

Detailed and latest
information on this
problem see here:

<http://cipsa.physik.uni-freiburg.de/~zwerger/Vaio/>










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 **Vaio Village**
 > vaio hardware (notebooks)
 > Computer shuts of randomly

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Author	Comment
<p>vamsi01 Member Posts: 1 (1/28/02 12:30:20 pm) Reply</p>	<p> Computer shuts of randomly</p> <hr/> <p>My Sony notebook shuts itself off randomly after win98 is brought up. I reformatted the disk and reload win98 but the problem still stays. It shuts itself off with a black screen but the power stays on. It happens with direct AC or battery operation. Any hints ? This seems to be a known problem to Sony computers, because one of my friends also had this problem. My computer is sitting idle for 6months.</p> <p>Thank you for your help.</p>
<p> Ghost Owner Emeritus Posts: 442 (1/28/02 1:58:28 pm) Reply</p>	<p> Re: Computer shuts of randomly</p> <hr/> <p>What's the model number? AMD or Pentium CPU?</p> <p>Ghost</p>
<p>vamsi01 Member Posts: 2 (1/29/02 12:04:07 pm) Reply</p>	<p> Re: Computer shuts of randomly</p> <hr/> <p>It is PCG F350, Pentium 2</p>
<p> Ghost Owner Emeritus Posts: 446 (1/29/02 12:47:10 pm) Reply</p>	<p> Re: Computer shuts of randomly</p> <hr/> <p>Are you at anytime while it's booted up able to hear the cooling fan start up or running? I lost (<i>burned out</i>) my cooling fan on my F270 and the laptop would just go into a deep coma from over heating. All I was able to do was use the power switch to shut her down.</p> <p>Ghost</p>
<p>LorenH Freshman Member Posts: 33 (1/30/02 2:02:22 am) Reply</p>	<p> Re: Computer shuts of randomly</p> <hr/> <p>Ghost After reading your post I realized I haven't heard my fan for months (F590). How did you fix the problem?</p> <p>loren</p>
<p> Ghost Owner Emeritus Posts: 451 (1/30/02 9:43:26 am) Reply</p>	<p> Re: Computer shuts of randomly</p> <hr/> <p>Loren,</p> <p>I had to send my laptop to Sony. (Warranty) How I verified that my fan was dead. I removed the speaker plate with the Hot Buttons, disconnected it because right under the speaker panel is the cpu cooling fan. I rebooted my laptop and sat there and watched to see if the fan kicked on. Never did come on. The newer Sony laptop cooling fans don't make very much noise at all. If you fan is dead you would have to either take it to a repair center, send it to Sony or locate a 590 on Ebay being parted out.</p>

Ghost

LorenH
Freshman Member
 Posts: 35
 (1/30/02 9:52:56 am)
 Reply

 **Re: Computer shuts of randomly**

Thanks, thats what I was afraid of. I'll have to monitor the system and check it out (notebook out of warranty last month).

Thanks again

loren

aqs11
Village Member
 Posts: 1
 (2/9/02 11:43:24 am)
 Reply

 **Re: Computer shuts of randomly**

If your fan starts spinning after the monitor turns off then it's possibly component failure on the systemboard. We have repaired these in the past with the Fxxx Series.

Please contact me for out of warranty repair.

Joe
 aqs12@adelphia.net

d2duncan
Village Member
 Posts: 1
 (2/23/02 3:05:51 am)
 Reply

 **Re: Computer shuts of randomly**

Hi there,

I seem to be having the same problem with my F290. Computer shuts off randomly, but especially when booting into Windows. I have tried everything I can think of. The CPU/PS is still working fine, so I am out of ideas... what kind of mainboard problem might it be?

