

# Realtek Gigabit Network Adapter FAQs

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

1. [Why do I have speed or connectivity issues?](#)
2. [I am having issues with my new NIC and my on-board NIC is still enabled. What do I do?](#)
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.

# My new NIC and on-board NIC are causing issues. What do I do?

## FAQ

Sometimes an on-board network interface card (NIC) conflicts with a new NIC. In these cases it is best to disable the on-board NIC.

The best way to disable your on-board NIC is to go into your BIOS and disable it there if possible. To do this, consult your motherboard manual.

You can also disable any NIC in Windows. Here is how you do this:

First click **Start**, or, in Windows 10 and 8, hold down the **Windows key** and press **X**. Then click **Control Panel**.

### Windows 10

1. Click **Network and Internet**.
2. Click **Network and Sharing Center**.
3. On the left, click **Change adapter settings**.
4. Right-click the NIC that you would like to disable and select **Disable**.

### Windows 8

1. Click **Network and Sharing Center**.
2. On the left, click **Change adapter settings**.
3. Right-click the NIC that you would like to disable and select **Disable**.

### Windows 7

1. Click **Network and Internet**.
2. Click **Network and Sharing Center**.
3. On the left, click **Change adapter settings**.
4. Right-click the NIC that you would like to disable and select **Disable**.

### Windows Vista

1. Click **Network and Sharing Center**.
2. On the left, click **Manage network connections**.
3. Right-click the NIC that you would like to disable and select **Disable**.

### Windows XP

1. Click **Network Connections**.
- Right-click the NIC that you would like to disable and select **Disable**.

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.