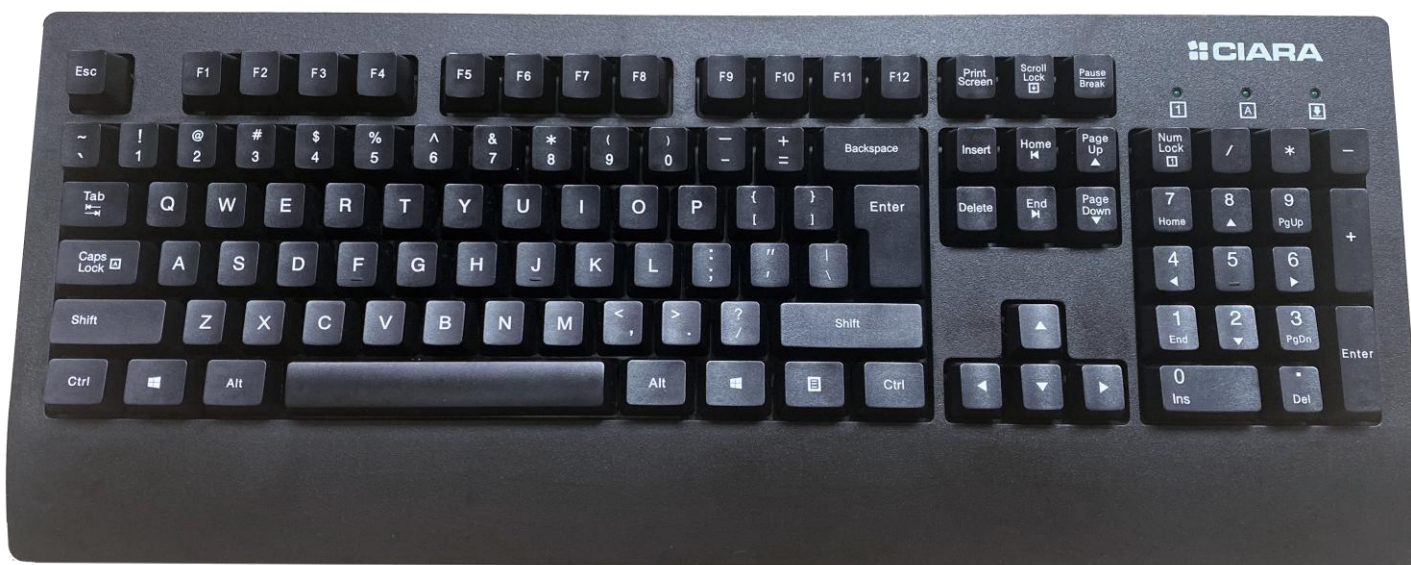


Figure 4.7 : Typical keyboard layout

4.8 Graphics subsystem

The board supports system graphics through Intel® Graphics Technology and a PCI Express x16 add-in graphics card.

4.8.1 Integrated graphics

The computer supports integrated graphics through the Intel® Flexible Display Interface (Intel® FDI) since processors integrate Intel Graphics Technology.

Supports up to 3 displays simultaneously.

4.8.2 DisplayPort 1.4

Intel® 12th & 13th Gen processors support DisplayPort 1.4 with max. resolution of 4096 x 2304 @ 60 Hz.

4.8.3 VGA port

Intel® 12th & 13th Gen processors support VGA with max. resolution of 1920 x 1080 @ 60 Hz.