TIA

John

45Rookie
Village Member
 Posts: 4
 (2/23/02 6:19:17 pm)
 Reply

 **shut down**

Hey guys,
 I was just reading about someones post about the fan being dead. Which leads me to this question. I have a Gr370. The fan only comes on when I turn on the computer, other then that I never hear it, or feel heat being blown out of the exhaust. The laptop runs 24/7 with no hick -ups, but pentium chips can run hot for a long time before failure (I had a 800 mhz P3 run hot for over 1 year because somebody forgot to use thermal grease on it lol!) Should I be worried about a defective fan?
 About shutdowns. have you tired swapping out the RAM. I know that RAM does that sometimes, but thenagain it sounds like a heat issue also.

bandit4649
Village Member
 Posts: 1
 (3/21/02 11:54:58 pm)
 Reply

 **Re: Computer shuts of randomly**

I have the same problem with a F270..... It will run all day in safe mode but shuts down when booted regular. Hey AQS11..... When you repaired those laptops, what kinds of things were wrong with them? Any suggestions of how I could repair this thing would be greatly appreciated..

Thanks
 Bandit

bandit4649
Village Member
 Posts: 2
 (3/22/02 2:12:39 pm)
 Reply

 **Re: Computer shuts of randomly**

hey guys

I think I have found a quick fix for the problem of this thing shutting off so much. I have disabled the Advanced Power Management Support in Device Manager. It is under the system devices. I messed with this thing most of the night and all day so far and this thing was shutting down ALL the time. Wouldn't run no longer than 4 maybe 5 minutes. After selecting the check box to "disable in this hardware profile" I have had no trouble out of it..... It has been powered on now for about 4 hours and still going strong. Hope this helps all of you out there and may save a little money rather than shipping it back to Sony.

Thanks
 Bandit, MCSE

figgy
Village Member
 Posts: 1
 (3/23/02 12:58:25 am)
 Reply

 **Re: Computer shuts of randomly**

I have an F190 with the random shutdown problem under Windows.

I want to shut ACPI as you suggested but not sure how to do it. Under system devices, there are a number of items with ACPI headings.

Would appreciate any suggestions

bandit4649
Village Member

 **Figgy**

Posts: 3
(3/28/02 10:04:04 pm)
Reply

Hey.....

Sorry this is so long for replying. Been out of town. I disabled the APM in mine..... Under the "System Devices" it was called Advanced Power Management... It was the first entry under this column. If I remember, the APM was a later version (so to speak) of the ACPI. I dont see what it would hurt to disable all the power management settings..... I dont see that it would hurt anything.

Hope that helps a little.....

Actually I started going thru the "system devices" column and disabling one thing at a time until the pc didnt shut down...

Bandit

rawman201
Village Member

Posts: 1
(4/6/02 3:08:44 am)
Reply

 **viao random shutdown**

Hi Guys,

I tried disabling the ACPI in the past and the Plug and Play setting was removed. How do I disable ACPI without disabling plug and play? I have Viao F360,

Any help will be appreciated.

Raw

wingnewton
Village Member

Posts: 1
(4/6/02 11:31:45 am)
Reply

 **Re: viao random shutdown**

In my F360, there is no Advanced Power Management in the Device Manager. Any other nint ?

neilbrockbank
Village Member

Posts: 1
(5/23/02 6:14:58 am)
Reply

Re: Computer shuts of randomly

Sony Vaio PCG F190 original spec.

Computer shuts down, without warning, soon after Windows has finished booting. Power light still on, so only a forced powerkey reboot restarts it. Same with battery or AC.

This is one of the most frustrating computer problems I have ever come across. My notebook has started doing this 3 times now. Twice I appear to have fixed it, I'm not sure exactly how, but now it's back.

The first time (October 2001), Vaio-Link said they had never heard of it. I formatted the disk, re-installed the system software. When that didn't cure it, I removed items from the start -up group one by one, and unbelievably it went away. The last thing I removed was the McAfee AV suite, which I had never used, so I gave myself a pat on the back and forgot about it.

The second time (April 2002), without any real logic, I set the date back to March 2002 (a time when it was OK) , rebooted and set it back again. I was amazed when this worked!

However, after a month of normal use, it's back with a vengeance. Nothing I have tried has done any good, and the machine won't stay up for more that a couple of minutes at best. As other correspondents have indicated, it's OK in safe mode all day.

