

# KINGSTAR 3.7

## SUPPORTED NETWORK INTERFACE CARDS

KS-DOC-x64-0007-R22

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**IntervalZero**



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# Network interface cards

This section contains a list of NICs compatible with KINGSTAR.

**NOTE:** Windows uses the Device ID and Vendor ID when associating devices. The friendly name of a device in Windows may differ slightly from the corresponding name provided in this document.

## Intel

Vendor ID	Device ID	Device Description	Minimum KINGSTAR Version
0x8086	0x1533	Intel® I210 T1 Copper-only Ethernet Controller	1.0
0x8086	0x1521	Intel® I350 Quad/Dual PCIe Copper Ethernet Controller  <b>NOTE:</b> Although MSI-X is supported, it does not work correctly with this device. Use MSI instead.	1.0
0x8086	0x1523	Intel® I350 Quad/Dual PCIe 1000BASE-KX/BX Ethernet Controller  <b>NOTE:</b> Although MSI-X is supported, it does not work correctly with this device. Use MSI instead.	1.0
0x8086	0x1539	Intel® I211-AT Ethernet Controller	2.0
0x8086	0x157B	Intel® I210 Flash-less Copper-only Ethernet Controller	3.0

<b>Vendor ID</b>	<b>Device ID</b>	<b>Device Description</b>	<b>Minimum KINGSTAR Version</b>
0x8086	0x10D3	Intel® 82574L Gigabit Ethernet Controller	1.0
0x8086	0x10F6	Intel 82574LA Ethernet Controller	3.1.2

# Get support

KINGSTAR offers a number of support options for KINGSTAR users, including third-party, online and phone support.

## Third-party support

If you are a customer who purchased a KINGSTAR product through a third-party reseller, contact the reseller for support.

## Online support

The KINGSTAR Customer Support web page is located at:

<http://kingstar.com/support/>

The KINGSTAR support web pages provide electronic access to the latest product releases, documentation, and release notes. You can access the online support ticketing system to submit issues or questions.

## Before calling technical support

Please have the following information ready before calling KINGSTAR Technical Support:

### The version number of your RTX64 and KINGSTAR software

To obtain the RTX64 version number:

1. Click **Start > RTX64 3.7 Runtime > Control Panel**.
2. In the **RTX64 3.7 Control Panel**, record **Version** shown in the **Runtime Information** area.

To obtain the KINGSTAR version number:

1. In **Windows Explorer**, browse to `C:\Program Files\IntervalZero\KINGSTAR\bin`.
2. click the file, and right-click the same file again.

3. On the shortcut menu, click **Properties**.
4. In the dialog box, click the **Details** tab, and record **Product version**.

## Phone support

For technical support related to installing and using KINGSTAR, please call technical support at this number:

+886-2-2556-8117

Hours are Monday – Friday from 9:30 to 17:30, UTC+08:00, excluding holidays.