

## Knowledge Base

# Your SMART Board™ Interactive Display Frame or Whiteboard Doesn't Work with Linux® Computers

**Applies to** The SMART Board™ interactive display frame, SMART Board interactive whiteboards using the USB active extension cable (Part No. USB-XT), Linux® operating systems

## Issue

The following SMART Technologies products don't work with computers running Linux operating systems:

- The SMART Board interactive display frame
- SMART Board interactive whiteboards using the USB active extension cable

## Cause

There is a problem with the ehci-hcd module of the Linux kernel (version 2.5.2 and later) that affects USB 2.0 high speed devices, including SMART Board interactive display frames and USB active extension cables.

## Solution

Disable the ehci-hcd module.

OR

Use your SMART Board interactive display frame or USB active extension cable with computers running Windows® operating systems or Mac OS operating system software.

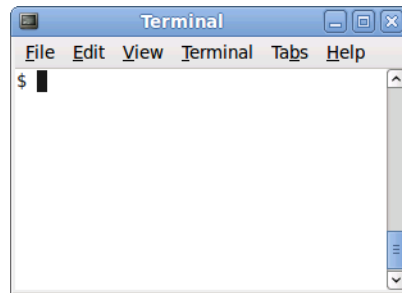
### **IMPORTANT**

- The following procedure disables the ehci-hcd module for all USB 2.0 high speed devices, not just the SMART Board interactive display frame and USB active extension cable.
- Complete the following procedure each time you boot the computer.

### To disable the ehci-hcd module in Ubuntu®

1. Select **Applications > Accessories > Terminal**.

The terminal emulator appears.



2. Type the following command, and then press **Enter**.

```
sudo modprobe -r ehci-hcd
```

The Linux operating system disables the ehci-hcd module, and you can now use your SMART Board interactive display frame or SMART Board interactive whiteboard (using the USB active extension cable) with the computer.

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