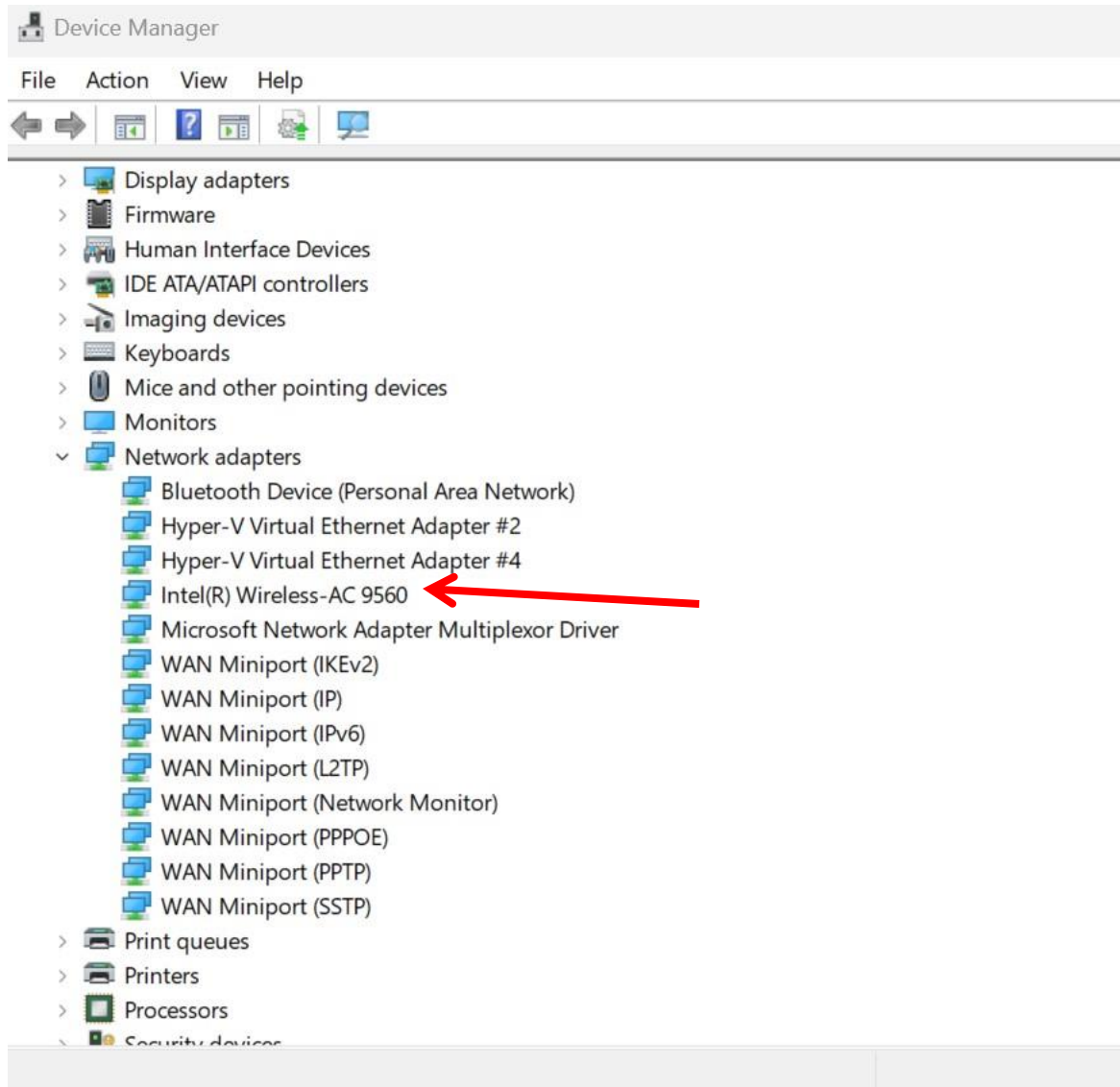


22.240.0 does not work with AC-9260
and AC-9560

Jocelyn_Intel Moderator & Gee580 a small User

Aug/5/2023

1. The initial state -1



2. The initial state -2

C:\windows\system32\drivers\netwtw08.sys

So, I do not want to remove this to prevent future problem.
To remove this, it's not easy with keeping the system stability.

Intel(R) Wireless-AC 9560 Properties

General Advanced **Driver** Details Events Resources

Intel(R) Wireless-AC 9560

Driver Provider:	Microsoft
Driver Date:	3/26/2020
Driver Version:	21.80.2.3
Digital Signature:	Microsoft Windows

Driver Details View details about the installed driver files.

Update Driver Update the driver for this device.

Roll Back Driver If the device fails after updating the driver, roll back to the previously installed driver.

Disable Device Disable the device.

Uninstall Device Uninstall the device from the system (Advanced).

OK Cancel

Update Drivers - Intel(R) Wireless-AC 9560

Select the device driver you want to install for this hardware.

Select the manufacturer and model of your hardware device from the list. If you have a driver disk that contains the driver you want to install, click Have Disk.

