In-Synch RMS Self Help

1 — Last update: 2017/11/22

In-Synch Systems

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1. Self Help

Self Help

This chapter will allow users to find answers to commonly asked questions, troubleshoot and solve error messages and synchronization issues, as well as provide an on-going location for tips and best practices related to In-Synch RMS and other computer related tasks.

- Call Log Display Issues
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1.1. Call Log Display Issues

Call Log Display Issues

Occasionally, users may experience an issue with the right side of the Call Log Details window being cropped or the details window opening off of the visible screen. This is usually related to a configuration file that stores user-specific data, such as the window positions for the RMS modules. If you are using a touch-screen PC/tablet with the "Auto-Rotate" screen option enabled or if you often switch between a single monitor and multiple monitors, you may experience this issue more frequently.

If this issue occurs, you can run our DatDestroyer utility that will reset your configuration file back to it's default properties.
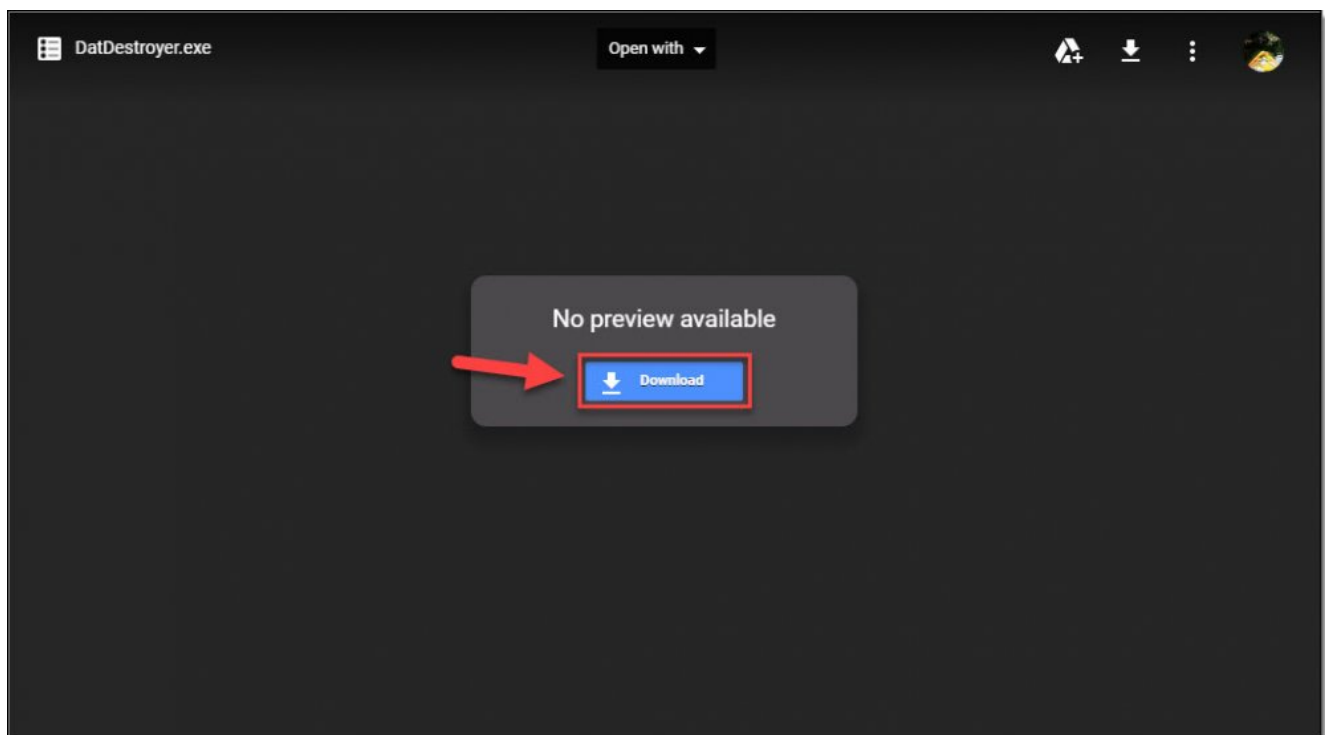
- [Option 1 – DatDestroyer](#)
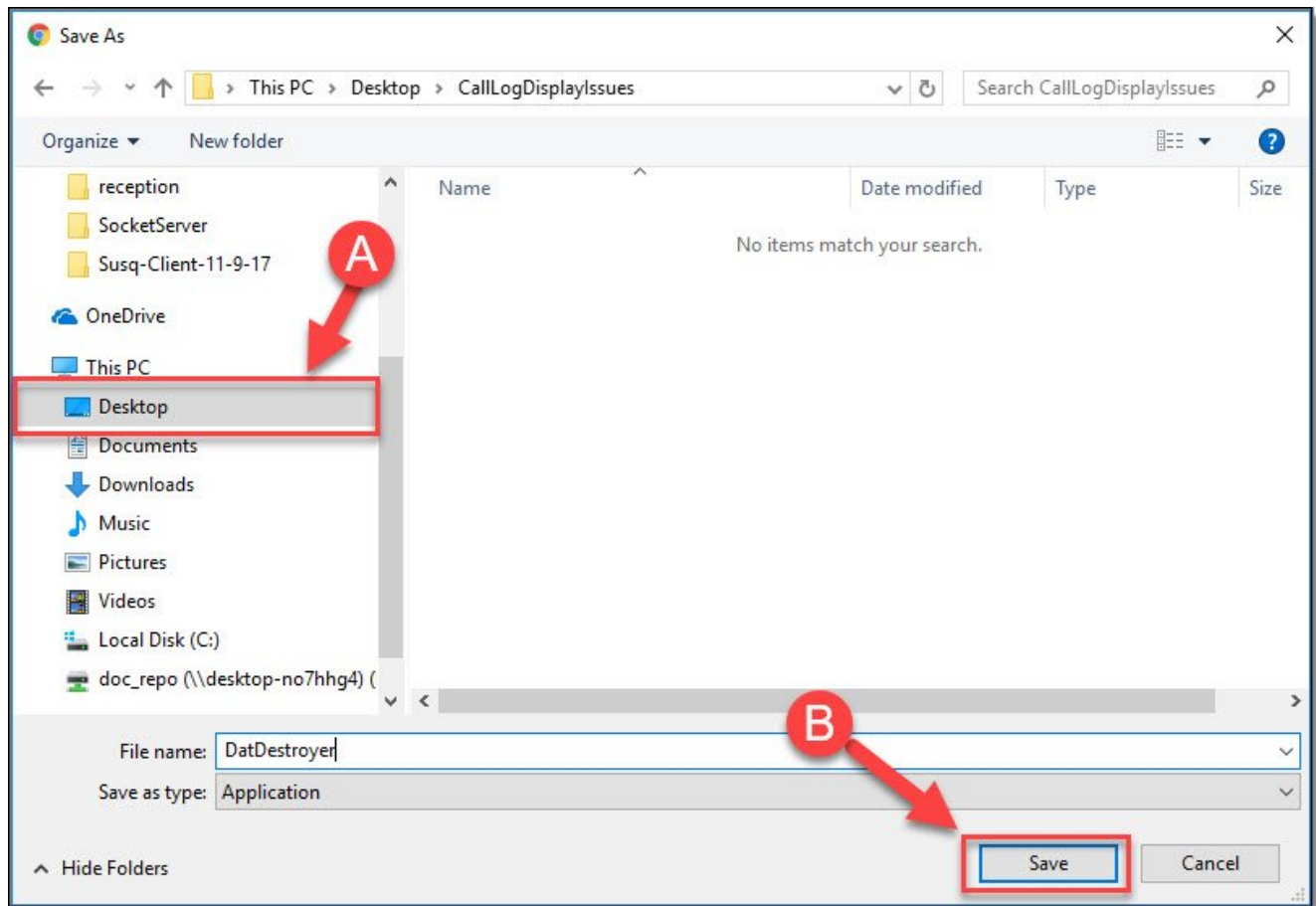
1.1.1. Option 1 – DatDestroyer

This option can be used by both limited user and administrator accounts.

To download and run the utility follow the steps below:
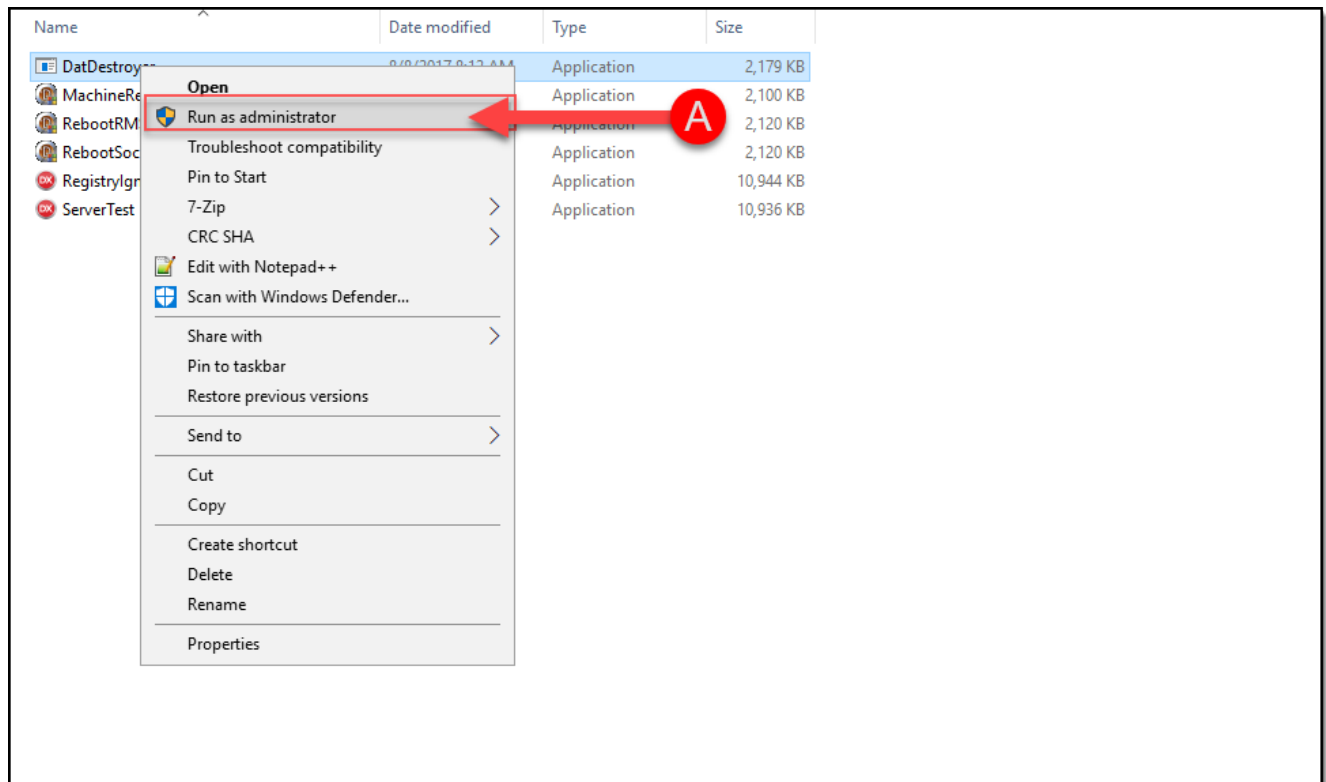
1. Close all open RMS related modules and log out of the RMS toolbar.
2. Download the DatDestroyer tool from the following link:
   DatDestroyer.exe
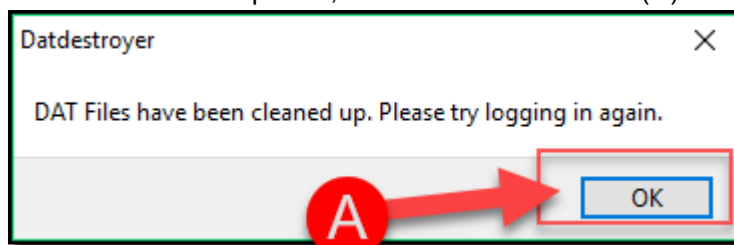3. Select the "Download" button from the from the Download website.

