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What can we help you find?

Search

Product Support



(<https://ecomm.dell.com/dellstore/basket.aspx?c=sg&l=en&s=bsd&cs=sghsd1>)

Latitude 3340 (Late 2013)

Service Tag: JYV3D12 | Express Service Code: 43466939318

[Add to My Products List](http://dell.com/support/assets/findproducts/ImportTroubleshootingTagsToMpl?ServiceTag=JYV3D12) (<http://dell.com/support/assets/findproducts/ImportTroubleshootingTagsToMpl?ServiceTag=JYV3D12>)

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Diagnostics

Support topics & articles

(</support/home/sg/en/sghsd1/product-support/servicetag/JYV3D12>)

Drivers & downloads

(</support/home/sg/en/sghsd1/product-support/servicetag/JYV3D12>)

General maintenance

(</support/home/sg/en/sghsd1/product-support/servicetag/JYV3D12>)

Parts & accessories

(</support/home/sg/en/sghsd1/product-support/servicetag/JYV3D12>)

Result: Passed

Good news, no errors were found during the diagnostic scan. Please scroll down to review your diagnostic results and suggestions for improving the performance of your system.

[Clear results](/support/home/sg/en/sghsd1/product-support/servicetag/JYV3D12/diagnose) (</support/home/sg/en/sghsd1/product-support/servicetag/JYV3D12/diagnose>)

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Recommended: General maintenance

CPU

The CPU in this system is operating within specifications.

- Consider running the Microsoft Fix it for [slow performance](http://go.microsoft.com/?linkid=9740820) (<http://go.microsoft.com/?linkid=9740820>)
- If you've recently installed new hardware or software, consider running a [\[System Restore\]](#), which will return your system to the condition it was in prior to installing new applications. Note: Your personal data will not be affected.
- Make sure the processor is receiving adequate cooling by cleaning vents and fans of excess lint, dust or debris.

HardDrive

The hard drive(s) in your system are in operational condition. In many cases, applications running on your computer cause performance issues.

- Consider running Microsoft Fix it for [resolving slow performance issues](http://support.microsoft.com/mats/slow_windows_performance/) (http://support.microsoft.com/mats/slow_windows_performance/).
- Consider reviewing this Dell Knowledge Base article on how [to test if software on your system may be causing the issue](http://support.dell.com/support/topics/global.aspx/support/kcs/document?docid=466602&doclang=en). (<http://support.dell.com/support/topics/global.aspx/support/kcs/document?docid=466602&doclang=en>)
- If you have anti-virus or anti-malware software, consider scanning your system to determine if you have an active infection.

Memory

Your memory module appears to be working correctly. However, this diagnostic cannot detect some memory failures. If you suspect something is wrong with your memory module, running a memory stress test can uncover issues that are not easily detected [Run memory stress test](http://www.dell.com/support/home/Home/Index/MemoryStress) (<http://www.dell.com/support/home/Home/Index/MemoryStress>).

Note: Depending on your device's memory capacity, this test may take 1-2 hours to complete.

note: depending on your device's memory quantity, this test may take 1-2 hours to complete.

See full scan results.