4.9 Audio subsystem

The CIARA Horizon D12170 / T12170 computer supports Intel High Definition Audio through an audio codec. The Realtek® based audio subsystem provides the following features :

- 8-channel (6 + 2) audio with independent multi-streaming stereo
- Advanced jack sense for the back panel audio connectors that enables the audio codec to recognize the device that is connected to an audio port. The back panel audio connectors are capable of retasking according to the user's definition, or can be automatically switched depending on the recognized device type.
- Stereo input and output via back panel connectors
- Headphone and Mic in functions for front panel audio connectors
- A signal-to-noise (S/N) ratio of 95 dB

The board provides onboard audio headers and back panel connectors. The onboard audio headers include the following :

- Front panel audio (a 10-1 pin header that provides headphone and mic in signals for front panel audio connectors)
- Internal mono speaker header (1 x 4-pin header)

Front panel headphone output is supported by a separate audio channel pair, allowing multi-streaming audio configurations such as simultaneous 8-channel (6 + 2) surround sound playback and stereo audio conferencing (through speakers connected to the back panel audio connectors and a headset connected to front panel audio connectors).

The onboard internal mono speaker header allows connection to an internal, low power speaker for basic system sound capability.

The back panel audio connectors are configurable through the audio device drivers.

Audio software and drivers are available from https://www.asus.com/supportonly/pro%20h610m-ct2%20d4-csm/helpdesk_download/ .

4.10 I/O Port set-up

Each CIARA Horizon D12170 / T12170 computer system includes built-in multi-I/O capabilities. These provide your computer with two USB 3.2 gen. 2 type A ports (rear), one USB 3.2 gen. 1 type A and 1 USB 3.2 gen. 1 type C ports (front panel), eight USB 2.0 ports (2 rear, 2 front panel and 4 internal header), one SD card reader port, one M.2 slot socket 3, M key, type 2242/2260/2280 storage devices support (PCIe 3.0 x4 mode), one V-M.2 slot, with E key, for Wi-Fi devices (supports PCIe and CNVi interface), four SATA 6.0 Gb/s ports, two DisplayPort 1.4 and 1 VGA ports, one RJ45 port, five audio ports (3 + 2), two PS/2 ports, one serial port, one serial port header and one LPT header.

To configure these I/O ports use the BIOS configuration screens. Please refer to the paragraphs in section 2.0, "BIOS Configuration and installation" for more information on this subject.

NOTE

All USB ports along with serial port can be enabled or disabled in the BIOS.

4.11 LAN subsystem

The LAN subsystem consists of the following :

- Intel® 1 Gigabit Ethernet Controller (10/100/1000 Mb/s)
- One RJ-45 LAN connector with integrated status LEDs

4.11.1 Intel® 1 Gigabit Ethernet controller

The Intel® 1 Gigabit Ethernet Controller supports the following features :

- A single 10/100/1000Mbps compatible RJ45 Ethernet port
- Gigabit detection and Link/Activity LED indicators
- Fully Compliant with IEEE 802.3, IEEE 802.3u, IEEE 802.3x and IEEE 802.3ab standards
- Supports IEEE 802.1Q VLAN tagging, IEEE 802.1P Layer 2 Priority Encoding and IEEE 802.3x
- Full Duplex Flow Control
- Full and half duplex support
- Supports Wake-on-LAN function
- Crossover Detection & Auto-Correction (Auto MDI/MDI-X)

4.11.2 RJ-45 LAN connectors LEDs

Two LEDs are built into the RJ-45 LAN connectors located on the back panel (see Figure). These LEDs indicate the status of the LAN.

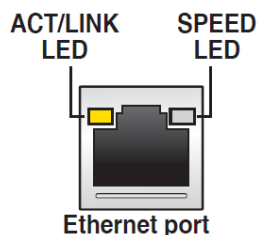


Table describes the LED states when the board is powered up and the LAN subsystem is operating.

Table 3.9 LAN Connector LED States			
LED	LED color	LED state	Condition
Link/Activity Left	Orange	Off	LAN link is not established
		On	LAN link is established
		Blinking	LAN link is occurring
		Blinking then steady	Ready to wake from S5 mode
Link speed Right		Off	10 Mb/s data rate is selected or negotiated.
	Orange	On	100 Mb/s data rate is selected or negotiated.
	Green	On	1000 Mb/s data rate is selected or negotiated.

