

**Buyer:** Hello friends one of the boards is Good as I tested my ram and my processor etc. the other board beeps in error when I use ram slots 1 and 2 it only works when ram is inserted in module 3 and 4. I am attaching pics of the Good board. So you know my parts are good. Tell me what can we do? I could attach a video too if you need.

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Hello,

I'm sorry to hear that you're having RAM issues with one of the boards you purchased.

If you don't mind, I would like to confirm some information from the Intel Desktop DH67BL Product Guide (manual) regarding RAM compatibility and placement. The questions I'm asking are covering all bases to make sure we're on the same page of what you're working with.

1) When you say "slot 1" or "slot 3" etc., do you mean the DIMM slot # or slot # in order of the board?

2) Are all sticks 4GB at maximum? That is a requirement for this board.

3) Are all sticks single channel, dual channel, or a mixture of both?

4) Are they all the same speed?

5) Just confirming what I know about placement on this motherboard so that we're on the same page.

Channel A: Black is DIMM 3 and Blue is DIMM 1.

Channel B: Black is DIMM 4 and Blue is DIMM 2.

#### Two DIMMS

Install a matched pair of DIMMs equal in speed and size (see Figure 12) in the blue socket of channel A (DIMM 1) and channel B (DIMM 2).

#### Three DIMMs

If you want to use three DIMMs in a dual-channel configuration, install a matched pair of DIMMs equal in speed and size in DIMM 1 and DIMM 3 of channel A. Then install another DIMM equal to the speed and total size of the DIMMs installed in channel A in either DIMM 2 or DIMM 4 of channel B.

#### Four DIMMS

If additional memory is to be used, install another matched pair of DIMMs (see Figure 13) in the black socket of channel A (DIMM 3) and channel B (DIMM 4).

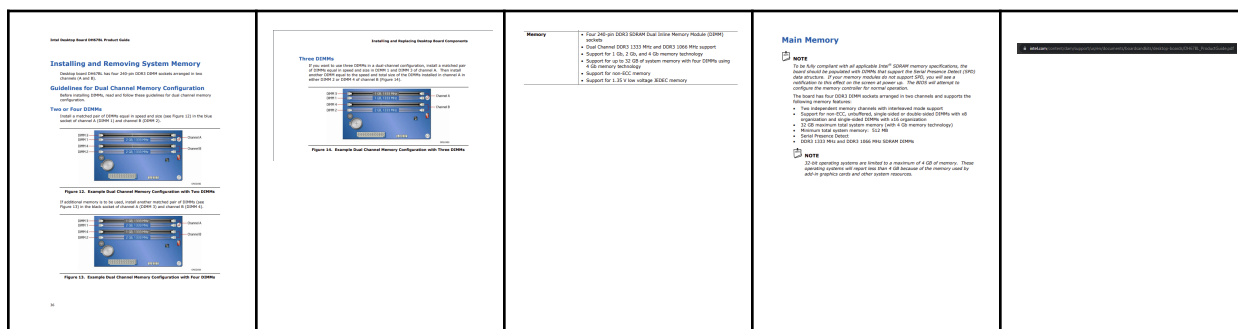
Install a matched pair of DIMMs equal in speed and size (see Figure 12) in the blue socket of channel A (DIMM 1) and channel B (DIMM 2).

I've also attached screenshots of the memory section of the manual.

If you could respond to my inquiries in order, that would help me with troubleshooting.

Thanks,

Melanie  
Technician Manager  
BitRemedy



**Buyer:** Thanks you! I will follow your instructions and keep you posted. I also procured the board manual and I will perform the t/s tonight.

Hello,

We're here to help! Just so that you are aware, we are only open Monday-Friday and our end of day is at 6PM MDT. If I don't get back to you by then, I'll definitely get back to you by Monday.

Thanks,

Melanie  
Technician Manager  
BitRemedy

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**Buyer:** Thank you! You guys are definitely pro.