4. In the "Save As" window, select a storage location (A) and then select the "Save" button (B).

5. Navigate to the location where you saved the DatDestroyer tool, right-click on the executable, and then select "Run as Administrator".

6. When the tool completes, select the "OK" button (A) on the message box.

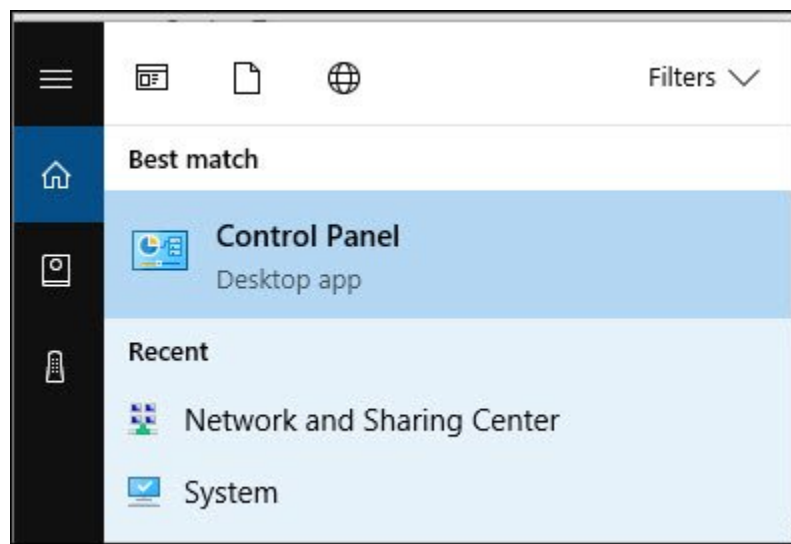7. Log back into the RMS and your display issue should be resolved.
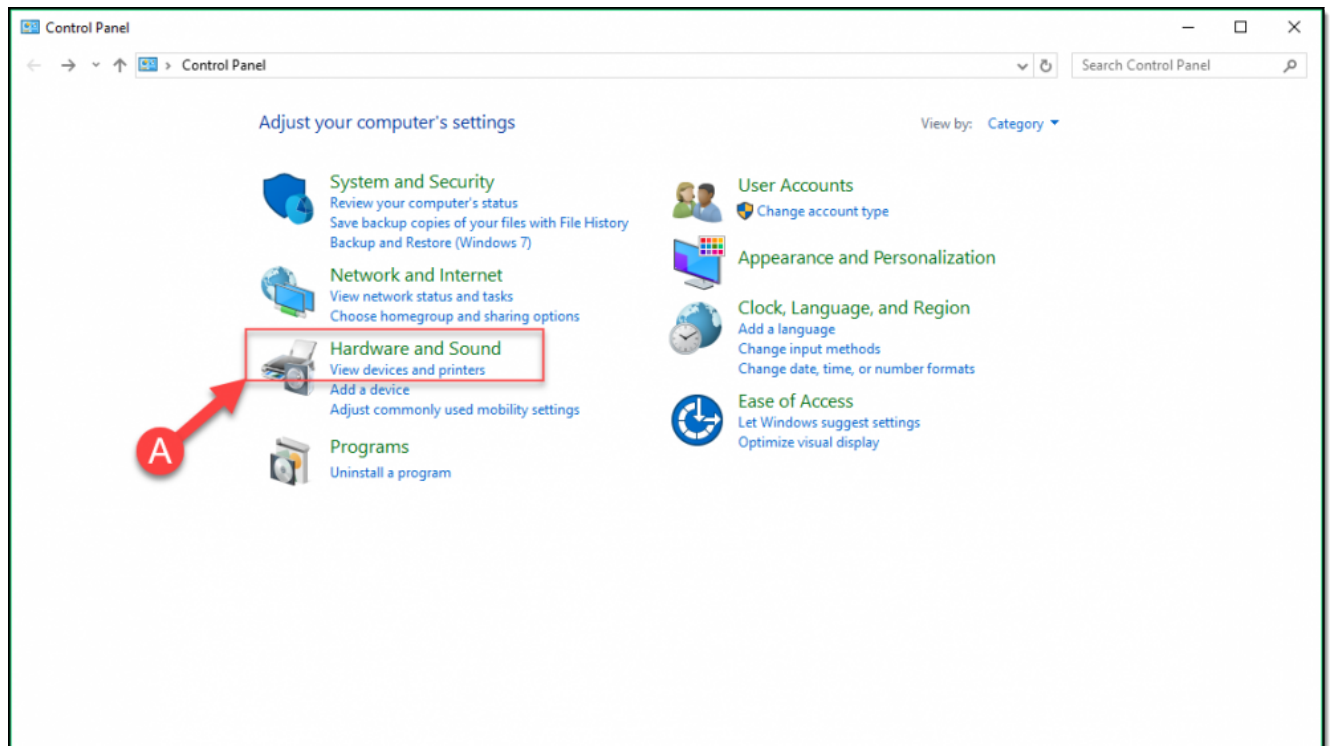
1.2. Call Log Will Not Open

Call Log Will Not Open

In certain circumstances, users may have an issue with the Call Log module not opening from the main RMS toolbar. This is usually due to a default printer not being selected for the computer. This issue is most prevalent in new installs or upgrades to the Windows 10 operating system.
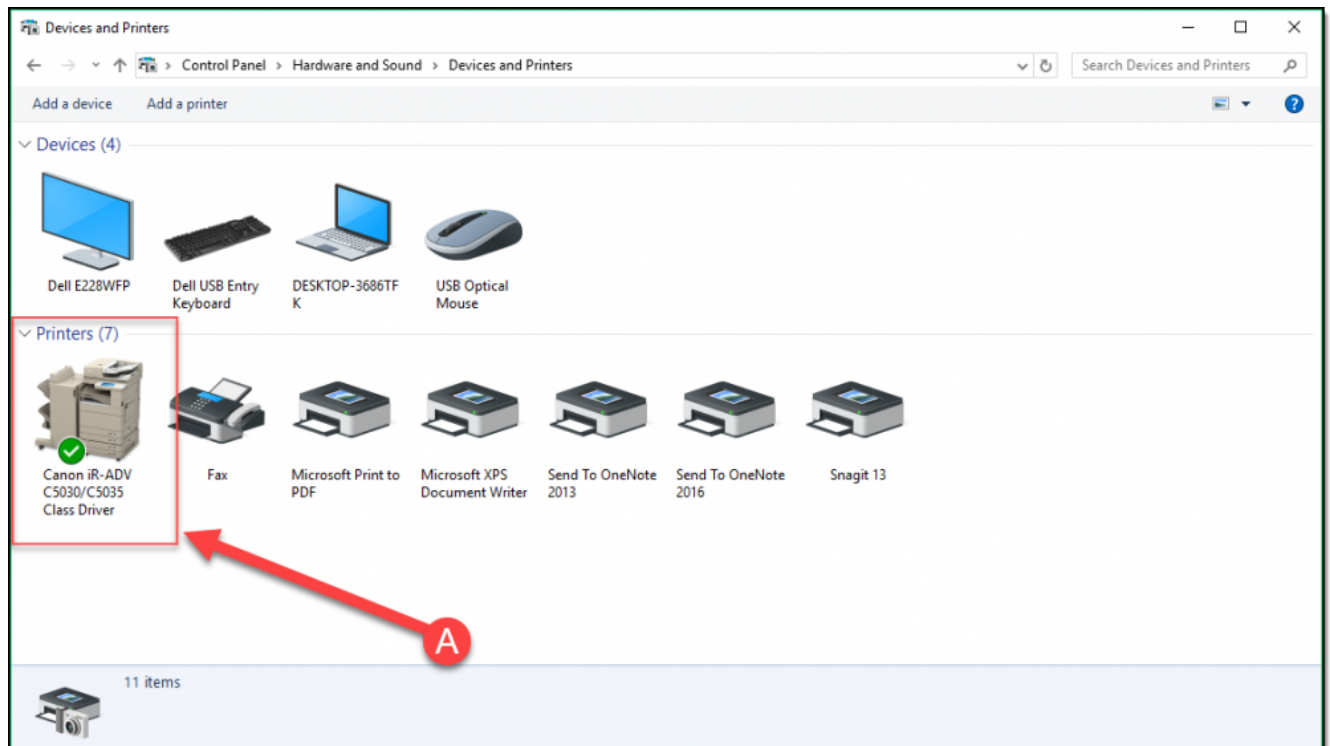
1. From the Windows Search box enter "Contol Panel" and then select "Control Panel" from the search results.
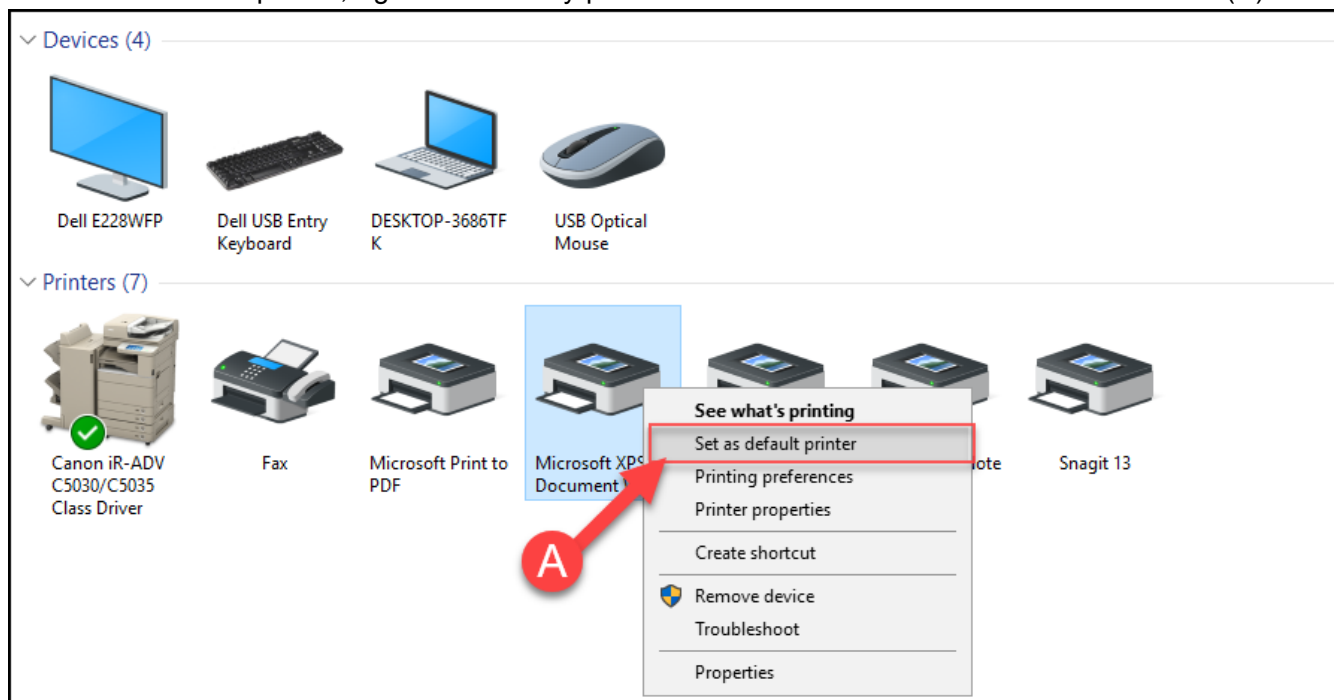

