

Technical Alert

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Product: Privatewire, Salta Client

Subject: Suspend Problem

Description:

When activating the "Suspend" option on Laptop computers running Salta PrivateWire Client over Windows 95 or Windows 98 platforms the PC may hang afterwards, and there is a need to restart the PC for further operation.

The "Suspend" operation may be activated from a selected push button on the Laptop or by command activated from the START menu.

This phenomenon occurs randomly and not in all "Suspend" operations and relevant to all Salta versions.

Very important:

The "Suspend" problem **does NOT** exist in **Winsock** versions of Privatewire client or on desktops.

Possible solutions and workaround:

1. Disable the "Suspend" option following the procedure described below:
 - 1a. Go to Start->Setting->Control Panel and double click on "Power Management Properties" and for the parameter "System Standby" choose "Never".
2. Avoid using the "Suspend" button on the laptop.