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**Buyer:** I've tested all 4 of the ram sticks you shipped to me. Two Samsung PC4-2133P, and two Crucial PC4-2133P in two known good Dell Precision T3620 Workstation. Each of these workstations came with two 8GB PC4-2133 ram sticks and worked perfectly. I just wanted to add and additional 16GB to each of these workstations. When I plugged in your ram in each of them I got amber flashing power switch LED in the pattern 2-7-2-7, which according to Dell's information indicates RAM error. I tried each of your ram sticks individually and in matched and mixed pairs in every RAM slot combination. I even put all 4 of them in a single machine and got the same 2-7-2-7 flashing pattern. The only logical conclusion is that these ram sticks are bad. They were either untested before they were shipped or were accidentally pulled from a pile of RAM that had been tested bad. In any case, all 4 of them are not functional. When I put my own RAM back in the T3620's the machines fire right up. So, I am willing to take a refund or replacement with known good RAM sticks if you have them. If not I will ask for a refund. I've attached a picture of the ram sticks you sent me positioned in the same order as your original picture from the listing.

Hello,

I apologize for the late response. We received your first message within business hours, but the other two were after hours. We are Monday-Friday 10AM-6PM Mountain Standard. I'm not sure why your message was not responded to by our Customer Service Representative, but I noticed them this morning and wanted to step in. I do want to clarify that these RAM sticks were pulled directly from working machines prior to being listed.

I would like to clarify a few things. Are your existing RAM sticks also ECC RAM? I do see that these workstations are compatible with both ECC and Non-ECC RAM.

I'm not familiar with the BIOS settings available in these workstations, but I would like to ask if there is an option to enable or disable the use of ECC RAM.

Thanks,

Melanie  
Technician Manager

**Buyer:** Thanks for the response. I was probably a little antsy about getting 4 ram sticks that were all bad. The current RAM sticks that work are PC4-2133p which makes them ECC. In the documentation for the Dell Precision T3620 Workstations they say they will work with both ECC and non-ECC ram, but not mixed. And the ram capacity can't go to 96GB with non-ECC RAM. I don't have any servers that use PC4 RAM at all. But if the manual for the T3620 says it will work with PC4-2133p ECC or non-ECC, your ram sticks should work in the machine if no other RAM type is used. Whether I used one 8GB stick or all 4 slots filled with the RAM you sent me, they should work in the T3620.

I've attached pictures of my current RAM sticks that work. They also show that they are PC4-2133p. So if there is a BIOS setting to enable or disable ECC ram, it would obviously be set properly for PC4-2133p RAM.

Hello,

Sorry for the delayed response. I wear a lot of hats. That's what I was going to ask next since ECC and non-ECC cannot be utilized together. Always have to start with the basics before working my way up the troubleshooting chain.

However, I discovered the problem. The pictures of the ECC RAM you sent me of your RAM are dual rank (2Rx8). If your machine requires 2Rx8 and you put in 1Rx4, they're not going to work because they're single rank and yours requires dual rank RAM.

I've gone ahead and attached a return label to this listing. Please let me know if I can be of any further assistance.

Thanks,

Melanie  
Technician Manager  
BitRemedy

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Hello,

I'm reaching out to you regarding your return request. Just wanted to clear things up, this motherboard was not advertised as having a dedicated graphics chip. as there are integrated graphics from the Intel i5-4210U (Intel HD Graphics 4400). A dedicated graphics chip is not standard on all Latitude E5440 machines.

If you're replacing an E5440 motherboard with a dedicated graphics chip, you would need to use the exact part number from that motherboard. These are typically silk screened on the motherboard. It will say Dell P/N and will have a six-digit alphanumeric code underneath. I have attached an example photo from our listing.

I hope this information helps with your future Dell motherboard purchases.

Thanks,

Melanie  
Technician Manager  
BitRemedy

**Buyer:** Thanks for the quick reply. I'm replacing the motherboard and then selling the laptop. If you think this motherboard will work without the Graphics chip, then I'll keep it. However, if I install the motherboard and it still needs the graphics chip - I'll want to return it.

Hello,

It will work without a graphics chip because there are integrated graphics in the i5-4210U. Most modern Intel CPUs have integrated graphics built in.

As well, this requires DDR3L RAM. I would suggest making sure that you use \*dual rank (2Rx8)\* DDR3L RAM. I have attached photos of the physical differences between single rank (1Rx8)/green stick and dual rank (2Rx8)/blue stick.

Hope this helps.

Thanks,

Melanie  
Technician Manager  
BitRemedy

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Hello,

I'm sorry to hear that this graphics card is not working out for you. If you don't mind, I'd like to ask you a few questions.

1) Is the GPU completely seated in the PCI-e slot? The pictures you've shown tends to result in this type of behavior. I would not consider this artifacting as it's not displaying across the entire screen.

