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VAIO Village

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Author

Comment

robster56
Village Member

Posts: 2
 (7/15/02 11:20 pm)
[Reply](#)



VAIO Laptop "Random" Shutdown Explanation

For everyone else suffering through "random" shutdowns of their Pentium II based laptops, the problem is a documented issue with Intel's CPU.

Thanks to Joe K for setting me on the path to discovering the cause of this frustrating problem. There is indeed a known thermal reporting problem with Mobile Pentium II chips at the following speeds: 266, 300, 333, 366 and 400 Mhz. The full document is at www.intel.com/design/mobi...388741.pdf

Intel's doc is dated June, 2002 and lists known problems with the Pentium II chip. See page 8 for processor identification, pages 10, 11 and 12 for processor speeds and changes.

Note 4 on page 12 regarding new and improved chips being manufactured says, "These are production units that have temp sensor modifications to improve module stability and reliability."

Page 15 Note B30 states, "Thermal sensor may assert SMBALERT# incorrectly."

Page 19 Notes B2 and B3 document thermal sensor setpoint and Thermal sensor configuration register issues but the problems are documented, not fixed.

Pages 36-38 detail the thermal sensor problem. In short it states that the processor, under certain conditions, incorrectly generates the SMBALERT# interrupt. "The absolute value of the difference between the current temperature reading and the T-high or T-low limit value must be less than or equal to 8 degrees Centigrade." It lists several "workarounds" that look like modifications to software drivers that will essentially double-check the actual temperature and disregard the SMBALERT#.

The doc is more technical than I am, but it proves that there is a CPU problem with our laptops. I already have a note in with SONY support (prior to finding this), so I will bring this up when I am in touch with someone at tech support. This is clearly something that should be fixed by SONY and Intel.

Rob Meldrum

cantabwolf
Village Member

Posts: 6
 (7/17/02 11:58 am)
[Reply](#)



Re: VAIO Laptop "Random" Shutdown Explanation

hi rob, good work

just wondering, how come the problem started to assert itself after about 2 years of having my notebook (Intel Pentium 2 366 Mhz vaio pcg-f340)

?

robster56
Village Member

Posts: 4
 (7/25/02 5:08 am)



Re: VAIO Laptop "Random" Shutdown Explanation

Good question. Intel does not document what the problem is with the thermal sensor, but based on everyone's posts this does appear to be a problem that develops over time.

Reply

aqs11

Village Member

Posts: 13
(7/28/02 9:08 pm)
Reply

The Intel people were not helpful, beyond saying that it is up to Sony to take care of the problem. BTW, Sony now claims that the problem is with several capacitors... sounds fishy to me. Your thoughts?

Shutdown problem

Hi Rob, just to add to this little gem. There are reports out there that Sony is also blaming this on "Bad Capacitors" on the mainboard.

Now in certain situations this could be true, I've had several F series laptops with the famous hibernation issue and tested several of them for bad Caps and yet to this day been able to find a bad one.

Also, email me if LCD screen replacements are needed, we do our homework when it comes to these, and usually cost a 1/3 of the Authorized Repair center price.

aqs12@broadviewnet.net

Joe

cindyk

Village Member

Posts: 1
(8/27/02 3:00 pm)
Reply

Sony Random shutdown

Bear with me if I'm posting this wrong, haven't quite figured out how to use this board.

I'm responding to the shutdown problem. I was contacted this morning by someone from Sony who told me that the bad Intel chip was not put in the F360 (laptop that I have) and that for \$300 US Sony would replace the capacitors. Where can we go from here. If Sony is saying it's the capacitors, is there any way to learn if they are telling the truth about the bad chip not being put in the F360 or other models with shut down problems.

When I mentioned to the Sony rep that I had gone to the brendonwilson.com site and read about the chip problem, he said that Wilson's computer was different because it did have the Intel chip with the thermal sensing problem. btw, Wilson was able to get his computer fixed free of charge by Sony. What's the next step in this saga?

00strandi00

Village Member

Posts: 3
(9/18/02 11:35 am)
Reply

Try this ...

Try to do exactly what is mentioned in my last post of this thread:

pub36.ezboard.com/funoffi...showMessage?topicID=224

If that does solve your problems it's the thermic sensor of the intel processor, if not, it might be the capacitors.

Regards, Andi

cjr1111

Village Member

Posts: 1
(9/19/02 9:09 pm)
Reply

Random Shutdown Users

I bought a Sony VAIO F-290 two weeks ago from Ebay and it has randomly shut down every few minutes since the second day I had it on. I have written to the Sony representative Tom Alpiceno three times and he has not even responded. I told him I believe there is adequate documentation on the internet to file a class action lawsuit or go to the media with this lack of integrity on the part of Sony for ignoring us consumers with this problem. If anyone is interested in joining me in some type of action (I don't know exactly what yet) please email me at estherbarndollar@yahoo.com. Any other input would also be appreciated.

bugeye61

Village Member

Posts: 1
(9/21/02 3:52 pm)
Reply

Re: Try this ...

Hi Andi,
I've got anF360 with the shutdown problem. I want to try whatever you suggest but I can't get to the link you posted. Could you please repost the link?

Thanks

Edited by: bugeye61 at: 9/21/02 4:03:26 pm

cjr1111

Village Member

Posts: 2
(9/23/02 8:28 pm)
Reply

Re: Try this ...

Andi, I had the same problem. That link you put on goes to an error page. Can you give us the full site? Thanks.

DaveC**Administrator**

Posts: 2017
(9/24/02 12:28 am)
Reply

 **Re: Try this ...**

This should fix the broken link:

pub173.ezboard.com/funofficialsonyfrm8.showMessage?topicID=224.topic&index=34

Oops...I think he meant this one:

pub173.ezboard.com/funofficialsonyfrm8.showMessage?topicID=224.topic&index=41

Dave

Edited by: DaveC at: 9/24/02 12:41:15 am

bugeye61**Village Member**

Posts: 2
(9/26/02 9:45 pm)
Reply

 **Re: Try this ...**

Okay. I have a non-Sony version of Win98 to try the fix suggested, but what I don't have is the original CD with all the drivers for my F360. As par for the course, Sony is useless in providing any assistance in this respect (or any other, for that matter). Anyone know where I can get the drivers for my laptop or a copy of the CD?

Any help will be greatly appreciated.

Ivan

bmcwhirt**Village Member**

Posts: 1
(9/27/02 8:25 am)
Reply

 **Re: VAIO Laptop "Random" Shutdown on GR390!**

I have a GR390 that has this problem... It's happened about 5 times in the six months I've owned it. When it happens, I have to disconnect the AC power adapter and start up on Battery power. It will not start backup up on AC power. Any ideas?

EdLuva**Village Member**

Posts: 1
(9/27/02 9:43 pm)
Reply

 **Re: Try this...**

Sony should send you another Recovery CD. I ordered one for a PCG-731 when it was a few years old. They sent one next day for about \$15-\$20. I don't know exactly how much it was. All I know it was cheap. Try to call their parts/accessories department.

larryboyce**Village Member**

Posts: 1
(10/5/02 9:26 am)
Reply

 **VAIO F Series shutdowns**

The link to the Intel artical is dead. I'm having what appears to be this same shutdown problem with my F180. Do you have any information that might be helpful in resolving? I checked with Sony parts and they have replacement system boards available for \$99. I would be willing to buy if I was sure it would fix my problem. What do you think?

cindyk**Village Member**

Posts: 2
(10/8/02 5:58 pm)
Reply

Random shutdown

Since my last post I took Andi's advice. It took a lot of trial and error, but after one late night, I formatted the entire C and D drives, loaded the non -Sony Windows 98 SE, loaded the drivers (btw, there's some updated drivers at Sony site), and disabled the ACPI. Lo and behold, the random problem was cured. However, since then I have not turned on the Sony because I got a Dell notebook and was hoping to keep the Sony in the shape it was in until I got some answers from Sony.

Unfortunately, I got no answers from Sony other than the standard, you're out of warranty. Having no luck previously with Thomas Apercino (Sony Customer Relations), he had someone call me about the problem telling me they couldn't fix my computer without me shelling out either \$299 or \$699, I wrote a letter to Howard Stringer, President of Sony, USA, telling him about the random shutdown problem and expressing my displeasure with Sony's support and repair options. The letter was forwarded to customer relations and someone else from that department called me back today basically telling me, yet again, that there wasn't anything Sony could do because my computer was out of warranty.

I'm going to now turn the Sony back on and see if the non -Sony Windows 98 cure is permanent. I have nothing to lose at this point as I refuse to give Sony another dime, whether it is in repairs or purchasing any new Sony product. If there is a class action lawsuit to be filed, count me in.

scmbrm**Village Member** **Solution**

Posts: 1
(10/12/02 7:43 pm)
Reply

I implemented the recommended fix of installing fresh a non Sony Windows 98 and disabling the two power options in system. This worked for me also.

Prior to the fix my machine was shutting down within 3-4 minutes every time. I was running Windows XP, but could not figure out an equivalent fix. If anyone knows of one, let me know.

This fix appears to work, but it is time consuming to re-install all of you software. However, it beats the alternative of sending it to Sony.

drn10
Village Member

Posts: 4
(10/17/02 7:37 am)
Reply

 **Re: Solution**

I have the same shutdown problem with both a PII 333 machine and a PII 366 machine. I have read bits here and there about the fix but can't find the solution post. Could you reply with what you did to shut off the ACPI. I have reformatted the HD and loaded a non-sony W98 SE operating system so I am ready to go if I can get the ACPI shut off. Thanks.

cindyk
Village Member

Posts: 3
(10/17/02 12:51 pm)
Reply

Random Shutdown

To disable ACPI go to: Setting, Control Panel, System, Device Manager, System Devices

ergo
Village Member

Posts: 1
(10/17/02 3:58 pm)
Reply

 **bad caps and/or chip**

So I have an F360 which started "randomly" shutting off last December. The frequency increased until it became completely useless. I can't even get it to stay on long enough to boot anymore.... which makes me believe that the non SONY win -98 won't resurrect my machine. *AND* it dies when booted into linux.

Nonetheless, financial realities demand that I attempt a homebrew fix before taking it to a \$ony \$ervice \$enter. Could the instructions be reposted?

Any new information on whether there actually are bad capacitors?

scmbrm
Village Member

Posts: 2
(10/19/02 12:17 am)
Reply

Fix

The fix is to wipe/reformat and load a non-Sony version of Windows 98 to the c drive.

After reloading the OS software go to Control Panel ->System->Device Manager->System devices

Right click and select Properties:

-- Advanced Power Management support

-- Intel 83271EB Power Management Controller

For both go to the bottom of the panel and toggle the "Disable in this hardware profile". Do not remove; just disable it.

