

Pre-order Letter & FAQ

Model: M8

CWWK Official Store

Version 1.3 (2025.11)

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Pre-order Letter (English)

Dear Customer,

Thank you very much for choosing our CWWK product.

Here are some helpful tips:

We offer 1 year warranty and lifetime online technical support for free. If you have any questions, you can always contact us via email on the Amazon page, we will reply within 24 hours.

Product manuals, drivers, BIOS update files, and other resources can be downloaded from the following site:

<https://drive.google.com/drive/folders/1oJ2wS52NCPPD2A6sM4tD1HYn-26eNkdV?usp=sharing>

If you cannot find a specific file, feel free to contact us, we will update or provide it as soon as possible.

If you purchased a barebones system without RAM and SSD, we recommend choosing **Crucial, ADATA, Corsair, Kingston or Samsung** memory. **Crucial** can be used, but there have been a few reported cases of **compatibility issues**. Among them, **Crucial RAM** modules with the “**25XX**” serial number currently have the highest frequency of compatibility problems. This situation mainly occurs in N150/N355 CPU series products. But the probability of this issue occurring is low, but if a compatibility problem does arise, you can first consider testing by replacing the memory.



After the first installation or replacement of memory, the system may take 3-10 minutes to recognize the memory before it can boot up normally.

For more solutions to product-related questions, please refer to the FAQ.

Best regards,

CWWK Official Store

FAQ (English)

Q: The idle power consumption is too high. Are there BIOS options to reduce it?

A:

Yes. CWWK BIOS includes 4 main power-saving options.

Please note that **available options may vary depending on the model and BIOS version.**

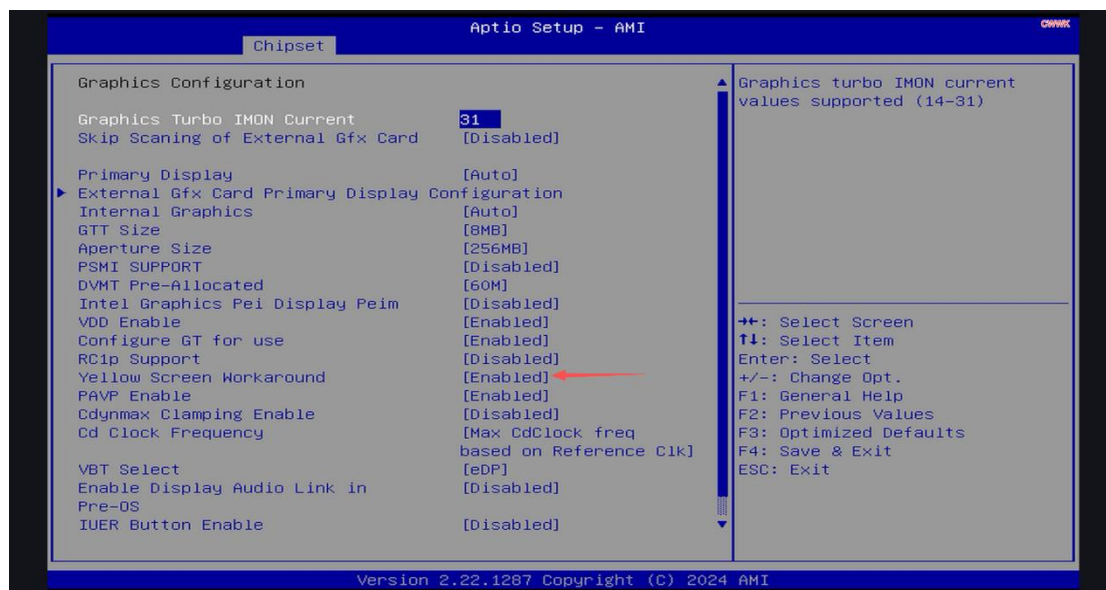
1. PL1 / PL2 (CPU Power Limits)

Control CPU power draw and performance balance.

- **PL1:** Long-term sustained power limit (e.g., 15W TDP).
- **PL2:** Short-term boost limit for higher performance under load.

To enable:

Enter **BIOS** → **Chipset** → **System Agent** → **Graphics Configuration** → **Yellow Screen Workaround** → **Enable** to unlock full BIOS.



Then adjust **Power Limit 1/2** under the Power section.

