Advantech AE Technical Sharing Documentation

Date	2018/03/08	SR#	1-3377187620			
Category	■FAQ □ SOP	Related OS	N/A			
Abstract	How to solve when SUSI abnormally?	demo showed ma	aximum and minimum voltage			
Keyword	SUSI demo, EC driver, m	USI demo, EC driver, maximum, minimum				
Related Product	TPC-xx51T,TPC-xx51V	VP,TPC-1x81WP,	TPC-1x82H			

Problem Description:

The maximum and minimum value in SUSI demo is abnormal.

	Help				
tern Information		nation SMBus S	Storage Thermal Prote	ection VGA WDog	1
esults for TPC-1	Item Name	Value	Minimum Value	Maximum Value	Unit
est configuration	Voltage		-		1.082/24)
art time: Me	Vcore	1.727	0.935	109.076	v
	12V	23.9	17.272	1840.674	v
	5V Standby	5.008	3.507	368.363	v
est Name	CMOS Battery	2.932	1.519	369.296	V
2D Graphics 7 CPU	Current				
Disk (C:)	OEM0	0	0	0	A
Memory (RAM)	Temperature		-		
	CPU	34	0	120	Celsius
ų					

Problem Analysis:

If EC driver and SUSI4 were installed in the same device, it will cause SW conflict. Because SUSI Demo will collect the data from EC and SUSI4 has EC driver too. One system has two drivers make SUSI Demo collect the data occur error.

Brief Solution - Step by Step:

Uninstall EC driver AP First. (ECHW monitor
• EC Brightness) and then uninstall EC driver. After that, install SUSI4 will work normally.

Contact Window and File Link:

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