

Advantech AE Technical Share Document

Date	2020/8/3	Release Note	<input type="checkbox"/> Internal <input checked="" type="checkbox"/> External
Category	<input checked="" type="checkbox"/> FAQ <input type="checkbox"/> SOP	Related OS	WIN10
Abstract	Intel® 82579V Gigabit Ethernet PHY has a Yellow Exclamation Mark and Changes to 82579LM		
Keyword	82579V, 82579LM, WIN10.		
Related Product	The Platforms which use 82579V with WIN10.		

■ Problem Description:

When it comes out of sleep, hibernate or fast startup in WIN10, the adapter 82579V shows as Intel 82579LM and has a yellow exclamation. At the same time, the connection is disconnected



■ Problem Analysis:

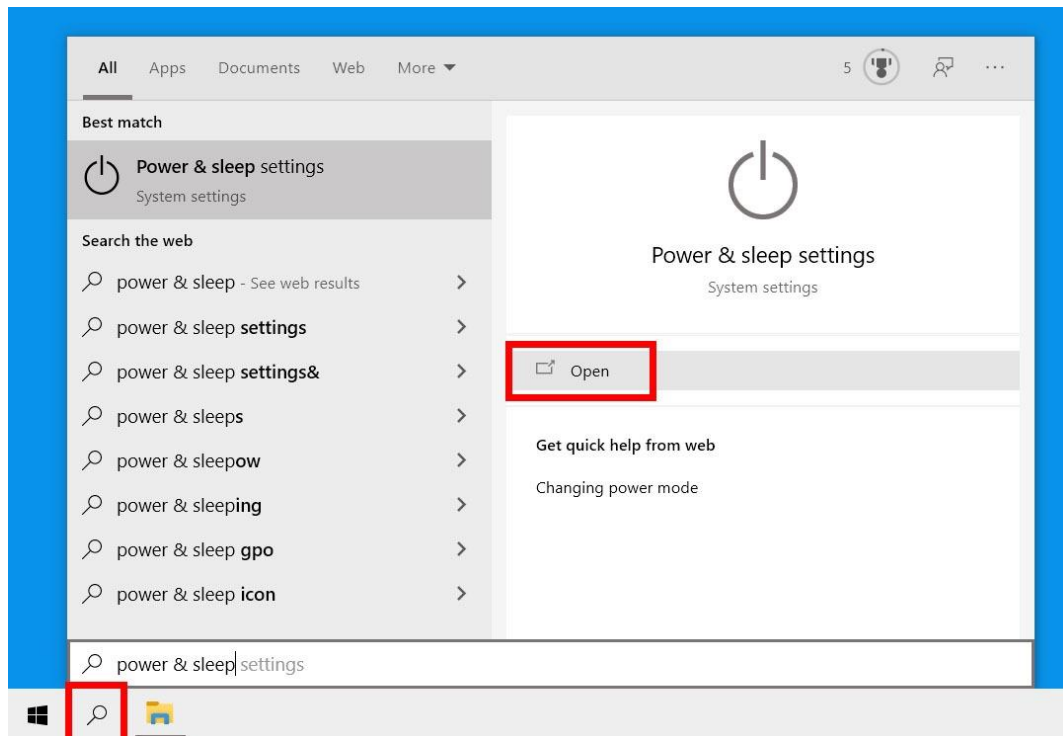
The problem occurs when the Intel® 82579V Gigabit Ethernet PHY network connection incorrectly reports the device ID as an Intel® 82579LM Gigabit Ethernet Controller network connection during operation, resulting in a Windows * Code 10 error and loss of network connectivity.

