Appendix B

Troubleshooting

In case you encounter any of the troubles listed below, follow the procedures accordingly to resolve the problem. If the first corrective action listed did not work, then try the next one.

Important: *Make sure that you have tried listed procedures in this appendix before you call your distributor.*

Tip: *There are many useful information in our homepage, such as jumper settings, latest BIOS, drivers, and more FAQs. Visit our homepage to see if there is answer of your problem.*

Taiwan   http://www.aopen.com.tw

USA   http://www.aopen-usa.com

http://www.aopenamerica.com

Europe http://www.aopen.nl

No display

1. Check all jumper settings according to section 2.2 "Jumpers". Make sure that you have set the proper jumpers especially those for CPU frequency, core and IO voltage select functions. Ask your CPU dealer for the correct CPU specifications.

2. Check the power cord or power switch of your system. The simple way to identify power failure is to check the CPU fan and the power supply fan. If these are not working, then the power is down.

3. Turn off the power and remove all add-on cards, connectors and SIMMs from your mainboard. Then reinstall the VGA card and two SIMMs. Turn on the power again. If you can see the POST (power-on-self-test) screen,

the problem is your add-on cards or peripheral. try to reinstall the add-on cards one by one to find out which card is causing the problem.

4. Check the monitor and VGA cable. Press the <Num Lock> key to enable/disable the Num Lock function. If the Num Lock LED works properly, this indicates that your CPU, SIMM and BIOS bootup sequence are properly functioning. The problem may be caused by your VGA or monitor.

Unstable system or HDD, HDD with bad sector. System sometimes hangs or auto reboots.

1. Check all jumper settings according to section 2.2 "Jumpers". Make sure that you have set the proper jumpers especially those for CPU frequency, core and IO voltage select functions. Ask your CPU dealer for correct CPU specification. The remarked CPU is very popular in the market, we recommend that you use a Box CPU, i.e., CPU sold in package with warranty card inside.

2. Check if your SIMM has less than 24 chips. Refer to section 2.4 "Configuring the System Memory" for details.

3. Set DRAM timing to 70ns and disable all enhanced chipset features in BIOS. The default BIOS timing is 60ns for better performance. If you are using an old SIMM or a remarked SIMM, you may need to manually slow down the DRAM timing and disable the chipset features. Refer to chapter 3 "Chipset Features Setup" for details.

4. Disable the power management and USB functions. Some add-on cards, drivers or applications may not be compatible with these functions.

5. Disable the external cache (2nd level cache) in chapter 3 "Advanced CMOS Setup" (AMI) or "BIOS Features Setup" (AWARD). If the system works fine, your cache module or onboard PBSRAM may be malfunction.

6. Enter BIOS and set the HDD "Block" and "32-bit" mode parameters to OFF. Refer to Chapter 3 "Standard CMOS Setup" (AMI) or "Integrated Peripherals" (AWARD) for details. Also, if possible set HDD PIO mode 2 or 3 to a slower transfer speed.

7. Turn off the power and remove all add-on cards, connectors and SIMMs from your mainboard. Then reinstall the VGA card, two SIMMs and connect only one hard disk to the end-most connector of the IDE cable. The IDE cable length must not exceed 46cm (18inches), refer to section 2.3 "Connectors". If the system functions properly, reinstall the add-on cards one by one. This will help you find out which card or device is causing the problem. Be sure to connect the 2nd IDE device (HDD/CD-ROM) to the primary channel slave mode.

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8. If your CPU bus frequency is 66MHz, set the CPU external/bus frequency to 60MHz, but leave the CPU core/bus frequency ratio unchanged. Normally, CPU with 66MHz bus frequency works properly at slower speed, e.g., 60MHz. This will help you identify if the CPU is remarked or if the mainboard or add-on card is unstable at 66MHz.

Keyboard, Mouse, Printer or Floppy is not working properly.

1. Check the cable and bracket. Make sure that pin 1 of the cable is connected to pin1 of the connector. Pin 1 of the flat cable is indicated by a red-colored wire. Refer to section 2.3 "Connectors".

2. If possible, use another system to test the peripherals and cables. Check if these are working properly.

3. If possible, use another peripheral to double check if the mainboard or the cable is defective.

CMOS data lost, forget password.

1. Refer to section 2.2 "Jumpers". Locate the CMOS jumper and follow the procedures on how to clear the CMOS. Load the BIOS optimal settings (AMI) or load BIOS default settings (Award).

2. If your mainboard comes with a battery, simply change it. If your mainboard comes with Dallas DS12887A compatible RTC, the occurrence of low battery problem is very rare since RTC battery is expected to last for 7 years. In this case, you have to send the mainboard back to your distributor.

Incompatible add-on card, peripheral, operating system, and application.

1. Check all jumper settings according to section 2.2 "Jumpers".

2. Check if you have a Legacy ISA card (non PnP). If yes, set the IRQ and DMA for this card to Legacy/ISA. Refer to Chapter 3 "PCI/PnP Setup" section. If you are using a PnP operating system such as Win95, enable the "Plug-and-Play Aware O/S" parameter in BIOS and let the OS configure the system.

3. Disable all enhanced chipset features. Refer to Chapter 3 "Chipset Features Setup" for details.

4. Disable the power management and USB functions. Some add-on cards, drivers or applications are not compatible with these functions.

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5. Disable the external cache (2nd level cache) and system BIOS cacheable or VGA BIOS cacheable parameters in BIOS. Refer to Chapter 3 "Advanced CMOS Setup" section. Some applications has trouble at higher system speed.

6. Visit our WWW home page, (address **http://www.aopen.com.tw**), check the FAQ area (frequently asked question) and download the latest BIOS, try again with the latest BIOS.

> ***Important:*** *If problem still exist after you have done all the corrective actions listed in this appendix, fill out the attached problem report form. Write down your configuration and error symptoms as detailed as possible. The more detailed information you give us, the faster we can identify and solve your problem. You can copy this form and fax it to your distributor or send the form via e-mail. Refer to Appendix B "Frequently Asked Question" for information on how to identify the BIOS and the mainboard versions.*

Technical Problem Report Form		
FROM:	Name: TEL: FAX: Email address:	
Error Symptom:		
Error Type: (Please mark in the box and list the model and version below.)	❑ PS/2 mouse ❑ Printer ❑ Floppy ❑ IDE HDD ❑ Keyboard ❑ Sound/Modem ❑ SCSI CDROM ❑ Ethernet ❑ USB ❑ Win95 ❑ Window NT ❑ UNIX	❑ COM1/COM2, serial mouse. ❑ Parallel Tape ❑ Floppy Tape ❑ IDE CDROM ❑ VGA ❑ SCSI HDD ❑ SCSI Tape ❑ Tokenring ❑ DOS ❑ Windows 3.1 ❑ OS/2 ❑ Others: _____
System Configuration: (Please list model name and version.)	MB: _____ CPU: _____ HDD: _____ VGA: _____ Others:	BIOS: _____ SIMM: _____ CDROM: _____ OS: _____