

# Restoring Network Connectivity in Windows

Please note these instructions **ONLY APPLY** to Windows Server 2008 and 2012 instances.

In order to update the VirtIO drivers, you will need to create a volume from a special image we have created. Please follow the following instructions:

1. In the Rapid Access Cloud dashboard, click on the **Compute** menu and then choose **Volumes**.
2. Click on **Create Volume** and fill out the window as follows:

**Create Volume** [X]

**Volume Name**  
virtio-drivers

**Description**  
[Empty text area]

**Volume Source**  
Image

**Use image as a source**  
virtio-drivers (307.0 MB)

**Type**  
No volume type

**Size (GiB)**  
1

**Availability Zone**  
nova

**Description:**  
Volumes are block devices that can be attached to instances.

**Volume Type Description:**  
If "No volume type" is selected, the volume will be created without a volume type.

**Volume Limits**

**Total Gibibytes** 1,451 of 9,340 GiB Used

**Number of Volumes** 8 of 96 Used

Cancel Create Volume

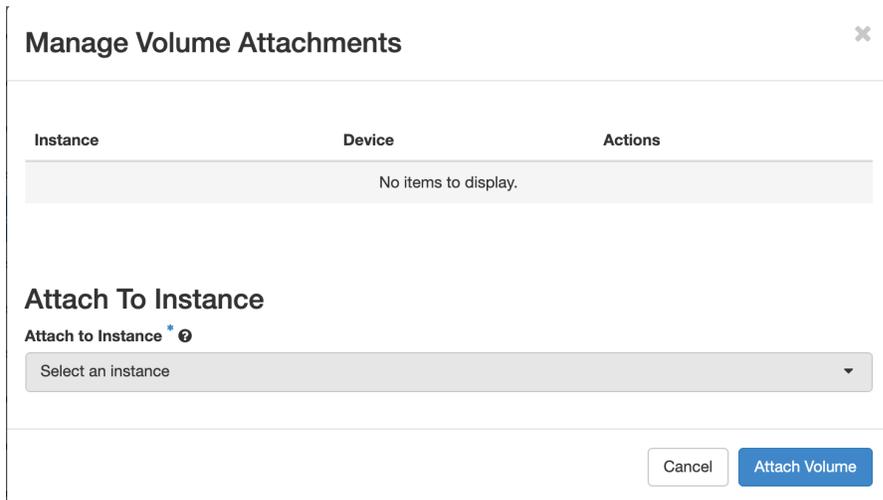
Note the **Volume Source** and the **Use image as a source** sections. Make sure to choose **virtio-drivers**.

3. Click **Create Volume**.
4. Once the volume has been created, attach the volume to your Windows virtual machine. Do this by clicking the dropdown arrow next to **Edit Volume** and then choose **Manage Attachments**.

Bootable	Encrypted	Actions
Yes	No	Edit Volume [Dropdown]
No	No	[Dropdown]
No	No	[Dropdown]
No	No	[Dropdown]
No	No	[Dropdown]

Dropdown menu options:  
Extend Volume  
Launch as Instance  
Manage Attachments  
Create Snapshot  
Change Volume Type  
Upload to Image  
Create Transfer  
Delete Volume  
Update Metadata

5. Choose your Windows virtual machine from the drop down box:

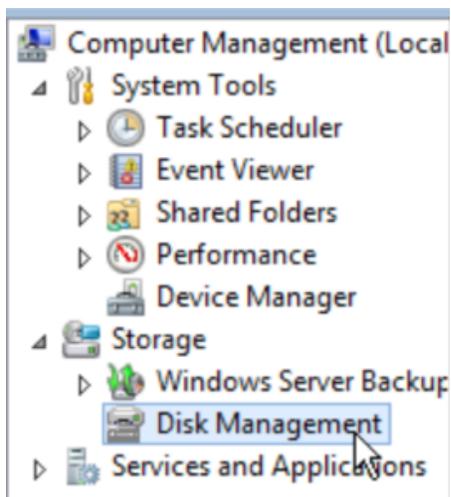


Then click **Attach Volume**.

