

## **My host failed to boot/post with Myri-10G Network Adapter installed. How do I resolve this issue?**

### **Model:**

Myri-10G Network Adapters

### **Software:**

N/A

### **Operating System:**

N/A

### **Information:**

If a problem related to the early phases of BIOS/OS/device initialization has been seen with the Myri-10G Network Adapter installed in this host/motherboard, we recommend that you do the following.

#### **1. Try a different PCIe slot on the motherboard.**

Does the failure occur for only a specific PCIe slot on the motherboard or for all PCIe slots on this motherboard? Note that a PCIe x8 slot (or an x16 slot that supports x8 speed) is recommended for best performance.

#### **2. Upgrade the BIOS on the motherboard.**

If that does not alleviate the issue, then proceed to step 3.

#### **3. Upgrade the EEPROM firmware on the Myri-10G Adapter(s).**

To upgrade the EEPROM firmware on the Myri-10G Network Adapter(s), you will need to first locate a different make/model of PCIe motherboard for which the Myri-10G Network Adapter does initialize correctly.

Install the Myri-10G Network Adapter into that host.

Download the Myri-10G Network Adapter Tool Kit: [Myri-10G Network Adapter Tool Kit](#)

From Myri-10G Network Adapter Tool Kit Documentation, follow the instructions for upgrading the EEPROM firmware using the **ze-upgrade** command.

#### **4. Try another Network Adapter.**

Do you have another Myri-10G Network Adapter that you can try in this slot?



If none of these suggestions resolve the issue, please contact CSPI Technical Support ([support@cspi.com](mailto:support@cspi.com)).

<u>Revision</u>	<u>Date</u>	<u>Change</u>
1	6/3/2016	Initial Draft

