Adrienne Electronics Corporation

"TRY ANOTHER MOTHERBOARD SLOT"

FIELD APPLICATION NOTE

Introduction:
We have discovered that if our PCIe-TC boards are installed in some PCI Express slots of some modern motherboards, said boards will not be recognized by the system.

Symptoms:
When you turn on your PC with a PCIe-TC board installed, the Windows "Device Manager" software does not recognize the board. To the end user, the obvious (but incorrect) assumption is that there is something wrong with our board.

Primary Solution:
1) Disconnect AC power to the PC by unplugging it (or equivalent). Just turning off the power switch on the PC is not sufficient, because there is often an always-on 3.3V "standby power supply" active inside modern PC's.
2) Carefully move the PCIe-TC board to a different PCI Express slot.
3) Power up the PC and try again.

Alternative Solutions:
1) If you determine that one or more PCI Express slots inside the PC do not support our PCIe-TC boards, consider updating the PC firmware, which may have control over such issues.
2) Search through the (UEFI?) BIOS setup menu to see if there are any provisions for enabling or disabling PCI Express slots (a long-shot).
3) Try installing the PCIe-TC board inside other, perhaps older, PC's, to assure yourself that the board is working properly.

Additional Information:
There is no apparent good reason for any PCI Express slot to not support our PCIe-TC boards. These "x1" boards should work fine in any size PCI Express slot. See board installation instructions for full details.