Networking Academy

Advanced Problems and Solutions for Hardware

Identify the Problem	Probable Causes	Possible Solutions
RAID cannot be found.	The external RAID controller is not receiving power.	Check the power connection to the RAID controller.
RAID cannot be found.	The BIOS settings are incorrect.	Reconfigure the BIOS settings for the RAID controller.
RAID cannot be found.	The RAID controller has failed.	Replace the RAID controller.
RAID stops working.	The external RAID controller is not receiving power.	Check the power connection to the RAID controller.
RAID stops working.	The RAID controller has failed.	Replace the RAID controller.
The computer exhibits slow performance.	The computer does not have enough RAM.	Install additional RAM.
The computer exhibits slow performance.	The computer is overheating.	Clean the fans or install additional fans.
The computer does not recognize a removable external drive.	The OS does not have the correct drivers for the removable external drive.	Download the correct drivers for the drive.
The computer does not recognize a removable external drive.	The USB port has too many attached devices to supply adequate power.	Attach external power to the device or remove some of the USB devices.
After updating the BIOS firmware, the computer will not start.	The BIOS firmware update did not install correctly.	Restore the original firmware from the onboard backup if one is available.
After updating the BIOS firmware, the computer will not start.	The BIOS firmware update did not install correctly.	If the motherboard has two BIOS chips, the second BIOS chip can be used.
After updating the BIOS firmware, the computer will not start.	The BIOS firmware update did not install correctly.	Contact the motherboard manufacturer to obtain a new BIOS chip.
The computer reboots without warning, locks up, or displays error messages or the BSOD.	RAM is failing.	Test each RAM module to determine if they are operating correctly.
The computer reboots without warning, locks up, or displays error messages or the BSOD.	The front-side bus is set too high.	Reset to the factory default settings of the motherboard.
The computer reboots without warning, locks up, or displays error messages or the BSOD.	The front-side bus is set too high.	Lower the FSB settings.

Identify the Problem	Probable Causes	Possible Solutions
The computer reboots without warning, locks up, or displays error messages or the BSOD.	The CPU multiplier is set too high.	Lower the multiplier settings.
The computer reboots without warning, locks up, or displays error messages or the BSOD.	The CPU voltage is set too high.	Lower the CPU voltage settings.
After upgrading from a single core CPU to a multi-core CPU, the computer runs slower and only shows one CPU graph in Task Manager.	The BIOS does not recognize the multi-core CPU.	Update the BIOS firmware to support the multi-core CPU.