2. Select the link for "View devices and printers" (A) from the Hardware and Sound category.
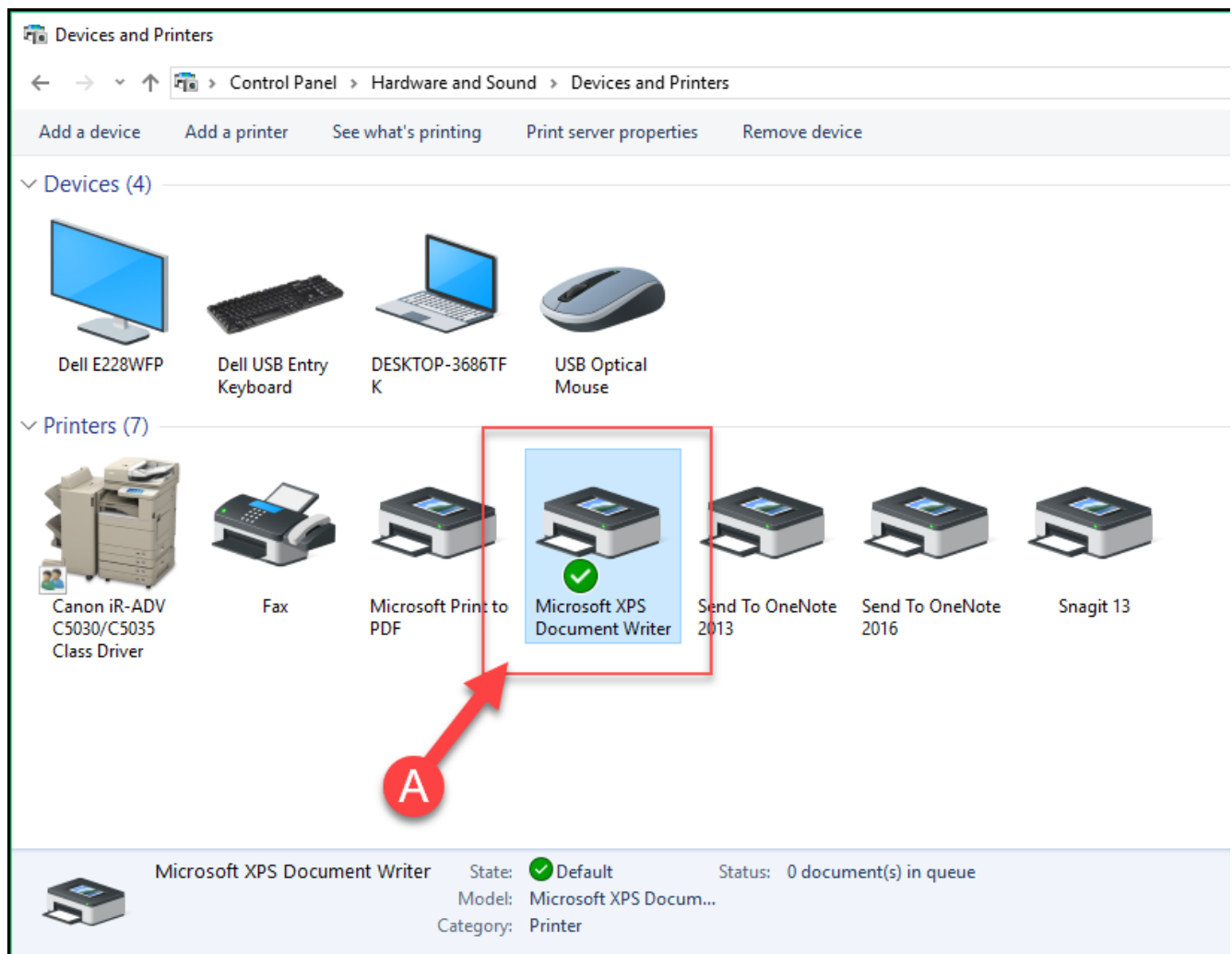
3. Under the "Printers" heading, verify that a Default Printer has been set (A). The default printer will be designated with a "green checkmark. If a default printer is already selected, you may be dealing with a window that has opened off of the visible screen and not a default printer error. Please follow the troubleshooting steps found in the Call Log Display Issues topic for further instructions on restoring the default window locations. Otherwise, if no default printer is selected, follow the steps below.

4. To select a default printer, right-click on any printer in the list and then select "Set As Default" (A).

5. Your selected printer should now display the green checkmark (A), designating it as the default printer.

6. Close the Devices and Printers window and open Call Log again. (You may have to log out and back into the RMS for these changes to take effect.)

! **Did You Know?**
In Windows 10, allowing Windows to manage your default printer is **not** the same as having a default printer set. If a pop-up box asks if you wish to disable this feature, select 'OK' to continue. This will set the default printer.
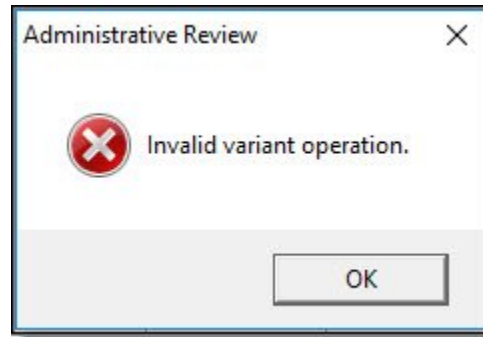

✱ **Tips:**
If the printer(s) in your list appear grayed out, there might be a printer driver issue, and you should contact your IT Department for assistance.

1.3. Invalid Variant Operation

Occasionally, users may experience an "Invalid variant operation" error when trying to enter IBR information.
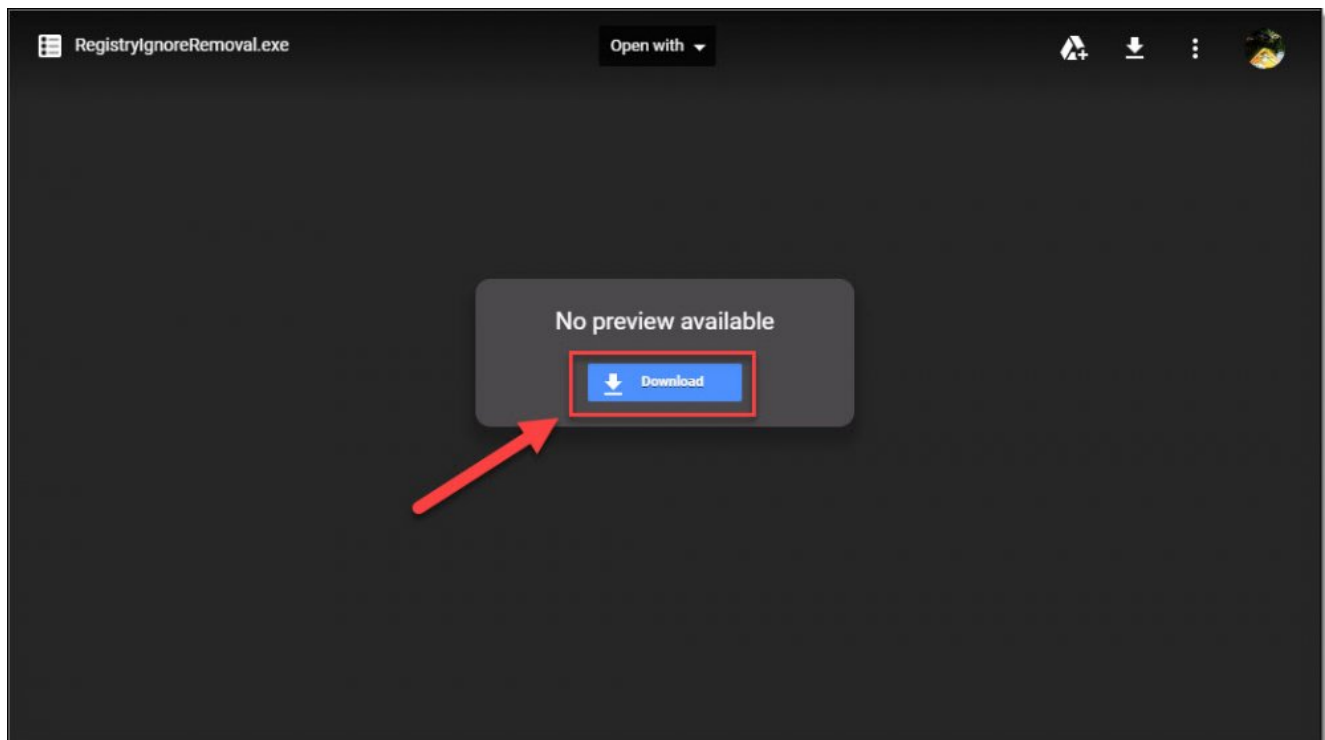

This error can also happen when switching between cases in Case Builder, accessing a case in Admin Review, and on very rare occasions can be experienced when opening a call in Call Log. All of these issues are caused by registry entries that are created under the "Computer\ HKEY_CURRENT_USER\Software\Microsoft\WindowsNT\CurrentVersion\AppCompatFlags\ Layers" section. It is still unknown what Windows process and/or other installed software is causing these individual modules and/or the NIBRS.dll to become set to "run in compatibility mode" with an ignore clause. However, we have created a tool that will remove these entries if you are experiencing the "Invalid variant operation" error. Please follow instructions in the link below:

