



Technical Support Bulletin Independence 2500

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TSB Description		TSB Number	
IDX 2500 systems shipped prior to May 11, 2005 do not have the Windows Page File set up on the IGRs.		TSB20050511001	
Product	Module	Model	
Independence 2500	IGR	ALL	
Operating Systems	BIOS	Driver	
Windows XP	N/A	N/A	
Symptoms			
When Mantis or other applications are run for extended periods of time the IGRs / Mantis Servers will crash.			
Fixes		Scheduled Date Available	
1) All IDX 2500 systems shipped from this date forward will have the problem corrected.		N/A	
2) Future image builds for the IGR's system disk will contain this correction.		May 2005.	
Work-A-Rounds			
1) Set up the Windows page file on each IGR in the IG following the instructions below.			

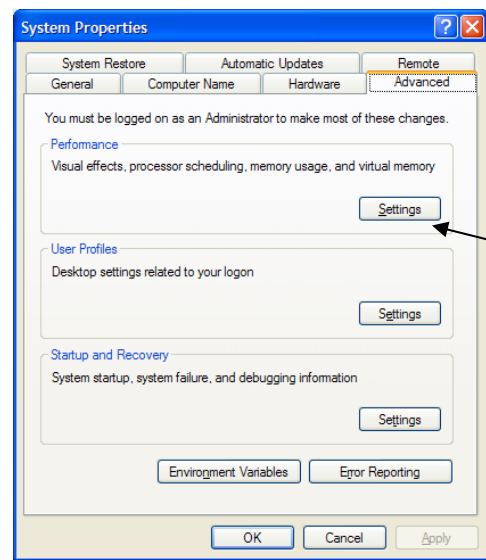
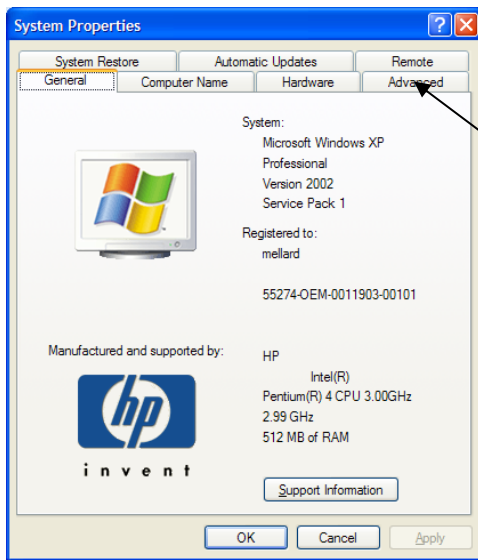


Instructions for Setting Up the Windows Page File in Windows XP

For the Independence 2500 Series IGR

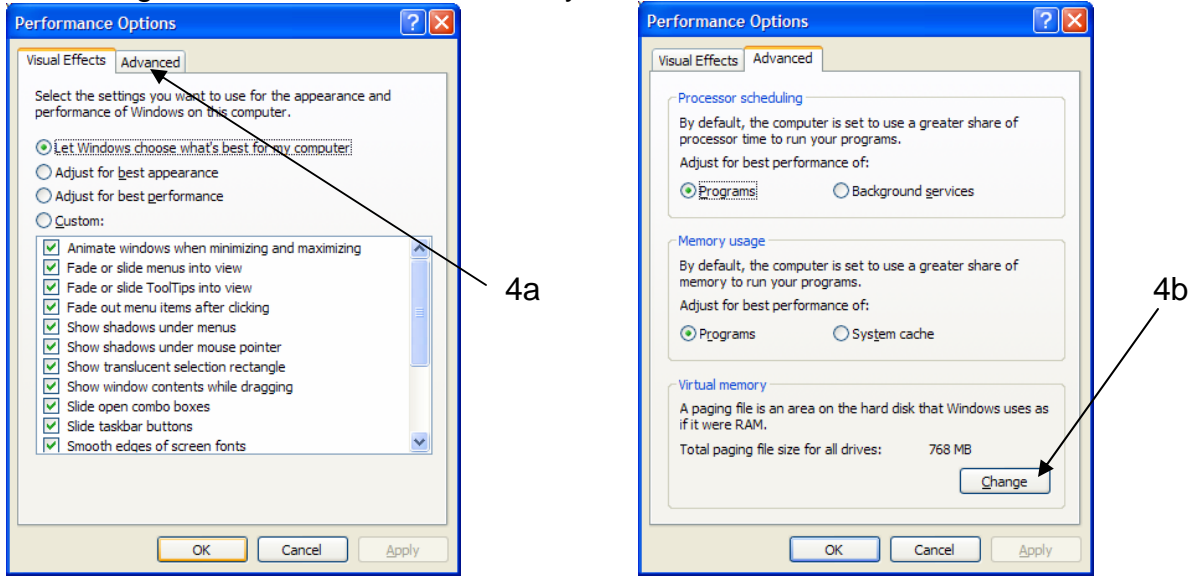
Note: This operation must be performed on each IGR in the IG.