2) Are you daisy chaining extending cables to the power supply? This could prevent the appropriate amount of power being reached from the power supply.

3) Are you using DVI, HDMI, or Display Port? Are you using an HDMI splitter?

4) Have you updated the drivers after installing the graphics card?

If you share the desktop specs (CPU, RAM, PSU, any additional peripherals that can be pulling power) I would be able to assist you more effectively in troubleshooting.

Thanks,

Melanie  
Technician Manager  
BitRemedy

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Scenario - Gigabyte motherboard is issuing a 55 error code and the buyer is unable to get the device to reach POST. I stepped in after hearing the CS Rep discuss the scenario with our Desktop Technician. For some reason, despite having an error code that's specific for RAM, they were trying to say that the buyer needed to do a BIOS update.

There was a miscommunication between our CS Rep and the Desktop Tech regarding what specs the buyer was running. The buyer had two compatible CPUs that are in the same revision as the CPU that was used to originally test this board.

It also didn't help that the buyer only spoke Spanish, so Google Translate to the rescue.

|                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Hola,</p> <p>Según el manual de Gigabyte, el código de error 55 es un error de memoria/RAM.</p> <p>¿Puedes enviarme una foto de la memoria RAM que estás usando?</p> <p>En su otra foto, muestra que tanto el botón del modo Eco como el del modo OC se están</p> | <p>Hello,</p> <p>According to the Gigabyte manual, error code 55 is a memory/RAM error.</p> <p>Can you send me a picture of the RAM you are using?</p> <p>In your other photo, it shows that both the Eco mode button and the OC mode button are lighting up. Did you press these buttons to turn them off?</p> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

iluminando. ¿Has pulsado estos botones para que se apaguen?

Gracias,

Melanie  
Gerente Técnico  
BitRemedy

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**Buyer:**  
Te explique que sin memoria y con memoria puesta da El error.

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Correcto, sin embargo, hay una lista de memoria específica de Gigabyte que indica qué es y qué no es compatible. Estos son detalles que pueden ser importantes en cuanto a por qué está recibiendo un error de memoria. Por eso pido una foto.

Melanie  
Gerente Técnico  
BitRemedy

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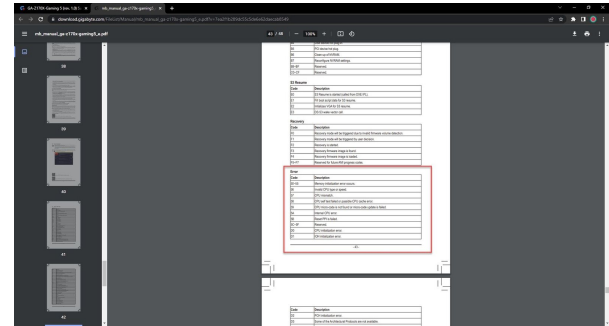
**Buyer:** Cuando se encienden las dos luces se apaga la motherboard

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Esta placa base se probó con un i3-6100 que es BIOS versión F2. Dijo que ha utilizado un i7-6700K que también es de la versión F2 del BIOS. Es por eso que actualmente estoy descartando actualizar el BIOS hasta profundizar más en el código de error de Gigabyte.

Thank you,

Melanie  
Technical manager  
BitRemedy



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**Buyer:** I explained to you that without memory and with memory on it gives the error

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Correct, however, there is a list of Gigabyte specific memory that indicates what is and is not supported. These are details that may be important as to why you are getting an out of memory error. That's why I ask for a photo.

Melanie  
Technical manager  
BitRemedy

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**Buyer:** When both lights come on, the motherboard turns off.

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This motherboard was tested with an i3-6100 which is BIOS version F2. You said you have used an i7-6700K which is also BIOS version F2. That's why I'm currently ruling out updating the BIOS until I dig deeper into the Gigabyte error code.

Si hay un error de RAM, la placa base no se encenderá. El tipo de RAM que está utilizando junto con la ubicación serán importantes. Ya sea que se trate de rango único, rango doble, velocidad y/o voltaje, se tendrá en cuenta en esto. Si la placa base le está dando un error, entonces es ahí donde debemos investigar más.

Si puede enviarme una foto de la RAM, puedo ayudarlo mejor a diagnosticar/revisar la documentación proporcionada por Gigabyte.

Melanie  
Gerente Técnico  
BitRemedy

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**Buyer:** Y no sale imagen del bios para poder hacer algo Pero El codigo me lo esta Dando sin la memoria puesta

-

Si no hay RAM, obtendrá ese código de error.