Show compatible hardware

Model

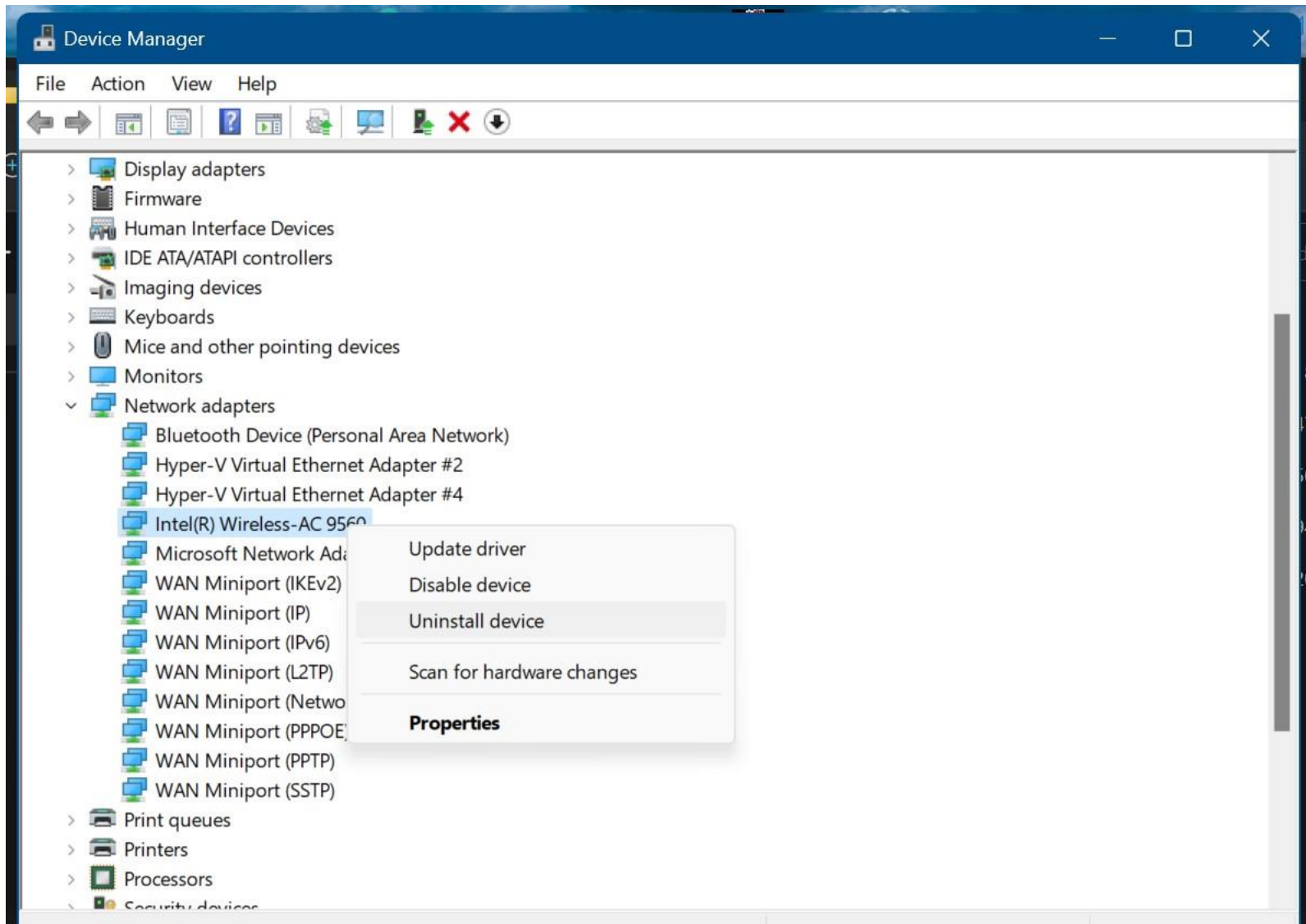
- Intel(R) Wireless-AC 9560 (Intel)
- Intel(R) Wireless-AC 9560 (Intel)
- Intel(R) Wireless-AC 9560 (Microsoft)**

This driver is digitally signed.

[Tell me why driver signing is important](#)

