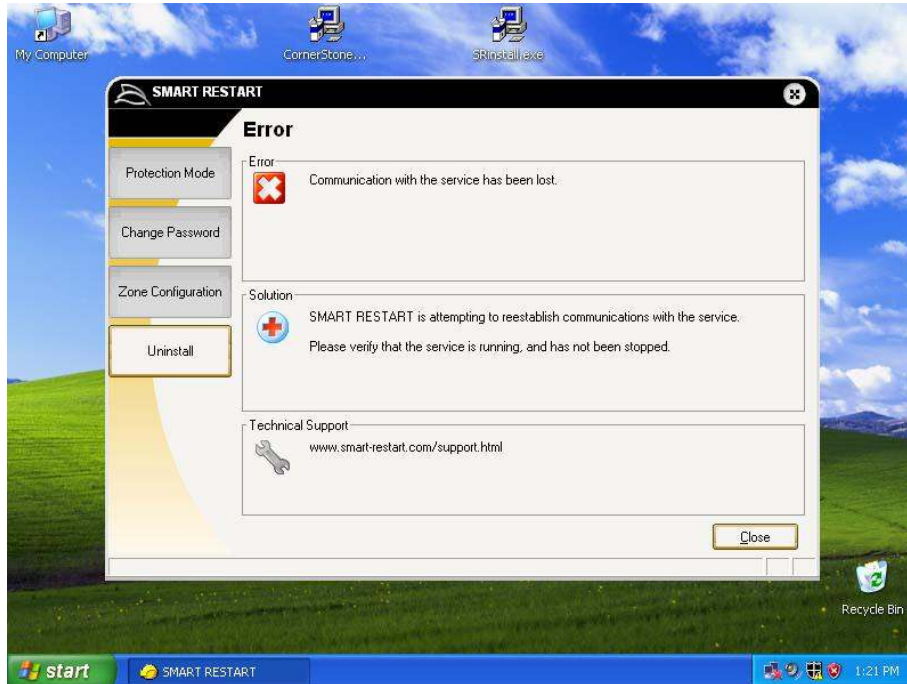


What does “Communication with Service is Lost” error message mean?

If you receive the “Communication with Service is Lost” error message, SMART RESTART™ may still be protecting your computer, but the “Graphical User Interface” or GUI, which is a non-critical function may be malfunctioning.

SMART RESTART™ has three main components that communicate with each other: a driver, a Graphical User Interface (G.U.I.) (the graphics you see) and a service that interfaces between the two. If the SMART RESTART™ Interface loses communication with the service or the driver the following screen will appear:

