

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:

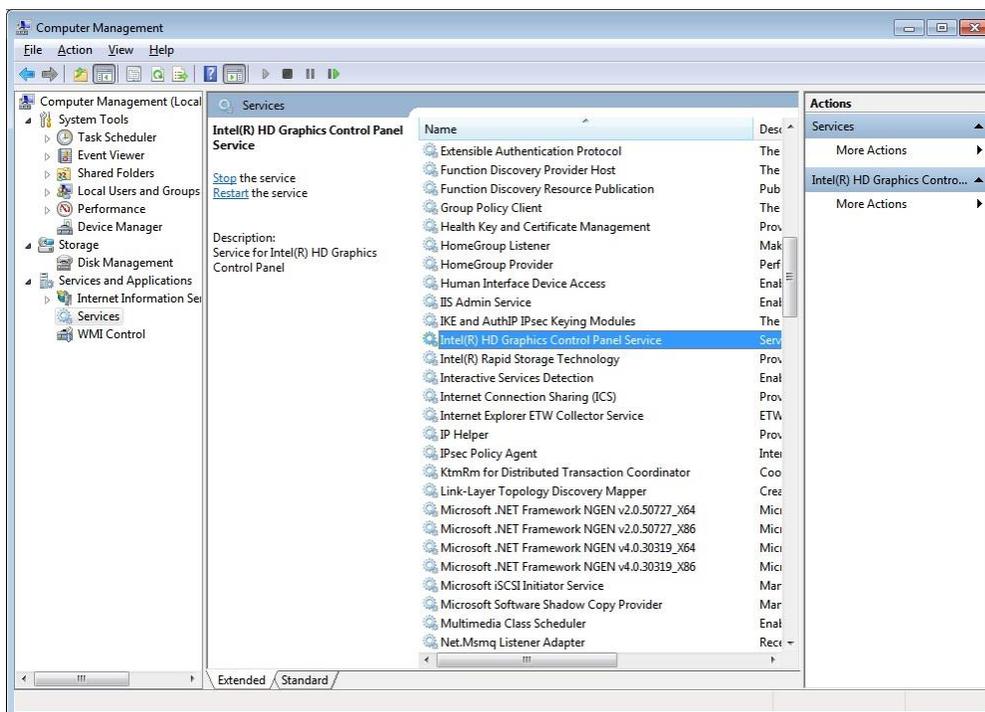
- Run 9.0.232 recovery disc
- Disable the Intel Video Service
- Disable the RVP checking

Run Recovery Disc 9.0.232.0

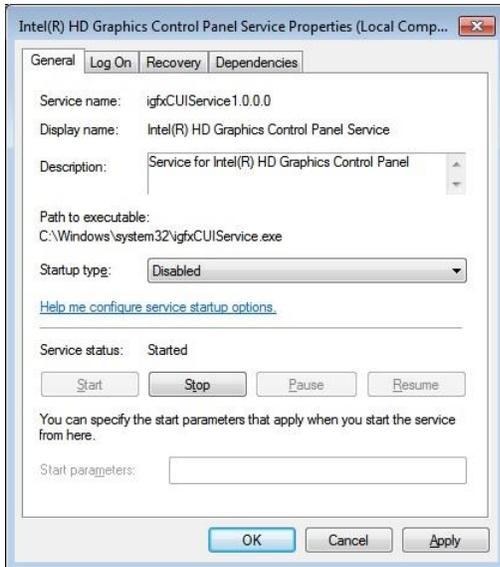
1. Insert Recovery Disc 9.0.232.0, part number 3002680, Build 16.B into the bottom recorder.
2. Reboot the system to boot from the disc.
3. When prompted, remove the recovery disc and reboot.
4. Allow the recovery process to run as normal.

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



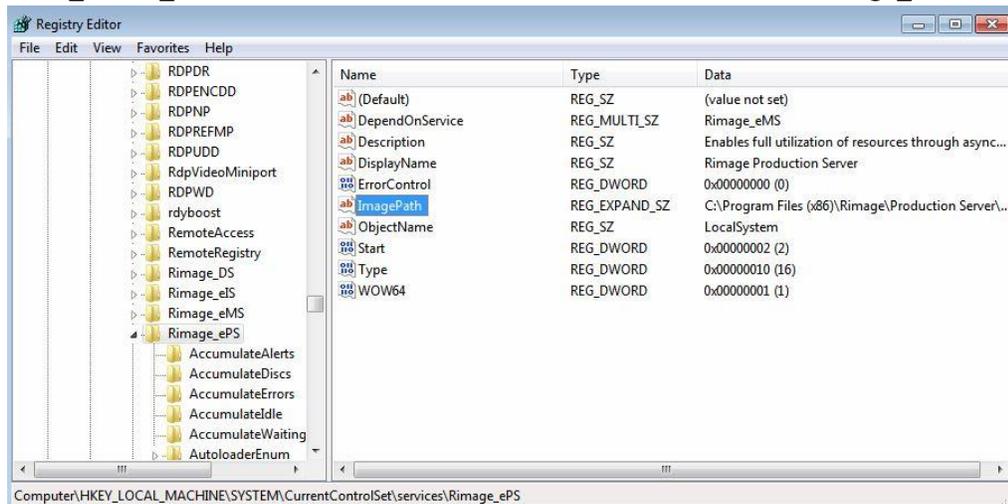
5. Right click on Intel® HD Graphics Control Panel Service



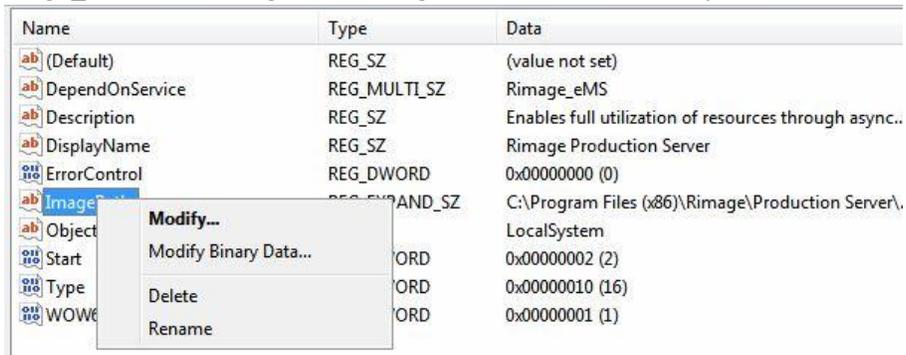
6. Change startup type to “Disabled”

Disable the RVP Checking in Production Server

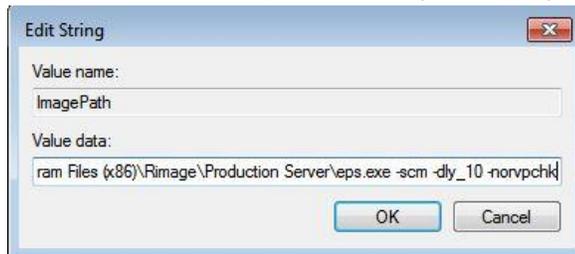
1. Open Rimage System Manager and Stop the Production Server.
2. Open the registry editor.
 - a. Start > Run > Regedit.
3. Navigate to Rimage_EPS.
 - a. HKEY_LOCAL_MACHINE > SYSTEM > CurrentControlSet > Services > Rimage_EPS.



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



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



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