Si hay RAM instalada y aparece ese código de error, es un problema de RAM.

Si la memoria RAM no está instalada en las ranuras correctas según sus especificaciones técnicas o si, por alguna razón, es incompatible, obtendrá ese error.

Melanie  
Gerente Técnico  
BitRemedy

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If there is a RAM error, the motherboard will not power on. The type of RAM you are using along with the location will matter. Whether it's single range, dual range, speed and/or voltage will factor into this. If the motherboard is giving you an error, then that is where we need to investigate further.

If you can send me a picture of the RAM I can better help you diagnose/review the documentation provided by Gigabyte.

Thanks,

Melanie  
Technician Manager  
BitRemedy

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**Buyer:** But the code is giving it to me without the memory on And the bios image does not come out to be able to do something

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If there is no RAM then you're going to get that error code.

If there is RAM installed and you get that error code, it's a RAM issue.

If RAM is not installed in the correct slots based on its technical specifications or is for whatever reason is incompatible, you're going to get that error.

Thanks,

Melanie  
Technician Manager  
BitRemedy

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**Buyer:** When I get home I'll try another memory, thanks

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**Buyer:** Cuando llegue a la casa voy a probar con otra memoria, gracias

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Le envío una traducción del manual de Gigabyte sobre la instalación de RAM y el diagrama de instalación de RAM para esta placa base.

#### Instalación de la memoria

Lea las siguientes pautas antes de comenzar a instalar la memoria:

- Asegúrese de que la placa base admita la memoria. Se recomienda utilizar memoria de la misma capacidad, marca, velocidad y chips. (Visite el sitio web de GIGABYTE para conocer las últimas velocidades de memoria y módulos de memoria admitidos).
- Siempre apague la computadora y desenchufe el cable de alimentación del tomacorriente antes de instalar la memoria para evitar daños al hardware.
- Los módulos de memoria tienen un diseño infalible. Un módulo de memoria se puede instalar en una sola dirección. Si no puede insertar la memoria, cambie la dirección.

#### Configuración de memoria de doble canal

Esta placa base proporciona cuatro zócalos de memoria y es compatible con la tecnología de doble canal. Después de instalar la memoria, el BIOS detectará automáticamente las especificaciones y la capacidad de la memoria. Habilitar el modo de memoria de doble canal duplicará el ancho de banda de la memoria original.

I am sending you a translation of the Gigabyte manual on RAM installation and the RAM installation diagram for this motherboard.

#### memory installation

Please read the following guidelines before you begin to install memory:

- Make sure the motherboard supports the memory. It is recommended to use memory of the same capacity, brand, speed and chips. (Please visit the GIGABYTE website for the latest memory speeds and supported memory modules.)
- Always turn off the computer and unplug the power cord from the electrical outlet before installing memory to prevent hardware damage.
- Memory modules have a foolproof design. A memory module can be installed in only one direction. If you can't insert the memory, please change the address.

#### Dual channel memory configuration

This motherboard provides four memory sockets and supports dual-channel technology. After you install the memory, the BIOS will automatically detect the specifications and capacity of the memory. Enabling dual channel memory mode will double the original memory bandwidth.

The four memory sockets are divided into two channels, and each channel has two memory sockets as follows:

Channel A: DDR4\_2, DDR4\_4  
Channel B: DDR4\_1, DDR4\_3

Due to CPU limitations, please read the following guidelines before installing memory in dual-channel mode.

1. Dual channel mode cannot be enabled if

Los cuatro zócalos de memoria se dividen en dos canales y cada canal tiene dos zócalos de memoria de la siguiente manera:

Canal A: DDR4\_2, DDR4\_4

Canal B: DDR4\_1, DDR4\_3

Debido a las limitaciones de la CPU, lea las siguientes pautas antes de instalar la memoria en el modo de doble canal.

1. El modo de doble canal no se puede habilitar si solo se instala un módulo de memoria.

2. Al habilitar el modo de doble canal con dos o cuatro módulos de memoria, se recomienda usar e instalar memoria de la misma capacidad, marca, velocidad y chips en los mismos zócalos de colores.

Thanks,

Melanie  
Technician Manager  
BitRemedy

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**Buyer:**

Buenos dias todo bien cambie El cpu y puse una ram de 2133 mhz y arranco, muchas gracias por su ayuda

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¡De nada! Me alegro de que hayas podido hacerlo funcionar.

