# *Technical Reference - Q&A*

1. Q: I am using the AMD AM2 rev.G CPU. But the system always stops at POST after I turn on the system. I can't go into the operating system. What should I do?

   A: For supporting AMD AM2 rev.G CPU, please follow the steps to update the BIOS of your motherboard to the latest one.

   1. Please press the "F2" key continuously right after turn on the system until it goes into the BIOS setup.

   2. Please disable the "Cool 'n' Quiet" function in BIOS setup.
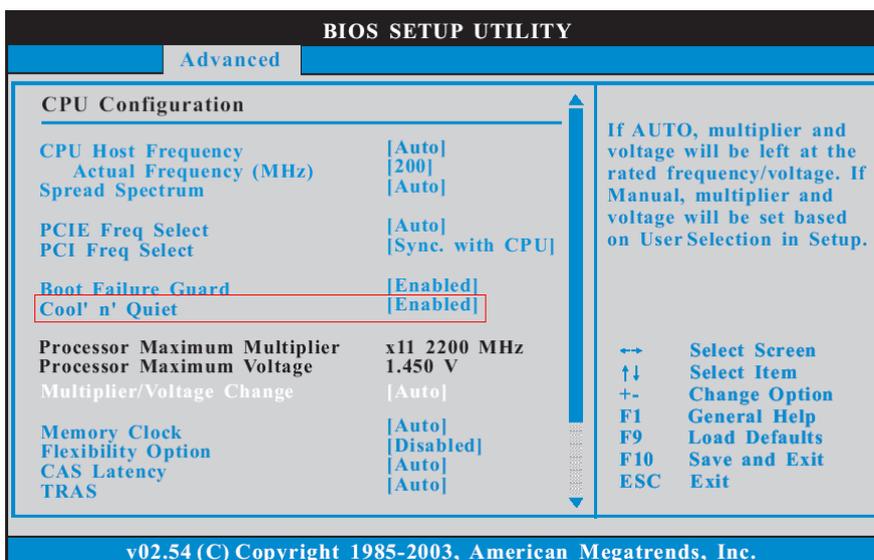
   3. Press "F10" key to save configuration changes and exit setup.

   4. You can start to update the BIOS now.

   How to update BIOS?

   http://www.asrock.com/support/DOS.html

   BIOS download page.

   http://www.asrock.com/support/index_download.asp?s=All

2. Q: I am using an AMD AM2 rev.G CPU on AM2V890-VSTA/ ALiveSATA2-GLAN. I have enabled the "Cool 'n' Quiet" in BIOS setup, installed the "K8 CPU driver" from support CD and chosen the "Minimal Power Management" in OS, but the Cool 'n' Quiet function still does not work. What can I do?

   A: First, please make sure that if your CPU supports the Cool 'n' Quiet function. Second, please download the new "AMD Cool 'n' Quiet Driver" from the following website and install it. It will activate the Cool 'n' Quiet function properly.

   AM2V890-VSTA：

   http://www.asrock.com/support/download.asp?Model=AM2V890-VSTA

   ALiveSATA2-GLAN：

   http://www.asrock.com/support/download.asp?Model=ALiveSATA2-GLAN

3.Q: I have AM2NF6G-VSTA/ALiveNF6G-DVI motherboard. The onboard LAN does not work properly under Windows Vista. How can I solve this?

A: If you encounter this problem, there are two solutions you can choose, pls. select either one at your convenience.

Solution1

Please flash BIOS to P1.70 or later for AM2NF6G-VSTA and P1.60 or later for ALiveNF6G-DVI.

http://www.asrock.com/support/download.asp?Model=AM2NF6G-VSTA#bios
http://www.asrock.com/support/download.asp?Model=ALiveNF6G-DVI#bios

Solution2.

Or please refer following steps to re-write MAC address under Windows Vista.

Step1: Check MAC address.

