

KINGSTAR 3.8

SUPPORTED NETWORK INTERFACE CARDS

KS-DOC-x64-0007-R23

Copyright © 1996-2020 by IntervalZero, Inc. All rights reserved.

No part of this document may be reproduced or transmitted in any form or by any means, graphic, electronic, or mechanical, including photocopying, and recording or by any information storage or retrieval system without the prior written permission of IntervalZero, Inc. unless such copying is expressly permitted by federal copyright law.

While every effort has been made to ensure the accuracy and completeness of all information in this document, IntervalZero, Inc. assumes no liability to any party for any loss or damage caused by errors or omissions or by statements of any kind in this document, its updates, supplements, or special editions, whether such errors, omissions, or statements result from negligence, accident, or any other cause. IntervalZero, Inc. further assumes no liability arising out of the application or use of any product or system described herein; nor any liability for incidental or consequential damages arising from the use of this document. IntervalZero, Inc. disclaims all warranties regarding the information contained herein, whether expressed, implied or statutory, including implied warranties of merchantability or fitness for a particular purpose.

IntervalZero, Inc. reserves the right to make changes to this document or to the products described herein without further notice.

Microsoft, MS, and Win32 are registered trademarks and Windows 10, Windows 8, Windows 7, Windows Vista, Windows XP, and Windows Server 2003 are trademarks of Microsoft Corporation.

All other companies and product names may be trademarks or registered trademarks of their respective holders.

Contents

Network interface cards	1
Intel	1
Get support	3
Third-party support	3
Online support	3
Before calling technical support	3
The version number of your RTX64 and KINGSTAR software	3
Phone support	4

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 NOTE: 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 NOTE: 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

Vendor ID	Device ID	Device Description	Minimum KINGSTAR Version
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 3.7.1 Runtime > Control Panel**.
2. In the **RTX64 3.7.1 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.