Sensible Cinema White Paper

Preventing Computer and Program Freeze Ups

Most of our users are currently using Windows XP, WEPOS or Windows POSReady 2009 (all XP based) as the operating system on their selling terminal computers. This applies to those systems as well as older operating systems like Windows 2000. Windows 7 and 8 systems usually have larger virtual memory settings and these recommendations are not necessary.

Many selling terminals have a limited amount of physical RAM and rely on virtual memory to handle larger jobs like printer spooling for ticket printing. Unfortunately, Microsoft sets the size of the paging file relatively small, usually 256 MB or smaller. Increasing the size of the paging file (cache, virtual memory) can increase performance and reduce the change of depleting available memory during ticketing. Follow these steps to increase the size of your paging file in the Windows Control Panel:

Control Panel -> System icon -> Advanced Tab -> Performance Heading -> Settings Button - > Advanced Tab -> Virtual Memory Heading -> Change Button -> Custom Size.

For systems with small hard disks (20 GB or smaller) I recommend an initial size of 1024 MB and maximum size of 1024. For systems with hard disks (21-40 GB) I recommend an initial size of 2048 MB and maximum size of 3096. For systems with large hard disks (40 GB or larger) I recommend an initial size of 3096 MB and maximum size of 3096.

Reboot.

Other memory saving recommendations:

Disable visual effects. These consume system RAM, the fastest available memory. To disable visual effects, Control Panel -> System icon -> Advanced Tab -> Performance Heading -> Settings Button - > Visual Effects Tab -> Adjust for Best Performance Button. Apply + Okay.

Disable screen saver and desktop wallpaper. Instead, blank screen in __ minutes. This is done from the “Display” icon in the Windows Control Panel.

Shut the machines off at night so they are freshly rebooted daily. Very important because the RAM is depleted by the time virtual memory becomes a factor. The windows print spooler is consuming RAM and rebooting is the only way to restore it to 100%.