4.12 Replacing the system battery

In all CIARA Horizon D12170 / T12170 models the battery is a standard 3.3 V Lithium battery model CR-2032. This type of battery should last at least 3 years, if the system is not in use. When the computer is plugged in, the standby current from the power supply extends the life of the battery. If the battery wears out, your system will no longer retain BIOS information when turned off. For example, you will get a message stating that the time and date are invalid. If this happens, you should replace the battery, or call your CIARA service representative.

CAUTION :

There is a danger of explosion if the battery is incorrectly replaced. Replace only with the same type as recommended by CIARA. The disposal of used batteries is subject to environment issues and we recommend that this work be done by a qualified CIARA technician who will dispose safely of the used battery.

To replace the battery, follow these steps :

1. Observe the precautions.
2. Turn off all peripheral devices connected to the computer. Disconnect the computer's power cord from the AC power source (wall outlet or power adapter).
3. Remove the computer cover.
4. Locate the battery on the board.
5. With a medium flat-bladed screwdriver, gently pry the battery free from its connector.
Note the orientation of the "+" and "-" on the battery.
6. Install the new battery in the connector, orienting the "+" and "-" correctly.
7. Replace the computer cover.

4.13 Trusted Platform Module (TPM)

All Horizon D12170 / T12170 models feature an onboard TPM module. The TPM module version 2.0 component is specifically designed to enhance platform security above-and-beyond the capabilities of today's software by providing a protected space for key operations and other security critical tasks. Using both hardware and software, the TPM protects encryption and signature keys at their most vulnerable stages—operations when the keys are being used unencrypted in plain-text form. The TPM shields unencrypted keys and platform authentication information from software-based attacks.

NOTE

The Intel® TPM uses the onboard coin-cell battery (CR2032) to maintain its monotonic counters. One major function of the monotonic counters is for anti-replay protection of the internal Intel® TPM data. If the battery is removed or exhausted, the Intel® TPM data will be deleted in accordance with Trusted Computing Group guidelines. Please back-up TPM keys and data before removing the battery.

4.14 Installing an upgrade CPU

All CIARA Horizon D12170 / T12170 models may be enhanced by the installation of a higher performing CPU. Since this upgrade necessitates a lot of care and attention, it should be carried out by a CIARA authorized service centre. Please take a note that the CIARA Horizon D12170 / T12170 models use exclusively LGA1150 processor technologies and are not compatible with other types of processors.

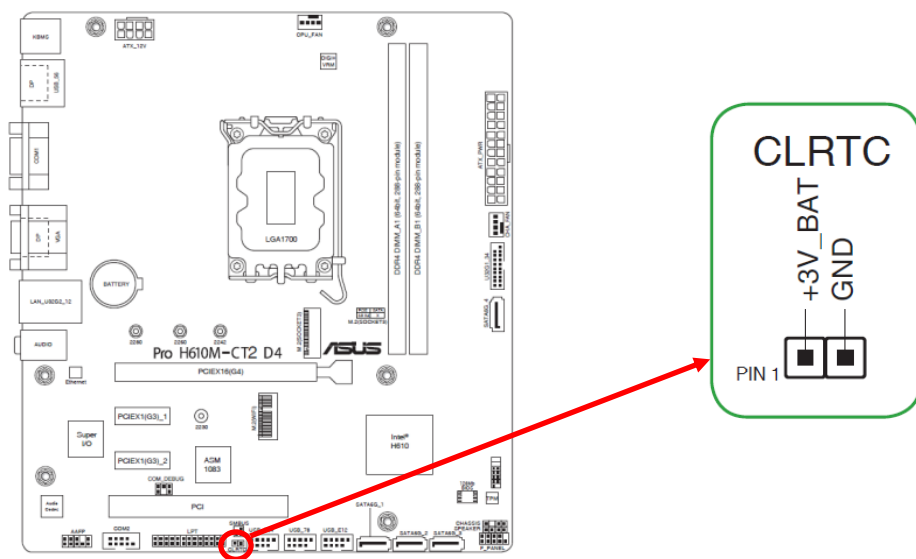
4.15 Configuration jumper block

NOTE

Always turn off the power and unplug the power cord from the computer before shorting the two pins. Shorting the pins with the power on may result in unreliable computer operation.