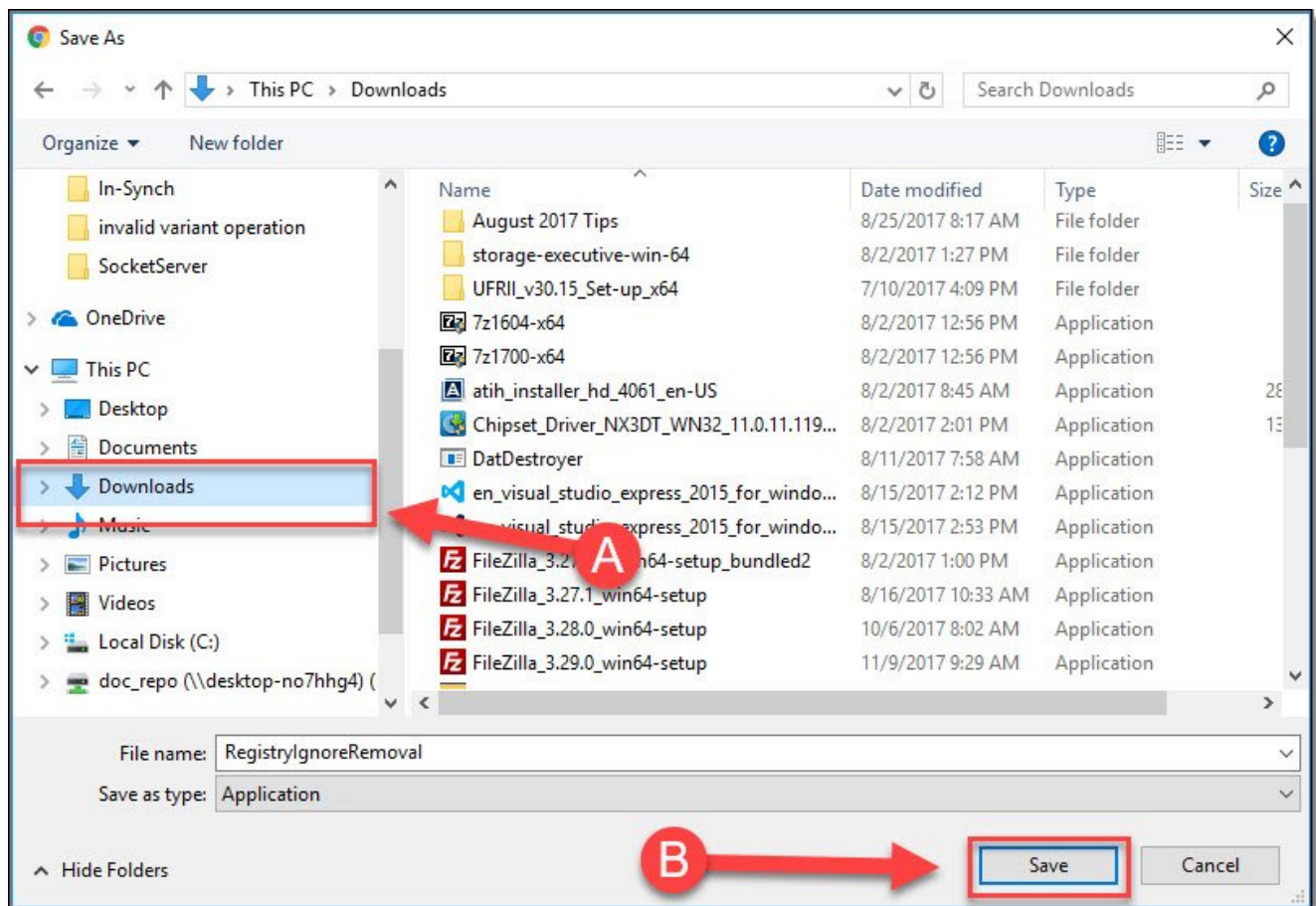- Option 1 – RegistryIgnoreRemoval Tool

1.3.1. Option 1 – RegistryIgnoreRemoval Tool

This option may require an administrator account or an account with the rights to manipulate the computer's registry.

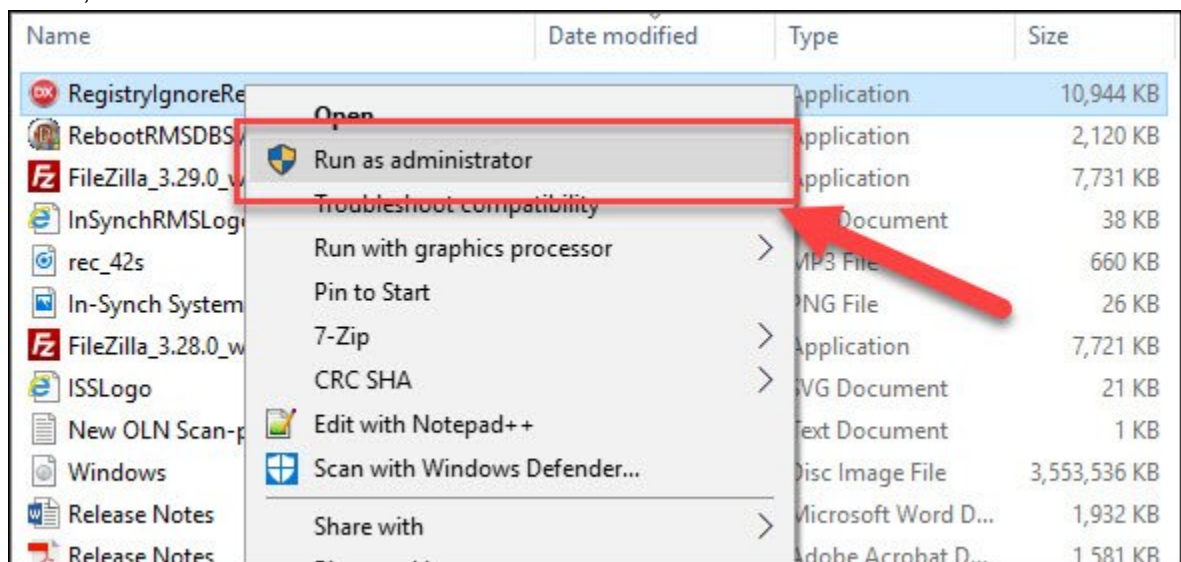1. Close all open RMS related modules and log out of the RMS toolbar.
2. Download the RegistryIgnoreRemoval tool from the following link:
   RegistryIgnoreRemoval.exe
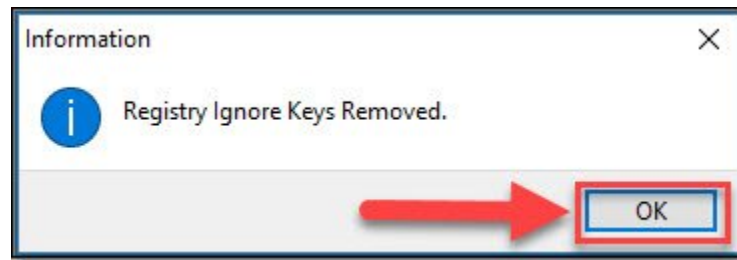3. Select the "Download" button from the from the Download website.

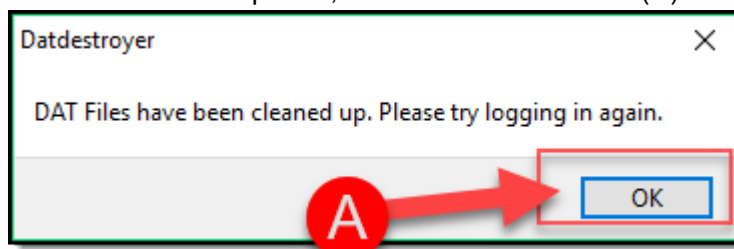4. In the "Save As" window, select a storage location (A) and then select the "Save" button (B).

5. Navigate to the location where you saved the RegistryIgnoreRemoval tool, right-click on the executable, and then select "Run as Administrator".

6. When the tool completes, select the "OK" button on the message box.

7. Log back into the RMS and your issue should be resolved.

1.4. Mismatch in Data Packet or Closed Dataset on Login

Unable to Log Into RMS

Occasionally, users may experience a **"Mismatch in Data Packet"** or a **"Cannot Perform This Operation on a Closed Dataset"** error when trying to log into the RMS. These errors are usually related to a corrupt configuration file that stores user-specific data. The corruption most commonly occurs when the RMS is open and the computer hard drive goes to sleep/hibernates, or if there is an unexpected or improper shutdown of the operating system.

If this issue occurs, you can run our DatDestroyer utility that will reset your configuration file back to its default properties.

- Option 1 – DatDestroyer

1.4.1. Option 1 – DatDestroyer

This option can be used by both limited user and administrator accounts.

To download and run the utility follow the steps below:

1. Close all open error messages and the RMS login window.
2. Download the DatDestroyer tool from the following link:
   DatDestroyer.exe
3. Select the "Download" button from the from the Download website.

4. In the "Save As" window, select a storage location (A) and then select the "Save" button (B).

5. Navigate to the location where you saved the DatDestroyer tool, right-click on the executable, and then select "Run as Administrator".

6. When the tool completes, select the "OK" button (A) on the message box.

7. Relaunch the In-Synch RMS toolbar and log in.

1.5. No CAD Calls Coming Down From Dispatch

No CAD Calls Coming Down From Dispatch

This topic pertains to agencies that are receiving electronic CAD calls directly into the In-Synch RMS Call Log, through a CADLink interface. Occasionally, the file transfer between the CAD software and In-Synch RMS can be disrupted. These types of outages may be caused by a variety of factors including: server reboots, disconnected drives, networking issues, and even unresponsive programs and services. However, sometimes the outage can be limited to just one computer and not affect an entire agency. Follow the troubleshooting steps below if you are experiencing issues with missing calls-for-service.

Missing One Call

- Verify that the call is not available on other machines at your agency.
    - If the call-for-service is available from other machines at your agency, you are more than likely dealing with a synchronization issue and not a CADLink interface issue. Please refer to the **[Not Synching](#)** topic of this manual for further synchronization troubleshooting steps.
    - If the call-for-service isn't available on other machines at your agency, verify that the dispatcher has closed the call in the CAD system.
        - Most CAD vendors create an XML file that is processed into In-Synch RMS after the call-for-service has been closed in the CAD system. If multiple agencies such as LAW, FIRE, and EMS respond to the same incident, the XML will not be created by the CAD system until the last unit clears the scene. This could be anywhere from minutes to hours, depending on the nature of the incident.
    - If the dispatcher had already closed the call-for-service, have them re-open and re-close the call. This will trigger the CAD software to export the XML file again.
- If the call-for-service still isn't available within a few minutes:
    - Contact the CAD vendor's support and have them verify that their export process is functioning.
    - Contact the In-Synch Systems help desk at 1-800-243-6540 × 1 for additional support.
        - Please make sure you have the dispatch number for the missing CAD call.

Missing Several Calls or No Calls in the Last x hours

- Verify that the calls are not available on other machines at your agency.

◦ If the calls-for-service are available from other machines at your agency, you are more than likely dealing with a synchronization issue and not a CADLink interface issue. Please refer to the **Not Synching** topic of this manual for further synchronization troubleshooting steps.

◦ If the calls-for-service aren't available on other machines at your agency, there is probably an issue with connectivity or the CADLink interface.

▪ Contact the CAD vendor's support and have them verify that their export process is functioning.

▪ Contact the In-Synch Systems help desk at 1-800-243-6540 × 1 for additional support.

1.6. Not Synching

Not Synching

Synchronization issues could be experienced by your agency at the local machine level or even by your agency's RMS server. When a synchronization issue is present, you will usually notice your Call Log is not up to date, you are missing data another officer can see, or you are missing reports that were assigned to you. The first step in resolution is: determining if the issue is isolated to a single machine or if everyone in your department is experiencing a synch issue?

Checking the status of the synchronizer
The RMS synchronizer icon can be found in the system tray (bottom right-hand corner of your screen by your clock). This icon is two arrows facing in opposite directions (A) (You may have to use the "Expand" arrow to display all items in the system tray). Generally, when the synchronizer is experiencing a connection issue the icon will turn red.

