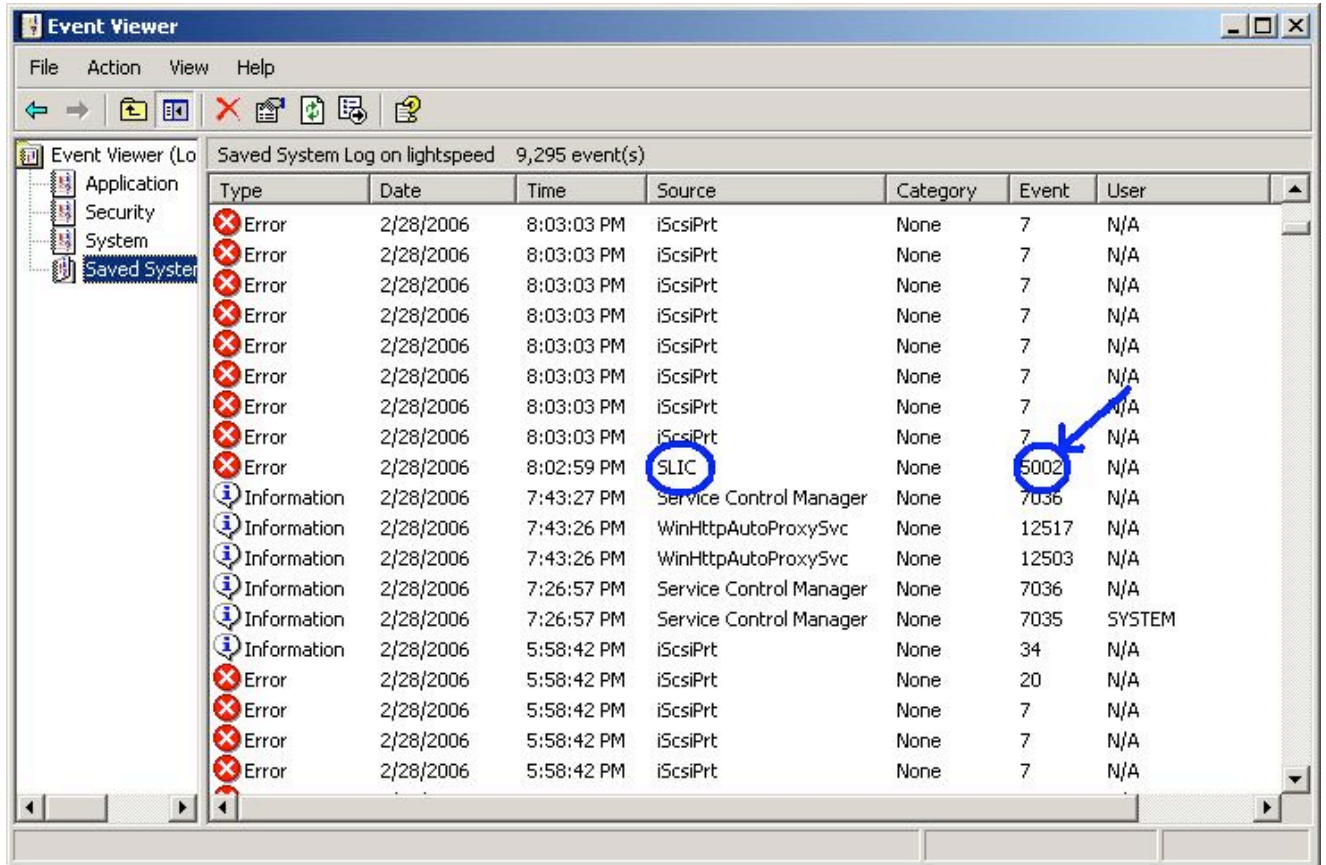


Event 5002

What is SLIC Event ID 5002?

SLIC event ID 5002 is an indication that at least one port on the Alacritech card has stopped responding and the miniport driver (slic100.sys) has had to send a reset to the card. When the card is reset, all outstanding connections are irretrievably lost. This often causes unrecoverable errors at the application level, as seen in the following example.

In your event log, it will look something like this:



What causes the port to stop responding?