4.15.1 Setting the BIOS configuration jumper

Figure shows the location of the Desktop Board's BIOS configuration header.



Location of the BIOS Configuration Jumper Block

The two-pin BIOS header enables all board configurations to be done in the BIOS Setup program. Table below shows the jumper settings for the BIOS Setup program modes.

4.15.2 Clearing or changing passwords

Clear RTC RAM (2-pin CLRTC)

This jumper allows you to clear the Real Time Clock (RTC) RAM in CMOS. You can clear the CMOS memory of date, time, and system setup parameters by erasing the CMOS RTC RAM data. The onboard button cell battery powers the RAM data in CMOS, which include system setup information such as system passwords.

To erase the RTC RAM :

1. Turn OFF the computer and unplug the power cord.
2. Use a metal object such as a screwdriver to short the two pins.
3. Plug the power cord and turn ON the computer.
4. Hold down the key during the boot process and enter BIOS setup to reenter data.

Except when clearing the RTC RAM, never short the pins on CLRTC header. Shorting the pins will cause system boot failure!

4.16 Installing an upgrade flash BIOS

Before any new BIOS is programmed into the system, be very careful to ensure that the BIOS is intended for use with your specific system board. If not, you may completely disable your system, and require CIARA service assistance to restore the system to working order.

You may obtain the latest BIOS revision for your CIARA Horizon D12170 / T12170 system on Asus web site at https://www.asus.com/supportonly/pro%20h610m-ct2%20d4-csm/helpdesk_bios/.

Several methods exist to update the BIOS of your CIARA Horizon D12170 / T12170 system, and they are as follows :

- Recovery BIOS Update - A .CAP file to be used for BIOS recovery process, regardless of operating system. In the unlikely event that a BIOS update is interrupted, it is possible the BIOS may be left in an unusable state. Use the Recovery BIOS update to recover from this condition. It requires a blank CD and a read/writeable CD drive or a USB flash device.
- The ASUS EZ Flash 2 feature allows you to update the BIOS without using an OS-based utility. This function supports USB flash disks formatted using FAT32/16 on a single partition only.
- Bupdater.exe BIOS Update / Integrator Toolkit BIOS ZIP Files - A DOS-based utility to update the BIOS regardless of operating system. It requires a CD and a read/writeable CD drive or a USB flash device.

Make sure to download the appropriate BIOS update file and follow the installation instructions found in the readme file for the BIOS update. It is also recommended to read the release notes file for the BIOS update to know the changes that have been made in the version of the BIOS.

4.17 Media sanitization software

You can download a media sanitization software from the web at the following URL: <http://killdisk.com/downloads/KillDisk-Freeware-Setup.exe>

This tool is an easy-to use and compact utility that allows to sanitize storage media with the One Pass Zeros data sanitizing standard. It permanently erases all data on Hard Disks, Solid State Drives, Memory Cards & USB drives, SCSI storage & RAID disk arrays and even two disks in parallel.

4.18 Latest version

To download the latest version of this User Guide, please go to <https://ciaratech.com/download/18059/>

GLOSSARY

32-Bit -- In computer architecture, 32-bit integers, memory addresses, or other data units are those that are at most 32 bits (4 octets) wide. Also, 32-bit CPU and ALU architectures are those that are based on registers, address buses, or data buses of that size. 32-bit is also a term given to a generation of computers in which 32-bit processors were the norm.

The range of integer values that can be stored in 32 bits is 0 through 4,294,967,295 or -2,147,483,648 through 2,147,483,647 using two's complement encoding. Hence, a processor with 32-bit memory addresses can directly access 4 GB of byte-addressable memory. The external address and data buses are often wider than 32 bits but both of these are stored and manipulated internally in the processor as 32-bit quantities.