 Tutorial: <https://doc.x86pi.cn/#!/docs/fs/VXCQuW3XQSosL8RRJL2ixp/173>

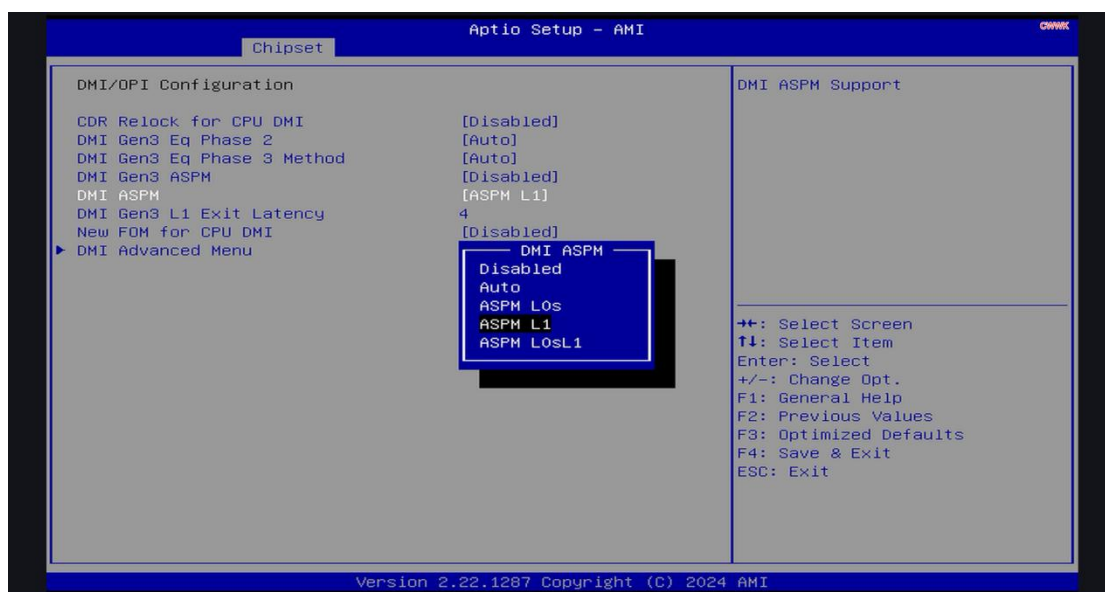
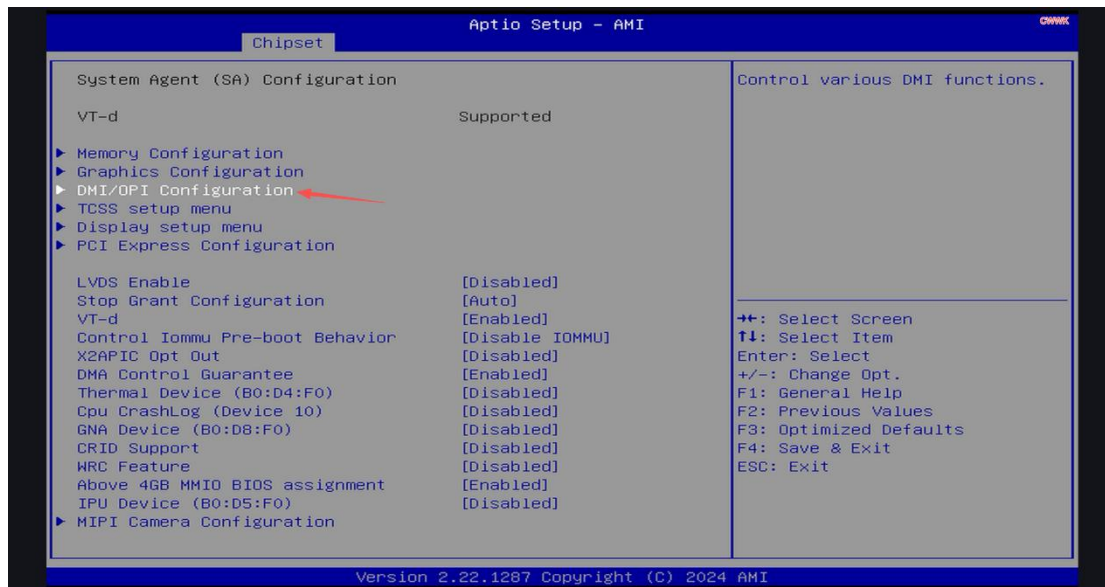
If not visible, update to the latest **2025.5.31 BIOS** (see page 2).

