

# Help Contents

Intel PROSet Configuration Utility for EtherExpress™ PRO/100 and PRO/10+ PCI Adapters

This help file explains how to configure and test adapters in the [Intel PRO family of PCI adapters](#) in Microsoft Windows NT\* and Windows\* 95.

**Choose one of these topics:**



**[Intel PROSet Main Window](#)**



**[Diagnostics for Windows NT](#)**



**[Diagnostics for Windows 95](#)**



**[Troubleshooting](#)**

[Trademark and Copyright Information](#)

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## PROSet Main Window

This window displays information about your adapter and serves as a starting point for running diagnostics and changing basic adapter settings.

### Adapters:

Shows name and type of PRO adapter installed. If multiple adapters are installed, they are listed. To view configuration information for a specific adapter, click on it.

### Configuration:

**I/O Address**

**Interrupt**

**Ethernet Address**

### Buttons:

To change an adapter's basic settings click the **Change** button.

To run diagnostics on the adapter or driver, click the **Test** button.

To return to your operating system, click the **OK** button.

To get help on a topic, click the **Help** button.

See also

[Adapter Settings](#)

[Advanced Adapter Settings](#)

[Troubleshooting](#)

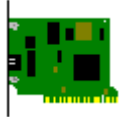
## Advanced Adapter Settings - Identify Model

To view the options for your adapter, choose your model number and click the appropriate image below to get to the correct Advanced Adapter Settings window.

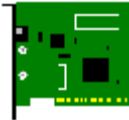
If you are not sure which adapter you have, go back to the Main PROSet Window and check the list of adapters displayed. (If your PRO/100 adapter does not show the letter B, click on the last image below).

Alternatively, you can go to the Advanced Settings screen in PROSet and click [Help](#). This will get you help on the advanced options for your particular adapter.

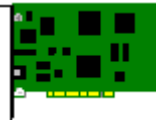
### Adapter models/differences:



- EtherExpress PRO/100B TX or T4
- TX model number: PILA**8465B**
- T4 model number: PILA**8475**
- SW Release 3.x
- Intel 82557 Ethernet controller



- EtherExpress PRO/10+ PCI
- Model number: PILA**8500** or **8520**
- SW Release 3.x
- Intel 82557 Ethernet controller



- EtherExpress PRO/100 TX (non-B version)
- Model number: EILA**8265**, PILA**8465**
- SW Release 1.x, 2.x
- No Intel 82557 Ethernet controller

If you have a PRO/10 PCI adapter (non-plus version), click [here](#) for more information.

# Advanced Adapter Settings

Lets you fine-tune your PRO/100 adapter (original, non-B version)



These parameters should be altered by experienced users only. Use the default values unless you're having problems.

## Parameter

[Transmit Threshold](#)

[Map Registers](#)

[FIFO Depth](#)

[Coalesce Buffers](#)

[Receive Buffers](#)

[Transmit Control Blocks](#)

[Off Timer](#)

[On Timer](#)

See also

[Adapter Settings](#)

[Troubleshooting](#)

## Advanced Adapter Settings

Lets you fine-tune your PRO/100B or PRO/10+ PCI advanced settings.



These parameters should be altered by experienced users only. Use the default values unless you're having problems.

### Parameter

[Map Registers](#)

[Coalesce Buffers](#)

[Receive Buffers](#)

[Transmit Control Blocks](#)

See also

[Adapter Settings](#)

[Troubleshooting](#)

## **Advanced Settings for PRO/10 PCI Adapter**

This version of PROSet was designed for use with the PRO/10+ PCI adapter only. It will not work on prior versions of the adapter, such as the PRO/10 PCI adapter (non-plus version).

If you are trying to configure prior versions of the adapter, use the Intel Configuration and Driver disk that came with the adapter. If you cannot locate this diskette, download the file from our World Wide Web site or our BBS. Click on Customer Support to get more information on these sites.

See also

[Customer Support](#)

## Adapter Diagnostics

Lets you test your adapter hardware, cable connection, and connection to the network. From the Adapter Diagnostics window, you can also run [Advanced Diagnostics](#).

### Configuration

Lists your adapters current I/O address and interrupt settings.

### Adapter Tests

Checks adapter hardware components such as the RAM, flash, and network controller chips.

### Network Tests

Checks the cable connection and the adapter's send and receive functionality by sending 1000 proprietary packets out on the network and retrieving those same packets.

### Results

Lists test findings and results. If a problem occurs, you'll find information here on how to fix it.

See also

[Removing a Windows NT Adapter Configuration](#)

[Advanced Diagnostics](#)

[Adapter Settings](#)



## Advanced Diagnostics

Lets you test your adapter extensively across a network.