A helpful trick to save c drive data and/or programs is to move it the d drive before reloading the software. Your machine may or may not stay up long enough to allow you to move it, but it is worth a try. It took repeated attempts but I was able to get most of my data to the d drive before. Again, this may not be possible if your machine will not stay on for a minute or two. I found on my machine that after the shutdown if I just left the power on and let the machine get warm that it would sometimes stay up for an extra minute or two before shutting down. After repeated attempts I was able to get my data to the d drive before wiping the c drive.

00strandi00
Village Member

Posts: 4
(10/19/02 7:47 am)
Reply

 **Re: bad caps and/or chip**

Hi again!

Sorry for long time not looking into "VAIO Village"-Board.

Fortunately I printed the post, that has now been closed by EZBoard, to a PDF -File.

Here's the link:

cipsc.physik.uni-freiburg...O-Prob.pdf

Read the last post, that will fix the problem!!!

For all the Germans or german-speaking:

cipsc.physik.uni-freiburg.../index.htm

Any help needed:

contact me via email:

strandi?web.de (replace ? with @)

Please allow two or three days for my answer, since i get alot of questions concerning

this problem.
Regards,
Andi

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Author

Comment

Davidvaio
Village Member

Posts: 1
 (10/20/02 8:46 pm)
[Reply](#)

Re: Random shutdown

My Vaio 190 started this problem about one month ago, after 3 years service. When your first boot it up it goes down in less than 60 seconds, but when it restarts with Scan Disc is stays running a little longer and if you keep it busy, it will stay running, I have found if I run an audio CD with Windows Media Player I can keep it alive. I guess the fault must connect with keeping the temperture up, or the processor busy.

Come on Sony this must be an easy software fix!!!!

Davidvaio
Village Member

Posts: 2
 (10/20/02 9:05 pm)
[Reply](#)

How to keep it running

My Vaio 190 started this problem about one month ago, after 3 years service. When your first boot it up it goes down in less than 60 seconds, but when it restarts with Scan Disc is stays running a little longer and if you keep it busy, it will stay running, I have found if I run an audio CD with Windows Media Player I can keep it alive. I guess the fault must connect with keeping the temperture up, or the processor busy.

Come on Sony this must be an easy software fix!!!!

Davidvaio
Village Member

Posts: 3
 (10/20/02 9:06 pm)
[Reply](#)

How to keep it running

My Vaio 190 started this problem about one month ago, after 3 years service. When your first boot it up it goes down in less than 60 seconds, but when it restarts with Scan Disc is stays running a little longer and if you keep it busy, it will stay running, I have found if I run an audio CD with Windows Media Player I can keep it alive. I guess the fault must connect with keeping the temperture up, or the processor busy.

Come on Sony this must be an easy software fix!!!!

00strandio0
Village Member

Posts: 5
 (10/21/02 5:10 am)
[Reply](#)

Sony Support

Hi!
 That's what I have heard! Many people asking me for help report, that if the processor is busy on e.g. playing DVD the system will run and not shut down randomly.
 I don't know if you should make Sony responsible for that problem, since this is surely an Intel bug. However Sony support can not be called support at all. They should work together with Microsoft to find a solution. I'm sure there is an easy way to disable the temperature -sensor and with that the sudden shutdowns.

So, what can we do?
 You should have a look at Brendon Wilsons page:
www.brendonwilson.com/ide...ndex.shtml
 He has been arguing with Sony for many month.

I know that we can only achieve something if everyone having this problem complains by writing email and/or letters to Sony threatening Sony with not bying any Sony product any more and

telling all of his/her friends about the lousy service/support.

Anyway, until there's a bug-fix from Sony you can get your laptop working again by doing exactly what is described in the last posts:

- Installing NON-Sony-Windows98
- Going to Run-Settings-Control Panel-System-Device Manager-System devices
- Right click and select Properties:
 - Advanced Power Management support
 - Intel 83271EB Power Management Controller
- Go to the bottom of the panel and toggle the "Disable in this hardware profile". Do not remove; just disable it.

Andi (strand(at)web.de)

By the way:

Here the Intel "Errata"-PDF:

complete (1,2 MB) cipsc.physik.uni-freiburg...388741.pdf

only temp.sensor-pages (150kB): cipsc.physik.uni-freiburg...p-Prob.pdf

drn10

Village Member

Posts: 5

(10/21/02 7:25 pm)

Reply

00strand100

Village Member

Posts: 6

(10/22/02 5:07 am)

Reply

00strand100

Village Member

Posts: 7

(10/23/02 10:03 am)

Reply

Re: How to keep it running

I am using Win98 SE. It uses ACPI not APM. Any idea how to turn that off.

Thanks for the help!

Win 98 SE

Hi drn10!

Did you install a non-Sony-version of Win98?

If not, you won't be able to disable APM!

I heard the "fix" works with SE too.

Andi

Try this !!!

Okay. Here some news for you.

Since Windows 98 SE, Microsoft has implemented the ACPI -technology (=Advanced Configuration & Power Interface) into their operating system. The ACPI enables various sleep/standby options for the operating system.

Following description only for Windows 98 SE and later 2000 / XP!!!

To disable ACPI feature during installation:

·Windows 98 SE

start setup with the option:

setup /p i

Links to setup-switches:

support.microsoft.com/sup...6/1/11.ASP

·With Win 2000 or XP:

Start setup. When setup asks you to press F6 to install SCSI/RAID -controllers press F5.

On a running system:

change the value of the registry key:

"HKLM\Software\Microsoft\Windows\CurrentVersion\Detect\ACPIOption"

into "2"

If this entry is not in your registry, go to "...\Detect" and create new DWORD -value "ACPIOption"

by clicking

Edit->New->DWORD-value and typing in "ACPIOption" with value 2 (no matter if dec or hex)

After that - start hardware detect.

I guess this disables ACPI and enables APM instead.

Then disable APM.

Okay. I was not able to check this out since I don't have a Vaio Laptop. Someone with the same problems (random shutdown) sent me a link to a german page with general information about ACPI and APM.

What you can read above is my translation.

Perhaps someone can figure out, if this procedures do actually work.

Here some links:

·ACPI/APM info page (german):

www.heise.de/ct/Redaktion/ciw/acpi.html

·Official ACPI-Page
www.acpi.info/index.html

Andi

P.S. to enter registry go to Run > Execute > type in "regedit"
 clicking on |+| HKEY_LOCAL_MACHINE will open that tree and so on ...

Davidvaio Village Member

Posts: 4
 (10/26/02 8:30 am)
 Reply

sony vaio laptop shutdown problem F190

With my F190 I am talking to Sony Europe, (on the pay help line) They are all trying to be helpfull, but each time you call you have a new person and each of them have new idea's, this is in total contrast to the last person you spoke to. I have not solved the fault, but now know once you have active desktop, (after a scan boot and a first bad start) if you within a couple of minutes can run Web TV, DVD, or anything over a level to keep the mahine busy, you can keep it going. I think this is because you are in fact buffering via the hard disc, if you let the machine hang or even run non broadband radio the machine goes down. Could this be a memory fault, what is going on, these symptoms must give some clues, help!!!!!!!!!!!! (Right now it's just Washington CSPAN1 TV keeping me alive, good job I have ADSL - I need to solve the fault so I can even back up)

00strandi00 Village Member

Posts: 8
 (10/27/02 4:15 am)
 Reply

Backup ...

Hi!
 It's easy to make a backup!
 Just start your system in "Safety mode". It will not shut down randomly, since the APM/ACPI - feature is disabled in this mode.
 You can copy all your important files to a certain directory and after that reinstall Windows with a Non-Sony-Windows. Just try, it will work! Many people write me mails reporting that their system works fine after disabling Advanced Power Management and Intel xxxxx Power Management Controller.

Do this!
 Sony won't give you a solution different from sending in your laptop and paying approx.500\$ / EUR.

Andi

<mailto:strandi?web.de> (change ? to @)

Davidvaio Village Member

Posts: 5
 (10/27/02 4:51 pm)
 Reply

Sony Vaio Backup with shutdwon fault

Hi

Thanks for the advise, I understand the suggestion about the backup, in Safe Mode, however, can I do this as a complete disc back up, for example to a USB linked Hard Disc. (I would also like to save some of the programs) Will any any Windows Programs do from 98 up and will that effect other Sony Software, when I go to load them back, like the Fire wire related programs, Picture Gear, DVgate motion, this is the Software on Sony instaltion disc 2.

I am ashamed to say, so far U have never done a back up copy, nothing is ever simple, for example, thought I would back up my AOL letters, it states save your letters as a PDF - you press backup and you have no option but to save this on the PC's own hard drive, they do not even give the option to go to another disc, for example the floppy drive.

Last piont, I note the Disc is partitioned C and D for the Video editing side, I presume this would not be the case if one does not load the Sony Windows program.

It all seems crazy, Sony I am sure could just issue a fix for this!

Backup!!!

I am ashamed to say, so far U have never done a back up copy!!!!!!!!!!

Typo should read I have never.

Davidvaio Village Member

Posts: 6
 (10/27/02 4:55 pm)
 Reply

00strandi00 Village Member

Posts: 9
 (10/29/02 11:41 am)
 Reply

Backup ...?

I'm almost tired of answering your posts.
 Why don't you just keep your system alive with your DSL connection, send all your important mails to a friend and copy personal files to some webspace.
 To get your system running again it is most likely that you have to reinstall windows from non - sony disc. Anyway you will have to reinstall your programs - with or without backup.

By the way. It is possible to copy files (pdf as well) from harddrive to floppy!

Furthermore partitions will not be affected by new windows installation.

It is also possible to make a linux startdisc offering a ftp-server, that allows you to log in via ethernet and copy all files from harddisc.

And ...

... I don't think this forum is for grumbling, but for asking questions.

Did you read my post about changing value in registry? Did you try this? Perhaps it works. If you want to complain about Sony don't do here. Tell them!

Andi

Cathy506 Village Member

Posts: 1
(10/29/02 6:21 pm)
Reply

removal of power mgmt controller & sys bd ext for acpi

I removed both the power management controller and the system board extension for ACPI, however when I reboot to get out of safe mode, my computer reloads both of the items. What am I doing wrong:

Davidvaio Village Member

Posts: 7
(10/29/02 7:26 pm)
Reply

backup.....?

Thanks, I understand how bored you are with it, me too!
Next week I go on the road away from my DSL for a few weeks, that's why I am trying to solve it now. You have given me a lot of data on the subject, much of which will be of use, however, much of it needs reading by a person who understands the beasts much better than me.

I am interested to know that re installing windows on C does not effect the partition for D, on the same hard disc, I guess this must mean one can copy to D before installing the new windows on C. I presume that the C/D instruction is contained on the Sony install disc.

