

NOTE #: 06-039-1

DATE: 9 May 2006

APPLICATION NOTE

SHARING INTELLIGENT SOLUTIONS

KEY WORDS:

Title:	C-Gate Opening Slowly
Products Applicable:	C-Gate, Toolkit, Schedule Plus & HomeGate.

On rare occasions, when C-Bus Toolkit, Schedule Plus and other C-Bus programs are opened, C-Gate fails to boot up for at least 30 seconds or longer, often generating an error.

An anti virus program produced by Sophos called "InterCheck Monitor" has been known to interfere with the operation of C-Gate, which is an important component of C-Bus Toolkit. This program will appear in the system tray as either of the two icons below:

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We recommend that this software is disabled or reconfigured so that C-Gate starts promptly. In the Process tab of Windows Task Manager this program appears as "icmon.exe" and when it causes problems it uses a large amount of memory and processor resources.

When a file is accessed InterCheck scans it first. If the files is deemed clean, a checksum for the file is added to a file listing authorised items held locally on each workstation. Any subsequent accesses to authorised files don't require the scanning process to be started again, so workstation overheads are reduced. Only if a file is updated or new ones copied or created will InterCheck verify them first. All users get to see is a small InterCheck Monitor icon in the System Tray, allowing them to view current anti-viral activity and a log file.

Technical Support and Troubleshooting

For technical assistance call: 1300 722 247 (Australia)
0800 888 219 (New Zealand)

CIS web site: <http://www.clipsal.com/cis/>

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