

Sensible Cinema White Paper

Preventing Delayed Write Failures Causing Data Loss and Out Of Balance Reports

The following recommendations will prevent data loss caused by settings on your server which allow that machine to save power by going into various states of sleep, both for the machine as a whole and individual devices like the hard drive and network adapter. These things must never “sleep” or they may miss data sent from one of the selling workstations!

1) Disable LAN Adapter Power Saving Mode (Server)

On your server machine (where your database is stored), Open the Control Panel -> System Icon -> Hardware Tab -> Device Manager. Look for the “Network” heading and expand the tree. Locate your Wired LAN adapter and click and highlight it. From the Menu, select “Action” then “Properties.” Next, choose the “Power Management” Tab. Uncheck the check box that reads “Allow the computer to turn off this device to save power.” Make sure the other checkboxes are ALSO unchecked.

2) Disable Write Caching (Server)

On your server machine (where your database is stored), Open Control Panel -> System Icon -> Hardware Tab -> Device Manager. Look for the “Disk Drives” heading and expand the tree. Locate your Hard Disk and highlight it. From the Menu, select “Action” then “Properties.” Next, choose the “Policies” Tab. Uncheck the check box that says “Enable write caching on the disk.” If your system has a RAID configuration or has more than one hard disk drive you must do this on all of them that have this option.

3) Disable Hard Disk Power Saving Mode (Server)

On your server machine (where your database is stored), individually login to each user account and Open the Control Panel -> Power Options Icon. Set the properties for “Turn of hard disks” to Never and for “System Standby” to Never. This is a Windows registry setting that is unique for each user. Be sure the setting is the same no matter who is logged into the computer! Note: If a certain user has limited account privileges you must first make the account an administrator, set these settings then change it back to a Standard or “Limited” user account.

If you need further assistance with these settings, please e-mail support@sensiblecinema.com or call for a support incident at (615) 799-6366.