

TROUBLESHOOTING

The system is built to last long and perform its multi-functions with utmost efficiency. It is also user-friendly, both in its normal operations and when it encounters a system problem. It alerts you to possible problems by way of screen messages that also give you the correct instructions to solve the problem.

This chapter offers some possible solutions to potential problems that you might have with the computer.

Determining Problem Causes

To facilitate troubleshooting when encountering problems while operating the computer, it is important to find out if the cause is software-related or hardware-related. It is suggested that you record the observations of events immediately prior to and during the time you encounter the problem.

If the problem is software-related, consult the software manual of the application you are using. If the problem is hardware-related, it may be due to improper installation and/or incorrect configuration. If it is due to improper installation, then any or a combination of the following corrective procedures should solve the problem:

- Check the installation or connection to see if it is correctly done or firmly in place.
- Check if the installation calls for a change in jumper settings or DIP switch settings.
- Read the document accompanying the hardware option you installed for any special instructions or troubleshooting actions.

BIOS-Related Errors

When BIOS detects an error during system startup or during POST (Power-On-Self-Test), the display monitor normally shows the message that tells the cause of the problem and also suggests on how to solve it. These kinds of error messages will ask you to run Setup and correct the settings in that program according to actual configuration. (Please read Chapter 4 on BIOS Setup.)

The following information lists some of the common configuration-related errors and gives the corresponding procedures to solve them.

Error Message: CMOS BATTERY HAS FAILED

Cause: The CMOS battery is no longer functional.

Action: Replace it.

Error Message: CMOS CHECKSUM ERROR

Cause: BIOS checksum of CMOS is incorrect. This may be caused by a weak battery.

Action: Check the battery and replace it, if necessary.

Error Message: DISK BOOT FAILURE, INSERT SYSTEM DISK AND PRESS ENTER

Cause: No boot device was found.

Action: Insert a system disk into Drive A and press <Enter> key. If you boot from the hard disk, make sure that the controller is installed properly and all cables are correctly attached.

Error Message: DISK DRIVES OR TYPES MISMATCH ERROR – RUN SETUP

Cause: The type of disk drive installed in the system is different from that defined in CMOS.

Action: Run Setup to reconfigure disk drive type.

Error Message: DISPLAY SWITCH IS SET INCORRECTLY

Cause: Display switch on the mainboard is set at color. This message indicates a different switch setting than indicated in Setup.

Action: First, determine the correct setting; then either change the jumper setting, or run Setup to re-select a proper video option.

Error Message: DISPLAY TYPE HAS CHANGED SINCE LAST BOOT

Cause: Since the last power-on of the system, the display adapter has changed.

Action: Run Setup to re-select a proper video option.

**Error Message: ERROR ENCOUNTERED INITIALIZING HARD DRIVE
/ ERROR INITIALIZING HARD DISK CONTROLLER**

Cause: Hard disk cannot be initialized.

Action: Ensure that the hard disk controller is installed properly and all cables are properly connected. Ensure the correct hard disk type is set in the BIOS Setup. Check that if any jumper related to the hard disk needs to be reconfigured.

**Error Message: FLOPPY DISK CNTRLR ERROR
/ NO CNTRLR ERROR / NO CNTRLR PRESENT**

Cause: Cannot find or initialize the floppy disk drive (FDD) controller.

Action: Ensure that the FDD controller is installed properly. If no floppy disk drive is installed, run Setup and set the Diskette Drive at NONE.

Error Message: KEYBOARD ERROR / NO KEYBOARD PRESENT

Cause: Cannot initialize the keyboard.

Action: Make sure the keyboard is attached properly and that no keys are being pressed during boot.

Error Message: MEMORY SIZE HAS CHANGED SINCE LAST BOOT

Cause: Memory has been added or removed since last bootup but system has not recognized it.

Action: Run Setup and enter the new memory size in the memory fields.

Error Message: MEMORY VERIFY AT . . .

Cause: Indicates an error verifying a value already written to memory.

Action: Use the specified location along with the system's memory map to locate the bad chip.

Error Message: PRESS A KEY TO REBOOT

Cause: This message is displayed when an error occurs that requires you to reboot.

Action: Press any key so that the system will reboot.

Error Message: PRESS F1 TO DISABLE NMI, F2 TO REBOOT

Cause: BIOS detects a Non-Maskable Interrupt condition.

Action: Press **F1** to disable NMI or **F2** to reboot the system without disabling NMI.

Error Message: RAM – CHECKING FOR SEGMENT . . .

Cause: Indicates an error in the RAM module.

Action: Change the malfunctioning RAM module.

Error Message: SYSTEM HALTED, (CTRL-ALT-DEL) TO REBOOT

Cause: Indicates the present boot attempt has been aborted and the system must be re-booted.

Action: Press <CTRL> + <ALT> + keys simultaneously.