Have a nice day. David - (of average intellect only)

00strandi00 Village Member

Posts: 10
(10/30/02 3:46 am)
Reply

Problems

Hi!

Cathy:
Right click and select Properties:
-- Advanced Power Management support
-- Intel 83271EB Power Management Controller
For both go to the bottom of the panel and toggle the "Disable in this hardware profile".
Do NOT REMOVE! Just DISABLE it.

David:
Detailed installing instruction will follow. You can actually save/copy all of your data to partition D that will not be affected by new installation.
More later.

Andi

00strandi00 Village Member

Posts: 11
(10/30/02 2:12 pm)
Reply

New Windows98 installation

Hi David.
Here detailed information on how to install windows 98.

1.) If you want to format partition C:
- save all important files to floppy, partition D or different PC. (D will not be affected by procedure)
- insert Non-Sony-Win98-CD (cdrom assumed as drive f:\)
- create folder d:\wininstl
- copy all files and dirs from f:\win98 to d:\wininstl
- create bootdisc as follows:
...click run.>.settings.>.control panel.>.software.>.start/boot-disc.>.create start/bootdisc
...follow system instructions.
- start with startdisc (perhaps in BIOS you'll have to select "floppy" as first boot device)
- you should see "a:\>" or "c:\>" on dos-screen.
...if system starts windows, you did not boot from floppy drive (enable floppy boot in BIOS!)
- format drive c: by typing what is between " and " pressing enter after every command (=line):
... "a:"
... "format c: /s"
... "d:"

... "cd \wininst!"
 ... "setup" or "win98/setup" depending on what directory you copied files into.

goto point 3.)

2.) If you don't want to format partition C:
 - save all important files to floppy, partition D or different PC.
 ... your files will not be deleted! this is if something goes wrong!
 - insert Non-Sony-Win98-CD (cdrom assumed as drive f:\)
 - create folder c:\wininst!
 - copy all files and dirs from f:\win98 to c:\wininst!
 - start in dos-mode by
 ... pressing F8 on startup and choosing ms-dos-mode OR
 ... clicking run...shutdown...start in dos-mode
 - rename files, so that the new installation will not be able to determine, that there's already a windows version installed:
 ... type in what is between " and " and press enter after every command (=line):
 ... "c:"
 ... "cd \windows"
 ... "dir win.??? > winfiles.txt" i.e. to save the original names of win.???-files.
 ... "ren win.??? win.??1"
 ... "cd \"
 ... "ren windows winold"
 ... "cd \wininst!"
 ... "setup" or "win98/setup" depending on what directory you copied files into.

3.)
 - Installation starts... choose "standard installation" not laptop.
 - when finished (remove disc!) disable features (under windows):
 ... Go to Run-Settings-Control Panel-System-Device Manager-System devices
 ... Right click and select Properties for
 ... Advanced Power Management support
 ... Intel 83271EB Power Management Controller
 ... Go to the bottom of the panel and toggle the "Disable in this hardware profile".
 ... Do not remove; just disable it.
 - Restart system
 - You should now have a non-randomly-shutting-down-system.

Questions?
 mailto:strandi?web.de (use @ instead of ?)

Andi

mmtmmt Village Member

Posts: 1
 (11/6/02 1:23 pm)
[Reply](#)

shutdown

My client has 2 of these vaios, both with shutdown problems. They've sent one back 3 times to Sony w/o resolve and been billed each time! I've worked on one, a PCG -F270 using most of the solutions I've found here and other places, without resolve.

This is what I found from the Intel 238871.pdf referenced on another site. Page 55 of this document states:

"B1AP. APIC Access to Cacheable Memory Causes SHUTDOWN

Problem: APIC operations which access memory with any type other than uncacheable (UC) are illegal. If an APIC operation to a memory type other than UC occurs and Machine Check Exceptions (MCEs) are disabled, the processor will enter shutdown after such an access. If MCEs are enabled, an MCE will occur. However, in this circumstance, a second MCE will be signaled. The second MCE signal will cause the Mobile Pentium II processor to enter shutdown. Implication: Recovery from a PIC access to cacheable memory will not be successful. Software that accesses only UC type memory during APIC operations will not encounter this erratum. Workaround: Ensure that the memory space to which PIC accesses can be made is marked as type UC (uncacheable) in the memory type range registers (MTRRs) to avoid this erratum. Status: For the steppings affected see the Summary of Changes at the beginning of this section."

Does this sound like a fix the average user can do? If so, let me know how to do it so I can fix these blasted things!

Then later on on page 67 of this same pdf document they state this:
 "B3. APIC Reference Correction Advanced Programmable Interrupt Controller (APIC) is not a supported mobile feature. References to this feature were inadvertently included in the current datasheet. Please disregard any and all references."

I've found numerous users with this same problem with Sony and Intel blaming it on each other.

If anyone has a class action suit started we would like to be included or I've been authorized to start one for my client.

Any input would be appreciated.

Melinda

00strandi00 Village Member

Posts: 12
(11/6/02 5:58 pm)
[Reply](#)

Shutdown

Hi Melinda.

There are several suggestions what the reason for this shutdown problem might be. It is interesting that the problem does appear at a certain "age" of a laptop and not when it's new. That might confirm the capacitor-theory since they change capacity "with the years". Perhaps it is the thermal sensor problem that is mentioned in the Intel -pdf on page 36 (intel-count).

The APIC-suggestion is very improbable since the shutdowns do not appear in "Safety mode". You can try!

What do you mean by:

I've worked on one, a PCG-F270 using *most* of the solutions I've found here and other places, without resolve.

As I know, there are only few solutions.

I got mails from 10 persons that did succeed in "disabling" their laptops' shutdown problem with installation of Non-Sony-Windows98 and disabling all power management features as mentioned on 132.230.75.102/~zwerger/V...dexeng.htm .

Did you really try this? It is worth it!

Anyway a class action suit would be useful since Sony seems to ignore their customers' problems.



shutdown

Hi Strandi,

It may have been this site that I got all my troubleshooting ideas from...I've searched so many places. There is reference to this problem on Tech Guy, if memory serves me correctly.

It is my understanding that APIC doesn't load in Safe Mode, hence the conclusion that this was the problem. And if it is a capacitor why wouldn't it shut down in Safe Mode? Mind you I have very limited knowledge of how these things work, just trying to learn.

By *most*, I mean these:

- 1) I did disable the APIC power management in system devices and there are lots of things listed in system devices with reference to APIC that I did not touch.
- 2) I installed a more current version of Win 98 over the top of the existing OS, which was amazing that it stayed on long enough to do this. Is that because it loads before there is a problem? (Couldn't reformat and install new because I had files I needed off of the compx first),
- 3) I edited the registry according to a link listed here and according to APIC sites with suggestions for disabling it
- 4) I checked the bios set up and found no reference to disabling APIC
- 5) When I was finally able to get the computer to stay on long enough to edit the power management options in Control Panel, I disabled/shut off all of them.

In the end, I could get the computer to stay on for 1/2 hour on AC power, without the battery in. And of course, it will stay on forever in Safe Mode. I was then able to retrieve the files I needed.

So I guess my next step is to reformat and reinstall non Sony Win 98, which brings me back to... if the software fix works, why would it be the capacitors. Would the sensor problem still not be there no matter what OS was used?

Thanks for your reply, Melinda



shutdown

[forums.techguy.org/showthread.php?](http://forums.techguy.org/showthread.php?s=181b8403123f80ee964d277f4584b6d9&threadid=94107&highlight=sony+vaio+laptop+proble)

[s=181b8403123f80ee964d277f4584b6d9&threadid=94107&highlight=sony+vaio+laptop+proble](http://forums.techguy.org/showthread.php?s=181b8403123f80ee964d277f4584b6d9&threadid=94107&highlight=sony+vaio+laptop+proble)

check out this thread on Tech Guy, in the last post the poor guy is USING his laptop in Safe Mode for pete's sake!

mmtmmt Village Member

Posts: 2
(11/6/02 6:45 pm)
[Reply](#)

mmtmmt Village Member


Posts: 3
(11/6/02 7:15 pm)
[Reply](#)



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VAIO Village
 > vaio hardware (notebooks)
 > VAIO Laptop "Random" Shutdown Explanation



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Author

Comment

00strandi00
Village Member
 Posts: 13
 (11/7/02 4:17 pm)
[Reply](#)

Shutdown

Hi!
 I guess your mixing up APIC and ACPI. APIC means "Advanced Programmable Interrupt Controller" and is essential part of the processor. ACPI means "Advanced Configuration & Power Interface" and is a newer standard for power management control that supports features like "suspend to ram" and various other sleep -modes. When (presumed that the thermal sensor is responsible for the shut down) this sensor asserts erratic SMBALERT# it causes the system (when APM/ACPI is enabled) to shutdown.
 If you disable APM/ACPI the hardware error is still there and there will still be a SMBALERT# but the system won't respond with a shutdown, but will ignore this signal.

Anyway ...
 You will surely have to format your c: drive. Installing over the top of the existing OS will not fix the problem!

Well, that's all I have to say. Just try and report your result.
 Good luck!

Andi

Davidvaio
Village Member
 Posts: 8
 (11/17/02 8:49 pm)
[Reply](#)

random sony vaio shutdown problem more!!

I am now this week about to try what you have advised
 In your notes you say this -
 ...Right click and select Properties for
 ...Advanced Power Management support
 ...Intel 83271EB Power Management Controller
 ...Go to the bottom of the panel and toggle the "Disable in this hardware profile".
 ...Do not remove; just disable it.

Are you aware you can do this with the present software? - I did in fact try it

Thanks again for your work on this - David

00strandi00
Village Member
 Posts: 14
 (11/18/02 3:40 pm)
[Reply](#)

Re: random sony vaio shutdown problem more!!

Hi David.
 > Are you aware you can do this with the present software?

I don't know exactly what you are trying to tell me. What do you mean with "present software"? The newly installed Windows or original "Sony -Windows" version?

> I did in fact try it.

And what are the results? I guess you didn't succeed? or did you?
see here for a screenshot that shows how to disable APM:
cipsc.physik.uni-freiburg...dexeng.htm

Andi

Davidvaio Village Member

Posts: 9
(11/18/02 7:08 pm)
Reply



random sony vaio shutdown problem even more!!!

(What do you mean with "present software"? The newly installed Windows or original "Sony-Windows" version?)

In the original Sony 98 software - I tried - disable - Intel 82371EB power controller in device manager - no joy. This being the case will the non Sony software still help???

What a great guy you are, to stick with this - David

00strandi00 Village Member

Posts: 15
(11/20/02 5:21 am)
Reply

I guess - yes.

Well, as said before, it will work with non.sony.windows ONLY. I guess it will in your case as well.

