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Category	<input checked="" type="checkbox"/> FAQ <input type="checkbox"/> SOP	Related OS	N/A
Abstract	How to setup BIOS when you face ECU-4784 OS crash and LAN issues		
Keyword	ECU-4784/ OS crash / LAN issue		
Related Product	All ECU-4784 series		

■ **Problem Description:**

Some of customers encounter OS freeze and LAN issues (ex. LAN connection random dropping, data dropping) on ECU-4784 series.

OS Freeze: The customer leave the system on Windows log in page in idle mode for several months then the system will freeze at the page.

LAN issue: When the customer set up teaming and use "switch independent mode" to connect the switch within 24 hours, it can see the link disconnected and automatically reconnected after a few seconds

■ **Problem Analysis and Solution:**

We summarize these issues are related to the power setting (C-state) in the BIOS, and the problems can be improved by adjusting the setting.

If the user currently encounters the above two issues, you can disable the power saving setting (C-state) in the BIOS. Below table is the currently latest BIOS version of ECU-4784 series, and latest BIOS of ECU-4784 (except SKL series) have been implemented this setting as the default, please update the BIOS to latest version or adjust the setting manually (for SKL series) before the new BIOS releasing.

For SKL series, you can disable the C-State in the BIOS

Advanced > Power & Performance > CPU - Power Management Control > C-State: Disable

Part Number	PF	SOM	BIOS name	Part Number
ECU-4784-C25SBE	HSW	SOM-6894	6894V110.bin	1420033391
ECU-4784-D55SAE	HSW	SOM-6894	6894V110.bin	1420033391
ECU-4784-D55SBE	HSW	SOM-6894	6894V110.bin	1420033391
ECU-4784-D56SBE	HSW	SOM-6894	6894V110.bin	1420033391
ECU-4784-D56SCE	HSW	SOM-6894	6894V110.bin	1420033391
ECU-4784-E14SAE	HSW	SOM-6894	6894V110.bin	1420033391
ECU-4784-E15SAE	HSW	SOM-6894	6894V110.bin	1420033391
ECU-4784-E36SCE	SKL	SOM-6897	68970000S60A203.bin	1420054170
ECU-4784-E56DAE	SKL	SOM-5897	4784000Q160V303.bin	1420047808
ECU-4784-E56SAE	SKL	SOM-5897	4784000Q160V303.bin	1420047808
ECU-4784-E57SAE	SKL	SOM-5897	4784000Q160V303.bin	1420047808
ECU-4784-G57SCE	CFL	SOM-5899	5899000C0600K401.bin	1420054112
ECU-4784-G57SCU	CFL	SOM-5899	5899000C0600K401.bin	1420054112
ECU-4784-G58SCE	CFL	SOM-5899	5899000C0600K401.bin	1420054112