- 1) Using the Console KVM go to the IGR's Desk Top.
- 2) Right click on the My Computer (Q3DIG) icon and select Properties.
- 3) On the System Properties page (a) select the Advanced tab then (b) select the Performance 'Settings' button.

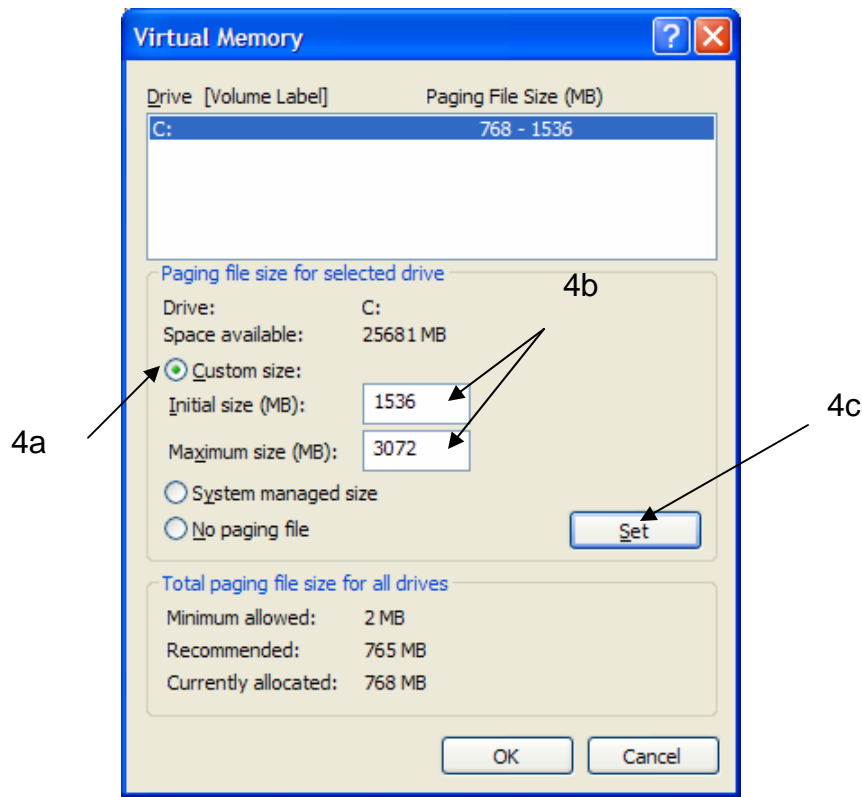




4) On the Performance Options page (a) select the Advanced tab then (b) select the Change button in the Virtual Memory section.



5) On the Virtual Memory page (a) select the Custom Size radio button. (b) Enter 1536 for the Initial Size (MB) and 3072 for the Maximum Size (MB) (c) Click on Set.





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- 6) Close all windows and Restart the IGR.
- 7) Perform the above steps on all IGRs in the IG. Once the last IGR is completed and all IGRs have been restarted shutdown the entire IG, power it off for 15 seconds, and then restart the IG.