3. Uninstall drivers -1

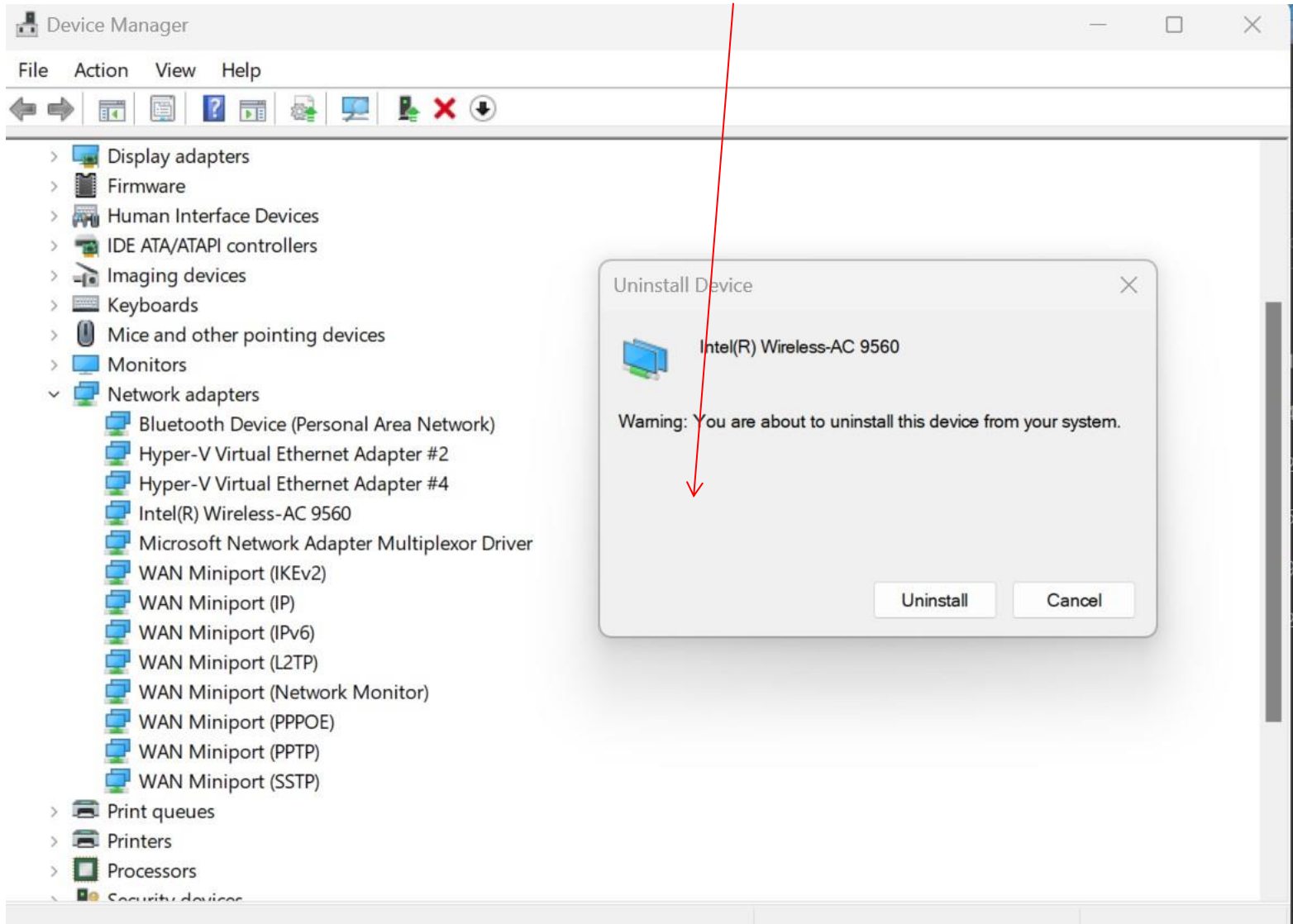
There are 2 intel drivers other than MS one that you can see them in previous page. I'll remove these 2.