2. ASPM (Active State Power Management)

Reduces PCIe lane voltage/clock when idle.

Modes: **L0s (light saving)**, **L1 (deep saving)**.

After unlocking the BIOS (same method as above), find **ASPM** under **DMI/OPI Configuration**.



3. C-State (CPU Idle States)

Automatically lowers CPU power when idle.

Levels: **C0 (active)** → **C10 (deep sleep)**.

Find this in **CPU Configuration**, or unlock BIOS if not visible.

4. ACPI (Advanced Configuration and Power Interface)

Defines system-wide power states:

S0 (on), **S3 (sleep)**, **S4 (hibernate)**, **S5 (off)**.

Available under **Advanced** → **ACPI Settings**.

Q: The 10G LAN port on the motherboard shows no response when connected to a network cable, but the 2.5G LAN port works fine. What should I do?

A: Based on feedback from previous buyers and test data, the issue is most likely caused by the following reasons:

1. First, check whether PXE is enabled in the **Advanced → Network Stack Configuration**. If you find it is disabled by default, re-enable it. In most cases, the 10Gb NIC will start working immediately.
2. Auto-negotiation anomalies or PHY cache state issues between the AQC113C and the switch, leading to the inability to recognize the network card. This behavior occasionally occurs with AQC113C series NICs and is considered a common characteristic of this series, not a rare occurrence.

Specifically, with certain switches—especially those using Marvell, Broadcom, or Realtek chips—the auto-negotiation in 10GBase-T mode can sometimes experience handshake delays or failures.

Solution: Connect the AQC113C to another device with a network port, such as a PC or NAS, to establish a point-to-point connection. This will trigger a full link training between devices, refresh the PHY state, and successfully negotiate the link. After that, reconnect it to the switch, and it should work as expected.

3. Cable / transceiver compatibility: 10 GbE Base-T requires Cat6A or Cat7. Cat5e / Cat6 often cannot light up or hold 10 Gbps. Cable length should not exceed 30–50 m for 10GBase-T. If you use SFP+ to RJ45 module → ensure it supports 10GBase-T.
4. Switch port compatibility: Some switches have SFP+ 10G ports that do not support RJ45. Check if the specific port is enabled in switch management. Check that the port is not forced to 1 G / 2.5 G speed.
5. OS layer driver issue: Please confirm the 10G NIC driver is installed and detected at OS level.

Additionally, there have been occasional reports of the AQC113C losing connection after prolonged use. Therefore, we recommend disabling the energy-saving feature (EEE) in the AQC113C driver settings to prevent the PHY from "sleeping" during idle periods.

Q: The Motherboard won't turn on, how can I troubleshoot it?

A: The product has undergone a power-on test before packaging and shipping, so the likelihood of hardware failure preventing it from powering on is very low. You can troubleshoot using the following methods.

1. After pressing the power button on the case, the motherboard shows no response. Please refer to the F_PANEL pin layout indicated on the motherboard and in the product manual to ensure that the case's power switch is connected correctly.
2. It is common for customers to connect only the 24-pin power connector and forget to connect the 4-pin CPU power connector. Please make sure the 4-pin CPU power connector is properly connected. If you are using a fully modular PC power supply, please make sure that the 4-pin power cable you connect is the one specifically designated for the CPU.
3. Verify that the power supply specifications meet the motherboard's requirements. (At least a 200W power supply is required to boot the system without any SATA HDDs installed, and at least a 450W power supply is recommended for full load with all drives installed.)
4. Clean the memory modules and reseal them, or try different ones. Memory modules may have compatibility issues due to differences in timing, production batches, and other factors. Even the 4 recommended brands cannot be guaranteed to be 100% compatible. If possible, we suggest trying memory modules from different brands to find the most suitable one.
5. Clear the CMOS (BIOS reset) as per the motherboard manual. There is a black button located between the DP and Type-C ports. Press and hold it for about one minute to fully discharge the system and reset the BIOS. If the reset was not successful, please remove the CMOS battery from the motherboard and press and hold the button again to perform the reset. After the CMOS has been successfully cleared, reinstall the battery.

Q: No HDMI or DP Display After Startup.