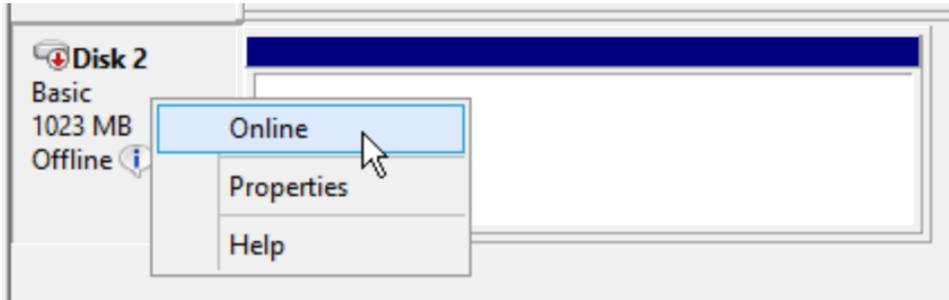
6. Once the volume has attached, go to the remote Console of your virtual machine. Do this by clicking on the **Instances** menu on the left side, then click on your virtual machine, and finally click on the **Console** tab.
7. Press the **Send CtrlAltDel** button and log in as an Administrator.
8. Click on the Windows button on the bottom-left.
9. Click on the "Down" arrow to view all Windows applications
10. Click on **Computer Management**



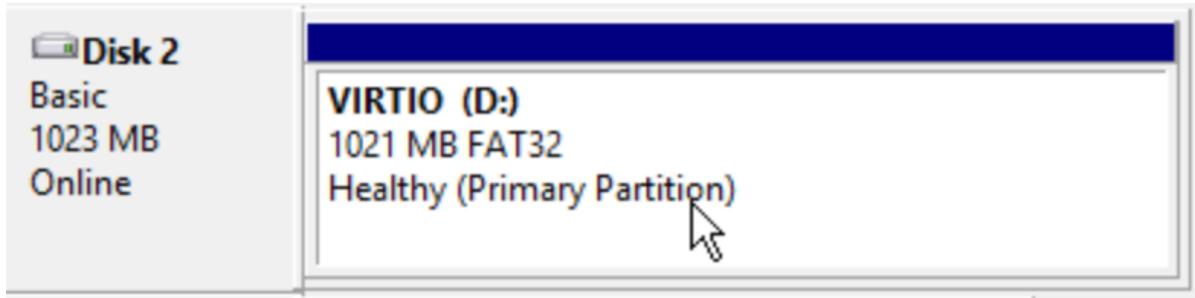
11. Click on **Disk Management**



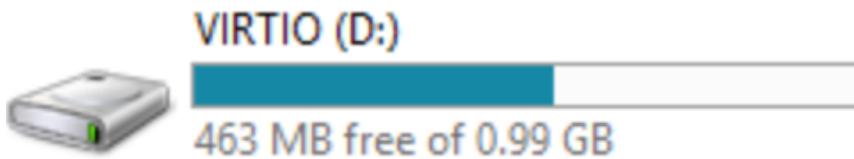
12. Your volume will be the last disk listed. Right click on it and choose **Online**.  
If it is not appearing try refreshing the list, or going to Device Manager, right click on the name of your instance, and choose "Scan for hardware changes"



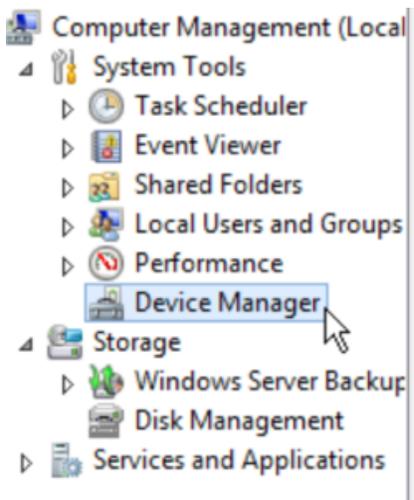
13. The volume will now be brought online with a drive letter. Make note of the letter.