4. Uninstall drivers -2

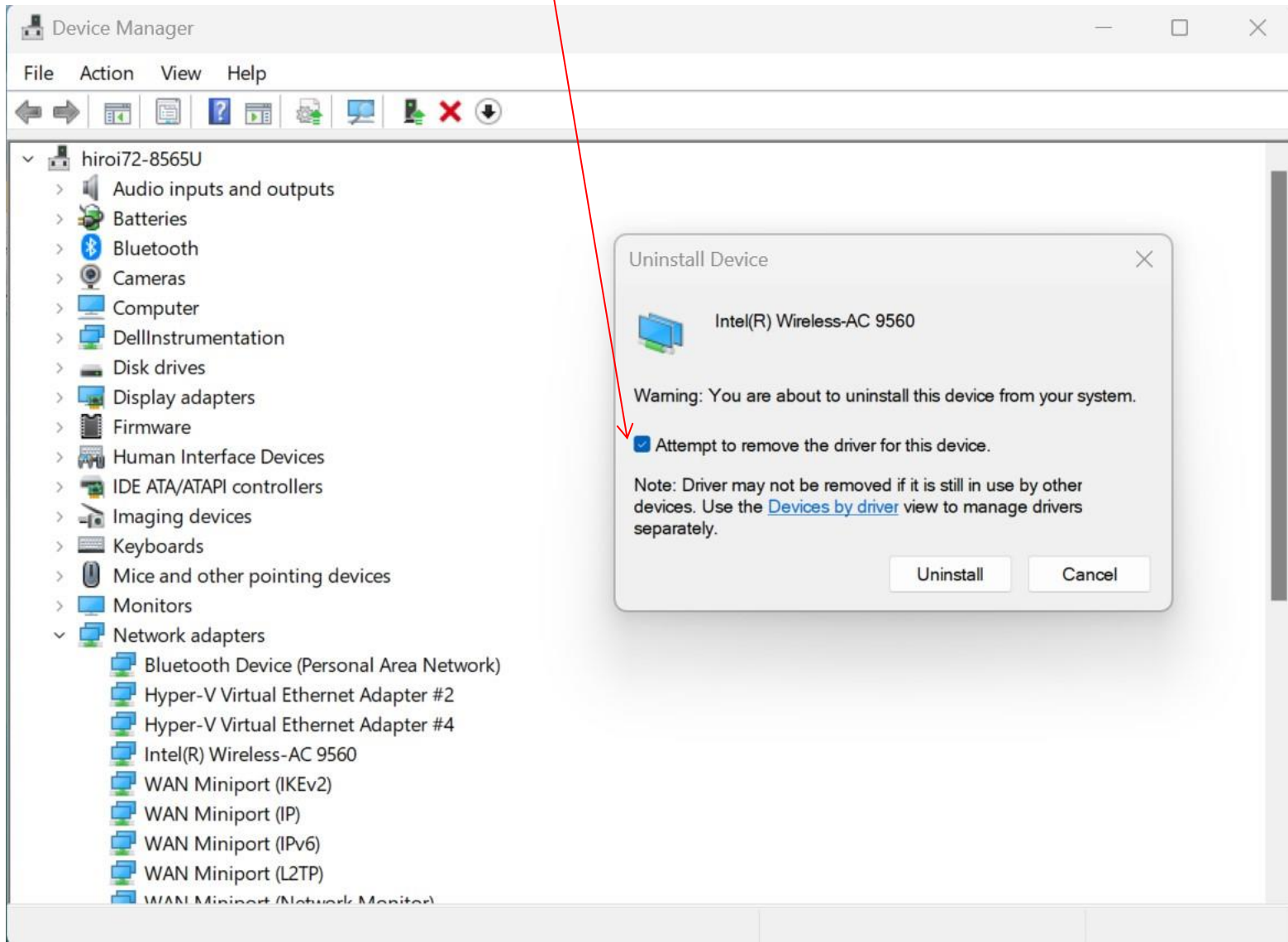
It is for C:\windows\system32\drivers\netwtw08.sys.

So it does not see the removing driver check box in the window.