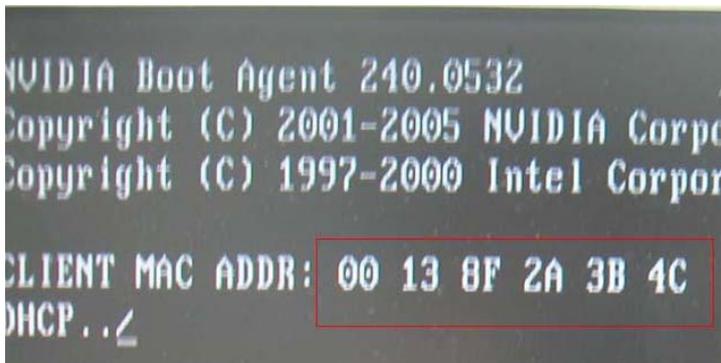When system boot up, press "F2" to enter BIOS setting.

Boot-> "Boot settings Configuration" -> set "Boot From Onboard LAN" to "enable".

Press "F10". System will restart.
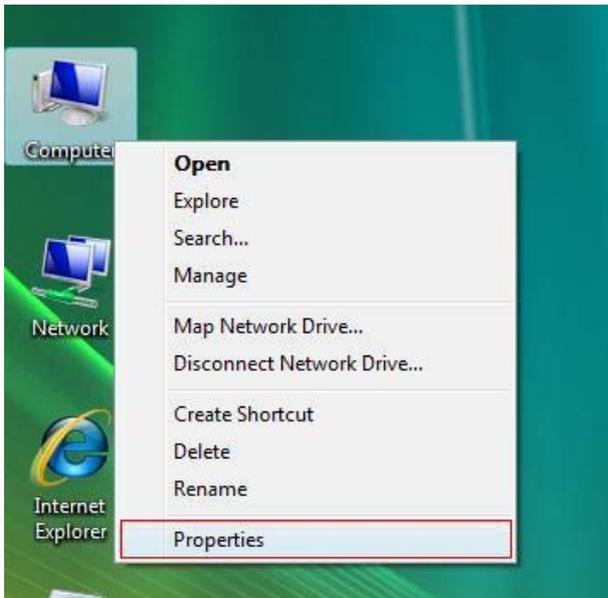
Please "F11" and select "NVIDIA Boot Agent".
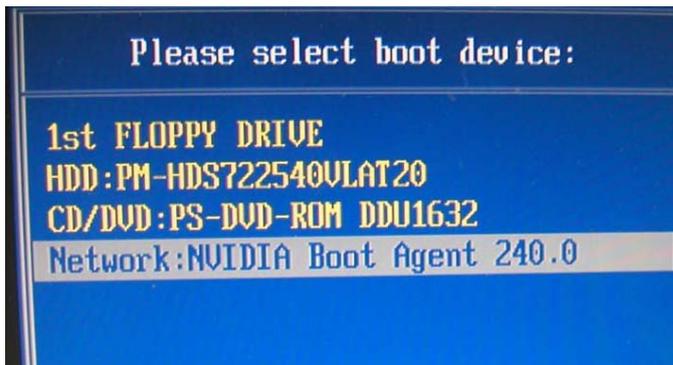
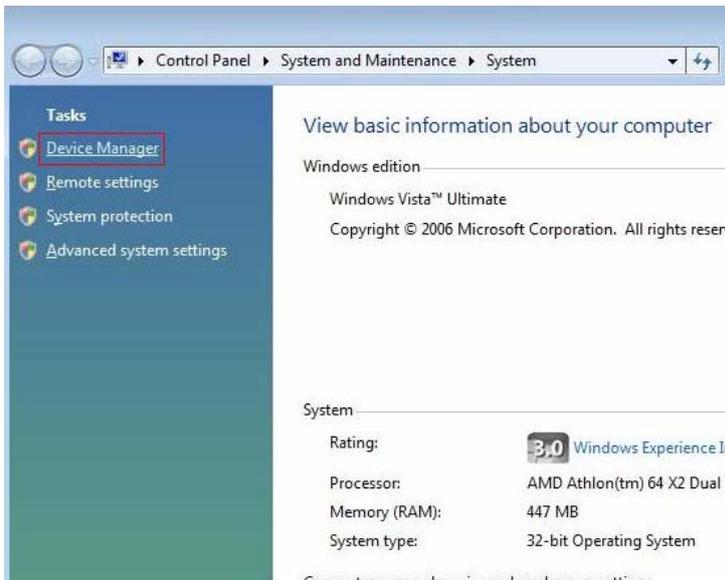Then you will see MAC address, pls. record it with no space for later usage.
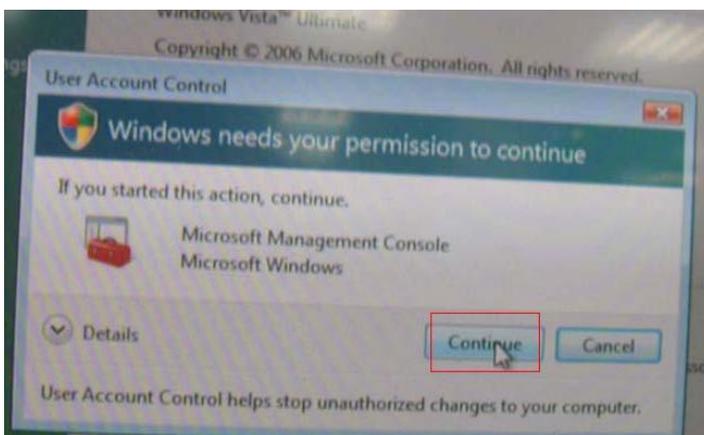

