Technical Reference - Q&A

1. Q: How do I get my onboard LAN to work properly?

A: Here are some suggestions:

1. Make sure the "Onboard LAN" option was enabled in BIOS.
2. Make sure the LAN driver was installed properly. Please check it in "Device Manager".
3. Update the BIOS of your motherboard to the latest one.
   http://www.asrock.com/support/Download.asp
4. Try the newer LAN driver from ASRock or chipset vendor's website.
   ASRock:
   http://www.asrock.com/support/Download.asp
   Realtek:
   http://www.realtek.com.tw/default.aspx
   nVIDIA:
   http://www.nvidia.com/Download/index.aspx?lang=en-us
   VIA:
   http://www.viaarena.com/default.aspx?PageID=2
5. Change another LAN cable. (For Gigabit LAN, please make sure your LAN cable could fully work with Gigabit LAN.)
6. Reinstall the operating system.

2. Q: My motherboard is ALiveNF6P-VSTA/ ALiveNF6G-VSTA (MCP61 chipset). I'm encountering some problems with SATA HDD when installing the drivers of the motherboard under Windows Vista. What should I do?

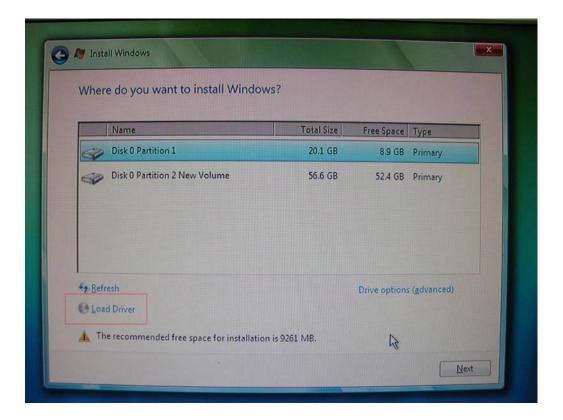**A:** Please refer to below suggestions.

If you want to install the Windows Vista with non-RAID mode:

Install the SATA driver v998 from support CD during the installation of Windows Vista.
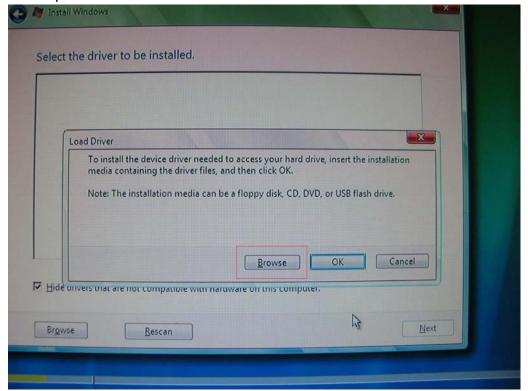
The driver path in support CD is

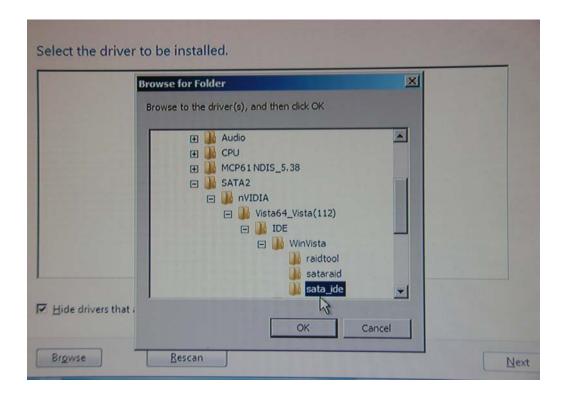Support CD/Drivers/ SATA2/ nVIDIA/ Vista64_Vista(112)/ IDE/ WinVista/ sata_ide.

Step1:

Step2:

Step3:

You can also download the SATA driver v998 from ASRock website and save it to a floppy diskette, USB flash drive or CD/DVD disk.

Then install the SATA driver v998 from floppy diskette, USB flash drive or CD/DVD disk during the installation of Windows Vista.

ALiveNF6P-VSTA
http://www.asrock.com/mb/download.asp?Model=ALiveNF6P-VSTA
ALiveNF6G-VSTA
http://www.asrock.com/mb/download.asp?Model=ALiveNF6G-VSTA
ALiveNF6G-GLAN
http://www.asrock.com/mb/download.asp?Model=ALiveNF6G-GLAN
ALiveNF6G-DVI
http://www.asrock.com/mb/download.asp?Model=ALiveNF6G-DVI
AM2NF6G-VSTA
http://www.asrock.com/mb/download.asp?Model=AM2NF6G-VSTA

If you want to install the Windows Vista with RAID mode:
Please refer to the NVIDIA RAID installation guide.
http://download.asrock.com/manual/raid/ALiveNF6P-VSTA/English.pdf

3. Q: When I use Adobe Acrobat Reader ver 7.08 to read PDF file under Vista SP1, it pops up an error message: This program has some compatibility issue… What do I do?

A: Please go to Adobe website to download the latest Adobe Reader update ver 8.1.2 or later and update it to fix this issue.