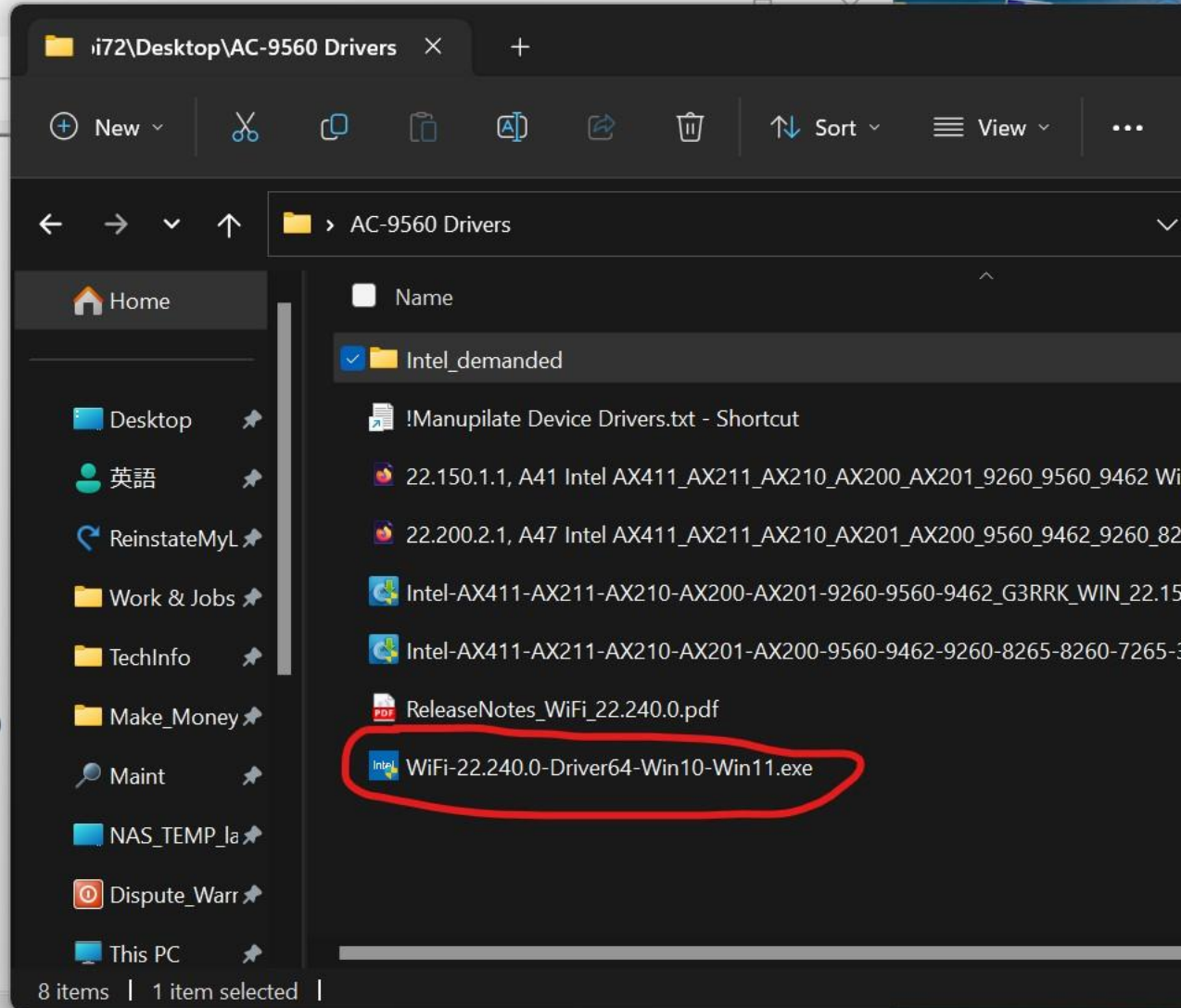
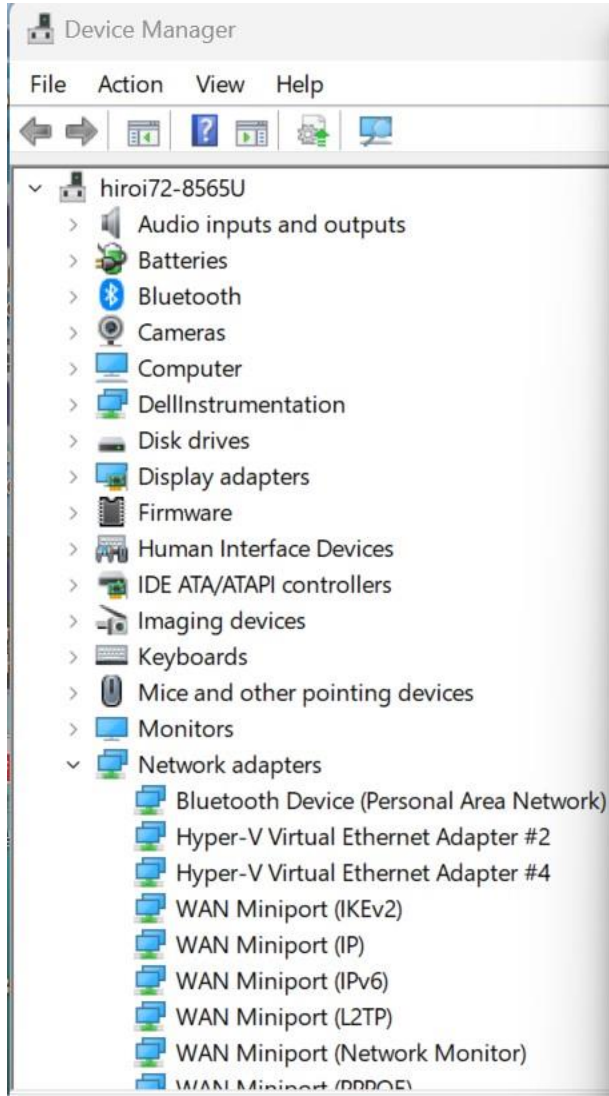
5. Uninstall drivers -3

This time is for the Intel . So removing driver check box is there.

