

ESY22i2 WiFi DRIVER UPDATE

TB000046 REV. C

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://elotouch.sharepoint.com/:u:/s/KnoxvilleTechnicalServices/ETQ547GWhqNBjRexAXF https://elotouch.sharepoint.com/:u:/s/KnoxvilleTechnicalServices/ETQ547GWhqNBjRexAXF https://elotouch.sharepoint.com/:u:/s/KnoxvilleTechnicalServices/ETQ547GWhqNBjRexAXF https://elotouch.sharepoint.com/:u:/s/KnoxvilleTechnicalServices/ETQ547GWhqNBjRexAXF oogwBnQw2rqtw57ExWlV3_oS05A?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.



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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.



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- 4. Upgrade the Driver.
 - a. Navigate to the "Driver" tab.
 - b. Click on "Update Driver"

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DESKTOP-AO5FAMU	Events General	Resources Advanced	Power N Driver	lanagement Details	
Computer Disk drives Display adapters	Reatek 8	821AE Wreless LAN	ić.		
Firmware Human Interface Devic IDE ATA/ATAPI control	Driver Da Driver Ve	reatek Ser te: 3/14/2019 rsion:	niconductor Corp.	8	
Imaging devices Monitors Prevent adapters	Digital Signer: Reatek Semiconductor Corp.				
Bluetooth Device (F Bluetooth Device (F Realtek 8821AE Win	Ugdate Driver	To view details	about the driver t driver software for	this device.	
Realtek PCIe GBE Fa	Roll Back Driver	f the device fa	als after updating t evicusly installed d	he driver, roll river.	
WAN Miniport (IP)	<u>D</u> isable	Disables the se	elected device.		
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WAN Miniport (SST			UN.	Carice	

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



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- 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.