

**Executive Summary**

Some ESY22i2 units running Windows 10 have presented random disconnecting issues when use the Wi-Fi interface and only thru a full reboot or manual re-connection is able to reconnect to the Wi-Fi service. The solution to correct this behavior is to upgrade the NIC driver and the BIOS of those units (see TB000036 for updating BIOS).

This is the procedure to upgrade the NIC driver on a ESY22i2 to version 2024.0.4.106.

**Tools Needed:**

The following material will be required

- USB Thumb Drive
- Driver Update File(s) Package:  
[https://elotech.sharepoint.com/:u:/s/KnoxvilleTechnicalServices/ETQ547GWhqNBjRexAXFoogwBnQw2rqtW57ExWIV3\\_oSO5A?e=cSsgUa](https://elotech.sharepoint.com/:u:/s/KnoxvilleTechnicalServices/ETQ547GWhqNBjRexAXFoogwBnQw2rqtW57ExWIV3_oSO5A?e=cSsgUa)

**Action:**

Follow the service procedure steps to update NIC Driver

**Service Procedure:**

1. Navigate to Device Manager.
  - a. Press "**Win Key**" + **X** on the Keyboard.

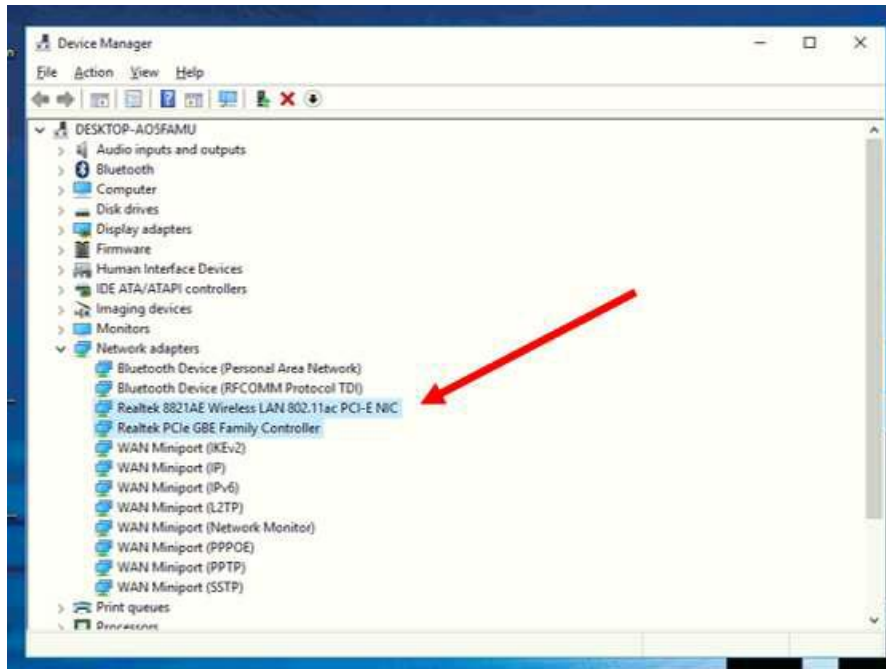


- b. Click on the "**Device Manager**" option.



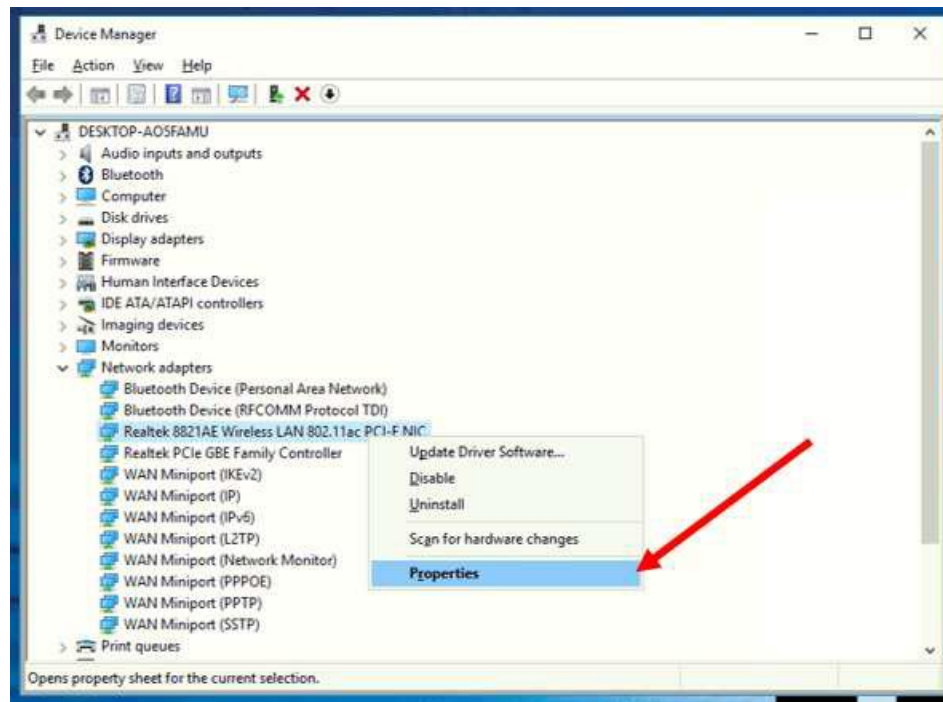
2. Expand the **Network Adapters**.