Advanced diagnostics requires two PCs: one to send packets continuously to the network (the Sender) and another to echo the packets back (the Responder).

You can set up this PC as a Sender or Responder:

- Sender** Sends packets continuously to the network. Select Start to begin sending packets. Before you start sending packets, you need to set up a Responder somewhere else on the network. Go to another computer with an EtherExpress PRO/10 or PRO/100 family adapter installed and use the diagnostic program for that adapter to set it up as a Responder.
- Responder** Echoes packets back to the Sender PC (the one sending packets). Select Start to have this PC act as a Responder.



If you don't want to set up a Responder PC, advanced diagnostics can simulate one at 10 Mbps. The adapter will simply send packets to itself. Note: Simulating a Responder PC isn't a thorough test at 10 Mbps and isn't possible at 100 Mbps.

Although not designed for it, this test can be used to test network segment cabling and network configuration. When testing a new LAN segment, set up a Responder on one end and test with a Sender on the other.

See also

[Adapter Settings](#)

[Troubleshooting](#)

## Troubleshooting

The most common network adapter problems are covered in the following topics:

[Your computer can't find the adapter](#)

[The adapter stopped working](#)

Get additional troubleshooting information from Intel's Customer Support via

- Intel World Wide Web and Internet FTP server
- CompuServe\* online subscription service
- Intel Bulletin Board System (BBS)
- FaxBack\* documents (documents sent to your fax machine or fax board)

See also

[Customer Support](#)

[Error messages](#)

## Your computer can't find the adapter

Windows NT or Windows 95 should be able to recognize a newly installed network adapter. The Intel PROSet program then lists all the Intel PRO adapters that it found in your computer. If you've installed an adapter and it isn't listed,

- Make sure it's an Intel PRO/10+ PCI or PRO/100 PCI adapter you're trying to install.
- Make sure the adapter is seated firmly in the slot.
- Try a different slot.
- If you're using Windows NT, check the [Event Viewer](#) to see if it recognized the adapter's driver during system startup.
- Shut down Windows NT or Windows 95, turn off your computer's power, then turn it back on and restart. Then try adding the adapter again.
- Try a different adapter.

If Windows NT or Windows 95 still can't find the adapter, contact your network services supplier.

## The adapter stopped working

If the adapter suddenly stopped working, it's most likely the result of adding another adapter or changing resource settings. Either action can put adapters into conflict with each other. To resolve most conflicts:

### In Windows NT

- 1 Restart Windows NT.
- 2 Double-click the Intel PROSet icon (or the Network icon) from the Control Panel.
- 3 The PROSet software analyzes your configuration. If you have multiple adapters installed, click the "Display All Adapters" box in the windows that appears. (If you started from the Network Icon, select the Intel PRO adapter from the Installed Adapter Cards list and click Configure).
- 4 Click OK in each opened window and then restart Windows NT when prompted.

### In Windows 95

- 1 Restart Windows 95.
- 2 Double-click the Intel PROSet icon in the Control Panel.
- 3 The PROSet software analyzes your configuration. From the window that appears, click OK and then restart Windows 95 when prompted.

The Intel PRO adapter software automatically scans your computer's resources and assigns conflict-free settings. If you still have problems:

- Make sure the network cable is connected to the adapter you are currently installing.
- Make sure all adapters and devices are seated firmly in their slots.
- If you're using Windows NT, check the [Event Viewer](#) for adapter or device errors.
- Try running [Adapter Diagnostics](#).

If problems persist, contact your network services supplier.

## **Multiple Adapters**

To install multiple adapters in either Windows NT or Windows 95, you must go through the "Add Adapter" process. Refer to the Installation Guide for more information on how to install multiple adapters.

While PROSet can list all Intel PRO adapters in your computer, this doesn't mean the operating system is aware of the adapter. You still need to add each adapter to the operating system according to the procedures given.

## **Event Viewer**

The Windows NT Event Viewer is an intelligent system log that monitors system startups and shutdowns as well as changes to system settings and resources.

The Event Viewer is accessible from the Administration Tools program group.

## Diagnostics for Windows NT

The first time you install a new Intel PRO adapter, you can run [Adapter Diagnostics](#) as part of the installation and configuration process. Adapter diagnostics checks several critical hardware components on the adapter as well as the cable and network connection.

Once you complete the configuration and restart Windows NT you can run the [Driver Diagnostics](#). The Adapter Diagnostics option will not be available within Windows NT at this point. To run Adapter Diagnostics, you must either remove the Adapter Configuration or restart your computer in MS-DOS mode and run SETUP.EXE from the Intel Configuration and Driver diskette. See the topics below for more information.

