Producer IV, Professional

Minimize Blue Screen Occurrences

There have been reports of Blue Screen issues on Systems with Q87 motherboards. Rimage engineering has identified several possible factors.

- 1. The USB driver installed with Rimage recovery media versions 9.0.188 and 8.7.xx can cause Blue Screen issues.
 - a. Problem is seen most frequent when storage or KVM devices are plugged into a USB port.
- 2. The Intel Video driver service that was included in the Windows image for 9.0.232. This is not necessary and can cause issues because the Intel video driver is not installed/utilized.
- 3. The amount of I/O activity to the C: drive.
 - a. DVD jobs will download the image to check for RVP.

Solutions:

- Run 9.0.232 recovery disc
- Disable the Intel Video Service
- Disable the RVP checking

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Run Recovery Disc 9.0.232.0

- 1. Insert Recovery Disc 9.0.232.0, part number 3002680, Build 16.B into the bottom recorder.
- 2. Reboot the system to boot from the disc.
- 3. When prompted, remove the recovery disc and reboot.
- 4. Allow the recovery process to run as normal.

Disable the Intel Video Service

- 1. Right click on "My Computer"
- 2. Click on Manage
- 3. Click on Services and Applications
- 4. Click on Services



5. Right click on Intel® HD Graphics Control Panel Service



General	Log On	Recovery	Depende	ncies		
Service	e name:	igfxCUISer	vice1.0.0.0			
Display name: Description:		Intel(R) HD Graphics Control Panel Service				
		Service for Intel(R) HD Graphics Control Panel				
Path to C:\Win	executabl idows\syst	e: em32\igfxCl	JIService.e	xe		
Startup	type:	Disabled 👻				
Service	e status:	Started				
	<u>S</u> tart	Stop)	<u>P</u> ause	Resume	
	<u>S</u> tart	Stop		Pause	Resume	

6. Change startup type to "Disabled"

Disable the RVP Checking in Production Server

- 1. Open Rimage System Manager and Stop the Production Server.
- 2. Open the registry editor.
 - a. Start > Run > Regedit.
- 3. Navigate to Rimae_EPS.
 - a. HKEY_LOCAL_MACHINE > SYSTEM > CurrentControlSet > Services > Rimage_EPS.

File Eule	view Pavorites Heip			
	RDPDR RDPERCDD RDPRFMP RDPRFMP RDPUDD RDPWD ROPWD RomoteAccess RemoteAccess Rimage_DS Rimage_SS Rimage_eNS Rimage_ePS AccumulateAlerts AccumulateAlerts AccumulateAlerts AccumulateAlerts AccumulateAlerts AccumulateAlerts AccumulateAlerts AccumulateAlerts AccumulateAlerts AccumulateAlerts	 Name (Default) DependOnService Description DisplayName ErrorControl IrragePath ObjectName Start Start Wow64 	Type REG_SZ REG_MULTLSZ REG_SZ REG_DWORD REG_EXPAND_SZ REG_DWORD REG_DWORD REG_DWORD	Data (value not set) Rimage_eMS Enables full utilization of resources through async Rimage Production Server 0x0000000 (0) C:\Program Files (x86)\Rimage\Production Server\ LocalSystem 0x0000000 (2) 0x0000000 (1)
*	AccumulateWaiting	•	m	•

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4. With Rimage_EPS selected, right-click ImagePath and select Modify.

Name		Туре	Data	
ab (Default)		REG_SZ	(value not set)	
ab DependOnService		REG_MULTI_SZ	Rimage_eMS	
ab Description		REG_SZ	Enables full utilization of resources through async	
ab DisplayName		REG_SZ	Rimage Production Server	
B ErrorControl P		REG_DWORD	0x00000000 (0)	
Mage Object Start Type WOW	Modify Modify Binary Data	ORD	C:\Program Files (x86)\Rimage\Production Sen LocalSystem 0x00000002 (2)	
	Delete Rename	ORD	0x00000010 (16) 0x00000001 (1)	

5. At the end of the Value Data, add "-norvpchk" and press OK.

Edit String		×
Value name:		
ImagePath		
Value data:		
ram Files (x86)\Rimage\Produ	ction Server\eps.exe	-scm -dly_10 -norvpchk
	0	K Cancel

- 6. Close Registry Editor.
- 7. Restart the computer.