For installing instructions see the link in my last post.

Andi

mmtmmt Village Member

Posts: 4
(11/20/02 11:18 am)
Reply



results

Ok, I fdisk'd and reformatted my Sony F270 and installed Windows 2000 professional. It stayed on all night and then this morning while using it, it shut down on me again.

So much for non sony install...ARGHHH!

Avatrix Village Member

Posts: 1
(11/20/02 12:56 pm)
Reply

PCG-F290 vs. PCG-F270

It seems to me from the few mentions of it, that people with a model 270 can get their systems working with the fixes presented, but I myself, like one other person with a 290, can't get these solutions to work. Can anyone out there confirm or disprove this? Might help the rest of us finding a solution.

I'm working on a system for one of our consultants, and I can't even get to system to boot up long enough to apply any of the fixes...

Alex

00strandi00 Village Member

Posts: 16
(11/20/02 1:00 pm)
Reply



Results ...

Noone has ever been talking about Windows 2000 working with randomly shutting down Vaio laptop!

So much for reading the posts...ARGHHH!

This solution (non-sony installation) does work for Windows98 ONLY!!! I'm not sure if it works for Win98SE, but it actually does for nonSecondEdition.
Sorry for that, but you should have read more carefully!

Andi

00strandi00 Village Member

Posts: 17
(11/20/02 1:10 pm)
Reply

Re: PCG-F290 vs. PCG-F270

I can disprove this. Today I received a mail from someone writing:
"I'm very happymy Vaio PCG-F290 works again since NOW !!! ..."

My proposal is (after new installation) to start in "safe mode" and disable the two features in control-panel. In safe mode the laptop will not shut down.

Try this and report your problems / results.

Andi

Edited by: 00strandi00 at: 11/20/02 1:12:21 pm

mmtmmt



Win 2000

Village Member

Posts: 5
(11/20/02 2:17 pm)
Reply

Well I thought I'd give Win2000 a try because my client also has a F290 that is running Win2000 fine and they have the disks. Seemed to make sense to me.

Guess it's back to fdisk and format and finding a non Sony, non SE 98

mmtmmt**Village Member**

Posts: 6
(11/20/02 2:42 pm)
Reply

Win XP

Anyone have any luck installing Win XP instead of win 98?
I've got everything but non SE Win98

Avatrix**Village Member**

Posts: 2
(11/20/02 2:57 pm)
Reply

 **Win XP**

I finally did get the system working with Win98SE, by going into safe mode immediately. But WinXP Professional won't work... it shuts down almost immediately after the load up screen, so I can't attempt to shut down software based power management. How'd you get WinXP to work?

Alex

00strandio0**Village Member**

Posts: 19
(11/20/02 3:17 pm)
Reply

 **WinXP**

There is no known solution to get XP to work.
It could work if all APM and ACPI features were disabled. I have no experience on that but heard of many people who weren't able to do that.
The only thing I found in the internet was a german site concerning ACPI and disabling this feature. Here my translation:
cipsa.physik.uni-freiburg...cpieng.htm
You could try if the suggestions work (registry key change, F5 during setup) and report your results. But don't be frustrated, as I said before I haven't heard of anyone succeeded with XP/2000.

Andi

Avatrix**Village Member**

Posts: 3
(11/20/02 3:30 pm)
Reply

 **WinXP results**

Andi, I had already tried the things laid out in your translation, with no success. Thanks for providing that. Anyway, I tried to upgrade to WinXP from Win98, after setting it up for Win98. The idea was that the disabled components would stay disabled.
Unfortunately, it didn't work either. After the second automated reboot (where I presume the XP was loaded for the first time?), the laptop shut down just as it started to install more files (the installation meter estimated another 41 minutes of install time at this point). So the disabled 'ware didn't stay that way. I'm probably just going to stick with win98, but thought I'd let everyone else know.

Alex

mmtmmt**Village Member**

Posts: 7
(11/20/02 3:53 pm)
Reply

 **XP info**

Thanks for the XP info.

I guess I'll just try my Dell Win95/98 upgrade disks and see if they work. Any thoughts on this option?

mmtmmt**Village Member**

Posts: 8
(11/21/02 10:38 am)
Reply

 **results so far**

Ok, I installed win 95 and 98 upgrade to the sony and it has run all night. Still keeping my fingers crossed cuz it ran all night after I installed Win2000.

Anyway, my version of 98 is so old that I need to update the drivers and thought I had written down everything I needed to know but apparently not.

What is the infrared communication device for?...the modem? Modem doesn't seem to be working - get the message no port found in the registry when I run "diagnostics" on it to detect it.

I have two Yellowed question marks under other devices -
PCI communication device and
PCI firewire (IEEE 1394)

Can anyone tell me what these are for so I can look for the correct drivers

I don't think that I have the sound card set up correctly either - it works but it had 4 entries in device manager before and now only has 2 in "sound, video and game controllers"

Any help would be appreciated

mmtmmt
Village Member

Posts: 9
(11/25/02 10:53 pm)
Reply

 **results**

Well, I finally figured out the drivers from the sony application CD. After rereading Andi's instructions - I disabled the two "power options" in system devices AND after realizing that the "power options: in control panel were set to have the hard drive shut off after an hour and changing this option to never, it works!

whew! and thanks everyone for your help!

aqs11
Village Member

Posts: 20
(11/26/02 9:00 pm)
Reply

 **Re: results so far**

Hello,

We've worked on this to the point where we have this repair down to \$249.00 plus shipping and turn around time of within a week.

The CPUs we're using are of the 366mhz level. No matter what your CPU speed, you're getting 366mhz regardless.

Please contact me if you are interested. I'll be more than happy to explain the details. The repair is warranted for 6 months.

The "windows" fix should get you along for a bit, but this is a hardware issue and we've seen this condition progressively get worse as time goes on until it reaches the point where it will not boot into windows.

Joe K

aqs12@broadviewnet.net

00strandi00
Village Member

Posts: 20
(11/27/02 11:09 am)
Reply

 **Pooo....**

Okay, let me ask you some questions:

You say:

»The "windows" fix should get you along for a bit, but this is a hardware issue and we've seen this condition progressively get worse as time goes on until it reaches the point where it will not boot into windows.«

What is true is that this really is a hardware issue, causing the software (!!!) to power down although there is NO reason for that! The "windows" fix disables this originally "safety-option" that earlier operating systems don't even have. Even in "safe mode" (safe!!!), these features (APM) are DISABLED!!!

You say that the condition possibly gets worse (progressively). Could you describe that? What happened to the laptops you're talking about? What is the progress?

I haven't heard of anyone having similar problems with "conditions getting worse" ... and I get mails from many people with this "shutdown" problem.

I insinuate, that you want to make panic by claiming future problems (like laptop not booting into windows) and want to profit from people believing you.

Everyone is free to get his/her CPU changed into non erratic CPU, but you should really tell us why you think the software fix doesn't work, or what happens after "a bit".

A further point is:

What CPUs do you use? The Intel Mobile Processors didn't have this bug within the first year - twice the time of your warranty. Won't the CPUs you install have this problem too?

Well, at the end I want to state:

- I think it's good to offer you help here, but
- only with real facts everyone can decide whether he wants to have his/her CPU changed for \$250 or not.

So please excuse my questions.

Andi

Edited by: [00strandi00](#) at: 11/27/02 11:12:13 am

aq511

Village Member

Posts: 21

(11/27/02 10:28 pm)

Reply

Fxxx shutdown issues..

I'll answer your questions in the order in which you asked them.

"You say that the condition possibly gets worse (progressively). Could you describe that?"

-Sure, you turn on the system, it attempts to boot into windows and shutdown. In some cases we've found that the system shuts down very early in the windows loading process.

"What happened to the laptops you're talking about? What is the progress?"

- The CPU and or the CPU board is replaced. Done deal.

"I haven't heard of anyone having similar problems with "conditions getting worse" ... and I get mails from many people with this "shutdown" problem."

-As of this date, we've fix 15 units with this condition.

"I insinuate, that you want to make panic by claiming future problems (like laptop not booting into windows) and want to profit from people believing you"

- You insinuated wrong, we're literally taking almost dead Vaios and fixing them at a rather competative price.

"Everyone is free to get his/her CPU changed into non erratic CPU, but you should really tell us why you think the software fix doesn't work, or what happens after "a bit".

- Please read the first post on this thread explaining the root of this condition.

"What CPUs do you use? The Intel Mobile Processors didn't have this bug within the first year - twice the time of your warranty. Won't the CPUs you install have this problem too?"

- If that was the case EACH and EVERY vaio Fxxx series would be defective and Sony would have been forced to do a world wide recall.

"Well, at the end I want to state:

- I think it's good to offer you help here, but
- only with real facts everyone can decide whether he wants to have his/her CPU changed for \$250 or not."

- when this condition reaches the point of an almost dead PC, what good is it going to do you with a \$1000 paperweight on your hands?

I'd like to go off the record here for a second.. I think I understand your reason for asking these questions, and I'm sure someone somewhere will actually benefit from you asking these questions and me answering them.

I know the fix you're suggesting will work and hopefully the condition does not get worse. But when it does, it's a hardware issue that needs to be addressd.

Happy Thanksgiving.

Joe K



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Author

Comment

00strandi00
Village Member

Posts: 21
 (12/5/02 4:37 am)
[Reply](#)

List of people with shutdown problem ...

Hi there!

I've started to save information on people having the shutdown problem with their laptop.

If you want to be informed on latest news (perhaps sometime it will be possible to install XP/2000) or reactions from Sony just leave at least your email adress.

Perhaps (if there are enough people) a class action lawsuit can be started.

Link:
poisson.cdaweb.de/vaio/list.php

Andi

realx
Village Member

Posts: 1
 (12/14/02 5:21 pm)
[Reply](#)

2000 | XP solution...

WARNING: Note that you should not attempt to change from an ACPI HAL to a standard HAL or from a standard HAL to a ACPI HAL under any circumstances. Doing so will result in your computer not starting properly or at all. This occurs because the Plug and Play device tree that would be currently loaded is for ACPI, and it does not get reconstructed or revert to a standard HAL Plug and Play device tree. Because of this (the device tree structures being drastically different), the system is unaware of any hardware changes after the computer restarts to include the location of the boot device. Microsoft does not recommend or support this procedure as it will result in data loss.

Click Start, point to Settings, click Control Panel, and then double -click System.

Click the Hardware tab, and then click Device Manager to view what is listed under the Computer branch. As an example, "Standard PC", the detected computer type Windows 2000 installed on your computer, or an entry such as "Advanced Configuration Power Interface (ACPI) PC" may be listed.

To change the installed computer type, click the Driver tab, and then click Update Drivers.