Diagnostics Completed

Hardware	
Hardware	CPU
Hardware Type	Intel(R) Core(TM) i3-4010U CPU @ 1.70GHz (CPU:0)
Diagnostic Name	AVX Test
Result	✓ Passed
Hardware	CPU
Hardware Type	Intel(R) Core(TM) i3-4010U CPU @ 1.70GHz (CPU:0)
Diagnostic Name	AVX2 Test
Result	✓ Passed
Hardware	CPU
Hardware Type	Intel(R) Core(TM) i3-4010U CPU @ 1.70GHz (CPU:0)
Diagnostic Name	Register Test
Result	✓ Passed
Hardware	CPU
Hardware Type	Intel(R) Core(TM) i3-4010U CPU @ 1.70GHz (CPU:0)
Diagnostic Name	Level 2 Cache Test
Result	✓ Passed
Hardware	CPU
Hardware Type	Intel(R) Core(TM) i3-4010U CPU @ 1.70GHz (CPU:0)
Diagnostic Name	Math Register Test
Result	✓ Passed
Hardware	CPU
Hardware Type	Intel(R) Core(TM) i3-4010U CPU @ 1.70GHz (CPU:0)
Diagnostic Name	MMX Test
Result	✓ Passed
Hardware	CPU
Hardware Type	Intel(R) Core(TM) i3-4010U CPU @ 1.70GHz (CPU:0)
Diagnostic Name	SSE Test
Result	✓ Passed
Hardware	CPU
Hardware Type	Intel(R) Core(TM) i3-4010U CPU @ 1.70GHz (CPU:0)
Diagnostic Name	SSE2 Test
Result	✓ Passed
Hardware	CPU
Hardware Type	Intel(R) Core(TM) i3-4010U CPU @ 1.70GHz (CPU:0)
Diagnostic Name	SSE3 Test
Result	✓ Passed
Hardware	CPU
Hardware Type	Intel(R) Core(TM) i3-4010U CPU @ 1.70GHz (CPU:0)
Diagnostic Name	SSSE3 Test
Result	✓ Passed
Hardware	CPU
Hardware Type	Intel(R) Core(TM) i3-4010U CPU @ 1.70GHz (CPU:0)
Diagnostic Name	SSE4.1 Test
Result	✓ Passed
Hardware	CPU
Hardware Type	Intel(R) Core(TM) i3-4010U CPU @ 1.70GHz (CPU:0)
Diagnostic Name	SSE4.2 Test
Result	✓ Passed
Hardware	CPU
Hardware Type	Intel(R) Core(TM) i3-4010U CPU @ 1.70GHz (CPU:0)
Diagnostic Name	Prime Number Generation Test
Result	✓ Passed
Hardware	CPU
Hardware Type	Intel(R) Core(TM) i3-4010U CPU @ 1.70GHz (CPU:0)
Diagnostic Name	Floating Point Unit Test
Result	✓ Passed
Hardware	CPU
Hardware Type	Intel(R) Core(TM) i3-4010U CPU @ 1.70GHz (CPU:0)
Diagnostic Name	Stress Test
Result	✓ Passed
Hardware	Hard Drive
Hardware Type	ST500LT0 12-1DG142 SCSI Disk Device
Diagnostic Name	SMART Status Test
Result	✓ Passed
Hardware	Hard Drive

Hardware Type	ST500LT0 12-1DG142 SCSI Disk Device
Diagnostic Name	SMART Thresholds Test
Result	✓ Passed

Hardware	Hard Drive
Hardware Type	ST500LT0 12-1DG142 SCSI Disk Device
Diagnostic Name	Targeted Read Test
Result	✓ Passed

Hardware	Hard Drive
Hardware Type	ST500LT0 12-1DG142 SCSI Disk Device
Diagnostic Name	Funnel Seek Test
Result	✓ Passed

Hardware	Hard Drive
Hardware Type	ST500LT0 12-1DG142 SCSI Disk Device
Diagnostic Name	Linear Read Test
Result	✓ Passed

Hardware	Hard Drive
Hardware Type	ST500LT0 12-1DG142 SCSI Disk Device
Diagnostic Name	Linear Read Test
Result	✓ Passed

Hardware	Hard Drive
Hardware Type	ST500LT0 12-1DG142 SCSI Disk Device
Diagnostic Name	SMART Short Self Test
Result	✓ Passed

Hardware	Hard Drive
Hardware Type	ST500LT0 12-1DG142 SCSI Disk Device
Diagnostic Name	Random Seek Test
Result	✓ Passed

Hardware	Memory
Hardware Type	System Memory
Diagnostic Name	Address Test
Result	✓ Passed

Hardware	Memory
Hardware Type	System Memory
Diagnostic Name	Advanced Pattern Test
Result	✓ Passed

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Singapore

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- Site Map (<http://www.dell.com/content/topics/topic.aspx/ap/topics/main/en/sitemap?c=sg&l=en&s=bsd&cs=sbgsd1>)
- Dell Recycling (<http://support.dell.com/support/topics/topic.aspx/ap/shared/support/recycle/en/recycle?s=gen&c=sg&l=en&s=bsd&cs=sbgsd1>)
- Feedback

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