Technical Bulletin

Number:	050
Date Issued:	07/20/05
Expiration Date:	07/20/06

Subject/Key Words:	**AKS V6 Charting and Trending Usage – Computer Hard Drive Maintenance Considerations**
Classification:	■ Informational ❑ Mandatory ❑ Safety Alert ■ PM Impact
	❑ Warranty Impact ❑ Purchase Parts ❑ No Charge For Parts expires ___ / ___/___. Reference this TB# when ordering NC parts.
Applicable Akrion Procedures:	None
Parts/Reference Documents:	GAMA Computer System Maintenance – GAMA PM Manual (rev. 04.05)
Attachments:	None

Issue: Computer lock-ups, thread Data Collection shutdown.

Symptoms: Datalog entry: "Thread Data Collection has stopped responding."

Solution:

1. Check the physical memory on the system as follows: Right click on the "Task Bar", select "Task Manager" then select Performance. Memory should be 512MB RAMM.
2. Exit out of the Akrion software.
3. Access the C:\akrion\chartdata folder on the hard drive. If needed, download select files in the chartdata folder to an outside source, then delete all files in the chartdata folder to free up space on the hard drive.
4. Check the amount free space on the hard drive. If it is still near capacity, do a clean up - empty the recycle bin, delete unneeded files, etc.
5. Defrag hard drive.

Note: When Charting and Trending is used on an on-going basis perform computer maintenance to free up hard drive space monthly. Akrion's Software Department is working on a robust solution, details to be announced.

If you have technical questions or require more information, please contact Akrion Technical Support Department via e-mail at techsupport@akrion.com. Authorized service personnel can obtain copies of the latest Akrion procedures and controlled documents from the Akrion Document Control department at doccontrol@akrion.com. Customers must direct all inquires to their local Akrion field service representative.   (Form QA1656F1AC)