

Computer Monitors Service Bulletin

CSI-111

Sony Service Company - Technical Services
A Division of Sony Electronics Inc.
Sony Drive, Park Ridge, New Jersey 07656

Model: CPD1430, CPD15SF1, CPD15SF2,
CPD15SX1, CPD1730, CPD17SF1,
CPD17SF2, GDM17SE1, GDM17SE2T,
GDM1936, CPD20SF2, GDM2036S,
GDM2038, GDM20SE1, GDM20SE2

No. 82R1

Subject: Countermeasure for Intermittent DAS Software Lock-ups

Date: April 30, 1996

Symptom:
(273) Software locks up intermittently

Solution: In various cases DAS will lock-up intermittently when the Mouse is in use and/or due to insufficient memory. To resolve these problems, please perform the following.

1. Disconnect the Mouse when using DAS. Remove mouse drivers from autoexec.bat and config.sys files. Instead, use the Hot keys, TAB, ENTER and Arrow keys to access/execute Menu options.
2. Ensure DAS operating SW has 100k available memory. It is recommended to load DOS in Hi memory. Load EMM386 to optimize memory usage.

You may find it faster and more effective to operate DAS in this fashion.