Does "safe mode OK " rule out a hardware problem? I'm not sure. Interested parties should read Brendan Wilson's experience on his site at.. www.brendonwilson.com/ide...dex2.shtml

and his conclusion at: www.brendonwilson.com/ide...test.shtml

So Brendan points to an erratum with the Mobile Pentium II chip. My questions are; Why was it OK for 3 years before, and why can I appear to fix it temporally with unrelated and desperate measures?

I have checked my cooling fan and it's working OK. It's definitely running at shutdown. However it goes off and then comes back on soon after the shutdown has occurred.

If anyone has any more info, please keep this forum going. Best Wishes, Neil

Other web references
www.netseller1.com/board/...17635.html

neilbrockbank
Village Member

Posts: 2
(5/24/02 3:35:20 am)
Reply

 **Re: Computer shuts of randomly**

Latest.....

Forgot to mention, my F190 had new main board from Sony in October 2000.

Have done system restore, and removed McAfee AV.
Unlike the first time this did not cure it, but this time it is staying up much longer before shut down....

It will wait at the Windows loggin screen without problem.....Surely this is further evidence of a software

rather that hardware problem?

Neil

jtsongas



Posts: 39
(5/24/02 12:47:12 pm)
Reply



Re: Computer shuts of randomly

Neil:

Have you (or any other posters in this thread) tried removing the battery completely and running without the battery installed. I had an F190 which had a similar reboot problem which stopped when I ran it with it plugged in with no battery installed.

This might help narrow the problem down.

Jason

aq511
Village Member

Posts: 10
(5/25/02 10:20:26 am)
Reply

 **Sony shutdown**

Hello, I'd like to shed some light on this subject. There are a few causes for this "Shutdown" condition.

All are hardware related. More specifically component failure and or SM Bus circuit failure.

The Intel Mobile processors that were used throughout the Fxxx series were of a BGA1 design. Intel has reported a problem with these processor.

What happens is the SMBus (which controls thermal monitoring) of the CPU and other controllers) gets a false signal from the Thermal sensor that is built into the core of the processor.

This sensor at the core of the processor sends out a SMALERT# to the SMBus controller telling it there is a High (hot) condition. Thus resulting in the shutdown or "Hibernation" of the system.

Sony claims this is only a problem with 266 - 366mhz BGA1 processors. we have found a few 400mhz system with this condition as well.

What can be done? You can either replace the BGA1 CPU this requires good BGA removal and installation equipment. Another solution is replacing the CPU car that houses the BGA1 processor and the SMBus circuit.

Unfortunately almost ALL distributors that offer replacement Sony parts sell the CPU card ONLY with the mainboard. This is because the CPU card (like I said before) houses other circuits as well that are needed by the mainboard to function.

A few of you have reported that this condition does NOT happen in safemode or in DOS. The only reason I can think of would be that this "Thermal Sensor" does not initialize in "Realmode" but once in "Protected mode" it's set active? Your guess is as good as mine.

Joe K

AQS Computer Services
Williamsville, NY

aq511
Village Member

Posts: 11
(5/25/02 10:20:41 am)
Reply

Sony shutdown

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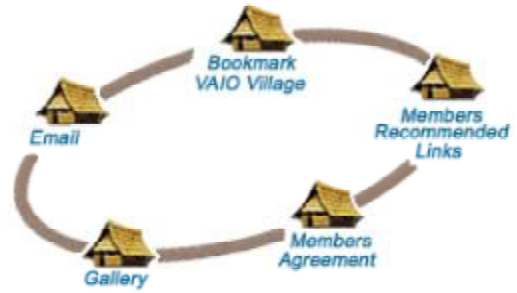
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Vaio Village
 > vaio hardware (notebooks)
 > Computer shuts of randomly

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Author

Comment

neilbrockbank
Village Member

Posts: 6
 (5/27/02 4:34:47 am)
 Reply

Re: Computer shuts of randomly

Jason, thanks for the suggestion, unfortunately in this case, no go.
 Cheers Neil

neilbrockbank
Village Member

Posts: 7
 (5/27/02 6:18:33 am)
 Reply

F190 thermal? shutdown

Joe, thanks for your welcome comments on this problem, which appear to agree with Bendon Wilson's tale of woe. I'm sure this is what's up with mine.

