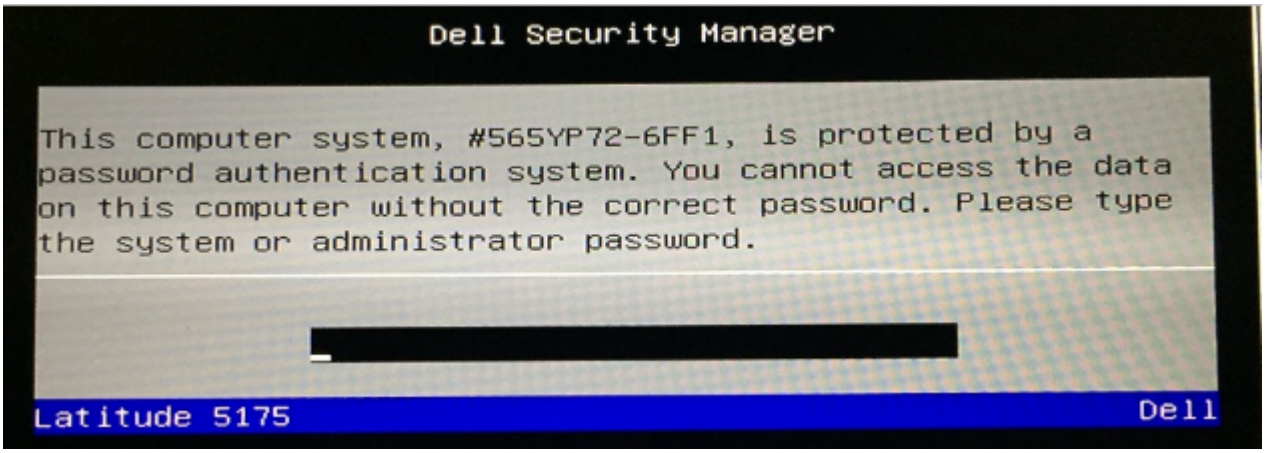
The SmartChk tablet boots to an error titled Dell Security Manager

Problem

- The user is unable to get the Smartchk tablet to start up as normal and boots to an error titled "Dell Security Manager".



Cause

- This happens due to an incorrect tablet image setup at Prosys.

Resolution

- Tablet will need to be sent for re-imaging. Route the ticket to the Dell queue and add the following note:
  IMAGE ISSUE : '"Serial #XXXXX has not been registered. Tablet was not correctly setup before shipping out. System password has been applied instead of the BIOS admin password".

NOTE : Replace XXXXX by the actual serial number of the tablet.