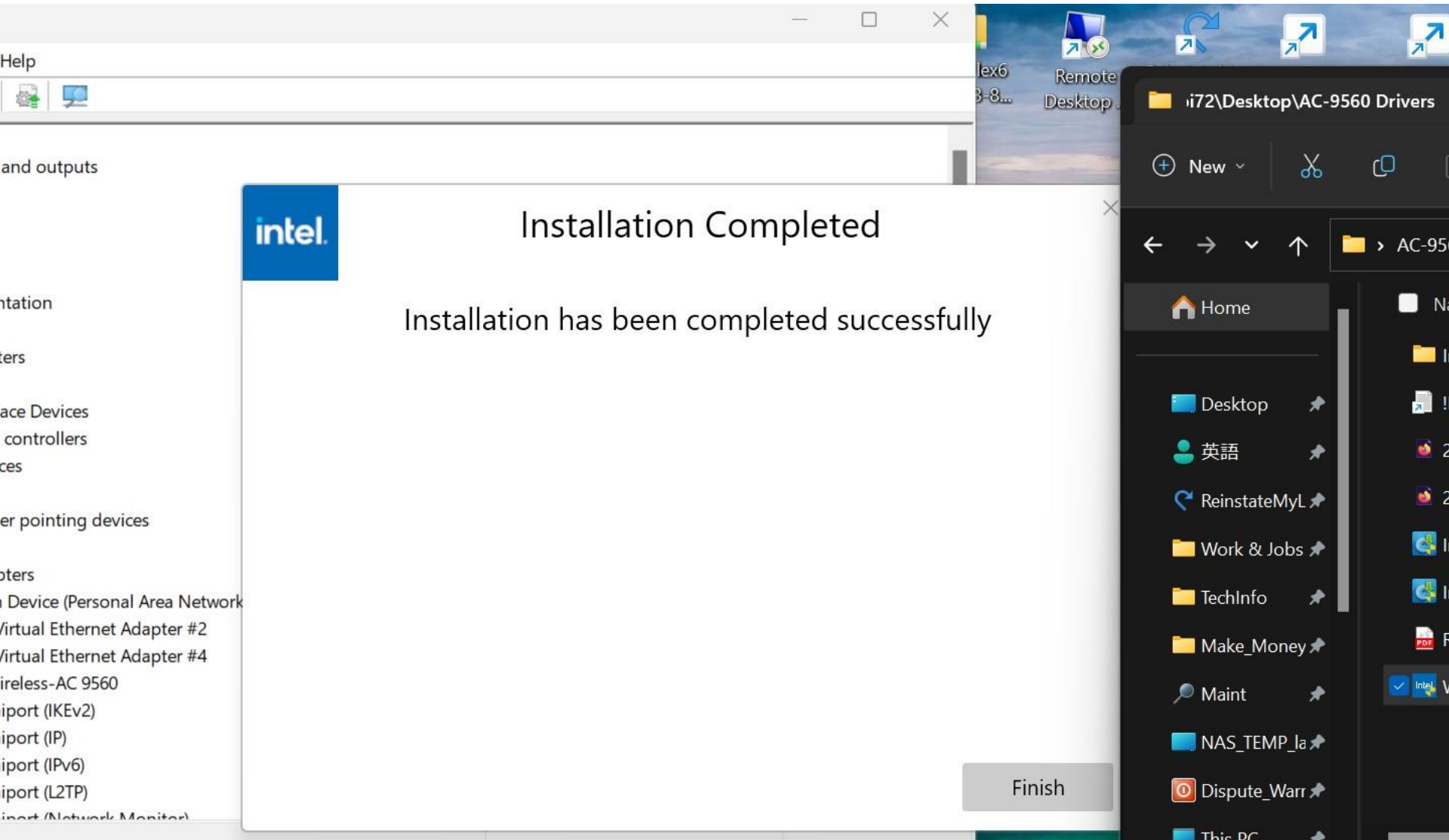


6. Install the Intel latest driver

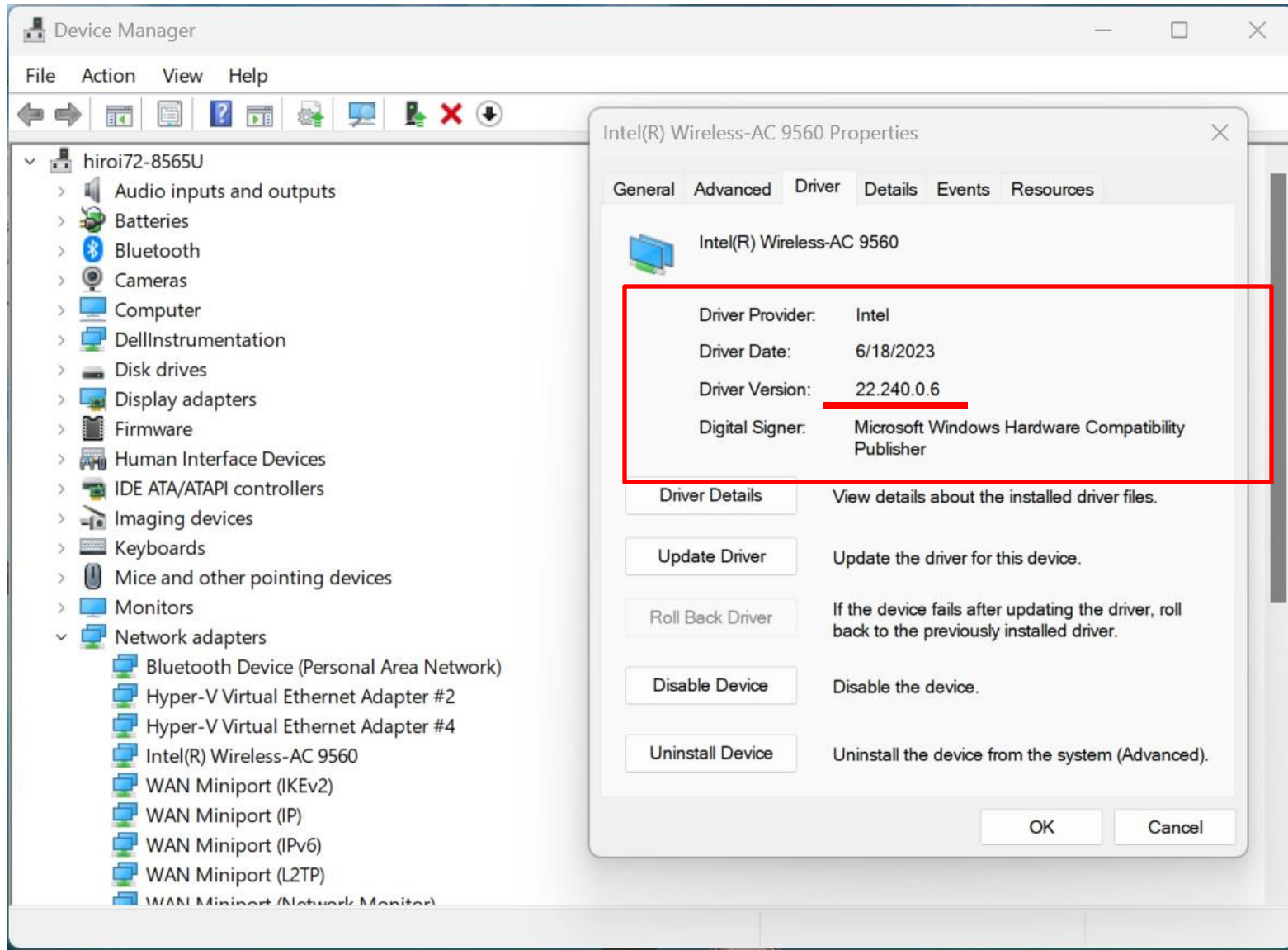
I run the .exe after removing Dell driver in previous page.