64-Bit -- In computer architecture, 64-bit integers, memory addresses, or other data units are those that are at most 64 bits (8 octets) wide. Also, 64-bit CPU and ALU architectures are those that are based on registers, address buses, or data buses of that size. 64-bit is also a term given to a generation of computers in which 64-bit processors were the norm.

Without further qualification, a 64-bit computer architecture generally has integer and addressing registers that are 64 bits wide, allowing direct support for 64-bit data types and addresses. However, a CPU might have external data buses or address buses with different sizes than the registers, even larger (the 32-bit Pentium had a 64-bit data bus, for instance). The term may also refer to the size of low-level data types, such as 64-bit floating-point numbers.

Adapter card -- A printed circuit board that gives your computer some added capability, such as more memory, or control of a new device. A card plugs into an expansion slot on the system board.

Analog monitor -- A type of video display that uses a continuously variable analog voltage to display a large number of colours at resolutions up to 1024 x 768 and beyond. The voltage levels on the red, green and blue lines on the VGA connector determine colours.

Auto switching -- The ability of a video display to detect the video display mode for a given application program and automatically switch to that mode.

BIOS -- Basic Input Output System. Programs permanently stored in the system board's ROM chips that provide the fundamental processes or functions of the system, such as the Power On Self Test (POST). The VGA circuitry has its own video BIOS. See also ROM.

Bit -- A bit is the basic unit of information in computing and telecommunications ; it is the amount of information that can be stored by a digital device or other physical system that can normally exist in only two distinct states. In computing, a bit can also be defined as a variable or computed quantity that can have only two possible values. These two values are often interpreted as binary digits and are usually denoted by the Arabic numerical digits 0 and 1. Indeed, the term "bit" is a contraction of binary digit. The two values can also be interpreted as logical values (true/false, yes/no), algebraic signs (+/-), activation states (on/off), or any other two-valued attribute. In several popular programming languages, numeric 0 is equivalent (or convertible) to logical false, and 1 to true. The correspondence between these values and the physical states of the underlying storage or device is a matter of convention, and different assignments may be used even within the same device or program.

Bus -- A set of address or data lines used to transfer information between different components within a computer (such as memory, the microprocessor, and slots).

Cache -- A device that contains high-speed memory and permits higher speed accesses than general-purpose memory.

Cache hit rate -- The percentage of time data is delivered from the cache rather than from main memory.

Central processing unit (CPU) -- An integrated circuit chip that performs the actual computing functions of the computer. Other chips perform support functions like storing data and controlling peripherals. See also microprocessor.

Chip -- An electronic device that combines thousands of transistors on a small sliver of silicon. See also integrated circuit.

Chip set -- The logic devices on the motherboard that connects the microprocessor and other board functions.

Clock -- A circuit that sends a consistent, periodic signal that is used to step logic information through a computer circuit.

CMOS RAM -- Complementary Metal Oxide Semiconductor. CMOS RAM stores basic configuration information about your computer.

Colour display -- A video display capable of displaying colours based on the RGB (Red, Green, and Blue) colour-mixing scheme.

Configuration -- The way in which a computer and peripheral equipment (such as printers and display monitors) are interconnected and programmed to operate as a system.

Default -- The initial setting when the system left the factory.

Digital monitor -- A type of monitor in which display colour is controlled by digital colour control lines that switch on and off ; the number of colours that can be displayed depends on the selected display mode.

DIMM -- Dual In-Line Memory Module. RAM chips installed on a small circuit board module, having a single row of connectors (240 pins) on the bottom of the module where it is plugged into the main system board.

DisplayPort -- A digital display interface standard put forth by the Video Electronics Standards Association (VESA) since 2006. It defines a new royalty-free, digital audio/video interconnect, intended to be used primarily between a computer and its display monitor, or a computer and a home-theater system.

DMA (Direct Memory Address) -- A method for transferring data directly to and from system memory, bypassing the microprocessor.