NOTE: You can only change or update your HAL from Device Manager under Computer Type when changing from a Standard PC HAL to a Standard Multiprocessor PC HAL, because changing from an ACPI HAL to a Standard HAL can result in your not being able to start your computer.

Sando99
Village Member

Posts: 1
 (12/15/02 9:42 am)

Re: New Windows98 installation

Hi,
 I found the info you posted very useful, thanks. I'm an unfortunate owner of a PCG -F305 and suffered the Random Shutdown problem after nearly 3 years of use.

Reply

So now I'm back to the First version of Windows 98 with the APM Power Management, etc...

I do have a question regarding the Infrared software. I used to use the built in Infrared software for downloading Photo's from my Digital Camera.

When I installed Win 98, the system recognised the IrDa and I managed to get the driver installed without any problems.

Now I want to use the Infrared Device and believe I need to install the software to activate it.

Probably a stupid question but I've looked through my Sony Discs but can't find any reference to the necessary software at all.

I would appreciate any help on getting the software installed.

Many thanks, in advance.

Sando

csselement
Village Member

Posts: 1
(12/21/02 2:43 am)
Reply



ada

csselement
Village Member

Posts: 2
(12/21/02 2:45 am)
Reply



another sony victim

pcg-f360. another victim.

thanks for the help. i finally got things running...except now the drivers won't install because it doesn't think it's a sony anymore...i didnt read about you guys having problems with that. help? email would be appreciated if you'd like to assist a fellow sony - sufferer.



csselement@yahoo.com (replace the ? with @)

Davidvaio
Village Member

Posts: 14
(12/22/02 10:49 pm)
Reply



another poor shutdown victim

Hi

I am sure this problem, one day, will result in a recall, indeed it is the case that if you reload it with just windows 98, rather than the Vaio version, it will not know who it really is!!! I also suspect you can not load the special Sony programs that will look for the Vaio registration.

Please report on your progress.

David.

00strandi00
Village Member

Posts: 22
(12/23/02 4:32 am)
Reply



PCG-F360 drivers

Hi.

I could help him with drivers that worked fine for a friends F304. Direct link:
graphics

ftp://ftp.vaio-link.com/pub/Vaio/Video/VCD_NM_41115209.exe

audio

ftp://ftp.vaio-link.com/pub/Vaio/Audio/ACD_NMG_5002108.exe

He had taken the selfextracting and installing drivers from ita.sel.somewhere.sony ...
And these do check if this is a sony windows version.

When I have time I can explore which registry key is checked or what makes the software see that this is a vaio. Perhaps someone can send me a copy of his/her Sony windows cd for experimental issues only of course.

That's because I don't have a Vaio laptop. I only repaired vaios of friends that moved away ...

Andi

Contact: strandi@web.de (use @ instead of ?)

Vaio page: cipsa.physik.uni-freiburg...erger/Vaio

P.S. I have e-mail and name of about 40 people having shutdown vaios. So everyone please leave personal info on my page so we can start the fight ...

poisson.cdaweb.de/vaio/list.php

csselement



thanks andi

Village Member

Posts: 4
(12/23/02 1:29 pm)
Reply

with some excellent help from andi, i have successfully installed the necessary drivers. DON'T download drivers from the sony support site! use vaio-link. they don't package in an exe file that will check your system for genuine sony system recovery (since you have to use a non-sony win98 insall). here are the links to 2 of the drivers (c/o andi)

grafics:
ftp://ftp.vaio-link.com/pub/Vaio/Video/VCD_NM_41115209.exe

audio:
ftp://ftp.vaio-link.com/pub/Vaio/Audio/ACD_NMG_5002108.exe

csselement Village Member

Posts: 5
(12/23/02 1:35 pm)
Reply



i just refreshed the page and saw that you already posted the information i just gave. ah

well :duh

vipervenom74 Village Member

Posts: 2
(12/26/02 1:57 am)
Reply

PCG-F270 shutdown problem!!!

I never knew the shutdown problem of my Sony notebook is actually an known issue here. Gosh!! I bought this unit from US. Before I have this problem, I have spend hundreds of \$\$\$ replacing it faulty power adapter and hard disk. Now, this shutting down problem. In fact, I sent in my unit to Sony Repair Center and the it technician told me it's my sony faulty motherboard, and to get it fix, i need to pay for almost USD1,000 to replace a new motherboard. I said to him, forget it, I wold rather get a new notebook (Not Sony, of course!!!). The last thing i did to this motherboard before the problem arise is that I have upgraded it BIOS and OS to Windows 2000 professional. I was about to throw this unit after it return from the sony repair center. Thank all here!!! Now, i'll make my attend to get my unit up and running again. Had my finger crossed!!!

:idea3

vipervenom74 Village Member

Posts: 3
(12/26/02 1:58 am)
Reply

PCG-F270 shutdown problem!!!

I never knew the shutdown problem of my Sony notebook is actually an known issue here. Gosh!! I bought this unit from US. Before I have this problem, I have spend hundreds of \$\$\$ replacing it faulty power adapter and hard disk. Now, this shutting down problem. In fact, I sent in my unit to Sony Repair Center and the it technician told me it's my sony faulty motherboard, and to get it fix, i need to pay for almost USD1,000 to replace a new motherboard. I said to him, forget it, I wold rather get a new notebook (Not Sony, of course!!!). The last thing i did to this motherboard before the problem arise is that I have upgraded it BIOS and OS to Windows 2000 professional. I was about to throw this unit after it return from the sony repair center. Thank all here!!! Now, i'll make my attend to get my unit up and running again. Had my finger crossed!!!

:idea3

talinth Village Member

Posts: 1
(1/18/03 12:06 am)
Reply



more fun

Same as everyone else. Just thought I would let you know what my problem has gotten worse though I had tried a differant fix. I was suggested to try running the distributed.net client all the time and it wouldnt crash. that worked but now if even for a second my cpu is idle i freeze. It started at randomly every 30 minutes and has gotten worse since. now i'm trying this method by i lent my win98 first edition cd to a friend

:(

and he scratched it so i may need to find another copy. I'm trying ME now with the /p i as was suggested tho im not very hopeful. I'll post the results in a few. Maybe I'll try 2k too though I', not sure I'm brave enough to mess with ntfs at this moment

talinth Village Member

Posts: 2
(1/18/03 9:00 am)
Reply



F5 durring Win2k Setup

I pressed the F5 key while installing Windows 2000 as suggested before, so when I start setup it asks which computer type I have, Standard PC, Standard PC with C -Step i486, SGI mp, or other (I need a manufacturer disk for other). Anybody have a clue which will disable ACPI if any?

earaujo Village Member

Posts: 1

crazy topic - crazy ezboard - crazy world

hi folks ...

(1/19/03 6:13 am)
Reply

i've written replies for this topic many times and simply isn't added ... i can't understand ...

I wanto to communicate that my notebook is alive now, thanks for all you

eduardo

aslan
Village Member

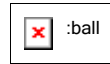
Posts: 1

(1/20/03 11:41 pm)
Reply

 **add me to your list**

you can add me to your growing list of dissatisfied sony vaio customers...

i have a f390, running xp. i can't keep it on long enough to even attempt any fixes. i'll keep checking back, maybe a solution that will help me will show up.



earaujo
Village Member

Posts: 2

(1/24/03 2:33 pm)
Reply

 **shutdowns attacks again**

Hi folks ...

my honeymoon lasts a little ... my F270 is shutting down again ... EVEN in windows safety mode (anyone have heard about this ????)

acpi is off ..apm, support and the other is disabled ... registry power entries is edited what else can i do ?

i don't know if this is happing again because the new programs i've installed ...

welll ... i'm very upset ...

bye
eduardo

00strandi00
Village Member

Posts: 23

(2/5/03 4:25 am)
Reply

 **Solution for LINUX**

Hi!

Well, finally there seems to be a solution for Linux as well.
This is what Florent (thanks!!!) wrote me:

"I have probably the fix for running a VAIO without shutdown on Linux !!!
And you don't need to compile a new kernel in order to fix it.


The trick works on Mandrake 9 but it should work on any distribution :

- When you have the choice to press ENTER or F1 to install Mandrake from the CDROM, press F1 to choose an alternate way of installation
- Type : linux apm=off no-hlt

Here is the trick. Disabling apm is not enough in Linux, you should also disable the HLT instruction. This is related to cpu iddle. On any serious distribution, you could append parameters to the kernel at boot time so the principle will be the same on other distributions.

Then, you can install Mandrake without shutdown during the installation...

After, when you must choose and configure the boot manager (lilo or grub), you must edit the entries in order to add the options apm=off no -hlt to the kernel at boot time.

Then, there should be no problem !!! )

Perhaps other people can try it. It could be fine, a Linux box is quite more stable as a poor Windows 98 !!!

Regards,
Florent *****

PS : Don't hesitate to tell people to support Mandrake by buying it or subsribing to the club, cause they are in a bad financial situation at the moment and it would be sad if this wonderful distribution dissappear."

For me not much left to say, but:

For information on how to change boot options see manuals for your linux distribution!

Search results see here:

www.google.com/search?q=b...x+mandrake

www.google.com/search?q=b...linux+suse

www.google.com/search?q=b...nux+debian

www.google.com/search?q=b...nux+redhat

...

Please report positive or negative results here or sent email to strandi@web.de (change ? to @).

I will publish news on my page:

cipsa.physik.uni-freiburg...erger/Vaio

Andi

Edited by: 00strandi00 at: 2/9/03 5:43:55 am

bjshelby **Village Member**

Posts: 1

(2/15/03 2:50 am)

Reply

Power problem still exists after replacing logic board &

Thank you, everyone, for you input on the VAIO power problem. I scoured the Internet for info on this problem and it was a tremendous relief to know that it wasn't one isolated incident (though don't we all wish it was - as long as it wasn't us with the problem? - tee hee)

It started for me last October and fits the symptoms that everyone else has reported:

- Doesn't occur in DOS (only Windows 98)
- is apparently unrelated to what I'm doing
- started a considerable amount of time (almost 3 years) after buying the F270 notebook
- basically ends up looking like standby mode except that I have to force the power off and must endure ScanDisk each time I reboot, and
- seems to increase in frequency until I change some configuration, then stays up for a little longer for a while, then goes back to powering off every 1 to 5 minutes on the average.

I have an extended warranty so, after a complete reformat and reinstall, I shipped the notebook off to MicroMedics and was "without computer" for 23 days which, as you all know, was like being without a phone, car, AND hot water. They replaced the logic board and the CPU module.

When I powered it up, it died within 2 minutes. That could have been a fluke. I could have been a little too eager to get back on track and maybe I didn't push the power connector into the port all the way.

So, I checked my connections, rebooted and went through the all -too-familiar-by-now ScanDisk and... it stayed up for over a week (I never powered it down just to be sure)! Hmmm - maybe it really WAS fixed...