7. The Intel driver installation was completed successfully



8. Up to date the driver



9. No connection

Network & internet > Wi-Fi > Manage known networks

Known networks

Search known networks



Sort by:

Preference



Filter by:

All



Add a new network

Add network



[Redacted] Police Department



Get help



Wi-Fi



[Redacted] Police Department

Secured

Can't connect to this network

Close



047153048529-2G



047153048529-5G

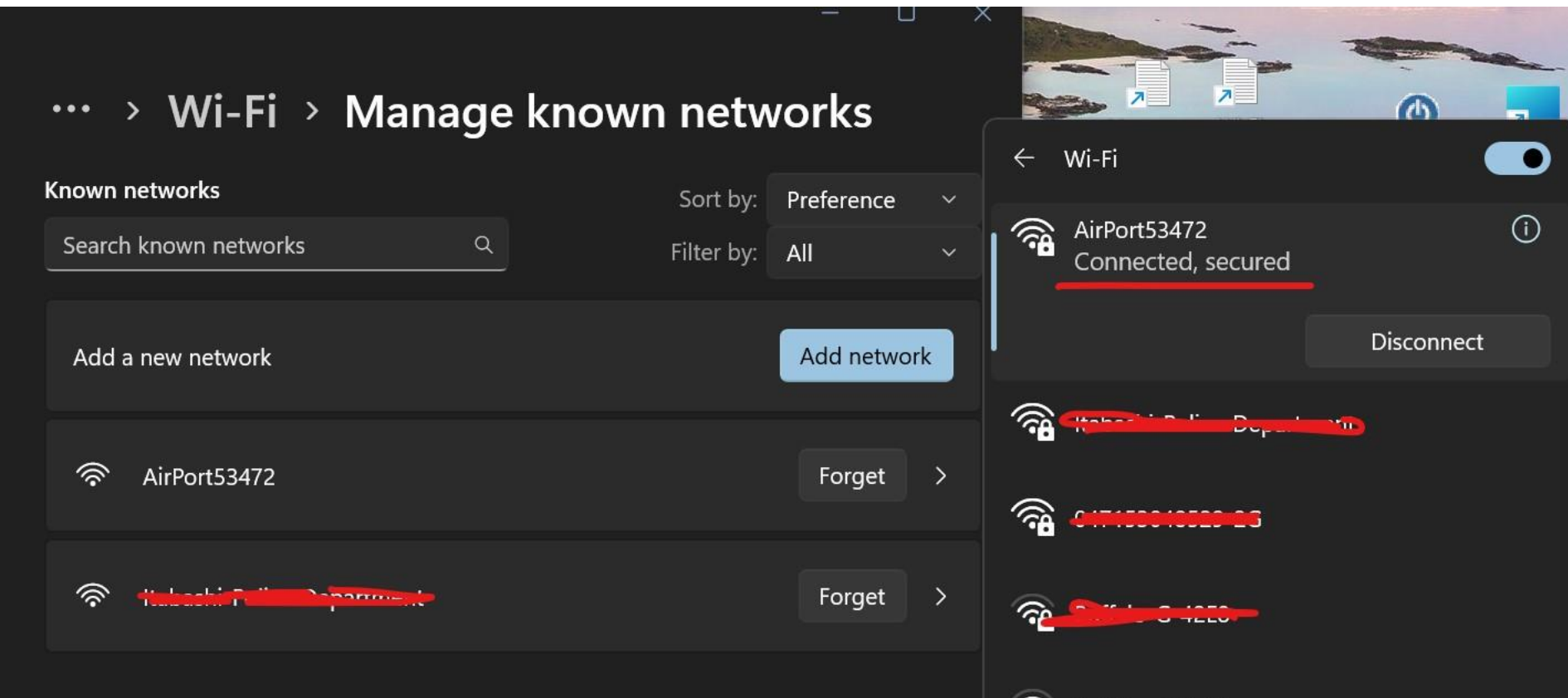


AirPort53472

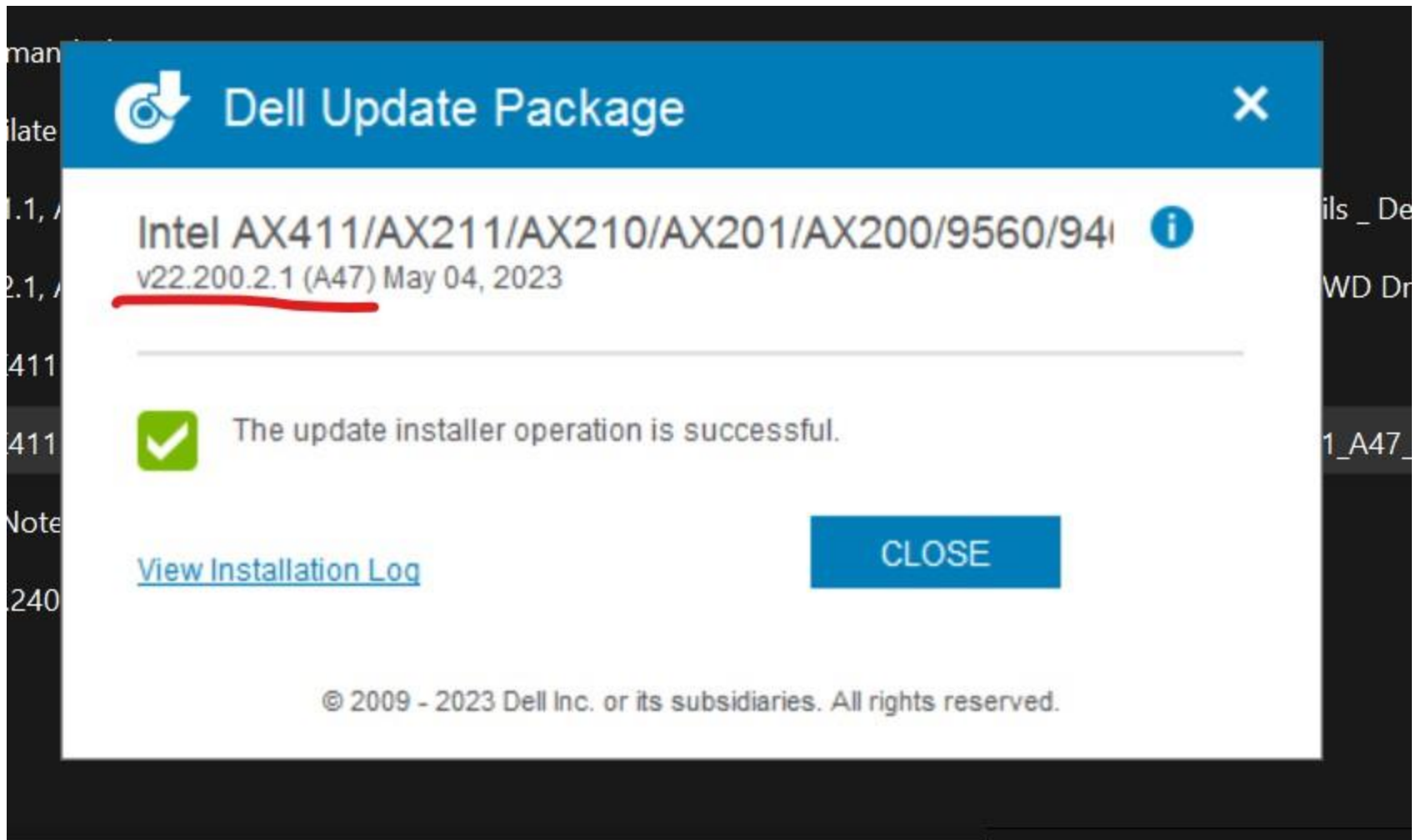
More Wi-Fi settings

10. Connect to another Wi-Fi router and No problem

“AirPort53472” is another Wi-Fi router’s SSID and it’s running with 2.4GHz and WPA2.



11. Installed Dell latest driver



12. No connection

Network & internet > Wi-Fi > Manage known networks

Known networks

Search known networks



Sort by:

Preference



Filter by:

All



Add a new network

Add network



~~XXXXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXX~~ Department



Wi-Fi



~~XXXXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXX~~

Secured

Can't connect to this network

Close

13. Summary

1. A Wi-Fi 6 router with 5GHz and WPA3 running can only be connected with the MS system driver.
2. Both Intel and Dell latest drivers fail to connect to the Wi-Fi router .
3. However, 2.4GHz and WPA2 running Wi-Fi router is connected by both of the latest drivers.

14. Conclusion

It seems that the driver test was not enough. I'd like to ask you to do the test on your site and share the result and concern with the users.