



BAS Dealer Service Note 11/03/97

System Appears 'Locked-up' Except When a Remote Client is Connected Through Remote Server

Description of Problem

A Host Site was found to be operating only when a Remote Client was connected by modem to the Site. Program execution was halted at all other times with the System 'locked-up' and the RSCs operating in default mode. This condition was confirmed by the existence of large time gaps in the Trend Log.

Extent of Problem

This problem can affect any BAS Site using a PC with advanced power management capabilities. Power management is generally not found in PCs built before the release of the 100 MHz Pentium. All PCs provided by BAS were shipped with power management disabled.

Cause of Problem

If the power management system is enabled, the PC will be put into a sleep mode after a pre-determined number of minutes with no activity. Activity is defined as any input from the mouse, the keyboard, a network card, or a communication port (such as a modem connection). While in sleep mode no instructions are executed by the PC's processor and the PC appears to be 'locked-up'.

Solution

Disable all system power management, both in the BIOS and Windows. BIOS setup can be accessed by re-booting the PC and following the instructions that appear on the screen immediately following re-boot. Windows setup can be found in Windows 95 by searching for topics on 'Power' in Windows Help.

It is not necessary to disable the screen saver or any monitor energy saving features.