See also

[Running Diagnostics From Diskette](#)

[Removing a Windows NT Adapter Configuration](#)

## Setup

SETUP.EXE, version 3.0 or newer is the DOS configuration program for Intel EtherExpress PRO/100B PCI and PRO/10+ adapters. It's available on the Intel Configuration and Drivers disk. Note: prior versions of SETUP.EXE or SOFTSET will not properly configure this adapter.

If you're running Windows NT or Windows 95, however, you don't need to run SETUP to configure your adapter. Instead, double-click the Network icon from the Control Panel:

- If you're configuring an existing PRO/100B or PRO/10+ adapter, select it from the Installed Adapter Cards list and click Configure.
- If you're adding a new adapter, click Add Adapter and from the Network Card list select "<Other> Requires disk from manufacturer." Then use the Intel Configuration and Driver disk when prompted.



## **Interrupt (IRQ)**

A unique value the adapter uses to request attention from the computer. When your computer starts, it assigns an IRQ number to the adapter.

## **I/O Address**

The memory block the adapter uses to communicate with the computer. When your computer starts, it selects an I/O address for the adapter.

## **FIFO Depth**

**Recommended Value: FIFO Depth = 12**

Defines the FIFO threshold for requesting bus access.

For computers with high bus latency, you can increase this setting. For computers with very low latency, you can reduce this setting.

For best performance, set as low as possible without causing DMA over/underruns.

FIFO Depth range: 0-15

## Map Registers

### Recommended Values:

**Windows NT 3.50:      Map Registers = 8**  
**Windows NT 3.51:      Map Registers = 64**  
**Windows 95:        Map Registers = 64**

Map registers are system resources used in physical to virtual address conversion with bus mastering cards. The Map Registers parameter specifies how many registers should be allocated to the driver.

As a rule, more map registers mean better performance. However, map registers are system resources. If too many are allocated, the driver will fail to load or your computer may behave erratically.

Increasing Map Registers in Windows NT 3.50 may cause problems. See [Map Registers: Issues with NT 3.50](#).

Map Registers range: 0-64

## Map Registers: Issues with NT 3.50

For Windows NT 3.50, increasing Map Registers can cause erratic behavior (such as problems accessing a floppy drive) in some computers. Also, if you allocate more map registers than the OS has available, the OS will fail to load.



Before you start changing the Map Registers parameter, make a repair disk using RDISK.EXE (in the WINDOW\SYSTEM32 directory). See your Windows NT documentation for information on using RDISK.EXE.

Two factors affect the amount of map registers you can allocate:

- Multiple busmastering devices (for example, SCSI cards, floppy drives, or an Intel PRO PCI adapter) installed in your computer. The more devices you have, the greater chance of producing underruns or erratic behavior if you increase the Map Registers parameter.
- An NT 3.50 restriction in the Microsoft Hardware Abstraction Layer (HAL) that causes a shortage of map registers when the computer is configured with extra physical memory. If you get an updated HAL.DLL from Microsoft and put it into the SYSTEM32 directory, the Map Register parameter can be increased for improved performance and support of additional network adapters.

### Improving performance

To increase the amount of map registers:

- 1 Increase the Map Registers parameter.
- 2 Reboot your computer to NT 3.50.
- 3 Insert a diskette into an available floppy drive and try to access the drive with File Manager.
- 4 If you're unsuccessful, reduce the parameter by 1 and repeat steps 2 and 3. If you are successful, increase the parameter by 1 and repeat steps 2 and 3. However, use caution when increasing this parameter. You can damage your NT 3.50 configuration and be forced to use your repair disk.

## Duplex Mode

A performance option that lets you choose how the adapter sends and receives packets over the network when connected to the Twisted Pair Ethernet (TPE) connector. The default setting is **Auto**. PROSet displays the correct choices for the adapter you selected in the PROSet Main Window.

Duplex modes in the PROSet menu:

- **Auto** - The PRO/100B TX and T4 adapters negotiate with the switching hub to determine best mode. Note that your hub must also support auto-negotiation. If the hub does not support auto-negotiation, the adapter defaults to half duplex. The PRO/10+ PCI adapter does not support auto-negotiation, so Auto means 10 Mbps in this context.
- **Half duplex** - the adapter performs one operation at a time – it either sends or receives. Note that all adapters default to half duplex if an auto-negotiating, switching hub is not attached to the adapter (even when set to Auto).
- **Full duplex** - the adapter sends and receives packets at the same time. This can improve the performance of your adapter. Set duplex mode to full duplex **ONLY** if you have a full duplex switching hub. The PRO/100 T4 adapter supports full duplex at 10 Mbps only and must be connected to a 10Base-T switching hub. To change the PRO/10+ PCI adapter to full duplex, first change the speed setting to 10 Mbps.



