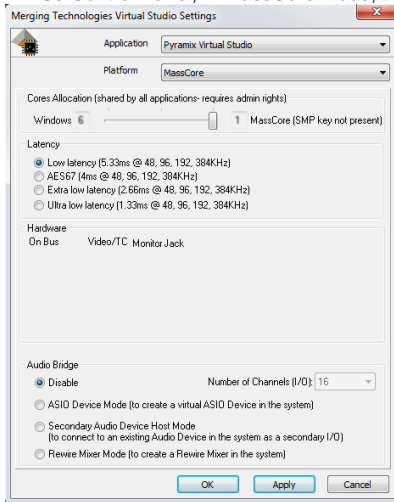


# VS3 Control Panel - MassCore - Can't activate RAVENNA

## Problem

In VS3 Control Panel, in MassCore mode, the RAVENNA checkbox is not present



## Solution

The MassCore Network adapter is not detected on the system, therefore the RAVENNA checkbox is not present.

Make sure :

- you have a MassCore Network adapter in your computer.
- The network adapter is detected as a **Merging Technologies PCIe 82574L Ethernet Controller** in Windows Device Manager > Network adapters.

## Problem

In VS3 Control Panel, in MassCore mode, the RAVENNA checkbox is marked with a red cross.

## Solution

The MassCore Network adapter is not working properly

Make sure :

- a CAT5E or CAT6 cable is plugged on the network card, to an active RAVENNA device. LED on the network adapter should be active.
- The network adapter has a valid IP address (see Windows Control Panel > Network and sharing center)
- The Merging Technologies MassCoreNIC service is running. You can see the services running in Windows Control Panel > Administrative Tools > Services.  
If the service is not running or not in a correct state, Windows will indicate that the network cable is unplugged.
- RTX64 Subsystem is running. Go in Windows Control Panel > RTX64 : the subsystem should be started.  
If the subsystem is stopped, please check that your RTX64 license is valid.

## Related articles

- [MAD - MassCore Mode.](#)
- [RTX Server error:"RTXTCPIP-E1000: warning: EPROM/FLASH checksum validation failed."](#)
- [Graphic cards recommendations](#)

- Wrong RTX Key code in your MT Security MassCore Tab
- MassCore 25th Anniversary incompatibilities.