■ **Brief Solution:**

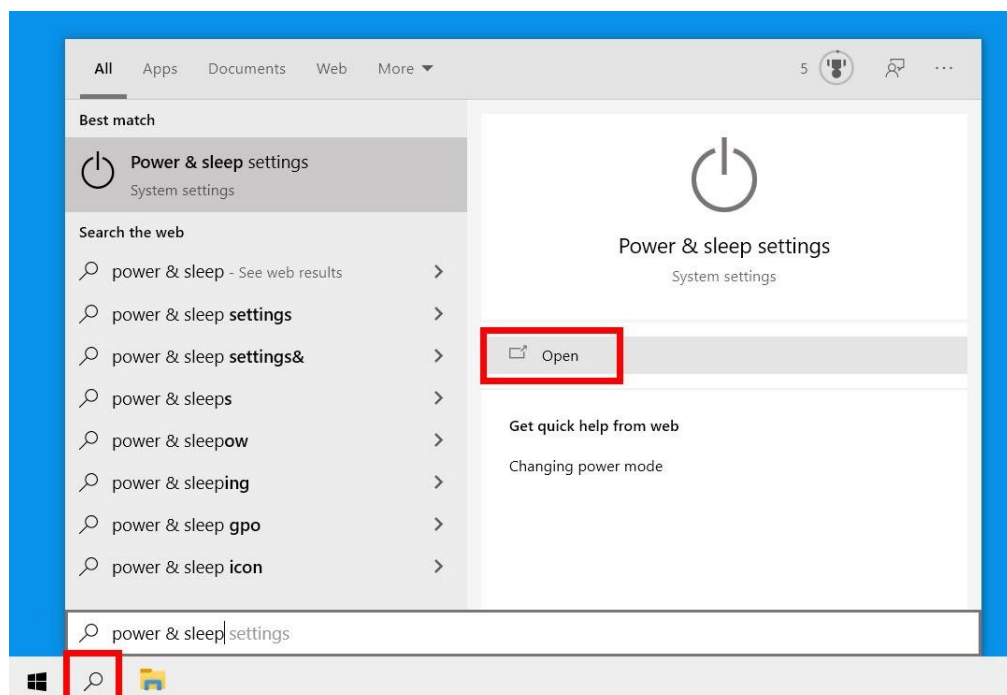
Method 1:

Turn off sleep

- A. Click the magnifying glass icon in the bottom-left corner of your screen.
- B. Then type power & sleep into the search bar and click Open.

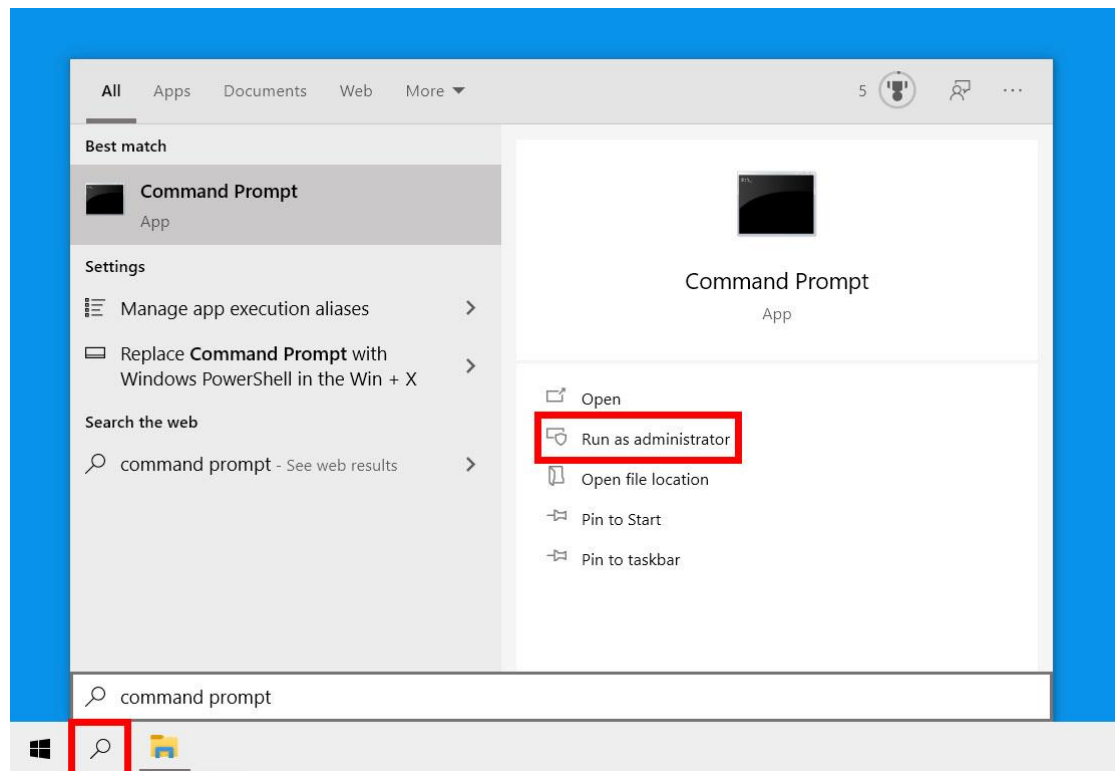


- C. Finally, click the drop-down box under Sleep and change it to Never.

