



## Disk Full Error with Matrox RT2000 & RT2500

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Here is more information on the 'Disk Full' error message that some of you are getting.

First, as you may have realized, in most cases the free space available on the hard drive has nothing to do with the condition that brings this error message up in Premiere. Even worse, this error seems to be intermittent and it only happens on certain systems.

Engineering looked at the issue and they were able to conclude that the problem is in fact not a free storage problem, but an error reporting problem.

Somehow, it seems that some errors reported by the RT2000 low level drivers to Adobe Premiere while doing a playback or an export to disk or an export to tape are translated into a 'Disk Full' error.

Which means that no, you are not, running out of storage space, but yes, there was something wrong that prevented the RT2000 from playing back your realtime storyboard.

With this in mind, I suggest that you look at the different elements in your system that could interfere with the realtime operations of your RT2000. Here are a few suggestions:

- The first thing to make sure is that your storage can sustain the data rate required by the RT2000 dual stream operations (disk benchmark utility).
- You should also make sure that your power management feature is disabled in your BIOS.
- You will also have to make sure that you close any unwanted background applications like virus scans, realplayer autostart, ICQ, etc.
- You will also have to make sure that your system is compatible with the minimum system requirements published on our web site (FSB running at 66MHz are not supported)
- Need I to say that you will also have to make sure that you are not over clocking your motherboard.
- Checking if you are using the correct IDE drivers for your motherboard would also be recommended as well as verifying is DMA Bus mastering is enabled on all your EIDE drives.

These following suggestions have been known to cure disk full error many times. Follow them to the letter and keep me posted, (note I'm assuming you are still using Windows 98)

Set your vcache setting:

In C:\Windows\system.ini (double click on System.ini) you will see a heading called [vcache], directly under this, type in MinFileCache=

and under that type in MaxFileCache=

Now these new entries have to equal something, it should be 1/4 of system ram multiplied by 1024 ie:

$$128 / 4 = 32$$

$$32 \times 1024 = 32768$$

so finally, it should look like this:

[vcache]

MinFileCache=32768

MaxFileCache=32768

Close and save the System.ini file.

Reboot for settings to take effect.

You may want to try setting virtual memory to the root of your C:

Here's how:

Right click My Computer->Properties->Performance->Virtual Memory

Select "Let me specify my own virtual memory settings".

In the "Hard disk field it should indicate C:\xxxx (X representing the amount of drive space left), leave this setting as is.

For minimum and maximum fields, type in the value of your RAM times two, if it's 128, the min and max should be 256.

Windows will give a warning about these settings being changed, don't worry about it, reboot to let settings take effect.

First thing you might want to try is stop any unnecessary applications from starting when Win98 boots up.

Go to Start->Run and type in msconfig.

In the General tab make sure under Startup Selection that "Selective Startup" is selected and that Process Config.sys file

and Process Autoexec.bat file are unchecked.

Then go to the Startup tab, the only things that should be checked are:

ScanRegistry

SystemTray

LoadPowerProfile (maybe twice, this is OK)

MxvfxStartup.

All other entries should be unchecked. Now reboot the computer.