

The Myri-10G Network Adapter cannot be seen by lspci. How do I resolve this issue?

Model:

ARC Series Adapters

Software:

N/A

Operating System:

Supports both the Linux and Windows Operating Systems.

Information:

After installing the network adapter in the PCIe slot of the motherboard, if the adapter is not visible in the output of lspci, please try the following to diagnose the problem.

1. Try another Myri-10G Network Adapter

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

Is the issue only encountered with one specific adapter or multiple adapters in this PCIe slot and make/model of motherboard? If the problem follows a specific network adapter, we may need to issue an RMA for the adapter. If the problem occurs with multiple adapters, then proceed to step 2.

2. Try a different PCIe slot on the motherboard.

Does the failure occur for only a specific PCIe x8 slot (or an x16 slot that supports x8 speed) is recommended for best performance.

3. Upgrade the BIOS on the motherboard.

If that does not alleviate the issue, then proceed to step 4.

4. Upgrade the EEPROM firmware on the Myri-10G Network Adapter(s).

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

5. What is the status of the LEDs on the adapter?

If the amber LED is doing its “heartbeat” (2 short and close blinks per second) then hardware wise everything seems to be normal, but if the LED is doing a 5-blink pattern, then it was unable to negotiate pci express correctly.

If you see a 5-blink pattern, please check the BIOS for PCI Express settings related to the slot in which the adapter is installed. First make sure that it isn’t turned off. It should be in auto negotiate mode. If it is already in auto negotiate



mode, then maybe trying to force it to PCI Express 1 mode might work (if it's one of our one-port adapter, 10G-PCIE-8A-* or 10G-PCIE-8B-*). Or try to force it into PCI Express 2 mode if it's one of our two-port adapters, 10G-PCIE2-8B2-* or 10G-PCIE2-8C2-*. At this point it seems like the issue is machine/BIOS related so our options are very limited.

If none of these suggestions resolves the issue, please contact CSPI Technical Support (support@cspi.com).

<u>Revision</u>	<u>Date</u>	<u>Change</u>
1	8/4/2016	Initial Draft

