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| **Category** | **Questions** | **Answers (N/A if not applicable)** |
| **Description** | Provide a detailed description of the issue | When 4K resolution is selected the screen goes black and a “No signal” message appears. |
| Please place an X to the right of the option showing how often you see this issue using specific steps. (Ex: 'Every few times a game is started it flickers.' <- This would be "Often") | Always happens |
| **Hardware (HW)** | Brand and Model of the system. | Intel(R) Pentium(R) Gold G5400T CPU @ 3.10GHz |
| Hybrid or switchable graphics system? ie Does it have AMD or NV graphics too? | No hybrid graphics system |
| Make and model of any Displays that are used to see the issue **(see note2 below). LFP**= Local Flat Panel (Laptop panel)**EFP** = External Flat Panel (Monitor you plug in) | LFP (chinese electronic whiteboard) |
| How much memory [RAM] in the system (**see note2 below).** | 8Gbytes |
| Provide any other hardware needed to replicate the issue. ie: Cables&brand, cable type [vga, hdmi, DP, etc], dock, dongles/adapters, etc | Display port (OPS connection) |
| Hardware Stepping (**see note1 below**). |  |
| **Software (SW)** | Operating System version (**see note2 below).** | Ubuntu 18.04 (in Windows the 4K resolution works fine) |
| VBIOS (video BIOS) version. This can be found in “information page” of CUI (right click on Desktop and select “Graphics Properties”. |  |
| Graphics Driver version; for both integrated Intel and 3rd party vendors (**see note2 below).** |  |
| SW or Apps version used to replicate the issue. |  |
| **Configurations** | Single display, clone, or extended (**see note2 below).** | Single display |
| Display resolution & refresh rate setting of each display (**see note2 below).** | 3840x2160 (0x46) 297.000MHz |
| AC or DC mode, i.e. is power cable plugged in or not? | OPS |
| **How to repro** | Please provide steps to replicate the issue. These **steps** are very crucial to finding the root cause and fix. A screenshot to illustrate the issue is a huge plus. A video of the failure is even better! Attach to the post or provide the YouTube link. | 1. Just run the operating system and since the very beginning the screen is black  2. If you connect the very same whiteboard by using a HDMI cable the 4K resolution works fine.  3.  4.  n. |

**Additional system information**

* Indicate your computer make/model, or if it is a Desktop the motherboard make/model.
* Attach the [DxDiag.txt](https://www.intel.com/content/www/us/en/support/articles/000022556/graphics-drivers.html) and [SSU.txt](https://downloadcenter.intel.com/download/25293/Intel-System-Support-Utility-for-Windows-) reports (these are very useful as they can tell most of the computer configuration details)