



Product Change Notification

109484 - 00

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Should you have any issues with the timeline or content of this change, please contact the Intel Representative(s) for your geographic location listed below. No response from customers will be deemed as acceptance of the change and the change will be implemented pursuant to the key milestones set forth in this attached PCN.

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Product Change Notification

Change Notification #: 109484 - 00
Change Title: Intel Gigabit ET Quad Port Server Adapters;
E1G44ET MM#897699
and E1G44ETBLK MM#897700
(code named Portville QT Retail single/blk)

PCN 109484-00

Software

**Updated Software Version 14.1 Available for
Download Today**

Date of Publication: August 3, 2009

Key Characteristics of the Change:
Software

Forecasted Key Milestones:

Date Customer Must be Ready to Receive Post-Conversion Material:	August 3, 2009
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Description of Change to the Customer:

The Intel Gigabit ET Quad Port Server Adapters; E1G44ET MM#897699 and E1G44ETBLK MM#897700 (code named Portville QT Retail single/blk) will undergo the following change:

These adapters ships with a Software Literature kit CD which contains software drivers. Intel has updated these software drivers from version 14.0 to version 14.1.

Symptom:

After installing the retail (boxed) version of the Intel® Gigabit ET Quad Port Server Adapter in Microsoft Windows the driver fails to install.

In Windows Device Manager in each of the 4 adapter ports shows up under "Other devices" as an "Ethernet Controller." The device status indicates that the drivers for this device are not installed.

NOTE: This issue does not happen with the OEM Generic version of the adapter. This issue only applies to the retail (boxed) version of the adapter.

Cause:

The adapter is not identified by the driver information file.

Solution:

Install software version 14.1 or later.

The Top Assembly (TA) number will also roll as noted in the affected products table within this PCN notice.

Customer Impact of Change and Recommended Action:

Intel Gigabit ET Quad Port Server Adapter support site,
<http://www.intel.com/support/network/adapter/1000etquad/index.htm>

Customers can download drivers and software version 14.1 here,
http://downloadcenter.intel.com/Product_Filter.aspx?ProductID=3035

Products shipping after August 3rd, 2009 will contain the new Software version 14.1 SW Literature kit CD.

Please contact your local Intel Field Sales representative if you have any further questions about this software update.

Products Affected / Intel Ordering Codes:

Product Name	Product Code	MM#	Old TA#	New TA#
Intel Gigabit ET Quad Port Server Adapter (code named Portville QT Retail single)	E1G44ET	897699	E37503-002	E37503-003
Intel Gigabit ET Quad Port Server Adapter (code named Portville QT Retail blk 5-pak)	E1G44ETBLK	897700	E37505-002	E37505-003

Reference Documents / Attachments:

Document:

Download drivers and software version 14.1
Intel Gigabit ET Quad Port Server Adapter support site

Location #:

http://downloadcenter.intel.com/Product_Filter.aspx?ProductID=3035
<http://www.intel.com/support/network/adapter/1000etquad/index.htm>

PCN Revision History:

Date of Revision:

August 3, 2009

Revision Number:

00

Reason:

Originally Published PCN