

# Troubleshooting

This chapter tells how to deal with common system problems. Read it before calling a technician if a problem occurs. Solutions to more serious problems require opening up the system. Do not attempt to open the system by yourself. Contact your dealer or an authorized service center for assistance.

## 6.1 A Checklist

### If the system does not start or boot

- Are you running on battery power? It may be low and unable to power the system.
- Is the AC adapter plugged in properly?
- Is the operating system loaded on your disk?
- Is a non-bootable diskette in the diskette drive?
- Are the operating system files damaged or missing? Try booting from another system diskette.
- Check the hard disk type in Setup (press m during boot-up).

### **If nothing appears on the screen**

- Try adjusting the screen contrast control (STN models only).
- Is the LCD power-saving feature on? Press j to turn the display back on.
- Is the notebook in system standby or suspend mode? See section 2.5 for a discussion of visible and audible indicators, including ways to exit these modes.

### **If the keyboard does not respond**

- Is the notebook in system standby mode — the power indicator LED (near the LCD hinge) flashes. Press the system standby/suspend button to return to normal mode.
- Try attaching an external keyboard. If it works, contact your dealer or an authorized service center as the internal keyboard cable may be loose.

### **If the serial mouse does not work**

- Is the serial port enabled? Check the Setup utility.
- Is the mouse driver activated?
- Is there a conflict between the serial ports selected if a modem card is installed?

### **If the parallel printer does not print**

- Is the parallel port enabled? Check the Setup utility.
- Is there a conflict between the parallel ports selected in Setup and the software application?

**If the serial printer does not print**

- Is the serial port enabled? Check the Setup utility.
- Is the printer connected to the port indicated in Setup.

**If all the power-management functions do not work**

- Is the power-management mode enabled? Check this parameter in Setup.
- Are you running the Setup utility? Running Setup temporarily disables the power management mode.

**If pressing the Setup button or Standby/Suspend button does not produce the expected result**

- Is there any system activity taking place? Wait until the system finishes its present task.

**If the audio system does not work?**

- Is the Internal Audio parameter in Setup set to [Enabled]? See section 4.4.1.
- Is the audio driver installed? See section D.7.
- Is the I/O base address for audio set to 240h? Run `DIAGNOSE.EXE` (audio diagnostics utility) in the VIBRA16 subdirectory.

## 6.2 Error Messages

If you receive an error message, note the message and take corrective action. Table 6-1 lists the error messages in alphabetical order together with the recommended course of action.

Table 6-1 Error Messages

Error Message	Error Description and Corrective Action
Diskette drive A error	Drive A: is present but fails the BIOS POST diskette tests.  Enter Setup and check that the drive is defined with the proper diskette type. Make sure the diskette drive is installed correctly in the accessory bay.
Extended RAM Failed at offset: <i>nnnn</i>	Extended memory is not working or configured properly at offset <i>nnnn</i> .  Contact your dealer or an authorized service center.
Failing Bits: <i>nnnn</i>	The <i>nnnn</i> is a map of the bits at the RAM address which failed the memory test.  Contact your dealer or an authorized service center.
Fixed Disk 0 Failure  Fixed Disk Controller Failure	Hard disk is not working or not configured properly.  Run Setup to check if the hard disk type is correctly identified (try setting this to [Auto]). Make sure the hard disk is installed correctly in the storage bay.
Incorrect Drive A type	The diskette drive type is not correctly identified in Setup.  Run Setup and set the correct diskette drive type.
Invalid NVRAM media type	There is a problem with NVRAM (CMOS) access.  Contact your dealer or an authorized service center.

Table 6-1 Error Messages (continued)

Error Message	Error Description and Corrective Action
Keyboard controller error	<p>The keyboard controller failed the test.</p> <p>You may have to replace the keyboard or the controller. Contact your dealer or an authorized service center.</p>
Keyboard error	<p>The keyboard is not working.</p> <p>Contact your dealer or an authorized service center.</p>
Keyboard error <i>nn</i>	<p>BIOS discovered a stuck key and displays the scan code <i>nn</i> for the key.</p> <p>Loosen the key.</p>
Operating system not found	<p>Operating system cannot be located on either drive A: or drive C:.</p> <p>Enter Setup and verify that these two parameters are properly identified.</p>
Parity Check 1	<p>Parity error found on the system bus. BIOS tries to locate the address and display it on the screen.</p> <p>Contact your dealer or an authorized service center.</p>
Parity Check 2	<p>Parity error found in the I/O bus. BIOS attempts to locate the address and display it on the screen.</p> <p>Contact your dealer or an authorized service center.</p>
Press <F1> to resume, <F2> to Setup	<p>This message is displayed after any recoverable error message. Press <b>l</b> to start the boot process or <b>m</b> to enter Setup and change any settings.</p>
Previous boot incomplete - Default configuration used	<p>Previous POST did not complete successfully. POST then loads default values and offers to run Setup.</p> <p>Run Setup to check for incorrect settings.</p>

Table 6-1 Error Messages (continued)

Error Message	Error Description and Corrective Action
Real time clock error	Real-time clock fails test.  This may require board repair. Contact your dealer or an authorized service center.
Shadow Ram Failed at offset: <i>nnnn</i>	Shadow RAM failed at offset <i>nnnn</i> of the 64K block at which the error was detected.  Contact your dealer or an authorized service center.
System battery is dead - Replace and run SETUP	The CMOS clock battery indicator shows that the battery is dead.  Replace the battery and run Setup to reconfigure the system.
System cache error - Cache disabled	RAM cache failed the BIOS test and BIOS disabled the cache.  Contact your dealer or an authorized service center.
System CMOS checksum bad - run SETUP	System CMOS has been corrupted or modified incorrectly, perhaps by an application program that changes data stored in CMOS.  Run Setup and reconfigure the system either by restoring default values and/or making your own selections.
System RAM Failed at offset: <i>nnnn</i>	System RAM failed at offset <i>nnnn</i> of the 64K block at which the error was detected.  Contact your dealer or an authorized service center.
System time error	The timer test failed.  This requires system board repair. Contact your dealer or an authorized service center.

If you still encounter problems after going through the corrective measures, please contact your dealer or an authorized service center for assistance.