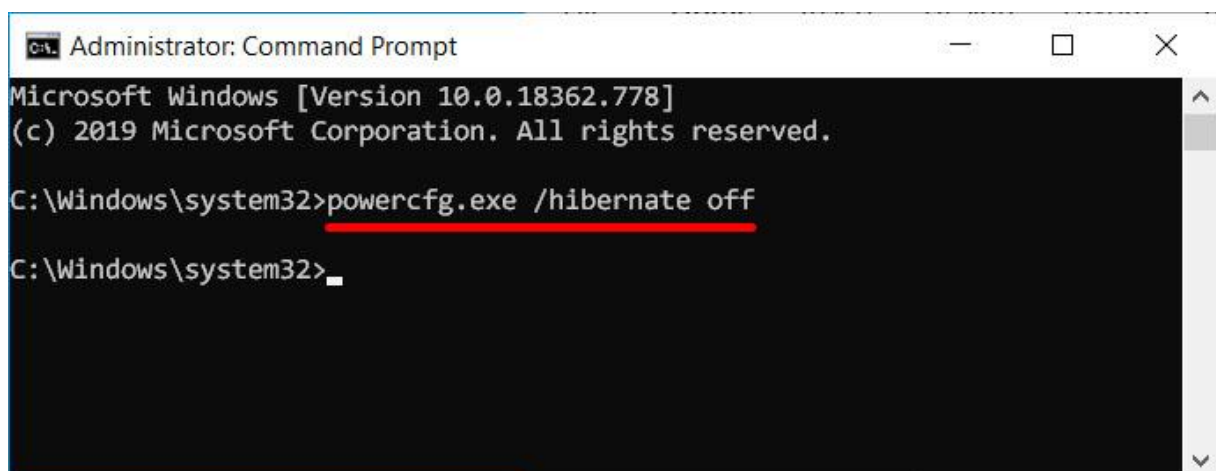


Turn off hibernation

- A. Click the magnifying glass icon in the bottom-left corner of your screen. This is next to the Windows 10 logo.
- B. Then type Command Prompt into the search bar.
- C. Next, click Run as administrator.