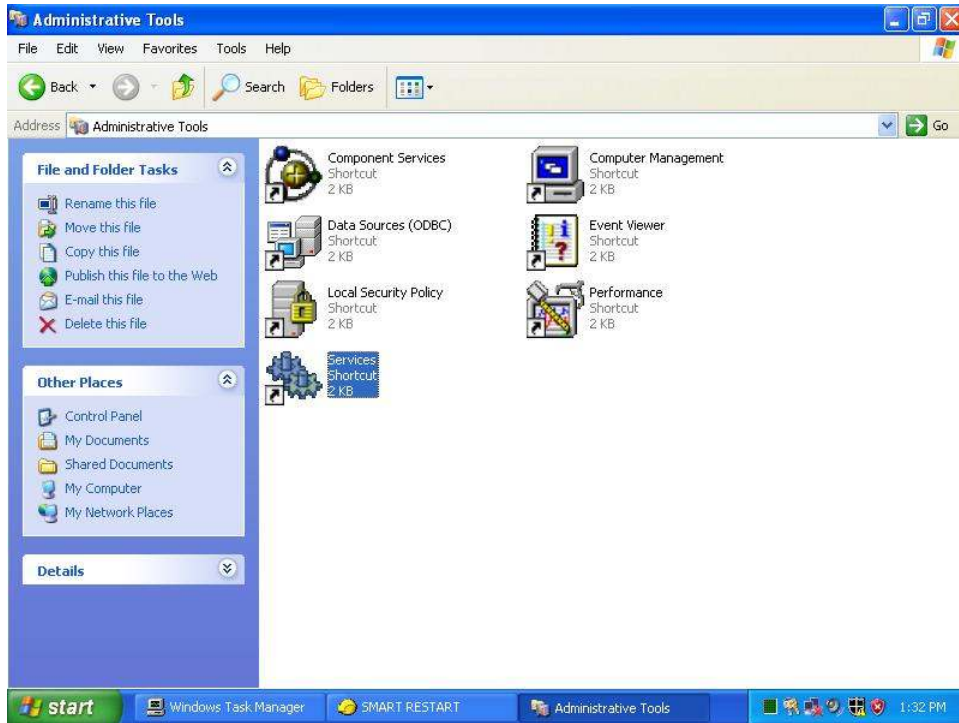


The steps below will guide you through fixing a communication issue with the service or driver:

1. First try restarting the computer. If you still have the same message, proceed with the next step.
2. Check to see if the Service is running – Open up the “Task Manager” by right-clicking on the task bar and selecting “Task Manager” from the menu. Look for a process called “ctsvc.exe” in the list of processes.

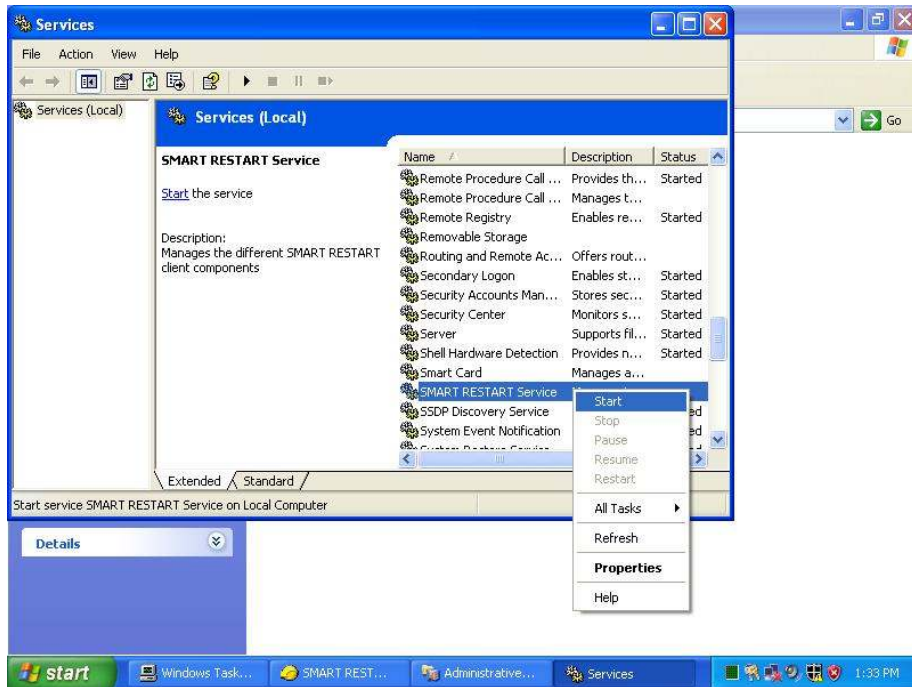


3. If “ctsvc.exe” is on the list of processes running, restart your machine to correct any communications issues that has arisen with the driver. If “ctsvc.exe” is NOT on the list of processes running, open up the “Control Panel” and select “Administrative Tools”.



4. Open up “Services”.

5. In the “Services” screen, find the “SMART RESTART™” service. Once you’ve found it, right click and select “Start” from the menu.



This should start the service and correct the issue. If the issue reoccurs or is not fixed, restart your machine to refresh all communication connections.