

Intel® Ethernet Adapter X710 Link State Remains Up with Cable Disconnect or Link Partner Reboot

Problem Description

Some X710 adapters such as the Intel X710-T4L 10GBASE-T will occasionally indicate link up status with cable disconnection or link partner reboot cycle or other surprise external link disruption scenarios.

Products Affected

This advisory affects various Intel® 700 (Fortville) NIC and LOM controllers with a specific third party PHY.

Product Code Name	Product Code	MM#
Campbell Flat DP	X710T2LOCPV3	9999MJ
Campbell Flat DP	X710T2LOCPV3G1P	9999MK
Campbell Flat DP	SN37A28365	999L70
Campbell Flat DP	X710T2LOCPV3G1L	99A01H
Campbell Flat DP	CISX710T2LOCP3	99AG68
Campbell Flat DP	F6X1R	99AL8T
Campbell Flat DP	SN37B01922	99AT6W
Campbell Flat DP	X710T4LOCPV3	9999ML
Campbell Flat DP	X710T4LOCPV3G1P	9999MM
Campbell Flat DP	X710T4LOCPV3G1L	99A0FT
Campbell Flat DP	XC0M4	99C480
Campbell Flat DP	SN37B02945	99AT6X

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Product Code Name	Product Code	MM#
Campbell Pond DP	X710T2L	984697
Campbell Pond DP	X710T2LBLK	984713
Campbell Pond DP	X710T2LG1P5	984718
Campbell Pond DP	HD44M	999CKG
Campbell Pond DP	1WYFT	999CKH
Campbell Pond DP	CISX710T2L	999WG3
Campbell Pond DP	SN37B02941	99AT6H
Campbell Pond DP	X710T4L	984719
Campbell Pond DP	X710T4LBLK	984722
Campbell Pond DP	X710T4LG1P5	984723
Campbell Pond DP	K5DDV	999CKD
Campbell Pond DP	ND4PT	999CKF
Campbell Pond DP	CISX710T4L	999WG4
Campbell Pond DP	SN37B01685	99AT6V
Campbell Pond DP	03JP015	99AZF7
Campbell Pond DP	8221438	99CKX3
Fort Pond	X710T4G1P5	943101
Fort Pond	X710T4	943052
Fort Pond	7096675	949008
Fort Pond	8209488	99AKDA
Fort Pond	CISX710T4	949796
Fort Pond	SN37A18664	954722

How can I confirm this issue exists?

If the link status LED is illuminated indicating link when link partner is known to be down.

Issue analysis and resolution activity

How can I confirm this issue exists on my adapter?

The false link issue has been isolated to high-speed serial PHY segment within X710 device. Please contact your Intel representative to confirm any link issue observed matches the false link scenario described in this advisory. A workaround for automatic detection and correction of the issue has been implemented and is expected to fully mitigate issue occurrence. A formal fix may be attempted but Intel does not guarantee availability at a future date.

When will the workaround be available?

The workaround is available now (1st Quarter of 2025). Please contact your Intel representative for further details.

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