Los mejores deseos,

Melanie  
Gerente Técnico

only one memory module is installed.

2. When enabling dual-channel mode with two or four memory modules, it is recommended that you use and install memory of the same capacity, brand, speed, and chips in the same colored sockets.

Thanks,

Melanie  
Technician Manager  
BitRemedy

#### 1-4 Installing the Memory

- Read the following guidelines before you begin to install the memory:
- Make sure that the motherboard supports the memory. It is recommended that memory of the same capacity, brand, speed, and chips be used. (Go to GIGABYTE's website for the latest supported memory speeds and memory modules.)
  - Always turn off the computer and unplug the power cord from the power outlet before installing the memory to prevent hardware damage.
  - Memory modules have a footproof design. A memory module can be installed in only one direction. If you are unable to insert the memory, switch the direction.

#### Dual Channel Memory Configuration

This motherboard provides four memory sockets and supports Dual Channel Technology. After the memory is installed, the BIOS will automatically detect the specifications and capacity of the memory. Enabling Dual Channel memory mode will double the original memory bandwidth.



Please visit GIGABYTE's website for details on hardware installation.

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The four memory sockets are divided into two channels and each channel has two memory sockets as following:  
→ Channel A: DDR4\_2, DDR4\_4  
→ Channel B: DDR4\_1, DDR4\_3

#### Dual Channel Memory Configurations Table

|           | DDR4_4 | DDR4_2 | DDR4_3 | DDR4_1 |
|-----------|--------|--------|--------|--------|
| 2 Modules | --     | DS/SS  | --     | DS/SS  |
|           | DS/SS  | --     | DS/SS  | --     |
| 4 Modules | DS/SS  | DS/SS  | DS/SS  | DS/SS  |

(DS=Single-Sided, SS=Double-Sided, --=No Memory)

Due to CPU limitations, read the following guidelines before installing the memory in Dual Channel mode.

1. Dual Channel mode cannot be enabled if only one memory module is installed.
2. When enabling Dual Channel mode with two or four memory modules, it is recommended that memory of the same capacity, brand, speed, and chips be used and installed in the same colored sockets.

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**Buyer:** Good morning, all good, I changed the cpu and put a 2133 mhz ram and it started, thank you very much for your help

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No problem! I'm glad you were able to make it work.

Best wishes,

Melanie

|           |                                |
|-----------|--------------------------------|
| BitRemedy | Technical manager<br>BitRemedy |
|-----------|--------------------------------|

Buyer: Hi, I install the board that I received last night, but it did not work. The circuit for the hard drive is not working. It says boot drive is not found, & does not boot any further than the bios. I checked the bios & it is set to start the boot from the hard drive, so that looks correct, but it is not seeing the hard drive. I checked the connections several times, cleaned the connections where the hard drive attaches to the board, but still nothing. I know the hard drive is good & you can hear it spinning. On my old board the modem circuit went bad so everything was working with the exception I could not connect with the internet.  
Larry

-

I'm sorry to hear you're having troubles with the board not finding your boot device. If you don't mind, I would like to confirm a few things. The questions I'm asking are covering all bases to make sure we're on the same page of what you're working with.

- 1) Is the boot device showing in the BIOS?
- 2) Do you know if you're running a Legacy or UEFI version of Windows? If you're able to see the partitions of the HDD, MBR is Legacy and UEFI is GPT.
- 3) What are the current boot settings? Do you have Legacy CSM, UEFI hybrid, or UEFI enabled?
- 4) Do you have Secure Boot enabled or disabled?

If you could answer these questions in order, it would help me better assist you with troubleshooting.

Thanks,

Melanie  
Technician Manager  
BitRemedy

-

Buyer: Hi,

Answers to questions:

1 yes, boot from HDD is number 1

2&3 I can't see partitions in HDD. In Bios legacy is disabled & uefi is enabled. Both are grayed out and not available to change.

4. Secure boot control is enabled.

-

Hello,

Have you adjusted any of the boot settings in the BIOS?

Did you try disabling Secure Boot? Sometimes changing this setting will allow you to make other adjustments. Same thing goes for setting an Administrator password.

Have you tried setting BIOS settings to default?

Thanks,

Melanie

Technician Manager

BitRemedy

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Buyer: Hi Melanie,

I disabled secure boot & changed to Legacy & that did work. Thank you!