Double-click the synchronizer icon to open the Synch Monitor window. Generally, if the arrows are red, the word "Error" will be present in the Synch Monitor window. This error can flash by quickly, depending on the error being encountered and/or the local machine's synch interval.

Server Level Issue

If many and/or all computers are experiencing a synch issue (red Synch Monitor icon and/or an error present in the Synch Monitor window), this usually means there is an RMS server level problem. Please contact the In-Synch Systems help desk at 1-800-243-6540 × 1, for further troubleshooting.

Local Level Issue

If the synch issue seems to be related to a single machine, the following steps can be used to troubleshoot or resolve the problem:

- **General Troubleshooting**
    - Verify that the machine has Internet or network connectivity. (This can be as simple as doing an Internet search and verifying that search results are returned or that a web page displays.)
    - Verify that the machine is connected to the VPN. (When applicable)
    - When using WiFi, verify that the computer is connected to the correct WiFi network.
    - Verify that the date/time on your computer is correct. (There is a 10-minute time window for synchronization between the client machines and the RMS server. If the time between the local machine and the server is greater than 10 minutes, data will not synchronize until this time gap has been fixed.)
- **Synchronizer Troubleshooting**
    - If the Internet/network connectivity and the system date/time are correct, there are several options for resetting the synchronizer on your local machine. These options are listed in order from the easiest to the most technical:
        - Option 1 – Shutdown and/or Restart the Computer
        - Option 2 – RMSDBSync Reboot Tool
        - Option 3 – Resetting the Synch Service Manually

✱ **Tips:**
Sometimes the synch monitor will appear to be stuck at a certain percentage for long periods of time. This typically indicates an unresponsive synchronizer service and you should follow the steps found in the "Synchronizer Troubleshooting" section mentioned above.

1.6.1. Option 1 – Shutdown and/or Restart the Computer

This option is best for users with limited accounts or rights on the local machine.

If you are not logged on as a computer administrator (or would like to use an easier solution that requires less computer manipulation) follow the steps below:

1. Save and close out of any open programs.
2. Go to the Power options on your computer and choose Shutdown (A)

3. Allow your machine to completely shut down.
4. Press the Power button on your computer to turn it back on.
5. Allow the machine 2-3 minutes to load all background services prior to launching RMS or attempting to synch.
6. Once complete, your synchronizer service should be functional again.

> **❗ Did You Know?**
> Log Off is not the same as Shutdown or Restart. Log Off only logs your profile off but does

not allow any background services to shut down and refresh. When having issues, one of the first and easiest things to try is to SHUTDOWN the pc and power it back on.

! IMPORTANT
By default, Windows 10 is set to use a "Fast Startup" option that can impact services refreshing during shutdown/startup. With "Fast Startup" enabled, it is best practice to select "Reboot" from power options, rather than "Shutdown". More information regarding Windows 10 Fast Startup can be found here: <u>Windows 10 Fast Startup</u>

1.6.2. Option 2 – RMSDBSync Reboot Tool

This option may require an administrator account or an account with the rights to manipulate the computer's services.

1. Download the RebootRMSDBSyncService tool from the following link:
   RebootRMSDBSyncService.exe
2. Select the "Download" button from the from the Download website.

3. In the "Save As" window, select a storage location (A) and then select the "Save" button (B).

4. Navigate to the location where you saved the RebootRMSDBSyncService tool, right-click on the executable, and then select "Run as Administrator".

5. A Small window will open while the tool is running. Once complete, the window will close and your synchronizer service should be functional again.

1.6.3. Option 3 – Resetting the Synch Service Manually

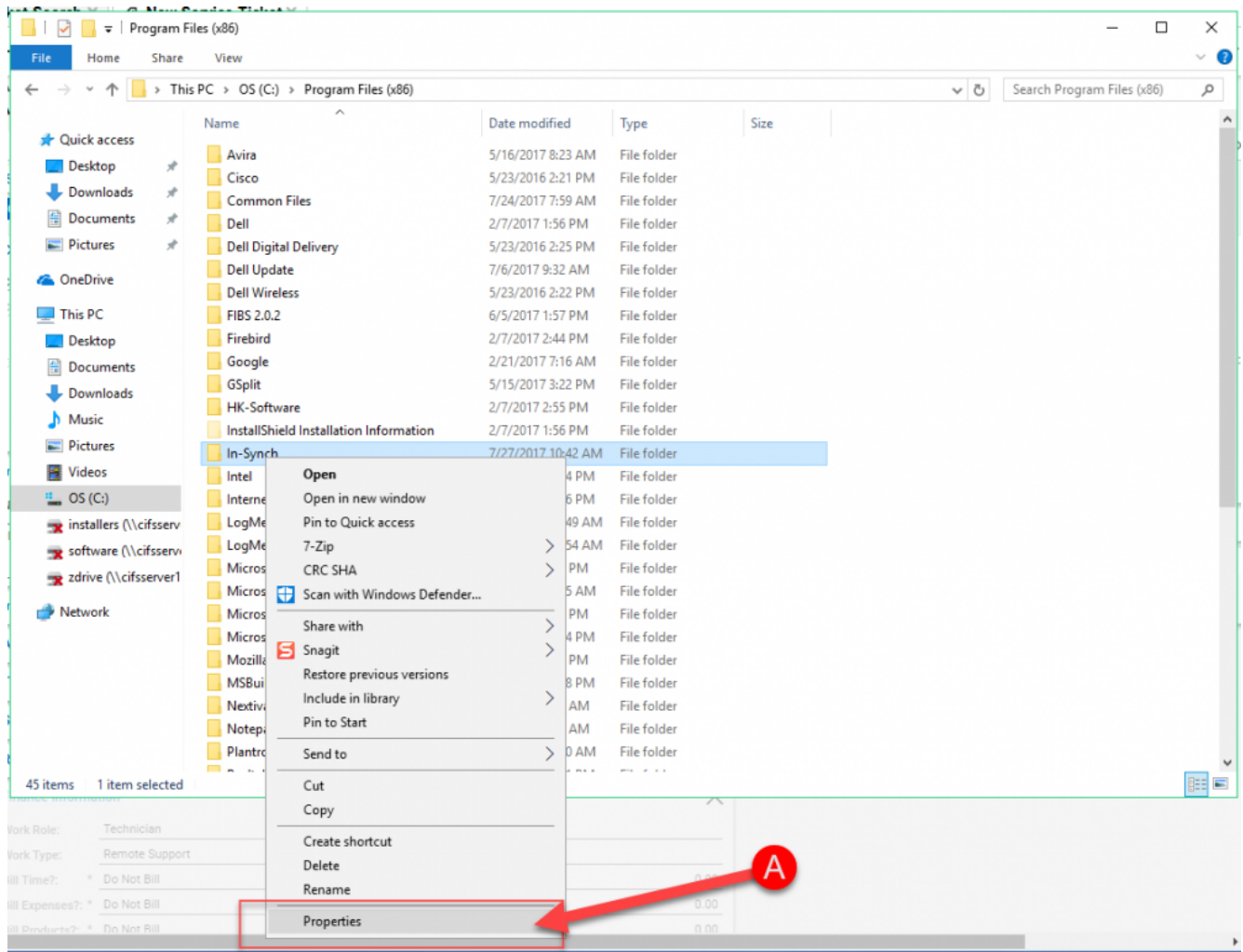**This option may require an administrator account or an account with the rights to manipulate the computer's services.**

1. Right-click on the Windows taskbar and select Task Manager (A)

2. Under the Processes Tab (A), select "RMSDBSyncService" (B) and then right-click and select "End Task" (C).

3. Switch to the Services Tab (A)

4. Find the RMSDBSync Service (A), verify it says "Stopped"(B), and then right-lick and select "Start" (C).

5. Verify the RMSDBSync Service (A) now says "Running" (B) and then close the task manager window.

Once complete, your synchronizer service should be functional again.

1.7. Parent/Guardian Not Displaying on the PA Juvenile Allegation

Parent/Guardian Not Displaying on the PA Juvenile Allegation

The following topic will show the steps required to populate the parent/guardian information on a Pennsylvania Juvenile Allegation.

1. From the Case Contacts window, double-click on the Arrestee to open their Person Management record. Then select the "Association" button (A).

2. From the "Associations" window, select the "Add" button (A). This will launch a new Person Management search.

3. Enter the Parent's name. (For this example, the mother "JONES, REBECCA" will be used.) Once you have located an existing person record (or created a new person record), make sure that the DOB (A) and Gender (B) fields contain data. (The association pick list is dynamic and will generate the list based on the age/genders of the contacts involved.) After verifying that the data has been entered, select the "Choose" button (C).

4. Use the Drop down list (A) to select the role of SON/MOTHER and then select the "OK" button (B).

5. On the "Associations" window, select the "Save" button (A) and then select the "Exit" button (B). **Note:** More than one association can be added to the contact before exiting the "Associations" window.

6. Exit the Person Management window using either of the "Exit" buttons (A).

7. Regenerate the PA Juvenile Allegation. REBECCA JONES will now be listed as the "Mother" on the Juvenile Allegation (A).

! **Did You Know?**
- The first contact in the association is linked to the first role in the pick list items.

- Choose the role of SON/FATHER to populate the "Father" information on the Juvenile Allegation. This assumes that the father's person record has a date of birth greater than the son's and that the father has the gender of "MALE" selected.
- To populate the Juvenile's guardian information, select the role of "WARD/CARETAKER" from the association pick list.

1.8. Rbuilder Error

This option may require an administrator account or an account with the rights to manipulate the computer's file/folder permissions.

Occasionally, users may experience the following RBuilder error: "Cannot create file "C:\Program Files (x86)\In-Synch\RBuilder.ini. Access is denied." when trying to preview a Call Summary or Case Report.

This error can be resolved by setting the appropriate permissions on the In-Synch folder. **Note:** *If you are not the computer administrator you will need to contact your IT staff to complete this fix.*

1. Through File Explorer, browse to the In-Synch directory. ("C:\Program Files\" for 32-bit computers) ("C:\Program Files (x86)\" for 64-bit computers). **Please note:** *You do not need to open the In-Synch folder, you just need to browse to it.*
2. Right-click on the In-Synch folder and select Properties (A).

3.   Select the Security Tab (A).

4. Select the Edit button (A).

5. Highlight the "Users" group and place a checkmark in the "Allow Full Control" box (A).

6. Select the "Apply" button (A) and then "Ok" button (B).

7. On the main properties window, select the "OK" button (A).

8. You can now close any open folders and attempt to Preview your Case Report again. (This may require you to close case builder and re-open it)

1.9. Socket Error

Socket Server Error

The Borland Socket Server is an application used by In-Synch RMS to connect the graphical user interface to the local database back end. This application runs silently in the background and can be found in the system tray. This application launches automatically at computer startup.

Occasionally, users may experience the following Socket Server error when trying to launch the RMS software: "Windows socket error: No connection could be made because the target machine actively refused it (10061), on API 'connect'". This error means that the Socket Server application isn't currently running.

This error most commonly happens when trying to log into the RMS too quickly following a boot or restart of the computer. Although, the Socket Server is occasionally turned off by an Antivirus scan or PC optimizing software. Since the Borland Socket Server is an application that runs during computer startup, it is best

practice to wait 1 to 2 minutes for all of the system files and startup items to load before launching any programs.