A:

1. Check if the monitor is powered on.

2. Ensure the monitor cables are functioning properly. Especially when the monitor uses a signal conversion adapter, please ensure that the connection direction of the HDMI or DP cable is correct, as these cables are not truly bidirectional.
3. If you are using a non-standard PC monitor—such as a TV or a high-end display with multi-frequency output options—you may need to adjust the output settings in the TV or monitor’s menu. Try lowering the output resolution or switching to a compatibility mode to better match the integrated graphics.
4. Check if the display modules have the necessary drivers installed.

Q: Unable to enter system installation interface or frequent system crashes.

A:

1. Boot Mode Mismatch

- The motherboard only supports UEFI mode. If the system installation uses Legacy/CSM mode, it may cause boot failure or system freeze.
- Solution: Make sure to enable UEFI mode and use GPT partitioning on the disk.

2. Incorrect or Corrupted BIOS Settings

- BIOS settings may be misconfigured or corrupted.
- Solution: Reset BIOS by clearing CMOS or updating BIOS to the latest version.

3. Incompatible or Faulty RAM

- RAM modules with incompatible timing, capacity, or faulty sticks can cause boot failures and crashes.
- Solution: Test with recommended memory brands and configurations. Try removing or swapping RAM modules.

4. Storage Device Issues

- SSD/HDD may be faulty, not properly connected, or incompatible.
- Solution: Check all SATA/NVMe connections and cables. Try using different drives if possible.

5. Driver or Firmware Problems

- Missing or outdated storage controller drivers can prevent system installation.
- Solution: Load proper drivers during installation or update firmware.

6. Power Supply Issues

- Insufficient or unstable power supply can cause system instability.
- Solution: Use a recommended power supply with adequate wattage and quality.

7. Peripheral or Expansion Card Conflicts

- Conflicts from PCIe devices or USB peripherals can block boot or cause crashes.
- Solution: Remove unnecessary peripherals and expansion cards and try again.

8. Overheating or Hardware Faults

- Overheating CPUs or defective components can lead to crashes.
- Solution: Check cooling systems and hardware integrity.

Q: The PCIe x1 slot or the M.2 E-Key WiFi no function.

A:

The PCIe x1 slot or the M.2 E-Key WiFi slot will not function if both are used simultaneously. These two slots share the same PCIe lane, so please make sure to use only one of them at a time.

Q: How to enter the BIOS setup?

A:

Continuously press the "Delete" or "F2" key during the system POST (Power-On Self-Test) right after turning on the computer.

Q: Does the SFF-8643 port support 4 NVMe signals?

A:

No, it does not. It only supports conversion to 4 SATA 3.0 signals via an appropriate adapter cable.

Q: Unable to Enter System or Detect Hard Drive.

A:

1. Confirm that the hard drive power and data cables are connected properly.
2. Check for any damage to the hard drive.
3. Ensure the operating system is properly installed on the hard drive.
4. Verify that the hard drive is seated correctly.
5. Check if the motherboard supports the hard drive mode. Since only UEFI mode is supported, please make sure the hard drive is partitioned using GPT, not MBR.

Q: Blue Screen or Freeze During System Boot

A:

1. Check for loose memory modules or external cards.
2. Remove newly installed hardware and uninstall recent drivers or software.
3. Try different memory modules.
4. Since this model only supports UEFI mode, selecting Legacy mode during system installation may cause the system to freeze.

Q: System Automatically Restarts

A:

1. Try different memory modules.
2. Remove all peripherals if they are being recognized as boot devices, and test with another monitor.

Q: Stuck on BIOS Screen During Boot

A:

1. Ensure the CPU cooling fan is functioning properly.
2. Check for loose memory modules or external cards.
3. Verify that the power supply can handle the power requirements; consider trying a different power supply.

Q: Unable to Detect USB Device.

A:

1. Check if the USB device requires separate power
2. Ensure USB ports are not experiencing connection issues
3. Verify that the USB controller is enabled in BIOS Setup

Q: The network port is not recognized, what should I do?

A:

1. Please connect the network cable first, then connect the power.
2. Make sure the network card is recognized in Device Manager. If it is not detected, the driver may not be properly installed.

Q: Which OS are supported by this NAS motherboard?

A:

TrueNAS, Unraid, OpenMediaVault, PVE, Windows, Linux, etc.

Q: Flashing the wrong BIOS — how to recover?

A:

Try resetting the BIOS by clearing the CMOS. If clearing the CMOS does not work, you will need to reflash the correct BIOS using a programmer.