Incorrectly forcing a specific duplex mode may actually result in poor performance. For example, if you configure the adapter to full duplex when attached to a half duplex hub, performance could be worse than at half duplex. If unsure, leave these settings on the defaults.

If you don't know what kind of hub you are attached to, contact your LAN Administrator.

## **Connector Type**

Applies to PRO/10+ PCI adapter with AUI, BNC, and TPE connectors. The adapter automatically senses which connector type is in use.

## **Remote Boot**

A configuration option that sets this computer to boot from a network server. If this computer boots from its hard drive, leave remote boot set to NONE. The default is NONE. (Remote boot is available only on PRO/10+ PCI adapters with all three Ethernet connectors.)

The remote boot program (NDIS or NetWare ODI) identifies which type of network server you want this computer to boot from. To use this feature, your server must be running the appropriate remote boot software(RPLs) and your adapter must have a flash chip.

This option won't appear if you don't have a flash adapter or your flash address is disabled.



## **On Timer**

### **Recommended Value: ON Timer = 272**

Limits the number of clock cycles an Intel PRO/100A PCI adapter holds the bus for data transfers.

For best performance, set high enough to fill the Transmit FIFO or empty the Receive FIFO in a single bus access.

## **Off Timer**

### **Recommended Value: OFF Timer = 2**

Specifies the minimum number of clock cycles an Intel PRO/100A PCI adapter remains off the bus between data transfers.

For best performance, set this parameter to a minimum, allowing the adapter access as needed.

## **Coalesce Buffers**

### **Recommended Value: Coalesce Buffers = 8**

Specifies the number of memory buffers available to the driver in case the driver runs out of available Map Registers. This buffer area is also used when a packet consists of many fragments.

If no coalesce buffers or map registers are available, the driver will be forced to queue the packet for later transmission. The preferred method of transmitting data is to use map registers since it's the most efficient method.

If you are using Windows NT 3.50 and having network performance problems, try increasing the coalesce buffers.

Coalesce Buffers range: 1-16

## **Receive Buffers**

### **Recommended Value: Receive Buffers = 16**

Specifies the number of buffers used by the driver when copying data to the protocol memory.

In high network load situations, increasing receive buffers can increase performance. The tradeoff is that this also increases the amount of system memory used by the driver.

If too few receive buffers are used, performance will suffer. If too many receive buffers are used, the driver will unnecessarily consume memory resources.

Receive Buffers range: 1-128

## **Transmit Control Blocks**

### **Recommended Value: Transmit Control Blocks = 16**

Specifies how many transmit control blocks the driver allocates for adapter use. This directly corresponds to how many outstanding packets the driver can have in its "send" queue.

If too few transmit control blocks are used, performance will suffer. If too many transmit control blocks are used, the driver will unnecessarily consume memory resources.

Transmit Control Blocks range: 1-80

## Transmit Threshold

### Recommended Value: Transmit Threshold = 16

Specifies the number of bytes before an Intel PRO PCI adapter empties its internal transmit FIFO onto the wire. The value is multiplied by 8 to produce the number of bytes.

For example, if Transmit Threshold=200, the number of bytes is 1600. This is greater than the maximum packet size for Ethernet. Consequently, the adapter won't attempt early transmits. Although this is the safest setting, the best performance is achieved when the threshold parameter is as low as possible (without producing underruns).

To experiment, set the parameter to 16 and then incrementally increase it if performance drops significantly.



Don't set the transmit threshold parameter below 200 for computers with multiple busmastering cards, or computers with otherwise high latency.

## Ethernet Address

This is the unique physical Ethernet node address contained in the adapter's on-board read-only memory. The 12-digit, hexadecimal address is also located on a small label on the adapter.

## Network Speed

The speed at which your adapter operates. The default is **Auto**. PROSet displays the choices that are available for the adapter you selected in the PROSet Main Window.

When set to Auto, your adapter automatically senses the network speed (switch or hub speed) and operates at that speed.

On some adapters, speed and duplex mode are related. See the [Duplex Mode](#) topic for more information.

## **i82557-based Ethernet Adapter**

PROSet may detect non-Intel network adapters or computers with built-in network capability. These adapters or computers use an Intel chip called the [82557 Ethernet Controller](#) to provide networking capability.

