

Topic: Windows 2000 Issues on ClearCube Images
Component(s) Affected: Windows 2000, ClearCube Blades
Date: August 1, 2006

OVERVIEW / ENVIRONMENT

The following issues have been observed for ClearCube system images for Windows 2000 Professional, Service Pack 4.

- Blade Manager is present in the system image, but it will not load properly.
- When starting the Microsoft Help applet from the Start menu, the program immediately minimizes in the task bar and cannot be maximized.
- The ClearCube Distributed Computer Interface (DCI) is present but will not load.
- Occasionally the blade cannot be powered down via the Start Menu.

When available, a workaround is described.

DETAILED DESCRIPTION

The following issues have been observed for ClearCube system images for Windows 2000 Professional, Service Pack 4.

- Blade Manager 4 is present in the system image, but it will not load properly.

Workaround: No workaround for Blade Manager 4 is currently available. Blade Manager 4 has been replaced by Sentral 5. Upgrade to Sentral 5.

- When starting the Microsoft Help applet from the Start menu, the program immediately minimizes in the task bar and cannot be maximized.

Workaround: Close the program, then relaunch it. The program should properly load and stay maximized on the second launch attempt.

- The ClearCube Distributed Computer Interface (DCI) is present but will not load.

Workaround: No workaround for DCI is currently available. The functionality present in DCI has been replaced by Sentral 5. Upgrade to Sentral 5.

- Occasionally the blade cannot be powered down via the Start Menu.

Occasionally a blade cannot be restarted or shut down via the Start menu. One frequently encountered reason is that the **javaw.exe** executable has trouble ending. If this executable cannot be successfully ended using the Task Manager, a hardware restart is required.

Workaround: Use the C/Port reset switch or the blade front-panel power switch to power down the blade.

For more information, please contact ClearCube technical support.

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