

Topic: Large File Transfers over ClearCube Fiber Network May Fail
Component(s) Affected: Fiber Transceiver, Fiber C/Ports
Date: June 30, 2005

OVERVIEW / ENVIRONMENT

Large data transfers sent through the ClearCube Fiber Transceiver can fail when there is no video signal to the monitor. This condition may appear if the monitor is set to automatically go into standby mode.

DETAILED DESCRIPTION

Large data transfers sent through the ClearCube Fiber Transceiver can fail when screen savers or power-saving features are set.

When a power-saving feature goes into action, it causes a brief loss of video signal. When the video signal is lost, a momentary loss of the digital link may occur, and the USB signal may be lost for a short period (a few seconds). This could cause interruptions in data flow for large data transfers. However, the signal is unaffected by screen savers, because these still produce a video signal.

RESOLUTION

To resolve this issue, turn off all power saving features or use a suitable screen saver during large file transfers. To maintain system security, lock the terminal after starting the file transfer, and turn down the brightness on the monitor if desired.

In data shops that allow it, placing a note at the terminal that says "Transfer in Progress" or "Job Running" helps deter another user from disturbing the system during the transfer.

For more information, please contact ClearCube technical support.

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