If PROSet displays an adapter named

### **i82557-based Ethernet Adapter**

you should use the configuration and diagnostics program that came with your computer or non-Intel network adapter.



## **Intel PRO Adapters**

This family of PCI adapters includes:

Intel EtherExpress PRO/100 TX

Intel EtherExpress PRO/100B TX

Intel EtherExpress PRO/100B T4

Intel EtherExpress PRO/10+ PCI

## Adapter Settings

This window displays basic adapter choices for your particular Intel PRO adapter model. PROSet displays only the choices that are supported by the adapter you have selected in the PROSet Main Window. Choices include network speed and duplex mode.



You must have your operating system configured to load the NDIS driver in order for PROSet to access these functions.

For more information on basic settings, click a topic below.

[\*\*Network Speed\*\*](#)

[\*\*Duplex Mode\*\*](#)

See also

[Advanced Adapter Settings](#)

[Troubleshooting](#)

## Diagnostics for Windows 95

There are two testing options. The first option [Driver Diagnostics](#), tests with the NDIS driver only and does not test the adapter hardware. The second option, [Adapter Diagnostics](#) tests the adapter hardware only and does not test the NDIS driver. Read both sections below before testing.

### **Option 1: Test the network driver - Driver Diagnostics.**

You do not need to unload the NDIS driver when running Driver Diagnostics. You will not need to restart after testing. This test does not check hardware components on the adapter.

- 1 Click Test NDIS.
- 2 When the test is complete, click OK to exit.
- 3 If this test fails, unload NDIS. Adapter Diagnostics will run (see option 2).

### **Option 2: Test the adapter hardware only - Adapter Diagnostics (recommended).**

This test unloads the NDIS driver. It then more thoroughly tests hardware components on the adapter. You will need to restart after testing. You can also perform [Advanced Diagnostics](#) after completing diagnostics in this mode.

- 1 Click Unload NDIS.
- 2 After the NDIS driver unloads, click OK to continue.
- 3 When the test is complete, click OK to exit or click Advanced for more testing. Click Help in the Advanced Diagnostics window for more information.
- 4 Restart the computer. You must restart the computer before accessing any network drives.

See also

[Advanced Diagnostics](#)

## Driver Diagnostics

This test checks the general operation of the network driver currently in use. This test does not test the adapter or the actual network connection. To check the adapter and network connection, run [Adapter Diagnostics](#).

When the test begins, the following information displays:

### Driver Information:

**Name** - Filename of the PRO adapter driver loaded and under test.

**Version** - Version number of the driver. Useful when downloading new versions from the Intel website or BBS.

**Registry** - Name used by the Windows NT or 95 registry.

### Driver Statistics:

**Packets Sent** - Number of packets sent by the driver since it started.

**Packets Received** - Number of packets received by the driver since it started.

**Errors** - Number of errors noted since the driver started.

### Driver Analysis:

**Progress** - this bar indicates progress of the driver analysis.

**Results** - this box displays messages about the driver analysis.

## Removing a Windows NT Adapter Configuration

Windows NT will not allow Intel Adapter Diagnostics to run after the initial installation and configuration is complete. Instead, Driver Diagnostics runs, checking operation of the network driver. However, at some point you may need to run Adapter Diagnostics to check the operation of the adapter.

If you need to run Adapter Diagnostics on an installed PRO adapter, you must first delete the configuration and then re-configure the adapter. Use the following procedure:

- 1** Make sure you have the Intel Configuration and Drivers Disk that came with your adapter. Connect the adapter to a known-good network connection.
- 2** In the Windows NT Control Panel, double-click the Network icon.
- 3** In the window that appears, select the adapter you want to remove in the "Installed Adapters" list. If you have multiple adapters installed, check the Ethernet address to identify the adapter.
- 4** Click Remove.
- 5** Click OK and then restart Windows NT when prompted.
- 6** After restarting, double-click the Network icon in the Windows control panel.
- 7** Click Add Adapter in the window that appears.
- 8** Insert the Intel Configuration and Drivers disk and select "Other, disk supplied by manufacturer" from the list.
- 9** Click OK. When the PROSet window appears, click Test to run Adapter Diagnostics. Once you run Adapter Diagnostics, you can also run [Advanced Diagnostics](#).
- 10** When done, click OK until the restart prompt appears. Restart Windows NT when prompted.

## **Running Diagnostics From Diskette**

To run Adapter Diagnostics from diskette, on a computer with Windows NT, use the following procedure:

- 1 Restart your computer in MS-DOS mode.
- 2 Insert the Intel Configuration and Driver diskette in drive A or B and switch to that drive.
- 3 At the DOS prompt type SETUP and press Enter.
- 4 When the Main Menu appears, select Test Adapter.
- 5 Follow screen prompts for testing options.
- 6 Exit SETUP when done and restart your computer.

