

Customer Service Notice

Product:

Date: 6/7/04

LBC9216 Single Board Computer (any speed)

Errata:

When the LBC9216 is utilized in AT mode there is a potential on power up for the LBC9216 to enter Sleep State 5 (S5). During S5 power is cut off to all non-critical power planes giving every indication that the LBC9216 has no life. Since the problem only happens on power up, it appears that the LBC9216 is no longer functional. Simply power cycling the LBC9216 will not bring it out of S5.

The problem with the unit entering sleep state 5 is attributed to how power is supplied to all of the power planes on power up. In AT mode the absence of some voltages and the power-up sequence can be enough to cause the LBC9216 to enter S5.

The problem is not only isolated to the LBC9216. It can also be seen on other boards that are using the newer Intel chipsets (later than the 845) that were designed to be in an ATX environment.

Severity:

This anomaly has only been reported on a small number of LBC9216s. Chances of having a LBC9216 enter S5 on power up, is less than 0.06%.

Workaround:

Once a LBC9216 has gotten into this state, there are two ways to recover.

- 1) Remove and re-install the onboard battery to clear the CMOS ram.
- 2) Attach a momentary ATX push button to the LBC9216 and press the button to bring the LBC9216 out of the Sleep state.

Solution:

To prevent the occurrence of this problem, the LBC9216 should be installed and utilized in full ATX mode. All future chassis shipments from DTI will include configuration of the LBC9216 for full ATX mode. Chassis included are the CRM/FTS4194, CRM/FTS2184, CRM223, and the CRM417. If you **DO NOT** wish to receive this change in your next chassis delivery, please contact your sales representatives.

Outline of Changes by Chassis:

- 1) CRM/FTS 4194
 - a. Install the ATX control cable, which is a 4-pin cable with 4-pin single row connectors on each end. The cable connects to the PBP 2/12 @ CN8 and the PBP 9/4 @ CN6. The other end of the cable connects to the LBC9216 @ J29.
 - b. Install new ATX momentary switch into chassis and connect to LBC9216 @ J32.

- 2) CRM/FTS 2184
 - a. Install ATX adapter cable between the ATX cable on the power supply and the ATX connector on the backplane. The ATX control signals on the four-pin header should be connected to the LBC9216 @ J29.
 - b. Install new ATX momentary switch into chassis and connect to LBC9216 @ J32.

- 3) CRM223 & CRM417
 - a. Replace CCB417 LED panel with one that has an ATX momentary switch.
 - b. Install ATX adapter cable between the ATX cable on the power supply and the ATX connector on the backplane. The ATX control signals on the four-pin header should be connected to the LBC9216 @ J29.
 - c. Install new ATX switch cable and connect it to the CCB417 @ J9 and to the LBC9216 @ J32.