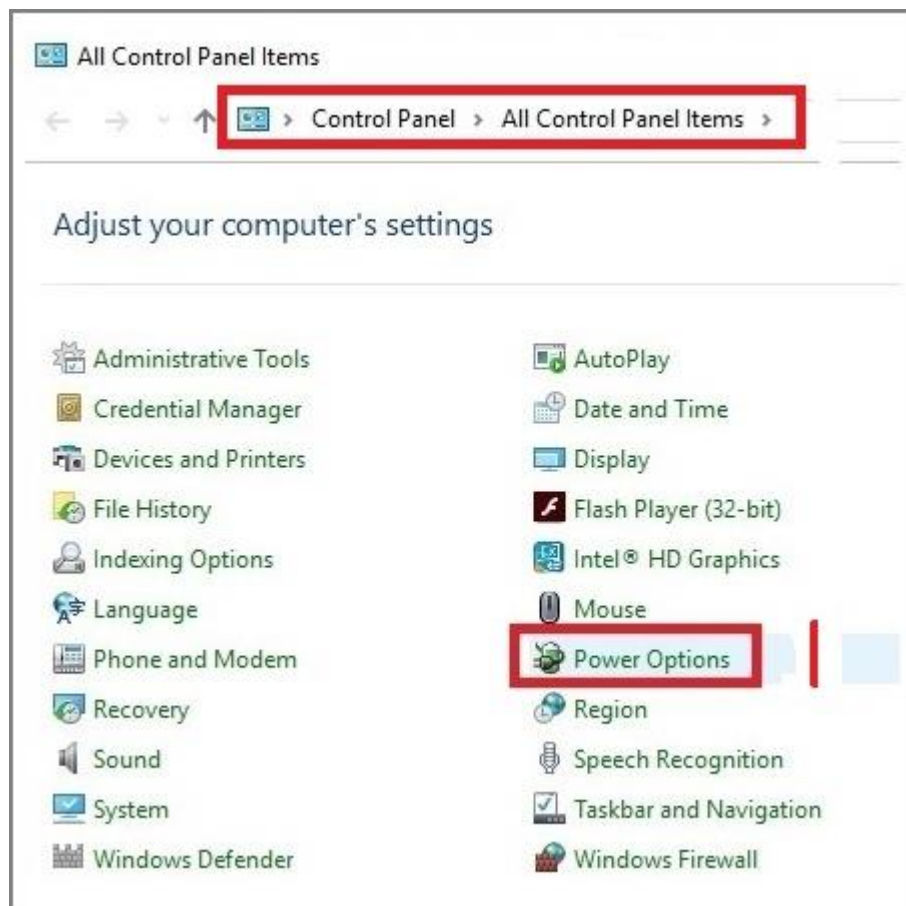


- D. Then type `powercfg.exe /hibernate off` into the Command Prompt.
- E. Finally, hit Enter on your keyboard. This will disable the hibernation mode on your computer.

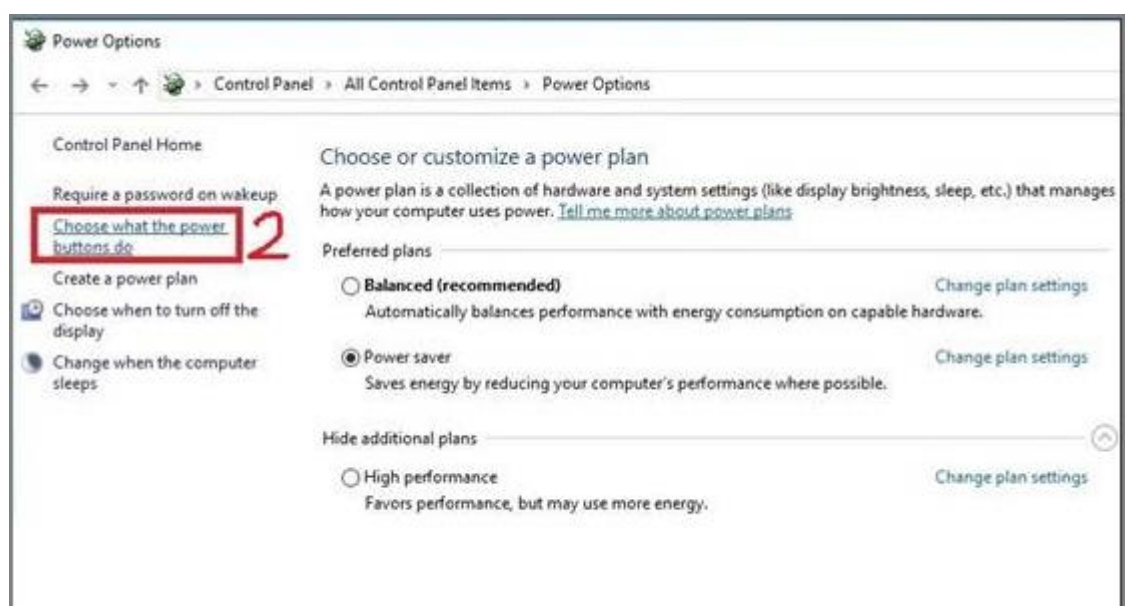


Turn off fast startup

A. Open “Control Panel” and click “Power Option”, and follow below picture.




B. Click “Choose what the power buttons do”




C. Click “Change settings that are currently unavailable”


Define power buttons and turn on password protection

Choose the power settings that you want for your computer. The changes you make to the settings on this page apply to all of your power plans.

 [Change settings that are currently unavailable](#) **3**

Power and sleep button settings

 When I press the power button: Shut down

 When I press the sleep button: Sleep

Password protection on wakeup

☒ Require a password (recommended)
When your computer wakes from sleep, no one can access your data without entering the correct password to unlock the computer. [Create or change your user account password](#)

☐ Don't require a password
When your computer wakes from sleep, anyone can access your data because the computer isn't locked.