Then, three days ago, I plugged in my Newpoint USB Hub to the USB port and within a couple of minutes, the power cut out again. I latched onto that little clue and so tried it with a direct USB connection to my printer sans the USB hub. Same problem. I plugged the same USB cable into an IBM desktop that I finally had to use until I got the VAIO fixed, just to be sure that there wasn't something wrong with the cable (highly unlikely), and also tried a different USB cable with different manufacturer on the VAIO... to no avail.

So now I'm in a quandry. I have a new logic board and a new CPU module and a notebook that seems to be just fine until I plug something into the USB port. I probably hadn't detached the USB connection initially before sending it away (didn't think about THAT in the incredible number of paths I travelled to try to troubleshoot this problem), so the USB port may have been part of the problem since it first started (maybe.....).

Does anyone have any opinions on this? Is it still a power management problem even though I have a new logic board and CPU module? I've found numerous references on the Internet to problems with power requirements and USB connections. Is it still all part of the same problem? It certainly acts like it.

So what do I do now? Do I send it back to Micro Medics with updated troubleshooting info since I'm under extended warranty, or do I just try the obvious fix with non -SONY Windows 98? It is good to know that there's a solution, but what functionality do I lose by settling for a fix? Also, if I upgrade to XP, there is no solution/fix to this problem yet, right? Under warranty, if the correct hardware is replaced, shouldn't everything work without having to patch it? What I would like to avoid doing is spending even more time on a "fix" and then end up losing some other functionality. It is preferable to get the right hardware so that the problem goes away and everything else still works. But what else would need to be replaced besides the logic board and CPU module? I'm not very savvy about hardware, so your input is greatly appreciated.

Dave Republic
Village Member
Posts: 1
(2/15/03 9:28 pm)
[Reply](#)

 **Re: VAIO Laptop "Random" Shutdown Explanation**

I do not have access to a non Sony Win 98, however, I do have access to a non Sony Win 2000.

Will simply installing Win 2000 overtop of the Sony Win 98 solve the problem? If not, is there a "fix" for after I have installed Win 2000?

BTW - I have an F360 and the problem started happening about 2.5 years after I bought the laptop. About a year before that, my DEL and number "6" key died. Has that happened to anyone else? Anyone have a fix for that as well?

Thanks.

Dave.




00strandi00
Village Member
Posts: 24
(2/17/03 9:41 am)
[Reply](#)

 **Win2000**

Hi.
Win2000 won't work!
The suggested solution does work under Win98/Win95 only.
You could try to do what is mentioned on my page (remove APM/ACPI drivers).
That should work without reinstalling a new OS.

See here: cip.physik.uni-freiburg.de/~zwerger/Vaio
Click on "Read here and report".



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 **VAIO Village**
 > vaio hardware (notebooks)
 > VAIO Laptop "Random" Shutdown Explanation



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Author

Comment

toypar
Village Member
 Posts: 18
 (4/27/03 6:40 am)
[Reply](#)

 **success**

Andi,
 Sorry but I don't have any of the old caps to measure. I just used the ones that the writer of that article used from Digi-key. www.digikey.com/scripts/u...wordsearch Part# is P11308CT-ND if you do a search for the # it will give you dimensions. The fan assem. sits on top of the board that these are on. so I don't know how much room you'll have for a taller one.
 Good luck!

vaiocondios
Village Member
 Posts: 7
 (4/29/03 10:31 am)
[Reply](#)

 **Cap dim**

Digi-Key P11308CT-ND is 7.3mm x 4.3mm x 2.8mm

Jerry98vert
Village Member
 Posts: 8
 (4/29/03 4:25 pm)
[Reply](#)

 **Re: VAIO Laptop "Random" Shutdown Explanation**

I have a PCG-F150 and never had this problem. Do you think that is will start to have this problem? I just sold this computer too someone and it's running just fine.

KiwiCyril
Village Member
 Posts: 4
 (5/1/03 1:05 am)
[Reply](#)

Re: Random shutdown

Regarding contacting Howard Stringer - did you manage to find an email address? Also could I please have the postal address you used. I need to lodge a complaint as well

vaiocondios
Village Member
 Posts: 8
 (5/1/03 9:39 am)
[Reply](#)

 **How big is a Farad?**

Andi
 It appears that the TAJD part is the right height. See if your distributor has TAJD227. And I'll take 100 also. I'll be in Germany next month. Email me and we'll work out the arrangements.

Tom (tpappas at cervnet dot com)

vaiocondios
Village Member
 Posts: 9
 (5/9/03 8:48 pm)

 **I can supply those capacitors for anyone who needs them**

\$20 for a set of 11, postpaid in US.

Reply

PayPal order to usafgolf at yahoo dot com with your name and address.

p7
Village Member

Posts: 8
(5/23/03 4:27 am)
Reply

sound

I installed a non sony win98 on my f190 and this solved the problem but I'm having a problem getting the sound card to work. When I try to install the driver from app. recovery disk it just keeps prompting me for a cd. So and so file can't be found (there is a long list) like ksckockf.ax, ksproxy.ax etc.

Right now I have no audio properties, volume control etc. Any suggestions are appreciated!

Thanks. p7

00strandio0



Posts: 27
(5/23/03 4:56 pm)
Reply

Re: sound

Concerning the driver prob:
try to copy the following cabinet files from your Windows 98 media to the C:\Windows\System\Precopy folder: (if the folder doesn't exist, create it)

Driver11.cab
Driver12.cab
Driver14.cab
Driver15.cab
Driver17.cab
Driver20.cab

Restart windows and reinstall driver.

If that doesn't work try these drivers:
ftp://ftp.vaio-link.com/pub/Vaio/Audio/ACD_NMG_5002108.exe

Hope that helps

Andi

p7
Village Member

Posts: 9
(5/24/03 9:10 am)
Reply

Re: sound

Thanks Andi,

I tried what you said but to no avail. Then after fiddling about for another couple of hours, I restarted and jumped out of my skin when the sound kicked in! Wheh -hey! I really was about to give up!

Anyway, it's working now so maybe it was down to you, maybe not!
I appreciate the help, either way! Thanks again.
p7.

vaiocondios
Village Member

Posts: 15
(7/1/03 12:26 pm)
Reply

If you aren't good at soldering SMT components...

www.vaioshutdown.com

JubeX7
Village Member

Posts: 1
(8/17/03 7:01 am)
Reply

Add the PCG-GR270P to the list

I've read all the posts and didn't notice one mentioning a PCG-GR270P, so for any of you out there with this model, know you aren't alone.

The problem isn't as bad as some of the others I've read about. Often the laptop will run a month with no problem, then for a day it won't stay on for more than a minute.

It's too bad since this machine is such a pleasure to use (when it's working). Maybe some day Sony will decide to do the RIGHT thing and supply it's loyal customers with a solution.

Nah, who am I kidding. This is Corporate America, the land where product testing is joyfully dumped on the laps of consumers.

Who wants to bet they knew of this problem before stopping production?

< sigh >

PS: All you guys posting links in this message board, notice that the links are being

abbreviated and rendered useless.

pedonaj Village Member

Posts: 1
(8/22/03 7:33 pm)
Reply

Capacitor Source

I have the same problem with my Sony F360 and F350. I have tried the fix posted here a few months ago and it worked. The problem I am experiencing right now is that I am having a problem powering up the laptop. I have to turn off and turn on the power switch several times and it has become annoying. I suspect the capacitors are really getting bad. I ordered a capacitor from AVX distributor. Part# TAJE337K010. This is the 330uf capacitor. These caps should work just like the 220 uf recommended. Higher value caps should be no problem. I will replace my caps when the parts arrive and I will post if it works or not. The capacitors are only \$0.80 each with a minimum of 400 per order. I expect this to work if the capacitors are really the culprit.

Is anyone having difficulty powering up their F series? Is it just me?

00strandi00



Posts: 31
(8/26/03 10:52 am)
Reply

Re: Capacitor Source

Hi!

Well, I saw the same with a laptop of a friend from the US.

She always had to unplug the power cable and replug it again. Then switching on the laptop the hdd started to run, but in 3 of 5 times, the whole laptop switched off immediately and the "plugging scenario" had to be repeated.

Concerning the AVX tantalum types:

hope you're lucky, because of the dimensions of the "E" type. I guess, they are a little bit too tall. The "D" type should be what you need. Well, perhaps they fit, let's cross our fingers for you!

Regards, Andi

robw7897 Village Member

Posts: 9
(9/5/03 5:44 am)
Reply

Re: VAIO Laptop "Random" Shutdown Explanation

I've got win98 se working on my f190.

I've tried installing win2k, but after the first reboot when it gets to the hardware detect stage, it shuts down.

Has anyone tried the WIN2k BIOS upgrade?

What effect does it have?

p7 Village Member

Posts: 11
(9/5/03 7:57 pm)
Reply

random shutdown

Yeah, I'm having the power switch problem on my f190. I did the non-vaio window fix which lasted for a couple of months, now it's at it again. I get 20 mins-half hour and then have to leave it for about the same amount of time before I can use it again...

On this subject, does anybody know someone in the UK (London) who offers to replace the capacitors without having to shell out to a Sony specialist? Or at least someone who can do the SMD soldering if I order the parts.

Thanks in advance

p7

JAMYONEE




Posts: 62
(9/17/03 4:02 pm)
Reply

Re: VAIO Laptop "Random" Shutdown Explanation

Well sod's law it just had to happen just last week my GRS515 would not power up and to make matters even more sad I lost my router the next day it just dead after I turned off power switch.

Anyway back to my vaio.... Rang sony at their vaio Technical support now at this time I'm on hold still waiting to be attended to for some 90 mins....To this day I still did not get to speak to anyone... So I stripped my grs clean and then put every thing back...After search around the web I found one or two site which do repairs on notebooks after make a call to the last contact on my list I tried to power up the (Now door stopper) and Bingo is been running for the last 11 hours ok on both mains and battery...

If and when my GRS plays up ..not powering up from mains or battery I'll strip it down and replace a few componets around the power supply side of things since I noticed that a few componets were of a lesser quality then the rest of some of the other componets..... Sony vaio notebooks I love them to bits..costumer service on the vaio notebooks SUCK'S BIG TIME.....

My next notebook will not be a Sony if I paying for it... 

Edited by: JAMYONEE at: 9/17/03 4:05 pm

msnowdon Village Member

Posts: 1

Video driver for F340

I just found this message board after searching for the random shutting down problem.

(9/18/03 7:40 am)
Reply

Did the Win98 install and Power disable fix. Seems fine but my video is a bit distorted. I do not have the recovery CD and cannot seem to find the correct NeoMagic 256 video driver for a Sony Vaio PCG-F340.