## **82557 Ethernet Controller**

The 82557 is a high-performance Intel Ethernet controller for PCI computers.

# Intel Customer Support Services

## Automated customer support

You can reach Intel's automated support services 24 hours a day, every day at no charge. The services contain the most up-to-date information about Intel Networking products. Use these free, automated customer support services to get troubleshooting information, compatibility notes, and software upgrades:

[World Wide Web and Internet FTP](#)

[CompuServe\\*](#)

[Intel BBS](#)

[FaxBack\\*](#)

## Customer Support Technicians

Intel also has technical support centers world wide, staffed by technicians.

[Call Intel Support Line](#)



## **World Wide Web and Internet FTP**

Get support information and download software updates from Intel's World Wide Web server or from the Intel FTP server.

### **Intel World Wide Web server**

Support: <http://www-cs.intel.com>

Intel News: <news://cs.intel.com>

Corporate: <http://www.intel.com>

Navigate to a specific product and then look for support information.

### **Intel FTP server**

<ftp.intel.com>

Navigate to this directory: `/pub/PCandNetworkSupport`

## **CompuServe\***

If you are a member of CompuServe, use your modem to get support information and download software updates from the Intel customer support forum.

### **How to get there**

To access the Intel forum from CompuServe, select or type:

GO INTEL

## **Intel BBS**

You can use your modem to get support information and download software updates from Intel's BBS. Set your communications software for 8 data bits, no parity, 1 stop bit, and up to 14.4 Kbps.

### **Intel BBS numbers**

U.S. & Canada	1-503-264-7999
Europe	+44-1793-432955
Worldwide	+1-503-264-7999

## **FaxBack\***

You can call in to the FaxBack service and have support information sent to your fax machine or fax board.

### **What you need to use FaxBack**

- A touchtone phone
- The phone number of your fax machine

### **FaxBack numbers**

U.S. & Canada	1-800-525-3019
Europe	+44-1793-432509
Worldwide	+1-503-264-6835

### **Leave FaxBack**

You may hang up at any point during a FaxBack session, but the document order won't be delivered unless the FaxBack system verbally confirms that it is sending your order.

## Customer Support

**Worldwide access:** Intel has technical support centers worldwide. Many of the centers are staffed by technicians who speak the local languages. For a list of all Intel support centers, the telephone numbers, and the times they are open, download document 9089 from one of the automated services.

If you don't have access to automated services, contact your local dealer or distributor.

### **Before you call...**

You need to be at your computer with your software running and the product documentation at hand.

The technician may ask for the following:

- Your address and telephone number
- The name and model number of the Intel product you are calling about
- The serial number of your Intel product
- The names and version numbers of the software you are using to operate the Intel product
- The name and version number of the operating system you are using
- The system type (manufacturer and model number )
- Expansion boards or add-in cards in your computer
- The amount of memory in your computer

**Customer Support Number:** 503-264-7000

**Hours:** 07:00 - 17:00 Monday, Tuesday, Wednesday and Friday

07:00 - 15:00 Thursday.

(U.S. Pacific time)

## Error messages

EtherExpress™ PRO/100 or PRO/10+ PCI adapters

Click on the error message below for more information.

### Configuration messages

- [4000 No available interrupts](#)
- [4010 No PCI configuration](#)
- [4030 EEPROM failure](#)
- [4050 Internal loopback failure](#)
- [4060 Not a bus mastering slot](#)
- [4070 Memory mapping not enabled](#)
- [4090 I/O mapping not enabled](#)

### Diagnostic failures

- [5000 I/O address conflict](#)
- [5010 RAM failure](#)
- [5020 Internal chip failure](#)
- [5030 Flash chip failure](#)
- [5040 Cable test failed](#)
- [5050 Network test failed](#)
  
- [6000 No packets transmitted](#)
- [6010 Packet transmit failure](#)
- [6020 No packets received](#)
- [6030 Packet receive failure](#)
- [6040 Excessive collisions](#)

See also

[Troubleshooting](#)

## 4000 No available interrupts

**Problem:** Your computer's BIOS didn't allocate an interrupt (IRQ) for the PRO adapter. You need to free up one of your computer's IRQs before the adapter's driver can load.

**Solutions:** Run your computer's BIOS configuration utility and try allocating an interrupt for this adapter.

Try reconfiguring the interrupt of another adapter or device.

Remove any unused devices or adapters.

Contact your computer manufacturer for a possible PCI BIOS upgrade.