Shutdown settings

☒ **Turn on fast startup (recommended)**
This helps start your PC faster after shutdown. Restart isn't affected. [Learn More](#)

☒ Sleep
Show in Power menu.

☐ Hibernate
Show in Power menu.

☒ Lock
Show in account picture menu.

D. Disable “Turn on fast startup”

Shutdown settings

☐ **Turn on fast startup (recommended)**
This helps start your PC faster after shutdown. Restart isn't affected. [Learn More](#) **4**

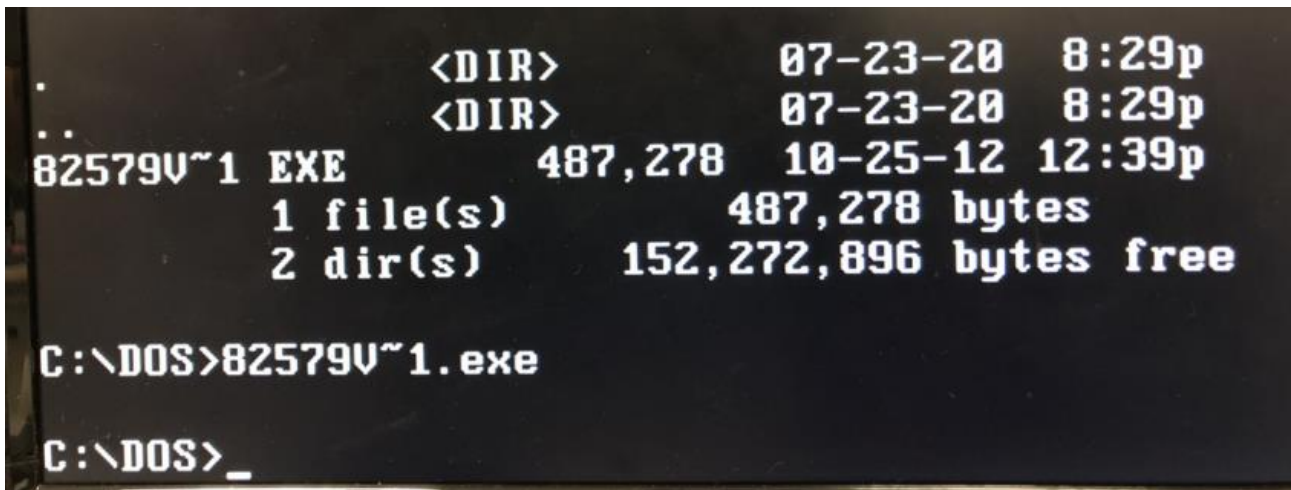
☒ Sleep
Show in Power menu.

☐ Hibernate
Show in Power menu.

☒ Lock
Show in account picture menu.

Method 2:**Update the NVRAM**

- A. Download the utility from the Intel download center
<https://downloadcenter.intel.com/download/29615?v=t>
- B. Select the correct tool file name based on the operating system installed (Take DOS as example)
 - a. 32-bit Windows use the utility in the **Win32** directory.
 - b. 64-bit Windows use the utility in the **Win64e** directory.
 - c. DOS use the utility in the **DOS** directory.
- C. Run the executable file from the common prompt
- D. The NVM image will be updated. Reboot the computer for best results.



```
.          <DIR>          07-23-20   8:29p
..         <DIR>          07-23-20   8:29p
82579V~1  EXE           487,278  10-25-12  12:39p
          1 file(s)           487,278 bytes
          2 dir(s)        152,272,896 bytes free

C:\DOS>82579V~1.exe

C:\DOS>_
```

■ Reference:

1. NVRAM update utility: <https://downloadcenter.intel.com/download/29615?v=t>
2. Microsoft (turn off fast startup): https://answers.microsoft.com/en-us/windows/forum/windows_10-update/turn-off-fast-startup/5362cd29-86ca-4b39-be60-718446f9d5f8

■ Contact Window and File Link:

If you have any questions, please contact Dennis89.Huang #1241
You can download this file on [Global AE SharePoint - FAQ](#)