There are several options for resetting the socket server on your local machine. These options are listed in order from the easiest to the most technical:

- Option 1 – Shutdown and/or Restart the Computer
- Option 2 – Manually Starting the Socket Server

> **! Did You Know?**
> Log Off is not the same as Shutdown or Restart. Log Off only logs your profile off but does not allow any background services to shut down and refresh. When having issues, one of the 1st and easiest things to try is to SHUTDOWN the pc and power it back on.

1.9.1. Option 1 – Shutdown and/or Restart the Computer

This option can be used by both limited user and administrator accounts.

Close any error messages along with the RMS login window and proceed with the steps below:

1. Save and close out of any open programs.
2. Go to the Power options on your computer and choose "Shutdown" (A) (or "Reboot")

3. Allow your machine to completely shut down.
4. Press the Power button on your computer to turn it back on.
5. After logging back into the machine, allow 2-3 minutes to load all background services prior to launching RMS or any other applications.
6. Once complete, the Borland Socket Server should be loaded and the RMS will be functional again.

> **! Did You Know?**
> Log Off is not the same as Shutdown or Restart. Log Off only logs your profile off but does

not allow any background services to shut down and refresh. When having issues, one of the first and easiest things to try is to SHUTDOWN the pc and power it back on.

1.9.2. Option 2 – Manually Starting Socket Server

This option can be used by both limited user and administrator accounts.

Close any error messages along with the RMS login window and proceed with the steps below:

For Windows 7 and 8/8.1 operating systems follow steps A and B below. For the Windows 10 operating system, please follow step C below.

A. Select Start (A), All Programs (B), and then the Startup Folder (C).

B. Double-click the In-Synch Socket Server shortcut (A).

C. You have two options to launch the Run Command from Windows 10: Right-click the start Icon (A) or Type "Run" into the Search Bar (B)

- If you choose the right-click option, you will need to select "Run" from the right-click options menu (A).

- If you choose the to search option, you will need to select "Run" (A) from the list of search results.

- Once you select Run, type the following command into the Run Box: shell:common startup and then select OK.

- Double-click the In-Synch Socket Server shortcut (A).

> ✳ **Tips:**
> If the In-Synch Socket Server is already running and you to try to launch it again, you will receive the warning below:
>
>
>
> If the In-Synch Socket Server wasn't running, it will launch silently into the system tray.

- With Socket Server now running, launch the RMS again.

1.10. The Wrong Criminal Complaint Format

The Wrong Criminal Complaint Format

Occasionally, users will experience an issue with receiving an older version of the Pennsylvania Criminal Complaint when generating the document for an arrestee. This is usually caused by a missing "Arrest Date". The current release of In-Synch RMS stores all of the historical Criminal Complaint versions and generates the corresponding document based on the "Arrest Date" and the "Active Version Dates" of the Criminal Complaint. If no "Arrest Date" is entered (and saved) before the Criminal Complaint is generated, the software will default to the oldest "Active" Criminal Complaint form.

Before proceeding with the steps below, make sure to open the Affidavit editor (A) and copy any narrative text to another location. This text can then be pasted into the proper Criminal Complaint form later in this topic.

> **! Did You Know?**
> Keyboard shortcuts include:
> - Ctrl+a = Select All
> - Ctrl+c = Copy
> - Ctrl+v = Paste

1. Once any entered Affidavit text has been copied, highlight the Arrestee in the Case Contacts Grid and then select the "Delete" button (A).

2. Select the "Save" button (A) and then close the Case Contacts window (B).

3. From the main Case Builder window, select the "Save" button (A).

4. Select the "Case Contacts" button to re-enter the contacts window (A).

5. Select the Contact role of "Arrestee" (A) and then search for your Person or Organization contact (B).

6. Once the arrestee has been added back to the case, make sure to link them to at least one crime (A), enter the "Date Arrested" (B), enter the "Arresting Officers" (C), and then select the "Save" button (D).

7. Select the "Affidavit" button from the Case Contacts toolbar.

8. Copy/Paste any previous Affidavit text (or manually type new Affidavit text) into the Notes editor and then select the "Database Save" button to save your changes.

9. From the Case Contacts window, select the "Criminal Complaint" button (A) to generate a new Criminal Complaint for the contact.

1.11. Unable to Run Reports from the Admin Reports Module

Occasionally, users will receive an error when trying to generate reports from the Admin Reports module. Typically, the report will fail to load and you will receive a Crystal Reports error. This error is caused by an improper ODBC connection and is mostly found on computers with a 64-bit architecture. The resolution may require an administrator account or an account with the rights to manipulate the computer's ODBC connections. If your account doesn't have these rights, please contact your IT department for further assistance.

Select the appropriate link below for your computer's architecture:

- 32-bit computers
- 64-bit computers

1.11.1. 32-Bit Computers

The resolution may require an administrator account or an account with the rights to manipulate the computer's ODBC connections.

1. Go to Control Panel
2. Select the "System and Security" category (A).

3. Select "Administrative Tools" (A).

4. Double-click "ODBC Data Sources (32-bt) (A).

5. Select the "System DSN" tab (A), highlight the "In-Synch" listing (B), and then select the "Configure" button (C).

6. From the "Firebird ODBC Setup" window, select the "Browse" button (A) located next to the "Client" field.

7. Browse to "C:\Program Files\In-Synch" and double-click the fbclient.dll (A).

8. The path to the fbclient.dll will be added to the "Client" field. Select the "OK" button (A) on the "Firebird ODBC Setup" window and then select the "OK" button (B) on the "ODBC Data Source Administrator (32-bit)" window to save the changes.

9. Close any open folders and relaunch the Admin Reports module.
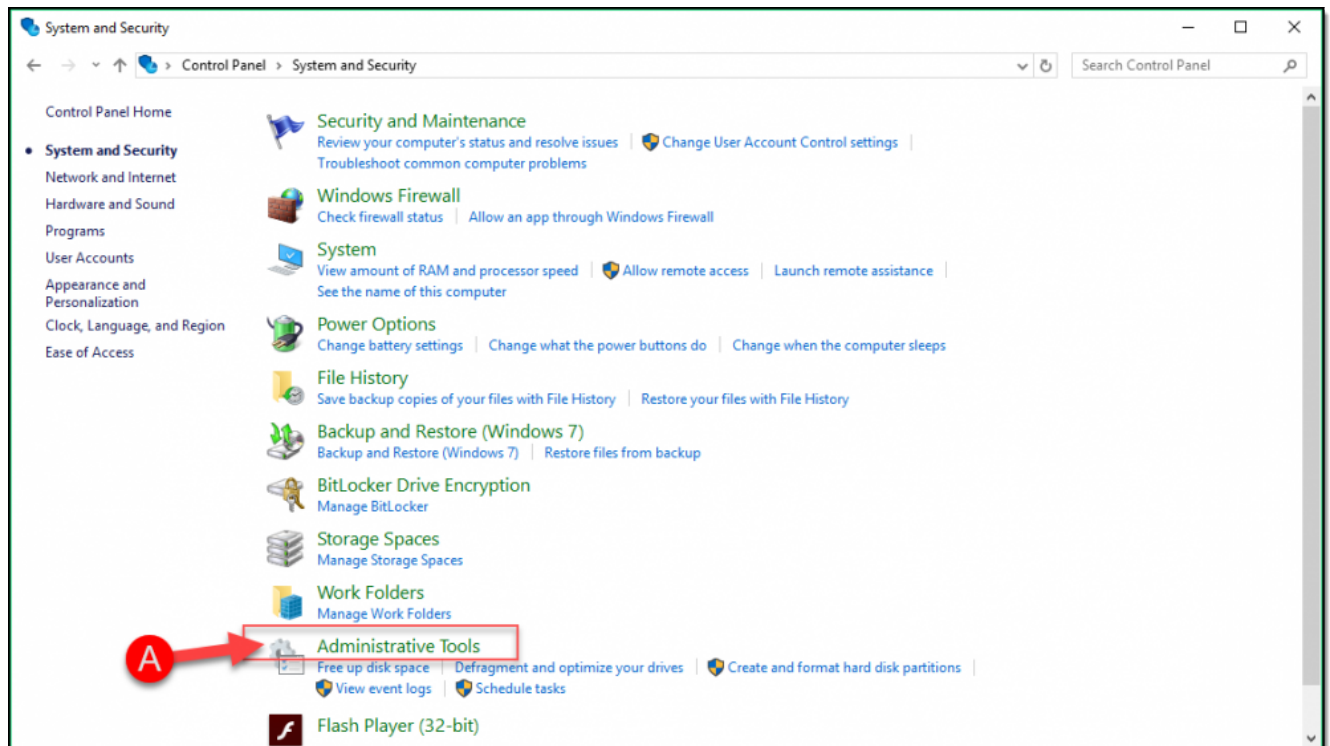
1.11.2. 64-Bit Computers

This resolution may require an administrator account or an account with the rights to manipulate the computer's ODBC connections.

1. Through Windows explorer, browse to "C:\Windows\SysWOW64\" and then double-click on "odbcad32" (A).

2. Select the "System DSN" tab (A), highlight the "In-Synch" listing (B), and then select the "Configure" button (C).

3. From the "Firebird ODBC Setup" window, select the "Browse" button (A) located next to the "Client" field.

4. Browse to "C:\Program Files (x86)\In-Synch" and double-click the fbclient.dll (A).
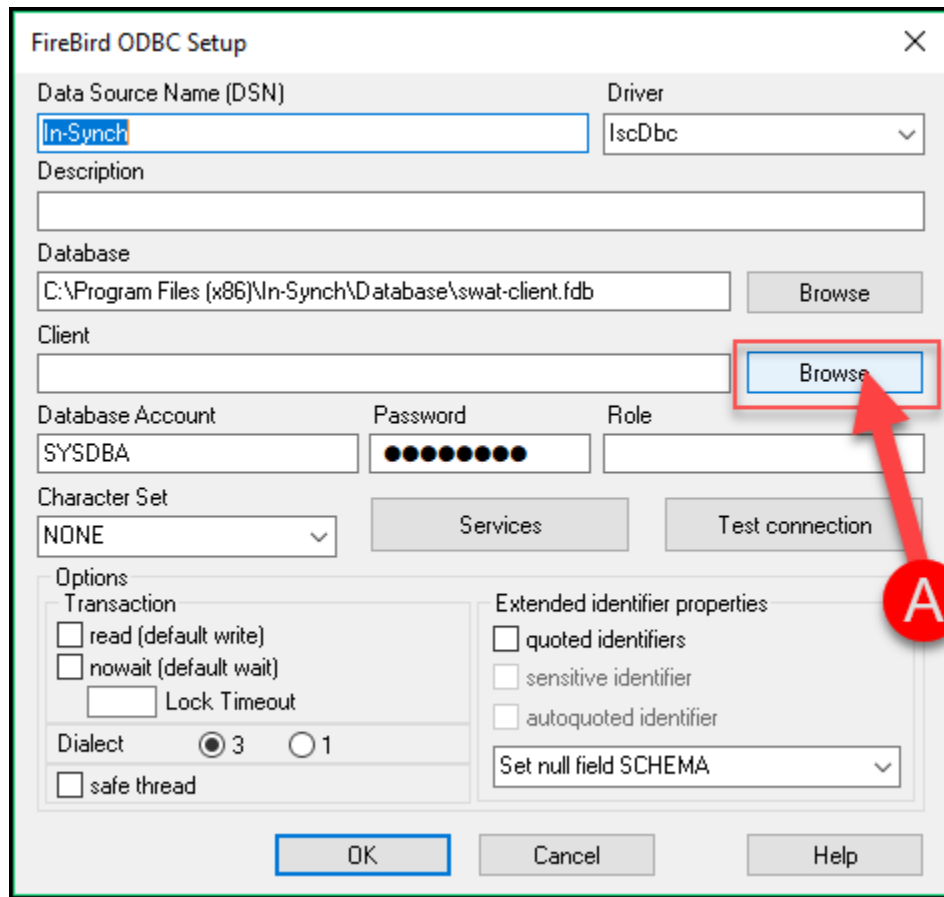

5. The path to the fbclient.dll will be added to the "Client" field. Select the "OK" button (A) on the "Firebird ODBC Setup" window and then select the "OK" button (B) on the "ODBC Data Source Administrator (32-bit)" window to save the changes.