The following issues can cause an Alacritech card to lock up:

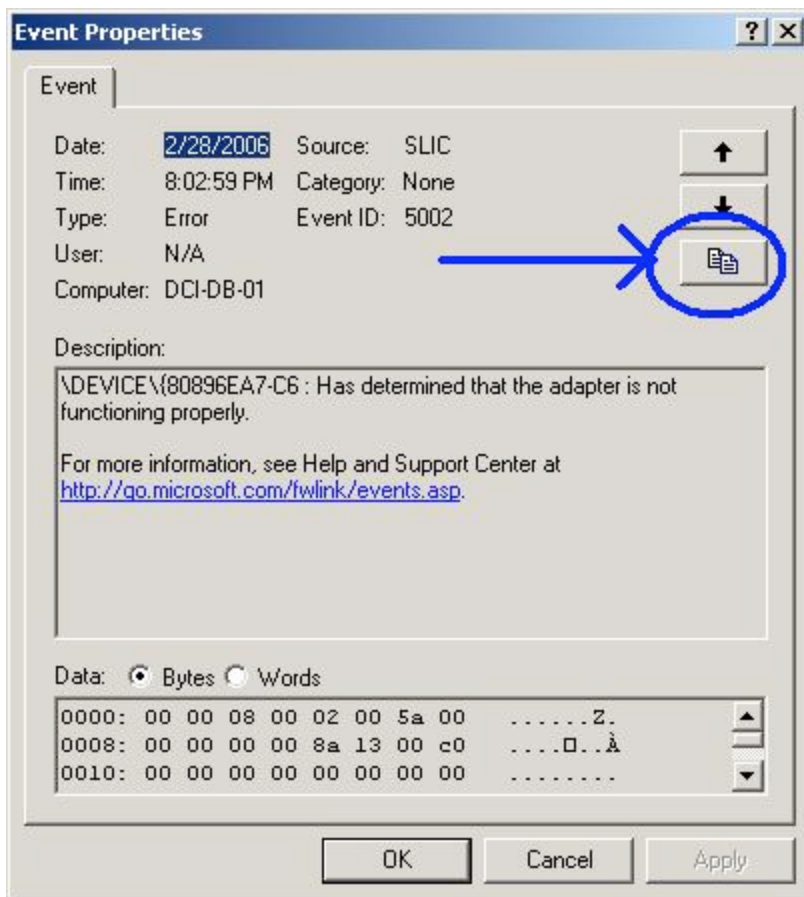
1. A hardware problem with the card itself. You can test for this by [running the Alacritech hardware diagnostics](#)
2. A hardware compatibility issue between the host and the Alacritech card (this is very rare)
3. An Alacritech microcode bug

What do I do about the problem?

First, [run the hardware diagnostics](#). If it passes, it is probably a microcode bug. Historically, most of our microcode bugs have been in the TCP offload area of the microcode, so you can probably temporarily work around the problem by [disabling TCP Offload](#).

Next, you'll need to contact Alacritech Support at support@alacritech.com. Customer Support is going to ask you for some specific things, so you'll want to gather the following information in advance:

- What Alacritech hardware and software are you running?
- What operating system and service pack are you using?
- What is your system hardware? At the minimum, we'd like to know the manufacturer, model and number of CPUs (more information is better than less)
- We'd like the text version of the SLIC event log message. To gather that information, double click on the error message in the event log to bring up the detail view, then click the **Copy to clipboard** button.



Then paste that information into notepad or directly into the support call.

```
Untitled - Notepad
File Edit Format View Help
Event Type:      Error
Event Source:    SLIC
Event Category:  None
Event ID:        5002
Date:            2/28/2006
Time:            5:58:15 PM
User:            N/A
Computer:        TEST001
Description:
\DEVICE\{80896EA7-C6 : Has determined that the adapter is not functioning proper
Data:
0000: 00 00 08 00 02 00 5a 00      .....Z.
0008: 00 00 00 00 8a 13 00 c0      ....0..A
0010: 00 00 00 00 00 00 00 00      .....
0018: 00 00 00 00 00 00 00 00      .....
0020: 00 00 00 00 00 00 00 00      .....
0028: 10 00 00 00 18 89 00 00      ....0..
```

Support will probably ask for more than these items, but it will save time if you put the above info into the support call when you open it.