

Advantech AE Technical Share Document

Date	2018 / 10 / 25	SR#	1-3980946143
Category	■FAQ□SOP	Related OS	Ubuntu14.04, Ubuntu16.04
Abstract	FAQ_How to solve if the Bay-trail platforms freeze in OS		
Keyword	C-state, freeze		
Related Product	PPC-3100S		

■ Problem Description:

The customer feedback there are several platform occur the freeze phenomenon while the system in idle status. But in the different application environment, the duplication time would also be different.

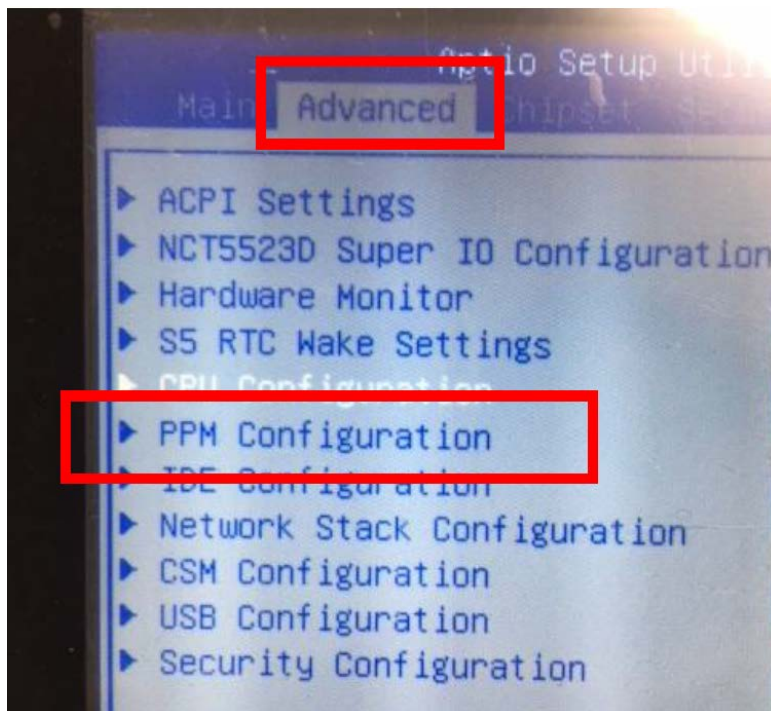
■ Problem Analysis:

The system enters sleep level of C6, but there is a problem when it comes back to the state of C0, causing the system to freeze. At present, it seems that only the platform of Baytrail has this phenomenon. The CPU of other core i do not have this phenomenon, so the inference should be the issue caused by the CPU.

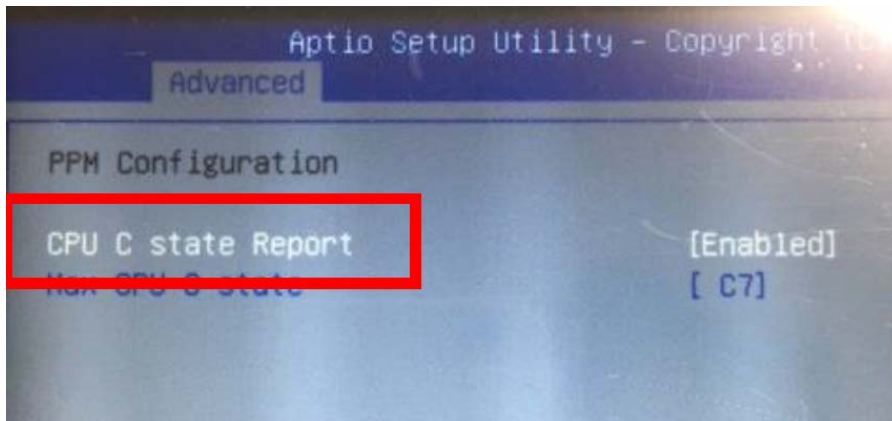
Because industrial products do not have the need for battery power savings like consumer products, turning off the C-state doesn't have the side-effect.

■ Brief Solution - Step by Step:

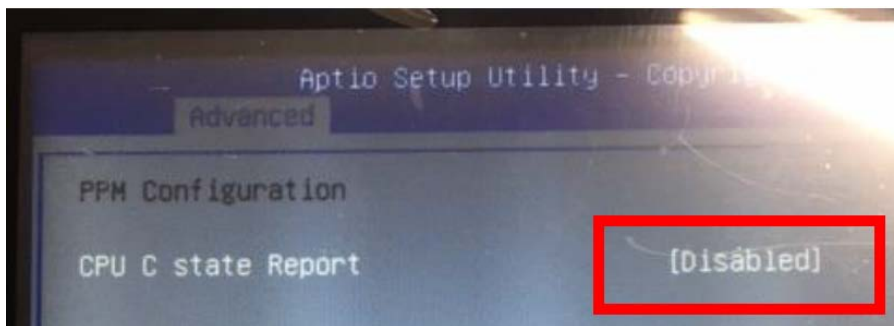
1. Enter to BIOS setting menu
2. Choose Advanced → PPM configuration



3. Choose C-state report



4. Select to disabled



5. Save & reset