Thanks

msnowdon
Village Member

Posts: 2
(9/18/03 10:47 am)
Reply

Modem & IEEE 1394 Drivers

I figured out the video driver issue. I cannot locate drivers for the modem & IEEE 1394. I cannot use the updated modem driver on Sony's web site because I installed a non -Sony version of Windows 98 as suggested. I went to the ftp site that was mentioned earlier that allows you to download and use the drivers but I do not know which drivers to choose for a Sony PCG-F340 modem & firewire.

Thanks

Mark

andango
Village Member

Posts: 1
(9/21/03 12:12 pm)
Reply

Random shutdowns on R505EL

I have R505EL with Linux (kernel 2.4.19) on it. It was all great until recently it started to randomly shutdown (totally - power off). I took it apart and it shuts down even with harddrive removed - boots to "Operating system not found" and stays like that until it shuts down at some point. After it shuts down, I can't power it on for a while and then it will shut down sooner - seems like something that was described here for F series - some temperature sensor or capacitor related problem. Has anybody else had it with R series? Any known fixes? Will resoldering capacitors help in any way?

JAMYONEE



Posts: 64
(9/21/03 5:01 pm)
Reply

Re: Random shutdowns on R505EL

Had this with my GRS just the other day.. Took it apart and placed some heat sink compound on cpu and heatsink..also noted that some of the componets on the mobo were of a lesser quaility which at the time I did not have any replacements at hand.. But my notebook if now up and running...



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Author

Comment

bjshelby
Village Member
 Posts: 2
 (2/17/03 3:38 pm)
[Reply](#)

Re: VAIO Laptop "Random" Shutdown Explanation

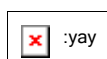
Hi! I'm back!

I posted the 2/15/03 message about the power apparently only cutting out when something was plugged into my USB port. Today, I went to try one more thing just to be sure there wasn't a problem with something else. I powered up the notebook with ONLY power and mouse connected, and... it cut out within a minute!

So forget the USB question - this is a bonafide thermal sensor problem and the notebook is going back in for repair today. The big difference this time is, thanks to those of you who pinpointed the problem, I can tell them EXACTLY what's wrong. Hopefully, this will be the end of countless hours of frustration.

kuben
Village Member
 Posts: 1
 (3/14/03 11:53 am)
[Reply](#)

Vaio F304 fixed!



Andi's fix by new installation of non-sony win98se etc. worked fine on my f304. I tried also the way without new installation mentioned recently on his web -site. Unfortunately it worked only for 1h. Then the nasty vaio shut down again. After the installation of non-sony win98se I could'nt use sony -software like "dv-gate" any more. But the vaio lives again at least ! Thanks to Andi.

dev8080
Village Member
 Posts: 1
 (3/16/03 10:14 am)
[Reply](#)

class action suit

Hey Guys,
 I know an attorney who is filing a class action suit against SONY. Here is what he wrote back.

From: "Gary Certain" <certain@certainlaw.com>
 Subject: Sony Shutdown problem
 Date: Tue, 4 Mar 2003 22:28:19 -0500

Hello
 I am writing about your Sony laptop shutdown problem. I am an attorney who has brought an action against Sony for a shutdown problem with my PCG-F250 Laptop. The case is pending in civil court in Manhattan, NY and I am considering converting this case into a class action suit. It would be helpful if you could provide me with all information about your problem, particularly letters to and from Sony. Please pass this letter on to anyone else who has a shutdown problem. You can also contact my office at

212-687-7800.

Nemo
Village Member

Posts: 1
(3/25/03 10:27 am)
Reply

F190 Fixed!!!

Hi, I have a PCG F190 with a 364 MHz PII, 192 RAM, 30 G disk running XP professional. Over the last few months it has developed exactly the same symptoms as others have described on this message-board. (first shutdown after 5 secs, second shutdown after 10 secs, etc, etc..... getting worse each week). I checked that the battery was OK and I checked the power supply.

Today I found this message-board. So..... I looked in Control panel (system hardware) and found no reference to ACPI. I searched the registry and did not find a reference to\Detect\ACPIOption. I guess these things don't apply to XP.

I brought up Display Properties (right click on empty screen) went to screen saver, hit the power management button, and disabled APM. It appears to have done the trick. The computer has now been on for 5 hours without problems.

If it fails I will let you know (i.e. no news will be good news). If I can clarify anything, let me know.

Good Luck,
Nemo.

Nemo
Village Member

Posts: 2
(3/26/03 4:23 am)
Reply

F190 Not Fixed!!!

Oh no, I spoke too soon!
My apparent fix was just because the machine had warmed up sufficiently to stay on. Today it is back to its old self..... powering off after 5 seconds, then after 10 seconds, etc, etc.

What next? I have no idea. Class action??

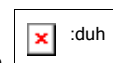
Yours,
very depressed,
Nemo.

toypar
Village Member

Posts: 14
(3/31/03 5:58 am)
Reply

 **APM?**

Andi,
I have a running F150 (when I keep it busy) with XP pro on it. I followed your above instructions. I got the 1st part done. But could you help me out on the APM part. How do I start hardware detect? & disable APM?



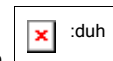
This is probably something simple, but I'm kinda of a novice.
Thanks Glenn

toypar
Village Member

Posts: 15
(3/31/03 6:57 am)
Reply

Re: Try this !!!

Andi,
I have a running F150 (when I keep it busy) with XP pro on it. I followed your above instructions. I got the 1st part done. But could you help me out on the APM part. How do I start hardware detect? & disable APM?



This is probably something simple, but I'm kinda of a novice.
Thanks Glenn

00strandi00
Village Member

Posts: 25
(4/4/03 7:12 pm)
Reply

Re: Try this !!!

Hi.
Actually I don't have a solution for XP !!! I don't know how to disable ACPI in Win XP perhaps it isn't even possible to totally disable it because of some irq sharing/management stuff.
I found many descriptions in the net who to disable APM/ACPI but none of them worked for me.
My only advice is to switch to Win98(SE) or to linux. Both systems will be working fine.

Cheers, Andi (strandi at web.de)

vaiocondios

 **I have found the solution**

Village Member

Posts: 1
(4/5/03 12:09 am)
Reply

www.brendonwilson.com/ide...ixit.shtml

rdilauro

Village Member
Posts: 1
(4/7/03 2:07 pm)
Reply

SONY F360 SHUTDOWN

A friend of mine is having the shutdown problem on his F360. I've formatted the harddrive, installed W95 and the W98 upgrade. I went into the control panel system,dervised mgr, system devices to disable the power mgt. I also followed instructions on 00 out power.driv,vpower, vpowr in the Registry. I updated SYSTEM.INI to comment out the power.driv driver. Still as soon as Widows GUI comes up, the machine shutdown. I tried updated the BIOS to change the Power Mgt (Only one on was FULL,AUTO,)if I changed it to anything but FULL the machine would shutdown even before the Windows GUI could some up. Has there been one final solution in correcting this problem?
Thanks

rdilauro

Village Member
Posts: 2
(4/7/03 2:07 pm)
Reply

SONY F360 SHUTDOWN

A friend of mine is having the shutdown problem on his F360. I've formatted the harddrive, installed W95 and the W98 upgrade. I went into the control panel system,dervised mgr, system devices to disable the power mgt. I also followed instructions on 00 out power.driv,vpower, vpowr in the Registry. I updated SYSTEM.INI to comment out the power.driv driver. Still as soon as Widows GUI comes up, the machine shutdown. I tried updated the BIOS to change the Power Mgt (Only one on was FULL,AUTO,)if I changed it to anything but FULL the machine would shutdown even before the Windows GUI could some up. Has there been one final solution in correcting this problem?
Thanks

vaiocondios

Village Member
Posts: 2
(4/7/03 10:49 pm)
Reply

How to fix the Sony Vaio shutdown problem

Open this file and perform the repair yourself:

www.brendonwilson.com/ide...G-Fxxx.pdf

Hyberion

Village Member
Posts: 1
(4/8/03 6:25 pm)
Reply

 **Sony Vaio F-360**

It has been 3 days of no shut downs for my Sony F-360. I formatted my HD and installed Non Sony Windows 98 Second Edition using the command line : setup /p i

Thats it. I haven't had to manually shut anything off.

Funny thing is the machine has never run so fast. I wonder if all that Advanced Management stuff was slowing things down some.

Only issue I did and do have is the mouse. When I boot up the mouse just jumps all over the place. If I unplug it, boot and the plug it back in after windows if finished loading it works fine.

vaiocondios

Village Member
Posts: 4
(4/9/03 9:20 am)
Reply

 **That's good news!**

But don't be surprised if disabling Power Management only works for a while. Mine lasted for about 3 months.

Hyberion

Village Member
Posts: 2
(4/9/03 6:00 pm)
Reply

RE: That's good news!

So what did you do after the 3 months?

vaiocondios


Village Member
Posts: 5
(4/11/03 2:55 pm)

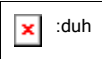
Problem solved

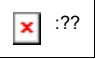
I replaced 10 capacitors on the processor board. It works like new again!

[Reply](#)**vaiocondios**
Village MemberPosts: 6
(4/13/03 9:02 am)
[Reply](#)**Look, mommy! I can count!**

There are actually eleven (11) capacitors. I missed the one on the bottom of the processor board.


toypar
Village MemberPosts: 16
(4/13/03 3:19 pm)
[Reply](#) **Well, it's apart!**

Well I have the laptop all torn apart  It'll be a amazing if I get it all put back

together properly  I ordered the 10 capaters before I got it apart, & now I see the 11th one on the backside of the board. I'm going to let a friend do the soldering. These caps are alot smaller than I anticipated & I really don't have the soldering iron tips I need for this small stuff. I'll let everyone know if I was successfull in a few days!

toypar
Village MemberPosts: 17
(4/22/03 7:32 pm)
[Reply](#) **Success!!!**

Well, it's back together! & working perfectly!!! I have installed Windows 2000 PRO. &


everything works. I suggest this to anyone having the shutdown blues. 

**00strandio0**
FreshmanPosts: 26
(4/23/03 6:31 am)
[Reply](#) **Re: Success!!!**

Hi!
Really good news. Now some questions from me:
Can you tell us what capacitors you soldered onto the board?
220µF 6,3 V?
What would you say is the maximum dimension of these caps?
I have a dealer who has 330µF 6.3V 125°C with a size of:
mm / inch: L 7,3 / 0,287; W 4,3 / 0,169; H 4,1 / 0,114
(i.e. AVX TAJE337K010, info see here:
www.kessler-elektronik.de/pdf/taj.pdf)

100 pcs would cost about 25 € = \$.
Perhaps the height might be a problem. Could you measure the caps and tell me their height, and/or if there is enough space for higher capacitors?
Perhaps I could make a larger order (at least for the germans).

