

Lab Report: 3.9.5 Troubleshoot Memory 2

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**Your Performance**

Your Score: 2 of 2 (100%)

Elapsed Time: 3 minutes 36 seconds

Pass Status: Pass

Required Score: 100%

**Task Summary**

Actions you were required to perform:

- Pa The four good memory modules are installed
- Pa BIOS detects 32 GB of installed memory

**Explanation**

In this lab, your task is to diagnose and correct the problem as follows:

- Identify which memory modules are not working. Use the memory tester to identify working and non-working modules.
- Install 32 GB of working modules. Use spares from the Shelf if necessary.
- Place any non-working memory modules on the Shelf.
- After you install the memory, boot into the BIOS setup and verify that the correct amount of memory is detected.

Complete this lab as follows:

1. Test the memory modules in the computer as follows:
  - a. Above the computer, select **Motherboard** to switch to the motherboard view of the computer.
  - b. On the Shelf, expand **PC Tools**.
  - c. Drag the **Memory Tester** from the Shelf to the Workspace.
  - d. Drag a **memory module** from the computer to the correct slot on the memory tester.
  - e. Select **Test**.
    - If the memory tester indicates BAD or ERROR, the module is bad. Drag the module to the Shelf.
    - If the memory tester indicates OK, the module is good. Return the module to the computer.
  - f. Repeat steps 1d–1e for all memory modules in the computer.
2. Test and install the memory modules on the Shelf as follows:
  - a. On the Shelf, expand **Memory Modules**.
  - b. Drag a **memory module** from the Shelf to the correct slot on the memory tester.
  - c. Select **Test**.
    - If the memory tester indicates BAD or ERROR, the module is bad; return the module to the Shelf.
    - If the memory tester indicates OK, the module is good; drag the module to the computer.
  - d. Repeat steps 2b–2c until all memory slots in the computer are filled with good modules.
3. Boot into the BIOS and verify that all installed modules are recognized by the BIOS as follows:
  - a. Above the computer, select **Front** to switch to the front view of the computer.
  - b. On the computer, select the **power** button on the front of the computer.
  - c. When the BIOS loading window appears, press **F2** to enter the BIOS.