

Secure, Portable Server Access for a Major Global Cloud Infrastructure Provider

A tailored Black Box crash-cart adapter helps technicians troubleshoot faster, without introducing removable media into secure repair areas.



DAILY USE

By server repair teams

~2,400 UNITS

Purchased in past year

BIOS-LEVEL ACCESS

Directly from a technician's laptop

Overview

A leading global cloud provider standardized on Black Box® USB Laptop Console Crash Cart Adapters. They turn any Windows® or macOS® laptop into a portable KVM console for maintenance, troubleshooting, and emergency recovery when network tools are unavailable. No drivers, bulky carts, extra cables, adapters, reboots, or server changes are required.

Challenges

Moving a full crash cart through a large data center slowed response. The original adapter kit also included a USB storage device, but removable media was prohibited in secure repair areas. Removing the drive after delivery added handling and created a risk that restricted media could enter a controlled space.

Solution

Black Box worked to create a custom-built product supplied without the USB storage device. Removing the restricted component upstream preserved the functionality technicians relied on while simplifying compliance before each kit reached the customer.

Connect the adapter between the server and a laptop.
Access BIOS-level visibility and control through the laptop.
Resolve maintenance or recovery without moving a full console cart.

Results

Technicians retained fast, portable server access while the organization removed a removable-media concern from the packaged kit. The dedicated part number supports repeatable deployment and lowered product cost per unit.

AT A GLANCE

CHALLENGES

- Fast access when network tools fail
- Crash carts slowed response
- Removable media prohibited in secure areas

SOLUTIONS

- Custom-built
- Portable laptop-based KVM access
- USB storage removed before shipment

BENEFITS

- Faster diagnosis and repair
- Lower media-handling risk
- Standardized tooling ready to scale

"These devices are used daily to provide visibility to servers during repairs and help our teams move swiftly."

— Data Center Operations representative

Black Box USB Laptop Console Crash Cart Adapter |
Item# KVT100A-NOUSB



Why Black Box?

Black Box combined product expertise, customer listening, and manufacturer collaboration to solve a specific operational constraint at the source, preserving a proven repair tool while supporting the customer's security controls.