However, when exactly does "real" give way to "protected" mode? I get no problems until AFTER the windows logon dialog. This, more than anything else, made me think there might be some software tweak that could help, or for that matter a change of OS...

I had a new main board fitted by Sony, in response to an unrelated battery connection problem, awhile back, which was an experience I would not care to repeat. Nobody forces us to buy Sony stuff, after all there is plenty of competition, so I won't go into one of my sony -rants here.

Do I read you right in that the solutions you suggest, ALL require changing the main board? I don't think I'll be asking Sony to do this, so is there another route?

Thanks again for posting on this, best wishes, Neil

aqs11
Village Member

Posts: 12
 (5/27/02 2:31:27 pm)
 Reply

Fxxx shutdown

Hi Neil, unfortunately the only practical (end user) solution would be to replace the CPU card. AS I stated in my last post, most distributors don't sell the CPU card only. This is because the CPU card also houses other circuitry that the mainboard relies on.

So, try and find a "parts" laptop if you can and use the CPU card. Of course you're taking a chance, but other wise the laptop is useless.

The CPU goes into protected mode at the command of the OS. So as to when the OS switches it to Protected mode... I would imagine is early into the boot process.

Joe

f2khan
Village Member

Posts: 8
 (6/26/02 12:14:13 pm)
 Reply

Re: Computer shuts of randomly.....INSTANT SOLUTION !!!!

Here is what guys. Take out your battery when you dont need it. Run on AC alone as much as possible and you WILL notice a reduction in Blue Screen of Death and sudden restarts. TRY IT. Sony techs have known this for 2 years now. The heating on the main board is probably related to this constant recharging of the battery. Besides less charging/recharging cycles increase the life of the battery.



djonghs
Village Member

Posts: 7
 (6/26/02 11:24:05 pm)
 Reply

Re: Computer shuts of randomly.....INSTANT SOLUTION !!!!

Hmmm try this (I've post this on other thread).

I have the same problem, and it's solved when I do this.

Disable your USB port when unused, or plug something into your USB port when you boot up and disable

it when you going to unplugged the peripheral.

Hope this could help.

cantabwolf
Village Member

Posts: 1
(7/1/02 7:59:45 pm)
Reply

 **Re: Computer shuts of randomly.....INSTANT SOLUTION !!!!**

Hi, i have a PCG F340 and started suffering this problem increasingly. i've had it 2 1/2 years and problem started about 6 months ago but getting worse.

Anyone come across a definitive solution yet?

I'll certainly try the tweaks suggested already.

Thanks.

cantabwolf
Village Member

Posts: 2
(7/4/02 2:11:50 pm)
Reply

 **Re: Computer shuts of randomly.....INSTANT SOLUTION !!!!**

OK this is all very odd.

My computer has been going off every few minutes. It's driving me mad.

It seems to run relatively fine IF i manage to turn on the Disk Defragmenter before it switches to that darned Suspend Mode from which it doesn't return.

Only problem now is that using other applications while the defragmenter is working does lead to the computer freezing and requires a reboot.

Help! Somebody?

(also does anyone know how much an F Series Port Replicator costs?)

djonghs
Village Member

Posts: 13
(7/5/02 12:59:38 am)
Reply

 **Re: Computer shuts of randomly.....INSTANT SOLUTION !!!!**

Have you try to turn off the hibernate mode, or maybe try to disable the power management (ACPI)... But if you disable power management(ACPI) your computer could power off automatically, you should do it manually.

