



## Corrective Action for the Symptom Causing OS to Stop Due to PCI Express Setting When Using Network Interface Board

■Date of Issue

May 2023

■Relevant Models

Q81BD-J61BT11, Q81BD-J71LP21-25

Thank you for your continued support of the Mitsubishi Electric network interface boards.

Windows may not be responding when using a network interface board due to the power management setting related to PCI Express in Windows®. The following shows the symptom and the corrective action.

### 1 SYMPTOM

Windows is not responding (freezing) when using a personal computer in which a target product is installed.

### 2 CONDITIONS

The symptom occurs if the power management setting related to PCI Express is enabled in Windows when using the following products.

#### Target products

The symptom occurs when installing the following version of a product.

Type	Model name of a board	Version
CC-Link system master/local interface board	Q81BD-J61BT11	250613 or later
MELSECNET/H interface board	Q81BD-J71LP21-25	250619 or later

The version can be checked with the serial number (first six digits) in the SERIAL field on the rating plate that is put on a board.

### 3 CAUSE

This symptom occurs because of the restrictions on the PCI Express to PCI bus translation bridge used for the target products.

## 4 CORRECTIVE ACTION

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This symptom can be avoided by disabling the power management setting related to PCI Express in Windows.

Change the setting by the following operation after restarting Windows.

Note that the menu names and operating procedures may differ depending on an operating system in use and its version.

Replace the names and procedures with the applicable ones as necessary.

### Operating procedure

1. Select [System and Security] ⇒ [Power Options] in the control panel.
2. Select [Change plan settings] in the plan to be used.
3. Select [Change advanced power settings].
4. Select "Off" in [PCI Express] ⇒ [Link State Power Management] ⇒ "Setting."

### REVISIONS

Version	Print Date	Revision
A	May 2023	First edition

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