[See also](#)

[Help Contents](#)

## 4010 No PCI configuration

**Problem:** Your PCI computer didn't correctly configure the PRO adapter.

**Solutions:** Try moving the adapter to another PCI slot.

Remove any unused devices or adapters.

Contact your computer manufacturer for a possible PCI BIOS upgrade.

[See also](#)

[Help Contents](#)



## 4030 EEPROM failure

**Problem:** This setup program has detected a PRO adapter with an invalid EEPROM. This adapter can't be configured using this setup program.

**Solution:** Shut down your OS, boot to DOS, and run [Setup](#).

If the problem persists, contact your network services supplier.

[See also](#)

[Help Contents](#)

## 4050 Internal loopback failure

**Problem:** This setup program has detected an internal loopback failure with the PRO adapter. This adapter can't be configured using this setup program.

**Solution:** Shut down your OS, boot to DOS, and run [Setup](#).

If the problem persists, contact your network services supplier.

[See also](#)

[Help Contents](#)

## 4070 Memory mapping not enabled

**Problem:** This setup program has detected that memory mapping is not enabled for the PCI slot the adapter is installed in.

**Solution:** Move the adapter to a different PCI slot or get a more recent version of the system BIOS from your system manufacturer.

If the problem persists, contact your network services supplier.

[See also](#)

[Help Contents](#)

## 4090 I/O mapping not enabled

**Problem:** This setup program has detected that I/O address mapping is not enabled for the PCI slot the adapter is installed in.

**Solution:** Move the adapter to a different PCI slot or get a more recent version of the system BIOS from your system manufacturer.

If the problem persists, contact your network services supplier.

[See also](#)

[Help Contents](#)

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## 5000 I/O address conflict

**Problem:** The I/O address (port address) assigned to this adapter overlaps another device's I/O address.

**Solutions:** Use your computer's EISA configuration utility (ECU) to select a different I/O address.

If you're using Windows NT, run [Driver Diagnostics](#) and make sure all your devices and adapters have active drivers. Check for I/O address conflicts.

Remove any unused devices or adapters.

[See also](#)

[Help Contents](#)

Close

## 5010 RAM failure

**Problem:** This setup program can't access the adapter's RAM. Most likely, the I/O address you configured overlaps another device's I/O address. In rare cases, the RAM itself may be bad.

**Solution:** Use your computer's EISA configuration utility (ECU) to select a different I/O address.

If the problem persists, contact your network services supplier.

[See also](#)

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## 5020 Internal chip failure

**Problem:** Your adapter's Ethernet controller failed diagnostics. This adapter may conflict with another device in your computer.

**Solution:** Use your computer's EISA configuration utility (ECU) to select a different I/O address.

If the problem persists, contact your network services supplier.

[See also](#)

[Help Contents](#)

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## 5030 Flash chip failure

**Problem:** Your adapter's flash chip failed diagnostics. The adapter may conflict with another device in your computer.

**Solution:** Use your computer's EISA configuration utility (ECU) to select a different flash chip address.

If the problem persists, contact your computer's manufacturer.

[See also](#)

[Help Contents](#)



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## 5040 Cable test failed

**Problem:** Your network cable isn't attached to the adapter, or the cable itself is damaged or out of spec.

**Solutions:** Make sure the cable is securely attached to the adapter and to the hub.

You can test the integrity of your link using the LEDs on the back of the adapter. A solid LED light means you have link integrity.

Make sure that you're using the right type of cable – cross-over or straight-through.

Try replacing the cable with one you know is good.

[See also](#)

[Help Contents](#)

Close

## 5050 Network test failed

**Problem:** Your adapter failed network diagnostics. The problem may be with the cable, the network, or your computer.

**Solutions:** Make sure the cable is securely attached.

Install this adapter in a computer with a working network connection and run this test again. If the test passes, the problem is most likely with your computer rather than your adapter. If the test still fails, contact your LAN administrator or network services supplier.

See also

[Help Contents](#)

## 4060 Not a bus mastering slot

**Problem:** Your computer's PCI BIOS doesn't have bus mastering enabled for the slot that the PRO adapter is installed in.

**Solution:** Click the Test button to run the diagnostics program. If the diagnostics program fails to enable the slot for bus mastering, try to enable bus mastering using your computer's BIOS configuration utility. Or, move the adapter to a busmaster enabled slot.

[See also](#)

[Help Contents](#)

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## 6000 No packets transmitted

**Problem:** During driver diagnostics, the driver didn't send any packets.

**Solution:** Make sure the driver has protocols bound to it. To check protocol bindings:

- Choose *Bindings...* from the Network Settings dialog box.
- In the Show Bindings for list box, select "Intel 82557 Driver."
- Make sure the driver is bound to the adapter and the light bulb icon is yellow.