a. Right click the **Realtek 8821AE Wireless LAN 802.11ac PCI-E**.

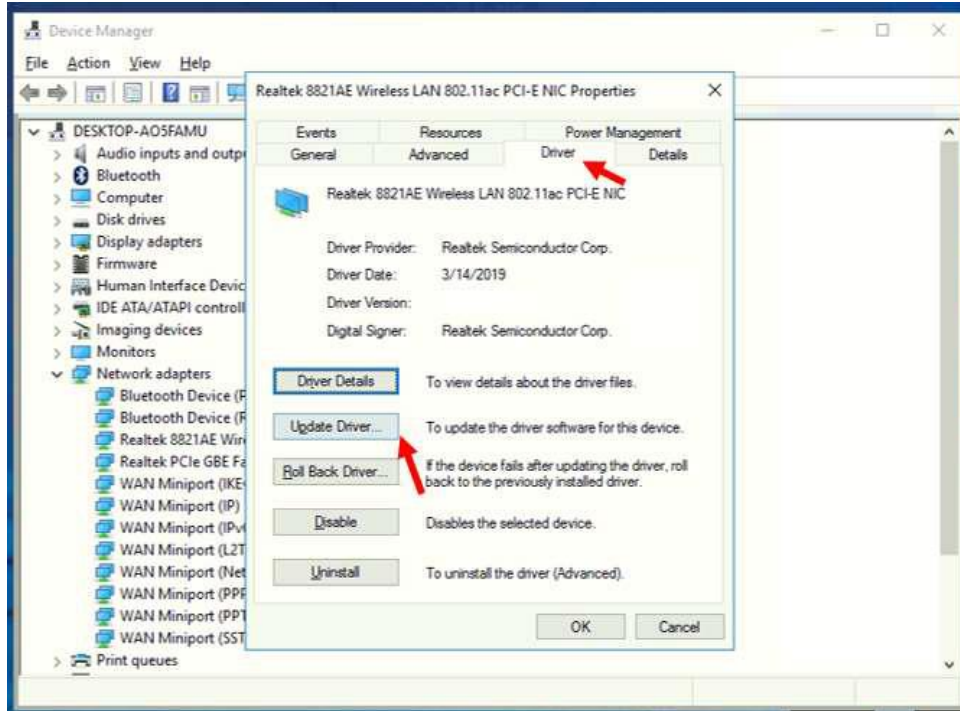


3. View **Adapter Properties**.

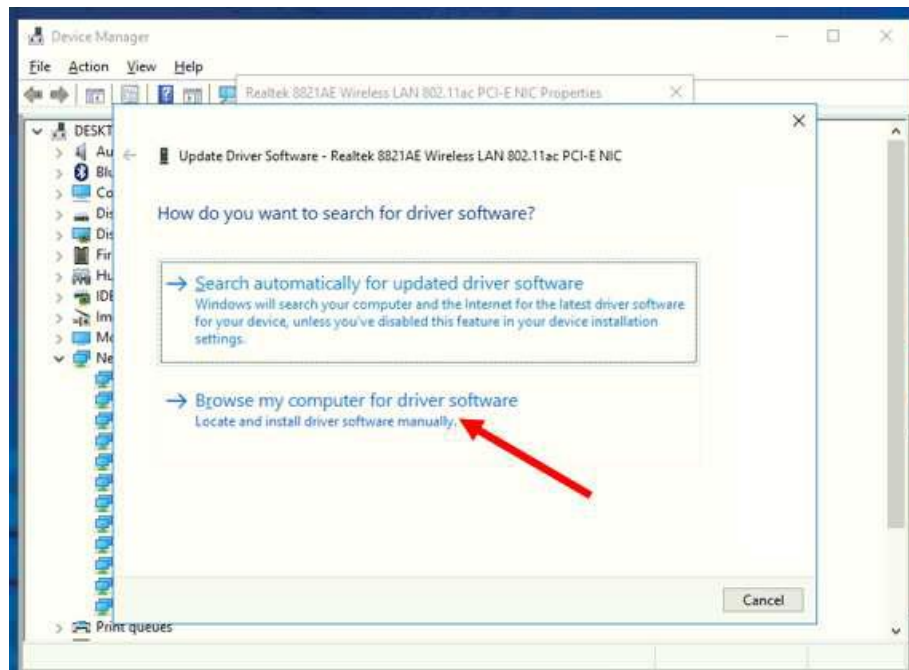
a. Choose the **"Properties"** after menu pops up.



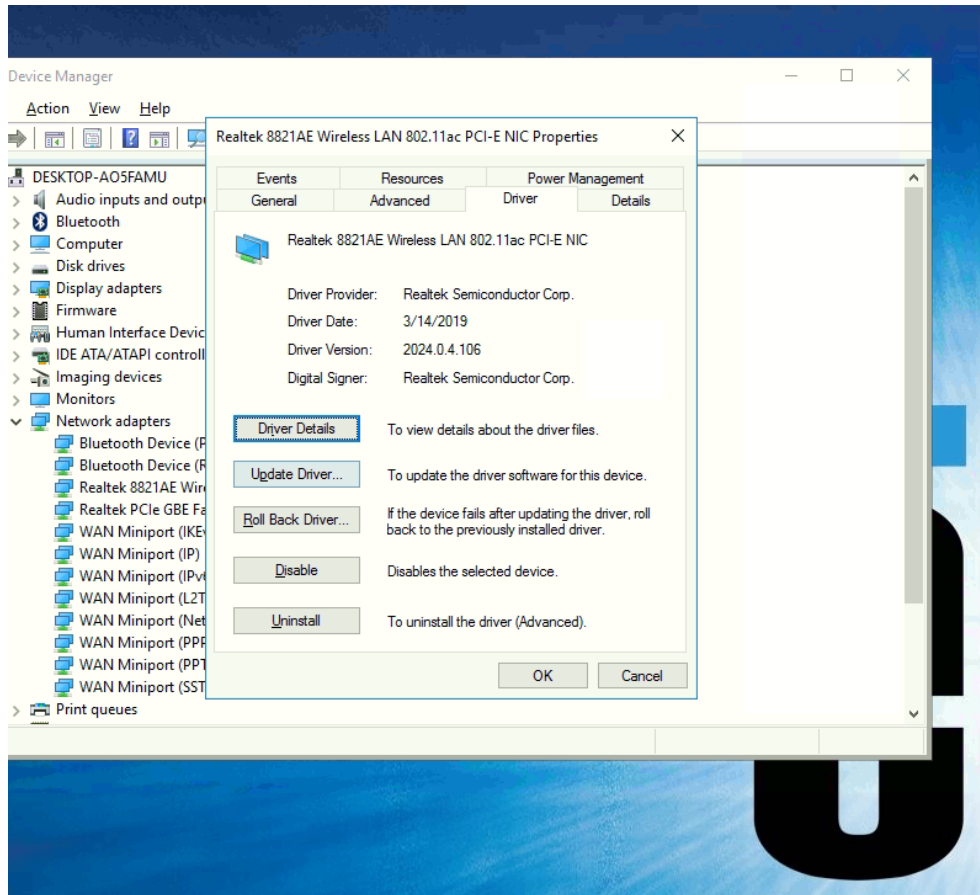
4. Upgrade the Driver.
  - a. Navigate to the “**Driver**” tab.
  - b. Click on “**Update Driver**”



- a. Browse the file(s) location on the computer.
- b. Install the drivers after the file(s) are selected



5. Verify the driver upgrade.
  - a. Navigate to the “**Driver**” tab.
  - b. Driver version = **2024.0.4.106**



| Operation  | Description | Time    |
|------------|-------------|---------|
| NIC Update | Utilize F/W | 0.5 hr. |