

Tech Fax # 10913

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PCV-210/220/230/240 Locks up or Freezes Leaving AOL and at Other Random Times

Random lockups have been known to occur signing off AOL, but may occur in other applications as well. If this is happening to your computer, adjusting the Display Properties may help. Take the following steps to do this:

1. Open the Windows Start Menu and select Settings.
2. Select Control Panel.
3. Select Display Properties and open it.
4. Click on the settings tab.
5. Check the color settings. If it is set at True Color (24 bit), change it to High Color (16 bit). Do this by clicking on the down arrow to the right of the color setting to open a drop down menu with a list of color palettes to choose from.
6. Scroll up or down the list to find High Color (16 bit) and select it.
7. Click on the Apply button at the bottom of the Display Properties window.
8. Reboot when Windows asks you to click Yes to restart the computer to reset the color.

If lockups persist, there are settings you can add to your SYSTEM.INI which may reduce lockups as well:

1. Click on the Windows START button on the Windows desktop.
2. Select the RUN command.
3. In the RUN window, type SYSEDIT in the command line and click OK. This will open the System Configuration Editor and several other windows.
4. Close the windows one by one until C:\WINDOWS\SYSTEM.INI is on top and highlighted.
5. Scroll down until you can see the line that shows: **[display]**
6. Under that line, add these three lines:
DEV BMP=0
STRETCHENGINE=0
STRETCHBLT=0
7. Place a blank line beneath these lines.
8. Close the System Configuration Editor and **save** changes.
9. Shut down and restart your computer. The lockups should stop happening.

These settings change the way the operating system allocates tasks between the CPU and video display device. You should experience no loss of performance by adding these changes to SYSTEM.INI.

PCV-220 and PCV-240 users only:

There is a ATI video driver upgrade available for these models on the Software Updates web page. This driver may reduce lockups. This is the same driver found in PCV-210 and PCV-230 models and will therefore not enhance these models.

You can get to Software Updates by clicking on Software Updates on the left of your screen or going to:

<http://www.ita.sel.sony.com/support/pc/softupdates.html>

Click on PCG-220/240 and scroll down to the ATI Video Driver Upgrade. Download or print A4351324.TXT for instructions on upgrading and then download A4351324.EXE, the self-extracting driver upgrade.

This driver is only available on the website.