Thanks a lot,
Andi

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Author

Comment

Quorlan
Village Member

Posts: 1
 (9/22/03 2:35 pm)
[Reply](#)

PCG-GRZ600P Random Shutdown

I am having this issue on a relatively new GRZ600P (purchased new in March). Is this a software or hardware issue? Sony support tells me to restore the system from a sys restore CD and then se if the problem remains. If it does, then they say I have to mail it in for fixing. Anyone else have this issue on newer Vaio's like the GRZ600P? PLEASE HELP. Thanks.

Q

andango
Village Member

Posts: 2
 (9/23/03 8:53 pm)
[Reply](#)

Re: VAIO Laptop "Random" Shutdown Explanation

I've done that. Cleaned it up with isopropylen alcohol and put some Arctic Silver III. Was fine as long as it was open - actually stayed up for over 3 hours under load. I closed it and it shuts down again... (just it takes a little bit longer). Any idea where you might get a cheap fan for that? They sell the fan and heatsink for over \$100 but if I could replace just the fan for a couple \$, I'd be real happy... Btw, the compound they put originally was sticky and yellowish - also almost dry. But my fan is making noises, too. It didn't use to.

andango
Village Member

Posts: 3
 (9/24/03 2:50 pm)
[Reply](#)

PCG-R505EL Random Shutdown

A little update. Since I have linux, I ran a stress test and checked the temperature. The results were: under load it was 63 C stable and it didn't actually trip the thresholds (72 C for device shutdown and 90 C for critical). So the problem is not in CPU getting too hot. If anybody has any suggestions, I'd be grateful. I really need that computer.

zeeshk
Village Member

Posts: 2
 (10/21/03 7:04 am)
[Reply](#)

Re: VAIO Laptop "Random" Shutdown Explanation

I was just working on an F305 viaio, and think I have a 'temporary' fix... First off, I don't think it has anything to do with software as such, as this particular one displayed the shutdown problem in safe mode (under Windows XP), so it puts paid to that theory...

What we did was to lower the CPU frequency to 75% (through the BIOS) and it has yet to fail.

Not that it has been tested thoroughly, but from constant shutdowns at boot to none after several hours use, at least temporarily, it has done the trick.

Hope it helps,

Zeeshk

vaiovictim
Village Member

Posts: 1

Re: VAIO Laptop "Random" Shutdown Explanation

Hello

(10/31/03 11:19 pm)
Reply

I'm new to this board. I discovered it while I was searching online for help for random shutdown problems with my GRZ630.

Before I pour my heart out, I have a question.

It relates to the fact that, given the magnitude of this problem, people from Sony or their lawyers are probably reading this board in anticipation of a class action lawsuit.

If there is a suit, what downside is there if any of revealing the detailed nature of our problems and our attempted solutions here for Sony to see?

Any lawyers out there want to take a crack at this question?

Thanks

cfnelson
Village Member

Posts: 6
(11/2/03 11:11 am)
Reply



Re: VAIO Laptop "Random" Shutdown Explanation

This may or may not be related BUT....This is also a distinct feature of the BLASTER worm that is going around. I would highly suggest halting your system restore function and re-running your anti-virus with updated versions.

MerlotMade
Village Member

Posts: 1
(11/29/03 11:50 pm)
Reply



Re: VAIO Laptop "Random" Shutdown Explanation



After all of the discussions on this topic, I hope you have found out what I have:

- 1) If you have a Vaio F-series laptop (mine is a F-290) that, without any warning, shutdowns you are most likely experiencing a symptom of the previously described capacitor problem. Generally speaking, software does -not- exit without nary a whimper.
- 2) That replacing these surface-mount-tech (SMT) style caps yourself is a near-nightmare, once you find them. Order them, as I did, and find that they are -not- simple to replace, and I consider myself pretty good with a hot-tip. Seek out professional help (www.vaioshutdown.com) - it is a darn reasonable price!
- 3) There is no hope of Sony stepping in to the degree that we would like - did anyone ever find that lawyer who proposed a class action filing? I could not track him down, making me believe Sony was "testing the water." If you've ever experienced a CA suit, chances are we would receive some nominal discount (\$100) on the purchase of NEW Sony stuff, and our lawyer- friend would make full fees.

I am writing this as my Sony F-290 completes its upgrade to WXP (it solves that annoying slow boot and a tricky NIC problem I was having.) My SINCERE thanks go to Andi for sticking with this problem for a LONG time, and to VaioCondios at vaioshutdown.com - it works great Tom!

Don't try to over-think this problem - Sony used inferior parts for assembly (I don't know how far back the problem began or how far before they figured it out) and it took some pretty bright, dedicated people to figure out that the only work-around was with Win98. Few other owners have such a dedicated group of users, for which I am deeply thankful.

Keep drinking...MM

meggoddess
Village Member

Posts: 1
(12/28/03 10:08 am)
Reply



Re: VAIO Laptop "Random" Shutdown Explanation

I bought my PCG-GRZ630 in June of this year, and I was really happy with it until I left it alone for about a week. It did not even power on when I tried to start it, and I had only had the computer for about a month. I sent it to Sony under warranty, and the problem was fixed, or so I thought...

Recently, it has started shutting down randomly, as with the F-series. I have read about a fix that may or may not work at www.pastoralfarms.com/web...000555.php

I haven't had to try it yet, and I hope I won't have to. I like using Windows XP, and I do not want to revert back to Windows 98. I think Sony should take care of this problem, and the first step is making them believe that this is a widespread problem. I cannot imagine how they can stay in business with this type of thing going on and also with their very poor customer service. Not only did the techs tell me they couldn't help me, they were also extremely rude.

I'm trying to find a solution for Windows XP. Has anyone tried uninstalling the drivers for ACPI in Windows XP??

prevoj



Re: Sony Random shutdown

Village Member

Posts: 1

(2/2/04 1:23 am)

[Reply](#)

A few weeks ago, my Sony PCG-F360 suddenly started shutting down after 3 to 5 minutes. Called Sony and found out I could almost buy a new laptop for the price of the repair. So, I decided to give the capacitor fix shown at www.brendonwilson.com/ide...ixit.shtml a try.

\$20 dollars, a little time and soldering later, I now have a laptop that hasn't rebooted even after 3 days of continuous run time. So it definitely worked for me but it's not for the squimish. You need a few soldering skills. A couple of the capacitors are pretty close together and have some very tiny components right next to them.

Cheers,
Joe Prevo

p7**Village Member**

Posts: 13

(2/5/04 10:14 pm)

[Reply](#)**Random shutdown**

I eventually got my capacitors replaced and this fixed the problem, but I have another question related to this...

With the new capacitors now on board, is it safe to switch back to the original Sony recovery disk when I want to do a reformat, or should I stick with non-vaio windows? Will vaio windows burn these capacitors out too?

Answers and educated guesses are most welcome! Thanks in advance...
p7

kvrao**Village Member**

Posts: 1

(2/6/04 2:59 pm)

[Reply](#)**Sony pcg-f340 shutdown problem**

1) I have PCG-F340 sony vaio. When I install any operating system like 98(non-sony cd), system shuts down - but I can fix this by going into

Start -> Settings -> Control Panel -> System -> Device Manager -> System devices and disable

- Advanced Power Management support
- Intel 83271EB Power Management Controller

by going to the bottom of the panel and toggling "Disable in this hardware profile". Do not remove; just disable it.

But the problem here is : I cannot get the RIGHT Drivers - Video/ Display, Modem , Audio.

2) System shuts down after loading Sony 'system recovery CD' - 1 & 2. The above fix does not work here. But I believe all the drivers and applications are getting updated from sony CD.

Any help in trying to restore my system would be a GREAT help.

Thanks

chukkaman**Village Member**

Posts: 1

(2/9/04 10:30 pm)

[Reply](#)**Incredible!**

Well, here we are over two years later and we are still fighting with our Viao's! Got to say a BIG thank you to Andi for his posts over all this time...he must have the patience of a saint - although I notice he's been quiet for a while (probably sent himself to a clinic to recuperate!) I managed to kick my F305 back into life by reading VERY carefully ALL the posts on the shutdown problem and then methodically working through them.

The solution that finally worked was Andi's re-install with non-Sony 98 op system, and then disabling ACPI (even though I was sorely tempted to delete the damn thing!). This worked so well for a while that I completely forgot that I had even HAD a problem and decided to....upgrade to XP!! You can guess the rest! So, my advice - if you get your Vaio up and running, thank your lucky stars and leave it alone!

Chukkaman

chukkaman**Village Member**

Posts: 2

(2/9/04 10:36 pm)

[Reply](#)**Sony Drivers**

Incidentally, Kvroao, after installing 98 on my Vaio, I went to an excellent site and downloaded the Sony drivers for audio, graphics etc. Registration is free - here's the link:

www.driverguide.com

Chukkaman

00strandio0**Re: Drivers ...**



Posts: 32
(2/23/04 6:29 am)
Reply

Hi there.
Concerning the drivers, they're all available from the official Sony site.
Go to www.vaio-link.com click on "Enter as Vaio User" and enter the serial number of your model, which can be found on the back of your laptop (detailed description on vaio-link.com).
Then click on "Downloads" and select your operating system.
The page will offer you all available drivers.

By the way. Many people sent me emails telling me that changing the capacitors was successful for them and that their laptop worked fine again after that procedure with any operating system. Detailed information on cip.physik.uni-freiburg.de/~dexeng.htm
full link (remove spaces): <http://cip.physik.uni-freiburg.de/~zwerger/Vaio/indexeng.htm>

Cheers, Andi

wendysturner
Village Member

Posts: 1
(3/19/04 11:17 am)
Reply

Sony Vaio Lawsuit

Anyone having trouble with Sony Vaio Laptops? File with BigClassAction.com. They are starting a lawsuit (Finally!) It's worth your 5 minutes to fill out a complaint form.

kmkamath
Village Member

Posts: 1
(3/23/04 5:12 am)
Reply

U guys rock....

Just came across this site and particularly this board now and sat up all night reading it.

Thanks to Andi et al for patiently trying to help us out (i shall give a shot @ these suggestions this weekend). fyi, my laptop which is displaying this problem is a Vaio PCG - F610, AMD processor.

While this isnt a board to vent fury; the absolute negligience on part of Sony is shocking. Totally pissed off @ Sony for not notifying registered users about the problem. I bought this laptop as a gift to my folks 3 years ago so that they could easily stay in touch with me. Naturally @ their age they are a little technologically challenged; but now i feel guilty for ignoring all complaints/questions that my dad asked me abt random shutdown problems he experienced since i assumed he wasnt operating it right. To hell with Sony.



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