[See also](#)

[Help Contents](#)

Close

## 6010 Packet transmit failure

**Problem:** During driver diagnostics, the driver experienced excessive transmit failures.

**Solution:** Make sure the cable is securely attached to the adapter.

Try a different cable (your cable may be damaged or out of spec).

[See also](#)

[Help Contents](#)

Close

## 6020 No packets received

**Problem:** During driver diagnostics, the driver didn't receive any packets from the network. This is probably due to a bad or missing cable.

**Solutions:** Make sure the cable is securely attached to the adapter and to the hub.

Try a different cable (your cable may be damaged or out of spec).

If the problem persists, contact your LAN administrator or network services supplier.

[See also](#)

[Help Contents](#)

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## 6030 Packet receive failure

**Problem:** During driver diagnostics, the driver experienced excessive receive failures. This may be due to a bad or missing cable, or a hub/repeater problem.

**Solutions:** Make sure the cable is securely attached to the adapter and to the hub.

Try a different cable (your cable may be damaged or out of spec).

If the problem persists, contact your LAN administrator or network services supplier.

[See also](#)

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## 6040 Excessive collisions

**Problem:** During driver diagnostics, the driver experienced excessive collisions on the network while sending packets. This may be caused by a very busy network, a cable problem, or a hub/repeater problem.

**Solutions:** Make sure the cable is securely attached to the adapter and to the hub.

Try a different cable (your cable may be damaged or out of spec).

If the problem persists, contact your LAN administrator or network services supplier.

[See also](#)

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IDS\_IOTEST\_FAILED        "\tProblem:\t There may be a conflict between this adapter \r\n \t \t and another card in your computer.\r\n\r\n\tSolution:\t Use your computer's EISA configuration utility or PCI \r\n \t \t setup utility and move this adapter to another I/O address."

IDS\_FLASH\_TEST\_FAIL     "\tProblem:\t The adapter's flash chip failed diagnostics.\r\n \t \t There may be a configuration conflict.\r\n\r\n\tSolution:\t Use your PC's EISA configuration utility to select a different flash chip address.\r\n\r\n \t \t Click [Help](#) for details."

IDS\_CABLE\_TEST\_FAILED    "\tProblem:\t The cable isn't attached, is damaged, or is the wrong type.\r\n\r\n\tSolution:\t Make sure the cable is attached to the adapter.\r\n \t \t Try a different cable.\r\n \t \t Try a different interrupt.\r\n\r\n \t \t Click [Help](#) for details."

IDS\_NETWORK\_TEST\_FAILED "\tProblem:\t Adapter failed network diagnostics. The problem may be with\r\n \t \t the cable, network, or computer.\r\n\r\n\tSolution:\t Make sure the cable is attached.\r\n \t \t Test the adapter in another PC.\r\n\r\n \t \t Click [Help](#) for details."

IDS\_NO\_TRANSMITS         "\tProblem:\t The driver didn't send any packets. This may be caused\r\n \t \t by not having protocols bound to the driver.\r\n\r\n\tSolution:\t Verify protocol bindings from the Network Settings dialog box.\r\n\r\n \t \t Click [Help](#) for details."

IDS\_TRANSMIT\_FAILURES    "\tProblem:\t The driver experienced a high number of transmit failures.\r\n\r\n\tSolution:\t Make sure the cable is securely attached to the adapter\r\n \t \t and run this test again.\r\n\r\n \t \t Click [Help](#) for details."

IDS\_NO\_RECEIVES         "\tProblem:\t The driver didn't receive any packets at all.\r\n \t \t This may be caused by a bad or missing cable.\r\n\r\n\tSolution:\t Make sure the cable is securely attached and run\r\n \t \t this test again.\r\n\r\n \t \t Click [Help](#) for details."

IDS\_RECEIVE\_FAILURES    "\tProblem:\t The driver experienced excessive receive failures.\r\n \t \t This may be due to a bad or out of spec cable,\r\n \t \t or a hub/repeater problem.\r\n\r\n\tSolution:\t Check your cabling and your hub.\r\n\r\n \t \t Click [Help](#) for details."

IDS\_EXCESSIVE\_COLLISIONS "\tProblem:\t The driver experienced excessive collisions.\r\n \t \t This may be due to a very busy network, a bad cable, or a\r\n \t \t hub/repeater problem.\r\n\r\n\tSolution:\t Check your cabling and your hub.\r\n\r\n \t \t Click [Help](#) for details."

