

**Topic:** NIC Sporadically Absent from Device Manager on R3080D PC Blade  
**Component(s) Affected:** R3080D PC Blade, Windows 7 Operating System  
**Date:** February 22, 2011

## OVERVIEW AND ENVIRONMENT

ClearCube R3080D PC Blades running any Windows® 7 operating system version can sporadically lose network connectivity and the blade's primary NIC can become inaccessible.

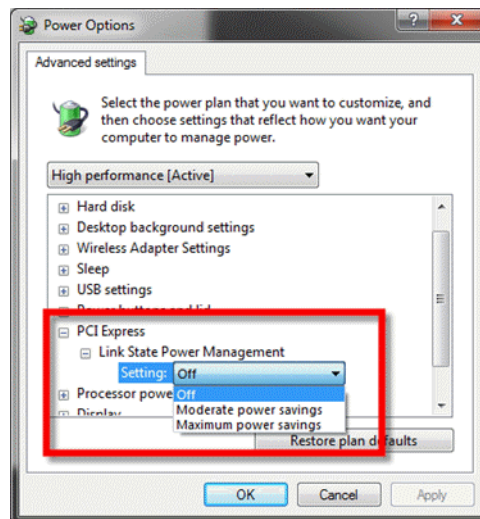
## DETAILED DESCRIPTION

An R3080D's primary NIC can be sporadically removed from the Device Manager. In this scenario, the operating system does not detect the blade's primary NIC. As described in the following section, you can eliminate this issue by changing PCI Express™ power management options. This behavior is the result of a known issue with PCIe™ logic in the Intel® 82574 Gigabit Ethernet Controller, described in errata number 20 in *Intel 82574 Family Gigabit Ethernet Controller Specification Update, February 2011, Revision 3.3*.

## RESOLUTION

Perform the following steps to change PCI Express power management options and eliminate this issue.

1. Ensure that the R3080D blade is powered on. From the **Start** menu, click **Control Panel > Hardware and Sound > Power Options**.
2. Select any power plan (you must perform this procedure on all power plans) and click **Change Plan Settings > Change advanced power settings** to display the Power Options dialog box.
3. Expand the **PCI Express** item and select **Off** from the drop-down menu.



4. Click **Apply** and then click **OK**.
5. As noted above, change the PCI Express Link State Power Management option to Off for all of the blade's power plans.

If you create operating system images for your blades, ensure that the PCI Express power management option is off in all power plans. See the following section for a reference to a ClearCube tech bulletin about an additional important item to consider when creating your own operating system images.

TB00263 Rev A

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**Related Tech Bulletins and documentation**

- *ClearCube Tech Bulletin TB00262: Intel Integrated Graphics Driver on R3080D PC Blade*  
<http://www.clearcube.com/support/controller/r3080d.php?type=Tech%20Bulletins>
- *Intel 82574 Family Gigabit Ethernet Controller Specification Update, February 2011, Revision 3.3.*  
<http://download.intel.com/design/network/specupdt/82574.pdf>

For more information, contact ClearCube Technical Support.

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