

SMSC 7500 USB to Gigabit Ethernet FAQs

This document contains some helpful FAQs should you run into any issues:

1. [Why do I have speed or connectivity issues?](#)
2. [Why does my USB device stop working after my computer wakes back up from sleep mode in Windows?](#)
3. [General Troubleshooting](#)

Why do I have speed or connectivity issues?

FAQ

If you are experiencing speed or connectivity issues, it is best to set a specific speed at half or full duplex in your settings. You can set your network adapter to perform at a certain speed, but the device that the adapter is connected to (whether it is a router, switch, or computer) must also be able to perform at the same speed.

Note: You must log in as the local administrator before you continue.

To open Device Manager:

- Press **Windows** key + **R**.
 - Type **devmgmt.msc**.
 - Click **OK**.
1. Open the **Networking adapters** section.
 2. Right-click the network adapter that you want to change and select **Properties**.
 3. Click the **Advanced** tab.
 4. Scroll down to **Speed & Duplex**. By default, it is set to **Auto-Negotiate**. Select any of the speeds that you see in the list.
 5. Click **OK** and restart your computer.

Why does my device stop working after my computer wakes up?

FAQ

If the USB device does not work after your computer has been in extended hibernation, it is likely that Windows has automatically turned off the USB Root hub to save power.

The steps below outline how to configure the USB root hub to stay on during hibernation, to prevent this from happening.

Windows 10 / 8

1. On your keyboard, press the **Windows** key + **X** and select **Control Panel**.
2. Click **Hardware and Sound**, then click **Power Options**.
3. Click **Change plan settings** for the plan you want to change.
4. Click **Change advanced power settings**.
5. Click the **plus sign (+)** next to "USB settings" and "USB selective suspend setting" to expand the options and change the setting to **Disabled**.
6. Click **OK** to apply the setting.

Note: You may need to disconnect and re-connect your USB device after applying these settings to re-establish the connection.

Windows 7 / Vista

1. Click the **Start** button and select **Control Panel**.
2. Click **Hardware and Sound**, then click **Power Options**.
3. Click **Change plan settings** for the plan you want to change.
4. Click **Change advanced power settings**.
5. Click the **plus sign (+)** next to "USB settings" and "USB selective suspend setting" to expand the options and change the setting to **Disabled**.
6. Click **OK** to apply the setting.

Note: You may need to disconnect and re-connect your USB device after applying these settings to re-establish the connection.

Why does my device stop working after my computer wakes up?

FAQ

Windows XP

1. On your desktop, right-click the **My Computer** icon and select **Properties**.
2. Click the **Device Manager** tab.
3. Expand **Universal Serial Bus controllers** by clicking the arrow to the left of it.
4. Right-click the first **USB Root Hub** device and select **Properties**.
5. Click the **Power Management** tab.
6. Clear the box next to **Allow the computer to turn off this device to save power**.
7. Click **OK** to apply the setting.
8. Repeat steps 4-7 for any remaining devices in the Universal Serial Bus Controllers section with "**Root Hub**" in the name.

Note: You may need to disconnect and re-connect your USB device after applying these settings to re-establish the connection.

When you troubleshoot issues with a network adapter, there are some quick tests that you can complete to rule out potential problems. You can test to make sure that the following components are working correctly and are not the source of the issue:

- Ethernet cables
- Network devices
- Computer system

To test your setup components, try the following:

- Use the Ethernet cables, network devices, and computer system in another setup to see if the problem is with the components or the setup.
- Use different Ethernet cables, network devices, and a different computer system in your setup to see if the problem persists. Ideally, you should test a component that you know works in another setup.

When you test your cables, it is recommended that you do the following:

- Test each cable individually.
- Use short cables when you are testing.

When you test the Ethernet cables, network devices, and computer system, it is recommended that you do the following:

- In **Device Manager**, check under **Network Adapters**. To open **Device Manager**, press the **Windows** key + **R**, type **devmgmt.msc**, and press **Enter**.
- If you are using a USB network adapter and you do not see the network adapter listed in **Device Manager**, refer to the following FAQ: <https://www.startech.com/support/faqs/technical-support?topic=expansion-cards#usb-cannot-detect-windows>.
- If you are using a PCI/PCIe network adapter and you do not see the network adapter listed in **Device Manager**, refer to the following FAQ: <https://www.startech.com/support/faqs/technical-support?topic=expansion-cards#pci-pcie-cannot-boot-os-or-detect-windows>.
- If you are using a CardBus/ExpressCard adapter and you do not see the network adapter listed in **Device Manager**, refer to the following FAQ: <https://www.startech.com/support/faqs/technical-support?topic=expansion-cards#cb-ec-cannot-detect-windows>.
- If the device is listed with an error, follow the instructions on the product page to reinstall the drivers.
- Check to see if your network devices (for example, a network switch, router, and so on) use compatible protocols (for example, 10/100, Gigabit, and so on).
- Make sure that the link LEDs on the adapter are illuminated when it is plugged into a network device. If the link LEDs are illuminated, it means that a good electrical connection exists between the devices.
- If you use a wall jack with an Ethernet cable, make sure that the jack is patched in properly.