Step2: Boot system into Window Vista

Right click "Computer" and click "Properties"
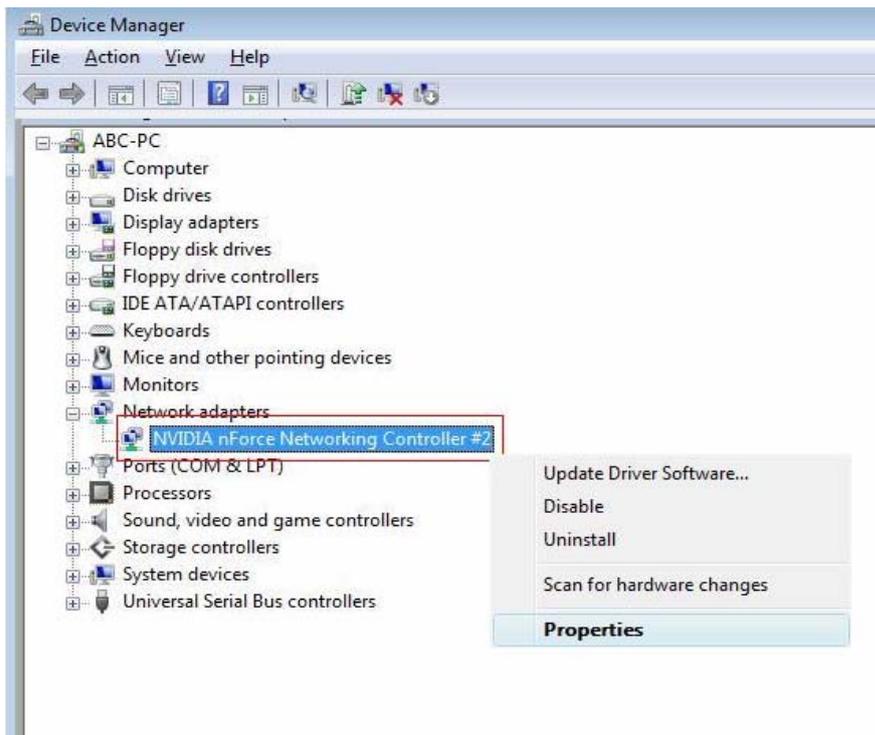
Step3:

Click "Device Manager"

Step4:

Click "Continue"

Step5.

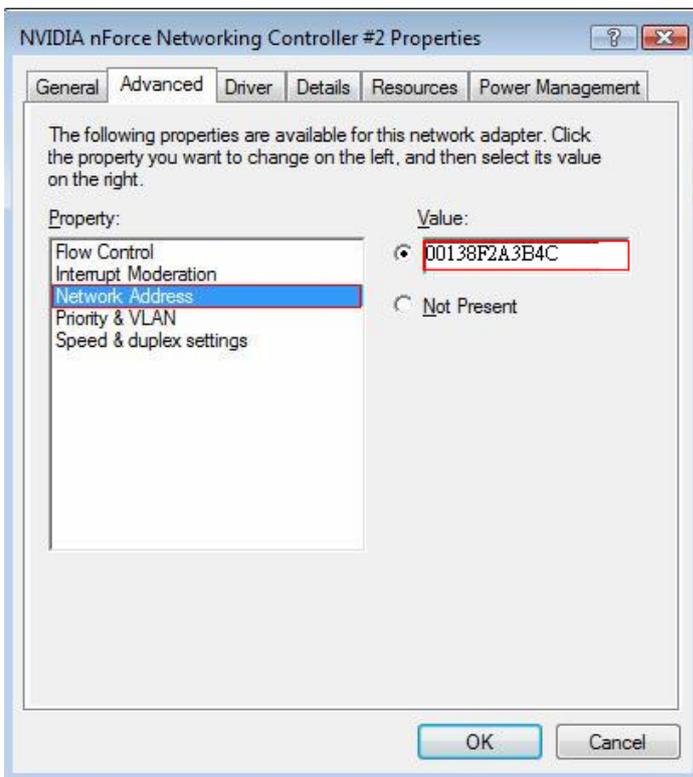Right click "Networking Controller" and click "Properties".