Or you could tyr to start your window witt logging option and observed the file after the problem occurs, is there anything could not load propely... or something odd happend.

cantabwolf
Village Member

Posts: 3
(7/5/02 11:25:45 am)
Reply

 **Re: Computer shuts of randomly.....INSTANT SOLUTION !!!!**

i'll try. problem is on my System Devices list there is no option to disable ACPI only remove it. Would it be terminal if i did remove it?

djonghs
Village Member

Posts: 15
(7/5/02 11:41:34 am)
Reply

 **Re: Computer shuts of randomly.....INSTANT SOLUTION !!!!**

There is always way to disable a system device.....if you goto control panel=>system=>and select your device then goto properties. You would find a selection below...and one of it should be disable option.

cantabwolf
Village Member

Posts: 4
(7/8/02 4:55:36 am)
Reply

 **Re: Computer shuts of randomly.....INSTANT SOLUTION !!!!**

Firstly, Thanks again for the advice djonghs

I tried to be too clever and removed the ACPI BIOS setting in my System/Device Manager list. (BIG MISTAKE!)

When i restarted my computer i found that removing the ACPI BIOS 'item' also removed most of the rest of the devices from my device manager list. However it did solve the suspend/sleep/standby problem. But created the problem of not being able to access devices such as display adapters and modems. Thus i couldn't get on the internet over the weekend to explain the problem. (OH DEAR)

I then reloaded all the hardware&drivers using the Windows installation facility in System/Add NEW Hardware.

Having got my system back to its original state (devices working but system randomly going into suspend/sleep/standby) i then realised you can actually (and it is a good idea) to copy your hardware profile so you have an 'original' to go back to before you start deleting stuff from your one and only hardware profile setting.

Having set up a copy hardware profile i started removing (rather than disabling) items one by one to try to identify if there was one particular device causing the suspend/sleep/standby problem.

I removed the following from my new copied hardware profile :

Intel Power Management Controller
System Board
System Board Extension for ACPI BIOS
Sony Notebook Setup
SCI IRQ for ACPI

Removing one of these items or more caused my computer to go a bit funny when it restarted and the computer decided to launch some new devices to replace the ones i'd deleted. Most notably

Plug and Play BIOS (Failsafe)
System board extension for PnP BIOS

So far fingers crossed my computer now seems to be working OK. Through significant trial rather than judgement.

Hope this helps someone to understand the problem. I hope i haven't doen anything to compromise some other aspect of my computer. I'll report back if it explodes or something.

djonghs

Village Member

Posts: 16

(7/8/02 10:14:16 pm)

Reply



Re: Computer shuts of randomly.....INSTANT SOLUTION !!!!

No Problem.....

Hope it worked out fine for you..... *crossing finger too*

00strandi00

Village Member

Posts: 1

(7/10/02 2:53:03 pm)

Reply



My solution ...

Hi there.

A friend's notebook (PCG-F250) had the same shutdown problem as many of the computers mentioned in this forum. Starting up without problems it randomly shut down after a certain time having logged in. I disabled all power management options in BIOS and got it to work for one day. The next morning I encountered the same problem again: working fine for some minutes it suddenly shut down. I installed a German version of Windows 98 (original version: US) and the first time starting up, the Vaio had lost it's problem. But next time logging in it shut down again. My solution was to disable (not to remove!) these entries in control panel:

- Intel 82371EB Power Management Controller
- Unterstützung für Advanced Power Management

Both to find under "Systemkomponenten" = system components -entry.

The notebook has been running for several hours the last three days without one sudden shutdown.

Perhaps this might be the solution to our problem. A hint for me was that the mentioned problem did not appear in safe mode, so there had to be a software solution.

Hope this could help you.

Andi

P.S. screen capture of control panel settings under [cipsc.physik.uni-freiburg...creen1.gif](#)

cantabwolf

Village Member

Posts: 5

(7/11/02 5:33:26 pm)

Reply



Re: My solution ...

thanks for that.

i would just reiterate though that i did not have APM. i had ACPI on my notebook.

also there was no disable function anywhere within the System/Device Manager settings. believe me i looked extensively. I had to remove ACPI. Luckily on the next boot up the system loaded the Plug and Play BIOS and my notebook has been running fine ever since.

Now when i do choose to shutdown i only get choice between shutdown/restart/restart in MS -Dos with the standby choice missing.

Wish Sony would acknowledge that there is clearly a systemic problem here.

robster56

Village Member

Posts: 1

(7/15/02 5:42:02 pm)

Reply



Re: VAIO Random Shutoff ...