6. Close any open folders and relaunch the Admin Reports module.

1.12. Windows 10 Fast Startup

Windows 10 Fast Startup

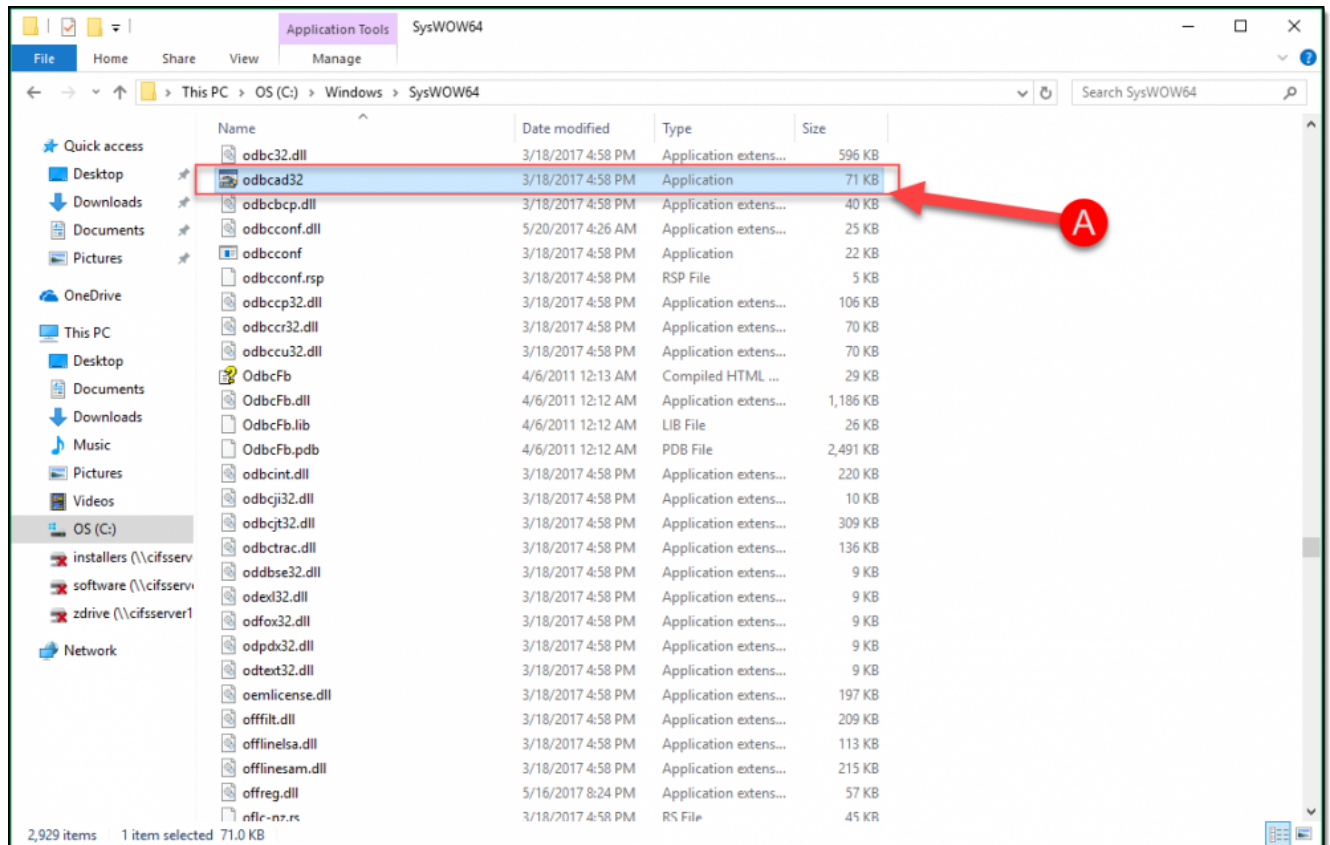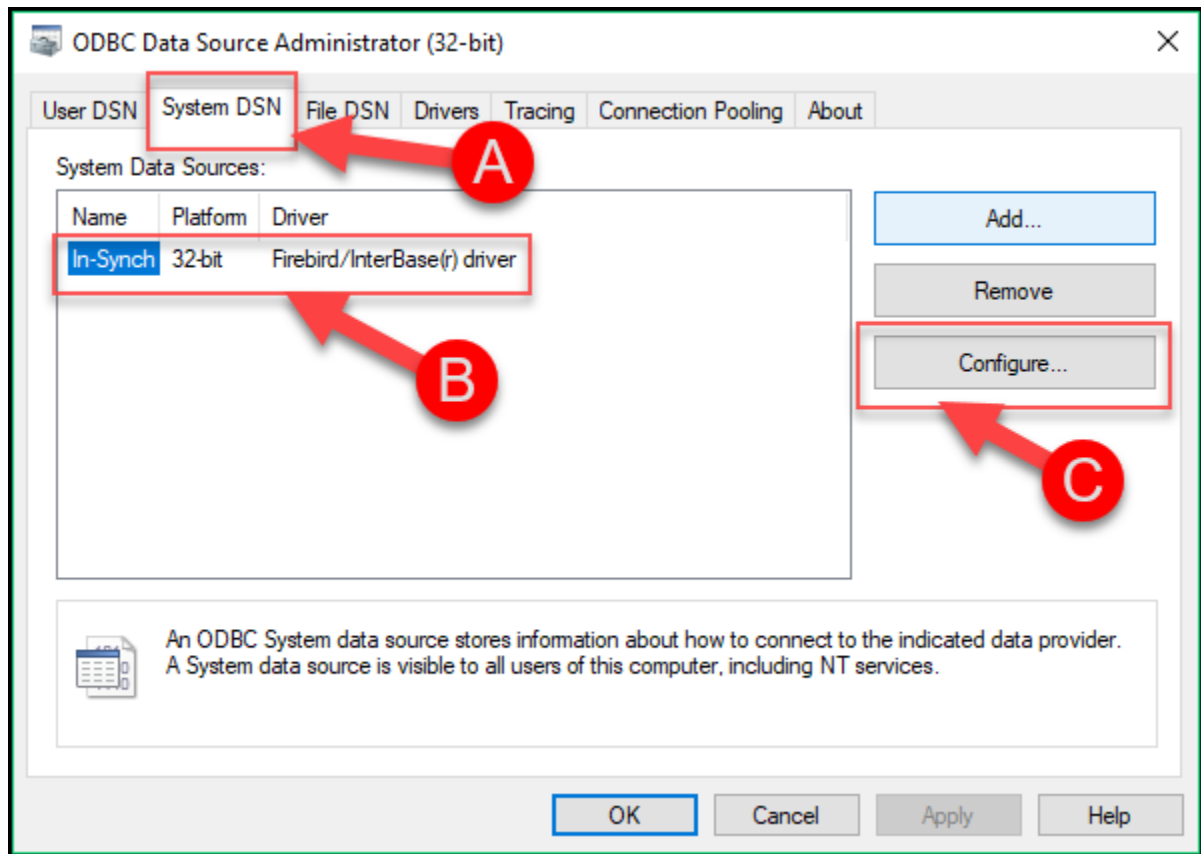Fast startup (aka: hiberboot, hybrid boot, or hybrid shutdown) is turned on by default in Windows 10 and is a setting that helps your PC start up faster after shutdown. Windows accomplishes this by saving an image of the Windows kernel and loaded drivers to the hiberfile (C:\hiberfil.sys) upon shutdown. So when you start your PC again, Windows simply loads the hiberfile (C:\hiberfil.sys) into memory to resume your PC instead of actually restarting all of the system files and background services.

The Pros

Decreased startup times. With Fast Startup Enabled, Windows doesn't have to reload the kernel drivers and system state individually, effectively refreshing the RAM with an image of the computer state from the hibernation file.
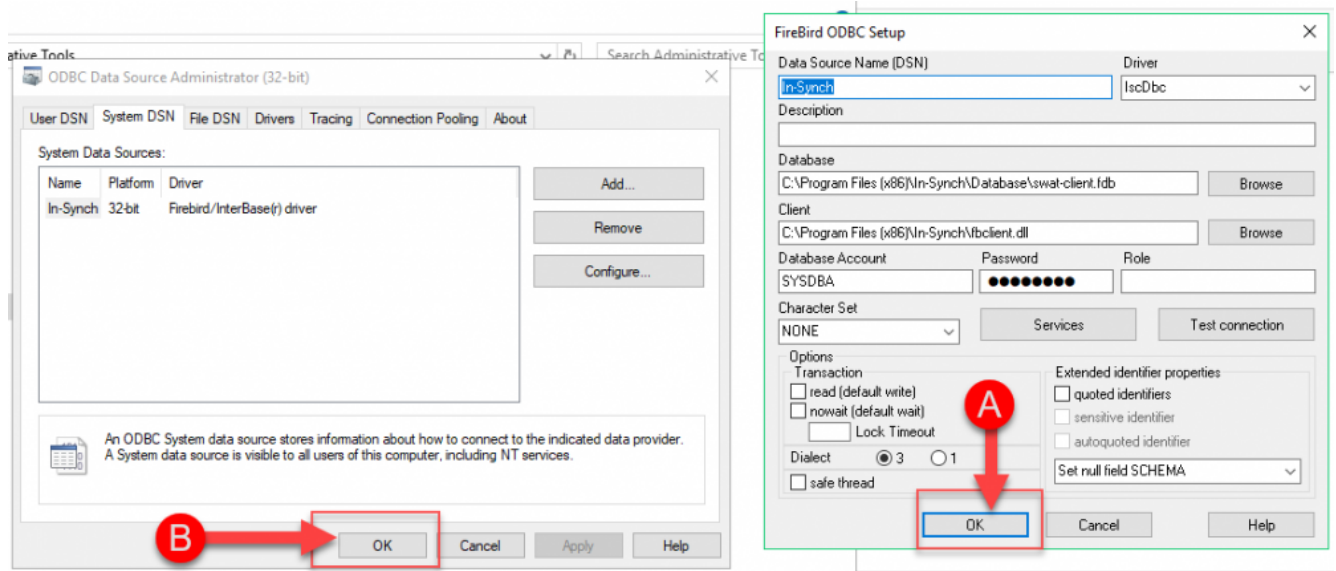
The Cons

Since the computer is not performing a regular shutdown, this can have effects on Windows updates, encrypted disk images, background services, etc.