DVI-D and DVI-I -- (Digital Visual Interface- integrated) is the connection, or interface used between monitors and computers or home theatre systems. DVI-I is used to interface with an LCD monitor display for digital video output. DVI-I supports both digital and analog. However, it will not use both at the same time. DVI-I detects and chooses digital or analog depending on the connected display. Contrast with DVI-D, which is a digital-only interface and DVI-A which is an analog-only interface.

Driver -- A utility program accompanying the motherboard that permits application programs to use the extended resolutions of the VGA circuitry.

Expansion slot -- A connector on the motherboard for holding an adapter card.

Gigahertz (GHz) -- A frequency of 1 billion cycles per second.

HDMI -- (High-Definition Multimedia Interface) is a compact audio/video interface for transmitting uncompressed digital data. It represents a digital alternative to consumer analog standards, such as radio frequency (RF) coaxial cable, composite video, S-Video, component video, or VGA. HDMI connects digital audio/video sources—such as upconvert DVD players, HD DVD players, Blu-ray Disc players, personal computers (PCs), video game consoles and AV receivers—to compatible digital audio devices, computer monitors, and digital televisions.

Hertz (Hz) -- A unit of frequency equal to one cycle per second.

Horizontal frequency -- The rate, at which monitor displays each scan line, usually measured in kilohertz (kHz).

I/O -- An abbreviation for "input/output", a generic term that refers to the devices and processes involved in the computer's reading and writing data.

Integrated circuit -- An electronic device that combines thousands of transistors on a small chip of silicon. Such devices are the building blocks of computers.

Interleaving -- A technique for improving the performance of system memory by splitting the memory into two or four sections that alternately process information. While one memory section goes through a refresh cycle, the microprocessor sends information to another section for processing.

Jumper -- On a printed circuit board, a patch connector, wire, or cable used to establish a circuit.

LCD -- A liquid crystal display (LCD) is a thin, flat electronic visual display that uses the light modulating properties of liquid crystals (LCs). LCs do not emit light directly. As LCD panels produce no light of their own, they require an external lighting mechanism to be easily visible. On most displays, this consists of a cold cathode fluorescent lamp that is situated behind the LCD panel. Passive-matrix displays are usually not backlit, but active-matrix displays almost always are. Recently, two types of LED backlit LCD displays have appeared in some screens as an alternative to conventional backlit LCDs. In one scheme, the LEDs are used to backlight the entire LCD panel. In another scheme, a set of red, green and blue LEDs is used to illuminate a small cluster of pixels, which can improve contrast and black level in some situations. For example, the LEDs in one section of the screen can be dimmed to produce a dark section of the image while the LEDs in another section are kept bright. Both schemes also allow for a slimmer panel than on conventional displays.

LED -- A light-emitting diode is a semiconductor light source. LEDs are used as indicator lamps in many devices, and are increasingly used for lighting.

M.2 -- M.2 (pronounced *M dot two*), formerly known as the Next Generation Form Factor (NGFF), is a specification for internally mounted computer expansion cards and associated connectors. It replaces the mSATA standard, which uses the PCI Express Mini Card physical card layout and connectors. M.2's more flexible physical specification allows different module widths and lengths, and, paired with the availability of more advanced interfacing features, makes the M.2 more suitable than mSATA for solid-state storage applications in general and particularly for the use in small devices such as ultrabooks or tablets.

Megahertz (MHz) -- A frequency of 1 million cycles per second.

Memory -- Semiconductor chips used to hold information and programs while they are being accessed by the microprocessor. See also RAM and ROM.

Microprocessor -- An integrated circuit that contains the circuits the computer needs to calculate and to communicate with the other parts of the system. See also central processing unit.

Multi-frequency monitor -- A monitor (also known by the trade names MultiSync or MultiScan) that, due to its ability to scan at various horizontal and vertical frequencies, is capable of displaying a wide variety of resolution modes.