Having the same problems as you others, on a PCG -F350. It started happening about six months ago after several hours of running, and gradually got worse to the point where the system shuts down 1 -2 minutes after bootup. Joe K seems to have hit it on the head (thermal sensor problem), and I have had no success tweaking the various settings suggested.

I have e-mailed SONY support to see if they will fix this. Barring a good resoultion I'll look into suing them in small claims court here in Seattle. Any other ideas?

Rob Meldrum

satanvision
Village Member

Posts: 1
(7/16/02 1:40:38 am)
Reply

People: try LOGIC.

I tried everything all you guys have already suggested, flashing BIOS, fresh version of Windows, turning off APM, removing batteries, etc, and it STILL happens.

So look, it's DEFINITELY a Windows-related problem.

Because you can boot to either DOS or Safe -mode and it doesn't shut down. Everyone agrees on that. One guy here discovered removing drivers in the SYSTEM panel solved it. But which one specifically?

So guess what it would have to be: a 32-bit driver in Windows. Something that doesn't load in Safe mode.

You shouldn't have to replace ANY hardware, because it obviously still works FINE in SAFE -MODE, right?? I can run it all day in Safe mode with no problem, but that's stupid because nothing else works. I agree with the false CPU thermal switch signal assesment.

It might even be a registry key.

So WHY can't anyone at Sony define for anyone which key value loads the CPU thermal switch driver so you can disable it???

It's obviously a KNOWN issue at this point.

robster56
Village Member

Posts: 3
(7/16/02 7:42:24 am)
Reply

Re: People: try LOGIC.

Please see my other post (posted last night) about "random" shutoffs. It's a new thread. If you are a programmer, please read Intel's document at www.intel.com/design/mobi...388741.pdf

Pages 36-38 of the document explain the thermal register problem and suggest a couple of software workarounds. This would have to be implemented in the driver code, a task for which I am completely unprepared. However, if you are a programmer you might be able to take a whack at this. Please note that Intel changed the chip design at a certain point in time, so this is a problem just with a certain range of chips (say, mid-199 to mid-2000). I have not sen a fix from Microsoft or SONY so far...

cantabwolf
Village Member

Posts: 7
(7/17/02 12:05:20 pm)
Reply

Re: People: try LOGIC.

guys at this stage you are probably ripping your hair out with frustration

i got to that stage and in desperation i removed (as opposed to disabling) stuff from my hardware settings and since then my notebook sony vaio pcg-f340 has been working fine

specifically for me removing the Intel Power Management Controller (could this solve the thermal problem?) and the 'System Board Extension for ACPI' worked .

you'll be taking your life in your hands, don't sue me ; -) maybe make hardware profile copies in Settings/System Devices first

cantabwolf
Village Member


Posts: 8
(7/17/02 12:08:46 pm)
Reply

Re: People: try LOGIC.

given the post by 00strandi00 above it does seem removing the Intel Power Management controller somehow helps in association with a change to the Power Management bios whether it be apm/acpi reversion to the failsafe pnp being the solution.

00strandi00
Village Member

Posts: 2
(7/18/02 9:36:25 am)
Reply

 **Brought to life again ...**

Hi again!

Another friend of mine had the same problem as mentioned above.

His PC is a Sony Vaio PCG-F304.

We tried to reinstall Win98, but that did not solve our problem, since there was no entry in control panel for "Intel Power Management controller", so we were not able to disable this feature.

The solution was to install Win98 from a NOT-Sony-Win98-CD! First we disabled all power management entries in bios.

We chose "custom installation" (not "laptop"). Some drivers were not found (e.g. grafics adapter), so we took the from the original SonyCD (directory: /drivers/... e.g.:video).

Second step was to disable both:

- Intel Power Management controller
- Unterstützung für Advanced Power Management

Everthing DOES WORK fine again! No sudden shutdown with the new Win98 -version!

So get a standard version of Win98 and try to install this one instead of the "Sony -Version". It does work!!! This is the second notebook, I brought "to life again" with that procedure! Just try and write me mail, if you have problems. Mail: strandi?web.de (change ? into @)

Regards, Andi