Effects on In-Synch RMS

In-Synch RMS uses several background services during its normal functions. With Fast Startup enabled, these background services may not be refreshed during a shutdown as they were in previous versions of Windows. The most common issue experienced is the synchronization service (RMS DB Sync Service) not restarting properly with "Fast Startup" enabled. The RMS DB Sync Service controls the database synchronization, therefore, if it is not responding or restarting properly, information will not be transferred to-and-from the local machine(s) and the RMS server.

If you are continually experiencing synchronization issues on the Windows 10 operating system, try disabling the "Fast Startup" option in Windows 10 by following the instructions in the link below.

- [Disabling Fast Startup in Windows 10](#)

> ✳ **Tips:**
> Fast Startup only affects a complete computer shutdown and power on cycle and does not

affect a simple restart. If you do not wish to disable the Fast Startup option in Windows 10, selecting "Restart" will force the computer to load all system files and background services in a clean state. If you are still experiencing synchronization issues after a reboot, please follow the troubleshooting steps found in the **Not Synching** topic of this manual.
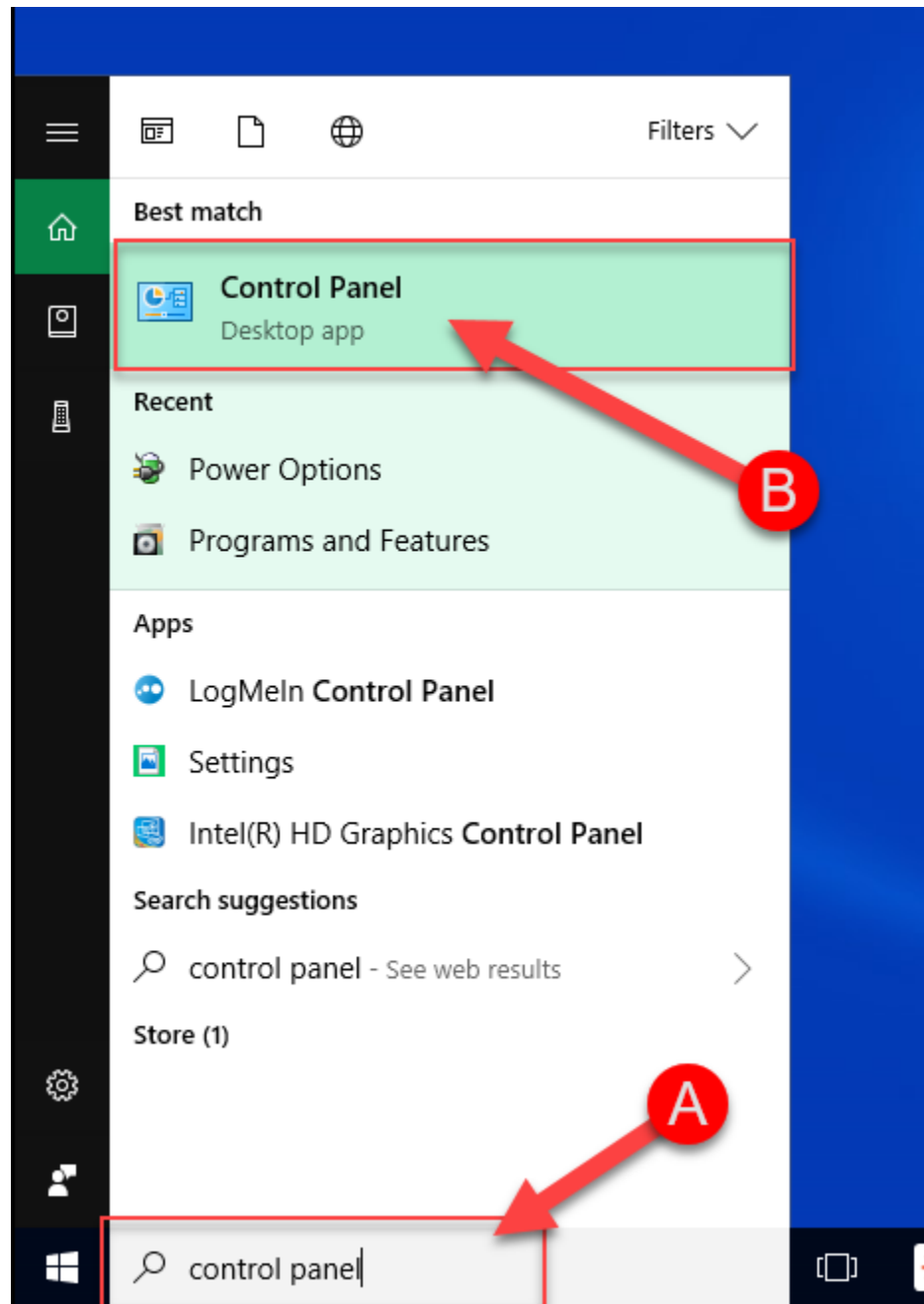
! **Did You Know?**
Log off is not the same as shutdown/restart. Log off simply logs your profile off of the computer but allows services to remain running in the background as the computer never actually turns off.

1.12.1. Disabling Fast Startup in Windows 10
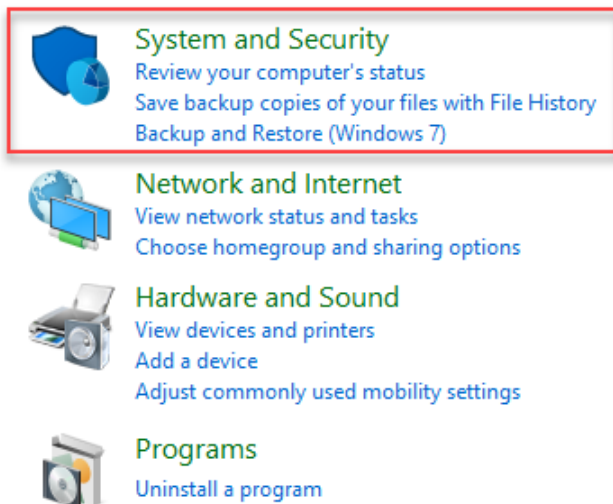
Disabling Fast Startup in Windows 10

1. Type "Control Panel" into the search bar (A) and then select "Control Panel" from the search results (B).

2. Select the "System and Security" category from within Control Panel.

Control Panel

Adjust your computer's settings

View by: Categol

System and Security
Review your computer's status
Save backup copies of your files with File History
Backup and Restore (Windows 7)

Network and Internet
View network status and tasks
Choose homegroup and sharing options

Hardware and Sound
View devices and printers
Add a device
Adjust commonly used mobility settings

Programs
Uninstall a program

User Accounts
Change account type

Appearance and Personalization

Clock, Language, and Region
Add a language
Change input methods
Change date, time, or number formats

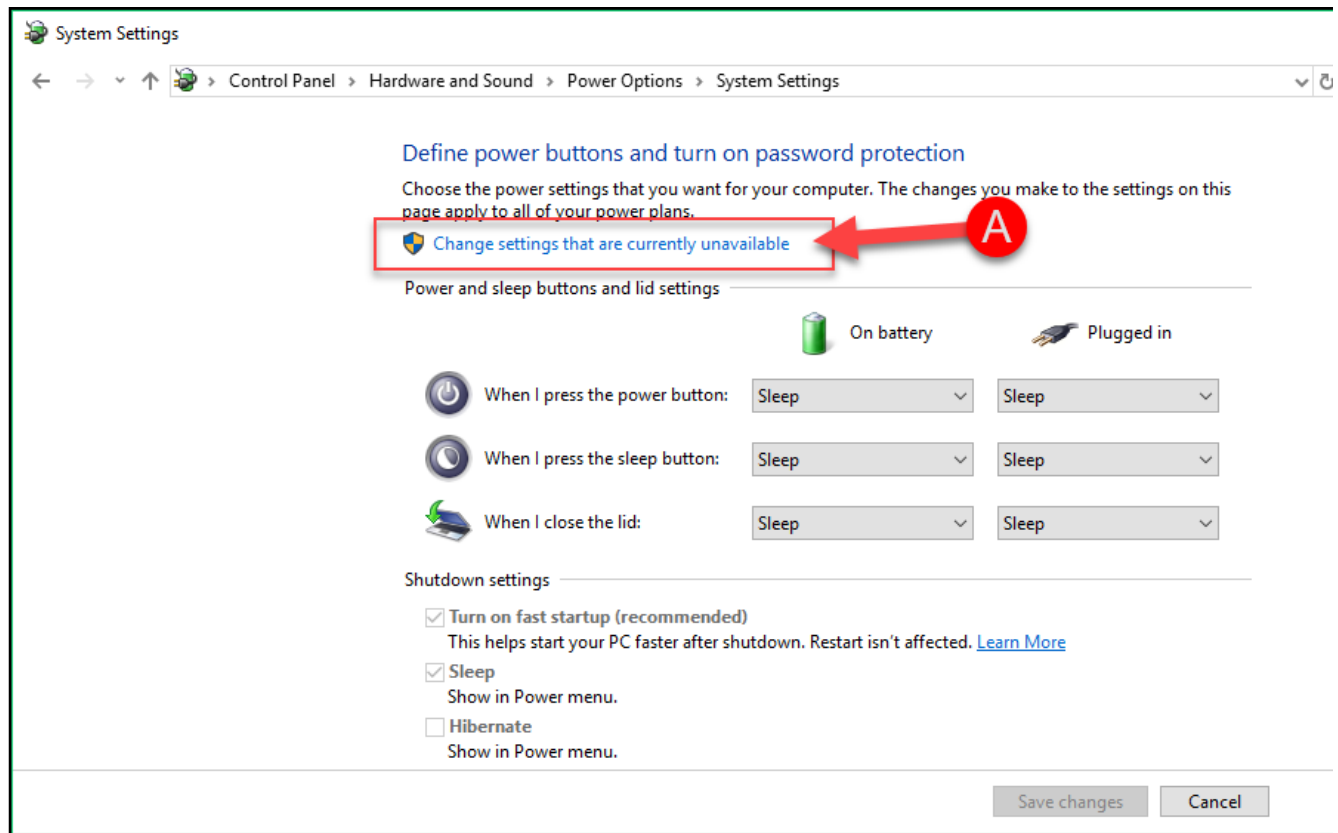**Ease of Access**
Let Windows suggest settings
Optimize visual display

3. Under the Power Options section (A), select the "Change what the power buttons do" link (B).

4. Select the "Change settings that are currently unavailable" link from the System Settings window (A).

5. Deselect the checkbox beside the "Turn on fast startup (recommended)" option.

Define power buttons and turn on password protection

Choose the power settings that you want for your computer. The changes you make to the settings on this page apply to all of your power plans.

Power and sleep buttons and lid settings

		🔋 On battery	🔌 Plugged in
⏻	When I press the power button:	Sleep	Sleep
◐	When I press the sleep button:	Sleep	Sleep
↩	When I close the lid:	Sleep	Sleep

Shutdown settings

☑ **Turn on fast startup (recommended)**
This helps start your PC faster after shutdown. Restart isn't affected. Learn More

☑ **Sleep**
Show in Power menu.

☐ **Hibernate**
Show in Power menu.

☑ **Lock**

[Save changes]   [Cancel]

6. Select the "Save Changes" button (A).

7. Exit the Control Panel by selecting the close button (A) at the top of the window.