

archived-System Administration does not start

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Symptom

System Administration does not start on a computer equipped with an NVIDIA video card or integrated chipset, running the ForceWare Intelligent Application Manager (IAM) service.

A Windows crash notification does not appear, and an error is not written to the System or Application system logs in Event Viewer.

Occasionally, the executable SystemAdministration.exe appears in Windows Task Manager briefly, then disappears.

Resolution

The ForceWare Intelligent Application Manager service must be stopped and disabled.

- 1) Open the Windows Services form by selecting **Control Panel > Administrative Tools > Services**.
- 2) Right-click **ForceWare Intelligent Application Manager (IAM)** service and select **Properties**.
- 3) Select **Stop** to stop the service.
- 4) Set the **Startup Type** field to **Disabled**.
- 5) Click **Apply**, then **OK** to apply the change.

This issue was reported on the following hardware and software:

ASUS M2N32-SLI system board
NVIDIA nForce 590 SLI chipset
Windows XP SP 2
OnGuard 2008 (6.0.148)

The issue may exist on other hardware with NVIDIA video or integrated chipsets requiring the installation of ForceWare software/drivers, where such software installs the ForceWare Intelligent Application Manager service.

Applies To

OnGuard 2008 (6.0.148)

Additional Information

None
