

TA-226

X550-AT/AT2/BT2 Interoperability Issue

Description

When advertising NBASE-T (2.5G/5G) capabilities on the X550 product family and attempting to connect to a 10GBASE-T switch that implements the Broadcom Limited* 84848 quad-port 10GBASE-T PHY, the connection may not achieve a 10G link.

The following steps can be used to identify the issue. The purpose of these steps is to disable the X550 NBASE-T (2.5G/5G) technology advertisement and observe whether the link establishment issue still exists. In the event that the link establishment issue still exists, the issue is unrelated to NBASE-T and must be further investigated.

Method One (driver present):

- Linux Driver: `ethtool -s ethX advertise 0x1000`
- Windows Driver: Set the "Speed & Duplex" to '10 Gbps Full Duplex'

Method Two (driverless):

1. Uninstall the X550 device driver.
2. Disconnect the X550 device from the switch.
3. Power cycle the system.
4. Re-connect the X550 device to the switch.
5. After link is established, query the switch to verify 10G link has been established.

Products Affected

Intel Marketing Name	MM#	
	Tray	Tape & Reel
Intel® Ethernet Controller X550-AT	945964	945983
Intel® Ethernet Controller X550-AT2	943736	943743
Intel® Ethernet Controller X550-BT2	943742	943744

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Resolution

This issue can be resolved by a firmware update available for the Broadcom Limited* 84848 device. Please contact your switch vendor support team for further assistance.