Step6:

Choose "Network Address" in "Advanced " folder.

Write "MAC Address" which got from step1 into Value item.

Then click "OK".

4. Q: I connected ALiveNF6G-DVI with DVI card to a DVI monitor. When system resumed from standby mode under Windows Vista, I got black screen on the monitor. How can I solve this?

A: Please refer following steps to disable "Hybrid Sleep" under Windows Vista.
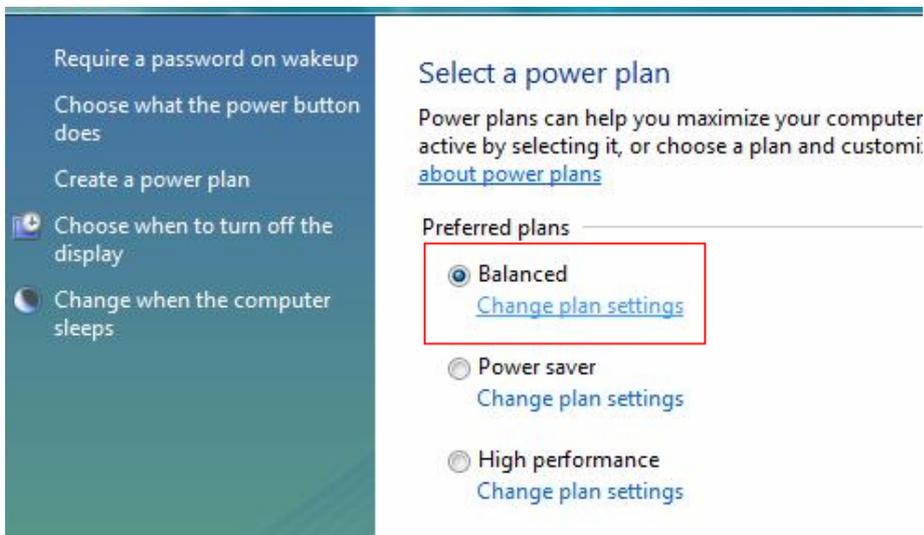
Step1: Please click "Control Panel".
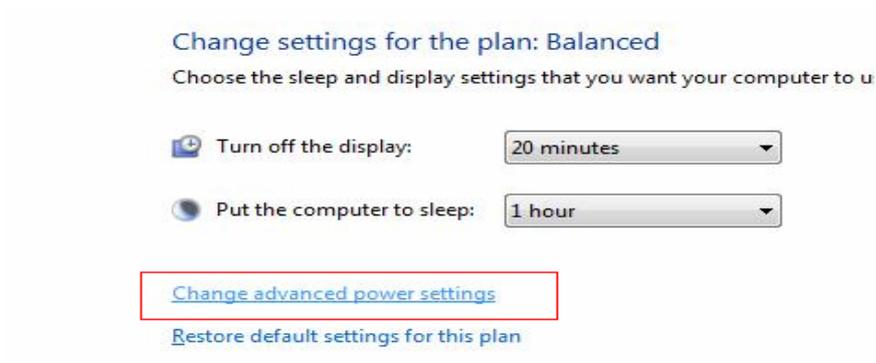

Step2: Click "System and Maintenance".

Step3: Click "Power Options"

Step4: Click "Change plan settings" of "Balance"

Step5: Click "Change advanced power settings.

Step6: Click "sleep".
Set "Allow hybrid sleep" to off.

Step 7: Click OK or Apply to finish the setting.