

CODESPEAR®

HELP CENTRAL

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Knowledge Base Article

Parent Server CPU goes to 100% Usage When Performing Auto Updates

SYMPTOMS

Auto Updating the system causes the parent server's CPU capacity to go to 100% until the update finishes.

CAUSE

The File system bandwidth setting is too high. For example, the bandwidth might be set to T1, while the system can only support a Dialup (56K) connection.

Workaround/Fix/Resolution

To work around this issue:

1. Within the Administrator Tool, select Properties from the Global menu.
2. Go to the Modules tab.
3. Select the File System module and click Setup.
4. Go to the Settings tab.
5. From the Bandwidth drop down menu, select a lower setting than the currently selected setting. For example, if the bandwidth is set to T1, lower the setting to a Dialup (56K) setting.


More Information

Visit [Codespear's Help Central](#)

To contact our support staff by email, [click here](#).

You may also want to consult these SmartMsg support tools:

 [Contact Support](#) – Contact a support representative by filling out the following form.

 [Issue Reporting](#) - Found an issue that you would like us to know about? Click [Here](#) to report an issue to our support team for immediate consideration. We will contact you by email with a resolution.
