

KINGSTAR 4.0

SUPPORTED

NETWORK INTERFACE CARDS

KS-DOC-x64-0007-R24

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 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 4.0 Runtime** > **RTX64 Control Panel**.
2. In the **RTX64 4.0 Control Panel**, record the **Version** shown in the **Installed Runtime components** area.

To obtain the KINGSTAR version number:

1. Click Start  > **KINGSTAR 4.0 Runtime** > **KINGSTAR Control Panel**. Or, in the notification area, double-click the KINGSTAR icon.

2. In KINGSTAR Control Panel, click **About**.
3. Record the **Version** shown on the page.

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.