Parity bit -- An additional non-informational bit appended to a group of bits to make the number of ones in the group of bits either an odd or even number ; an elementary mechanism for error checking.

Peripheral -- A hardware device (such as a keyboard, monitor, or printer) that connects to a computer.

Pin -- Any of the leads on a device, such as a chip, that plug into a socket and connect it to a system.

Pixel -- Short for "picture element", the smallest single dot displayable on the display.

Power-On Self Test (POST) -- Internal test procedures that the BIOS runs automatically when the system is turned on. These procedures verify that the entire computer's hardware is functioning properly. If the test detects problems, the computer displays error codes before (or instead of) starting the operating system. The error codes can help a service person determine what is wrong with your computer.

RAM -- An acronym for "random-access memory." The type of computer memory used to store information while a program is running. All data stored in RAM is lost when the computer is turned off or power is lost.

Refresh -- Periodic rewrite of system memory contents to the same memory locations by the microprocessor so that the contents do not decay beyond redemption.

Resolution -- A measure of the quality of the image that can be shown on a particular display ; usually expressed as the number of pixels that can be displayed horizontally across the display screen by the number of pixels that can be displayed vertically on the display screen.

ROM -- An acronym for "read-only memory." The type of computer memory that is used to permanently store the information vital to computer operation, including some parts of the operating system. ROM is permanent and the contents will not be lost when the computer is turned off.

SATA or Serial ATA -- Serial ATA (SATA) is a computer bus interface for connecting host bus adapters to mass storage devices such as hard disk drives and optical drives. Serial ATA was designed to replace the older ATA (AT Attachment) standard (also known as EIDE). It is able to use the same low level commands, but serial ATA host-adapters and devices communicate via a high-speed serial cable over two pairs of conductors. In contrast, the parallel ATA (the redesignation for the legacy ATA specifications) used 16 data conductors each operating at a much lower speed. First-generation SATA interfaces, now known as SATA 1.5 Gb/s, communicate at a rate of 1.5 Gb/s (150 MB/s). Second generation SATA interfaces running at 3.0 Gb/s (300 MB/s) are prevalent in all SATA disk drives and the majority of PC and server chipsets. The SATA III standard (6 Gb/s) (peak throughput about 600 MB/s) was released on May 27, 2009.

Serial interface -- An interface that transmits and receives data in a serial manner, transmitting or receiving data one bit at a time.

Set-up -- The arrangement of connections between an assembly of individual computing units, and the adjustments needed for the computer to operate.

SRAM -- Static Random Access Memory. A type of memory that does not need to be refreshed. Data stored in the SRAM remains until changed or until the computer is turned off.

System -- An assembly of components united by some form of regulated interaction to form an organized whole.

System board -- The large printed-circuit board in a computer on which most electronic devices are mounted ; the primary board in a computer. All other interfaces receive control signals or information from the system board. Also commonly referred to as a "motherboard" or "main board".

USB -- Universal Serial Bus. USB 1.1 is a hot pluggable daisy chained 1.5 or 12 Mb/s (1.5 MB/s) serial bus. USB 2.0 is a hot pluggable daisy chained 480 Mb/s (60 MB /s) serial buses. USB 3.0 is a hot pluggable daisy chained 4.8 Gb/s (600 MB /s) serial buses. USB 3.0 receptacles are electrically compatible with USB 2.0 device plugs if they can physically match. Most combinations will work, but there are a few physical incompatibilities. However, only USB 3.0 Standard-A receptacles can accept USB 3.0 Standard-A device plugs. Devices may be plugged in or out without turning off the system. USB devices include mice, scanners, keyboards, and digital cameras.

Wait states -- A delay in the computer's information processing cycle caused by a difference in speed between a faster processor and slower memory, which holds data. Zero wait states means the processor does not have to "wait" for memory, and can access data as fast as it is needed.

Word -- The set of bits comprising the largest unit that the computer can handle in a single operation.

This image shows a full page of blank white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page, providing a guide for writing. There are no margins, text, or other markings on the paper.