

Expected Issue

Computer will not boot into the desktop. When turning the computer on from the standby sleep approach it more often it will minutes the computer screen flashes loading up. In the weeks preceding the client reports that the computer is working "fuzzy" sometimes loading up for no reason. The client believed that the computer might be a victim of viruses and malicious software attack. The consultant did not make any difference.

Diagnosis

There are two causes based with the computer hardware that were causing the problem:

1. One of the memory modules malfunctioning. The client's computer memory was composed of the modules and quite a few computer and the rest computer functioning then started displaying many of the same issues the client reported experiencing. The computer would lock up at random times and generally was unstable.
2. Hard drive has numerous bad sectors. This is the reason the computer would not boot up.

Resolution

Although only one memory module is bad, both need to be replaced. Memory modules of this type need to be "matched" pairs in replacing only one module is not an option. I would also recommend that the memory modules are be increased to the maximum allow using the motherboard figures. The cost of both has fallen dramatically over the past few years and increasing RAM size is one of the easiest ways to increase the performance of a computer.

The hard drive will also need to be replaced. The bad sectors on the hard drive can be mapped and skipped over by the operating system but it is highly likely that additional sectors will corrupt before long. Now the best approach is the size of the hard drive is smaller and will add very little if any additional cost. Migrate out all of the data from the bad hard drive should the data be saved and transferred to the new hard drive.