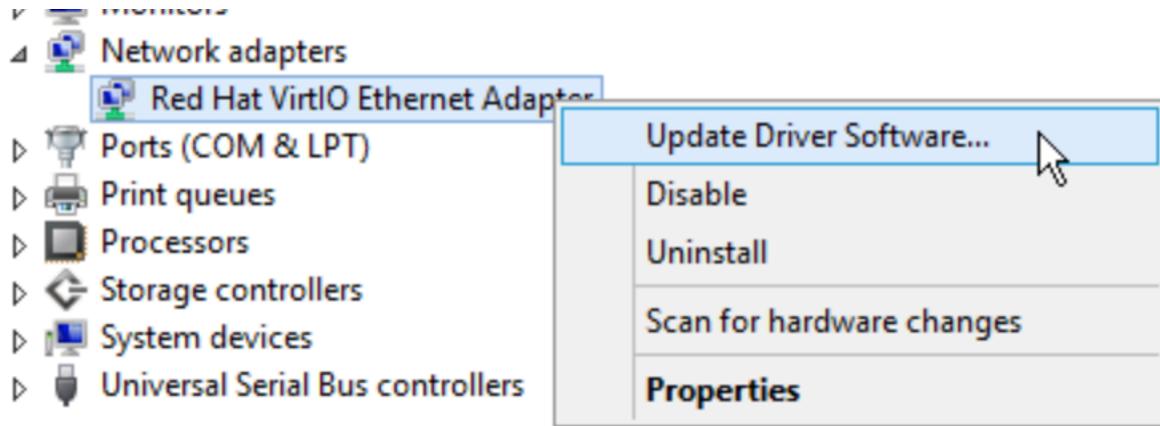
14. Open a Windows Explorer window and double-click on the new Drive.



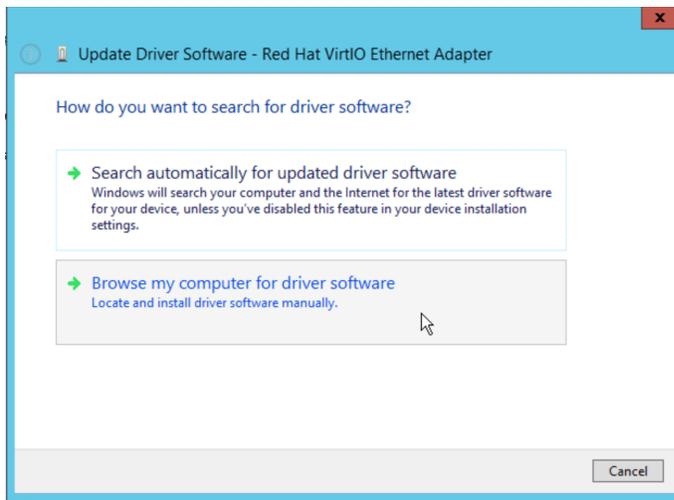
15. Return to the **Computer Management** window and click on **Device Manager**



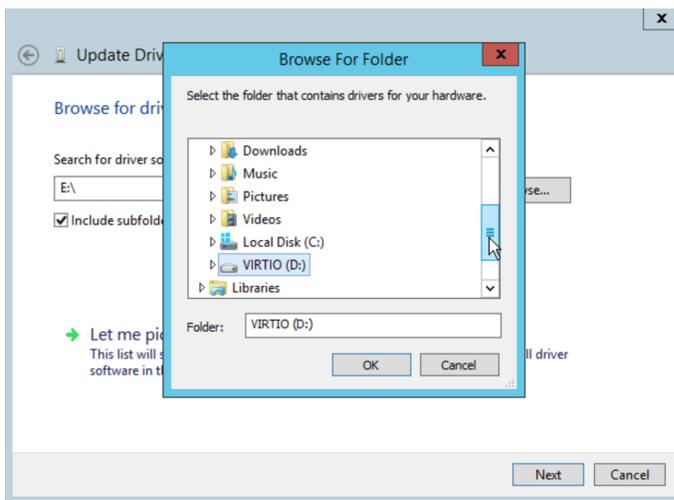
16. Right Click on the **RedHat VirtIO Ethernet Adapter** listed under **Network adapters**. Then click on **Update Driver Software**.



17. Click on **Browse my computer for driver software**:



18. Choose the CDROM drive. This is usually the **D** drive, or whichever letter the virtual CDROM was created as.



19. Click OK and then Next. Windows should find the updated driver

20. Click "Yes" when prompted to install the driver.

At this point, Windows should have installed the new driver and your Windows instance should be back on the network. The volume is no longer required and you may detach and then delete it.