

Warning: This information has been deleted and is valueless to the support or understanding of the system

SSC DELETED KELs

Saturday 11 Sep

HORIZON KEL PCarroll915Z

KEL type: Information
Title: Rebooting a Counter, Reloading a counter
Summary: Rebooting a Counter, Reloading a counter
Raised: by Pat Carroll on 15/06/1999
Last updated: by Steve Parker on 28/01/2004
Release: S50
System product: Counter
Keywords: reboot re-boot counter re-load reload"
Status: Authorised
Visibility: Medium
Version: 1

Symptoms

When there has been a malfunction a counter may need to be rebooted.
The correct way to accomplish this is to press the <Ctrl><Alt> keys together and release them together

Problem

Counters are being rebooted or reloaded by switching off the base unit and this may prejudice the integrity of the messages held on the counter making the possibility of an altogether more serious and resource consuming failure greater.

Solution - Helpdesk

Always reboot using the <Ctrl><Alt> keys unless specifically advised otherwise.
if you are advised that the counter needs to be powered down, the recommended method is to press <Ctrl><Alt> and wait until the "Fujitsu" logo screen or "NTDETECT 4.0 Checking Hardware..." screen before switching the system off via the power switch.