



Technical Reference - Q&A

TSD-QA-18 (Apr. 15th, 2004)

1. Q: My on-board LAN is not working, I found that the MAC address of my on-board LAN is 00-00-00-00-00-00 or FF-FF-FF-FF-FF-FF. What's wrong?


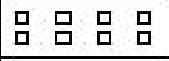


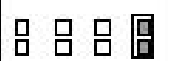
A: The MAC address of the on-board LAN is erased. After updating the BIOS or clearing the CMOS, please boot up the system and enter the BIOS setup. After loading the BIOS default, please exit and save changes. Failing to do so may cause the MAC address disappeared. If the MAC address is gone, please contact ASRock technical support engineer for help.
(<http://www.asrock.com/contact/index.htm>)

2. Q: My motherboard is K7S41 or K7S41GX, my Hauppauge Win TV card can not work with it. What should I do?

A: Please try latest Hauppauge's patch driver from Hauppauge's web site.
http://www.hauppauge.com/pages/support_faq_vgainfo.html

3. Q: I bought a new large size (80GB) HDD. After I installed it to my ASRock M/B, the BIOS only recognized it as a 32GB HDD. How can I get the full capacity of the HDD?

A: Please understand that most HDDs provide a jumper setting that will limit the maximum capacity, such as 32GB or 2GB. Please kindly double check the jumper setting of your HDD, and adjust the jumper setting to the correct position instead of the "Limit drive capacity" position.

	Master or single drive
	Drive is slave
	Master with non ATA-compatible slave
	Cable select
	Limit drive capacity to 32 Gbytes

4. **Q:** When I try to install Intel IAA driver for my P4i65GV or P4i48, it stops and shows the error message "Incompatible hardware. The install package is only compatible with Intel 800-series or compatible chipsets. Install will now exit." Why?

A: P4i65GV and P4i48 are ICH5 south bridge based motherboards. Intel IAA driver does not support ICH5. The Intel IAA driver in our support CD is for ICH4 based motherboard only.

5. **Q:** My ASRock motherboard can support Prescott CPU. If I want to use Prescott CPU, is there anything I need to notice?

A: Prescott CPU needs more powerful power supply than Northwood CPU. Please use a 400W(or higher) power supply with Prescott CPU. We also recommend to use following vendors' power supply : Delta, FSP, Seventeam, Macron, Snake, AcBel
Or please consult the suggestion of this website.

<http://www.tomshardware.com/howto/20021021/powersupplies-15.html>