

**2021 to 2023**

**Q80012106 - I have an ARC-8050T3U that I am trying to connect to a Thunder 3 port on a Windows 10 MSI motherboard - Z490i (Corsair) computer. When I can get it connected, usually through a hot plug event, it works great. If I reboot the computer, I lose the connection.**

It is a compatible issue between the thunderbolt box and the motherboard using Thunderbolt 3 active cable. You can check with the motherboard vendor to see if there have newer bios or driver available for the thunderbolt port. Otherwise you can use the shorter passive thunderbolt cable or Thunderbolt 4 active cable to fix this issue. The shorter thunderbolt passive cables have different behavior compared with active cables.

Unique solution ID: #1970

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Last update: 2023-05-21 18:20