

Re: Software will not run with more than 512MB RAM installed

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2004-08/7007.html

From: TJ (tj_at_notreal.com)

Date: 08/22/04

Date: Sun, 22 Aug 2004 18:30:20 GMT

Sounds more like a hardware problem – the second chip is flakey. Try running Memtest86 with both dimms installed. www.memtest86.com

"Tklop" <Tklop@discussions.microsoft.com> wrote in message news:F822459B-4BCA-4E36-80C4-FC859E301D54@microsoft.com...

> *Here's the problem:*

>

> *The following error message appears every time I attempt to open a particular piece of software. This is an exact copy, including all punctuation:*

>

> -----

> *Run-time error '2004':*

>

> *Out of memory.*

> -----

>

> *The software in question is titled:*

>

> -----

> *Reparaturanleitung*

> *BMW 628csi-M635i, Baujahr 75-89*

>

> *Repair Manual*

> *BMW 628csi-M635i, Model 75-89*

> -----

>

> *It was published by BMW Mobile Tradition, printed 1/2002.*

>

> *The CD-ROM is marked with the following, which appears to be a product identification number:*

> *D-80788*

>

> *The software is a BMW repair manual on CD-ROM, with both English language and German language formats. Although the illustrations used are PDF*

format,

> *they are not organized or numbered in any particular order. Also the text is*

> *not PDF, so although a picture is worth a thousand words, it's hard to diagnose or repair a car without written instructions...*

>

> *The software is organized as a some sort of database, which links the*

> *technical information, illustrations, etc. by a system which resembles*

> *internet hot-links (for lack of a better description), based upon the*

> *topic*

> *of interest selected from various menus.*

>

> *The back cover has the following requirements/compatibility list:*

>

> -----

> *Operating System:*

> *Windows 95, Windows 98,*

> *Windows NT 4.0, Windows NT 2000*

> *Windows ME, Windows XP*

>

> *RAM:*

> *32MB*

>

> *Graphic:*

> *High Color (mind. 32768)*

>

> *CD-ROM Drive:*

> *8-x Geschwindigkeit / Speed*

> -----

>

> *This is my computer's current configuration info* (taken from msinfo32):*

>

> -----

> *OS Name Microsoft Windows XP Professional*

> *Version 5.1.2600 Service Pack 1 Build 2600*

> *OS Manufacturer Microsoft Corporation*

> *System Name [XXXXXXXX]*

> *System Manufacturer Dell Computer Corporation*

> *System Model Dimension 4550*

> *System Type X86-based PC*

> *Processor x86 Family 15 Model 2 Stepping 7 GenuineIntel ~2524 Mhz*

> *BIOS Version/Date Dell Computer Corporation A08, 9/23/2003*

> *SMBIOS Version 2.3*

> *Windows Directory C:\WINDOWS*

> *System Directory C:\WINDOWS\System32*

> *Boot Device \Device\HarddiskDmVolumes\[XXXXXXXX]\Volume1*

> *Locale United States*

> *Hardware Abstraction Layer Version = "5.1.2600.1106 (xpsp1.020828-1920)"*

> *User Name [XXXXXXXX]\[XXXXXXXX]*

> *Time Zone Eastern Daylight Time*

> *Total Physical Memory 1,024.00 MB*

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- > Available Physical Memory 644.13 MB
- > Total Virtual Memory 3.40 GB
- > Available Virtual Memory 2.80 GB
- > Page File Space 2.40 GB
- > Page File C:\pagefile.sys

> -----

- >
- > *NOTE: I edited the identifiable information from the text above when
- > copying, but otherwise it is exact.

> -----

- >
- > WHAT I HAVE ALREADY TRIED:

- >
- > 1. Attempted to install CD-ROM Repair manual to other computers.
Installed
> on 1 XP Laptop with 512MB RAM, no error. Installed on 1 Windows 2000
Desktop
> with 64MB RAM, no error.
- >
- > 2. Backed up all files I wanted to keep, scanned them with Norton
AntiVirus
> Corporate, then put them aside.
- >
- > 3. Completely wiped both my hard drives, including writing zeros to the
> entire disks surfaces to ensure I had no leftover corruption.
- >
- > 4. Reinstalled Windows XP Professional, with no additional software--just
> my basic drivers, and the software with the problem. Error message
remained.
- >
- > 5. Downloaded and installed all available "Windows Update" files, service
> packs, etc. Error message remained.
- >
- > 6. Reinstalled the Windows XP Home edition which came with my computer,
> configured it as in numbers 3 and 4. Error message remained.
- >
- > 7. Completed steps 2 thru 4 above again, then removed one of my 512MB
> DIMMS. Error message was not displayed, and the program worked fine.
- >
- > 8. Reinstalled the second 512MB DIMM, and the error message returned.
- >
- > 9. Downloaded and installed every patch for "Visual Basic" I could find
here
> at Microsoft (which seemed to be related to Run-time or Out of Memory
> errors). Error message remained.
- >
- > 10. Reinstalled the rest of my drivers, software, etc., and put my
> backed-up files back on the hard drives.
- >
- > 11. Contacted Dell Support's Online Assistance. The technician worked

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with

> *me online for about an hour and a half, but couldn't solve this either.*

>

> *12. Attempted various "Virtual Memory" settings. Set virtual memory to the*

> *maximum allowable amount for each of my basic hard drive volumes, as well as*

> *my third "Striped" drive, but the error continues, as long as I have more than 512MB of RAM.*

>

> *13. Contacted the product's vendor via e-mail. Still awaiting a response.*

>

> -----

>

> *As best as I can tell, the software was developed using an older version of*

> *"Microsoft Visual Basic for Applications" version 6.0 (I'm not sure exactly*

> *which variant of 6.0 it is). There are DLL files from MVBfA, and .gid*

> *database files which also are associated with MVBfA on the CD-ROM.*

>

> *I don't want to keep opening my case repeatedly, to connect and disconnect*

> *my memory cards, since the additional RAM accelerates many of the other*

> *programs I enjoy.*

>

> QUESTIONS:

>

> *1. Is there any other way to fix this? Everything I've found on*

> *Microsoft's site applies to older versions of Windows. I can't seem to*

> *locate a solution for XP.*

>

> *2. Is there any way to temporarily "Switch off" or "Disable" one of the*

> *DIMMS electronically, then "Re-Enable" after I'm done with this particular*

> *software?*

>

> *3. Does anyone know: Has Microsoft addressed this issue yet--or do they*

> *plan to?*

>

> *4. Can someone fill me in on how Microsoft's Online support works?*

> *a. Do you have to pay for on-line assistance--even if the problem is*

> *caused by the incompatibility of Microsoft's own products?*

> *b. What if the technician can't fix the problem? Do you have to pay for*

> *support--even when the problem can not be solved?*

> *c. Realistically, how much does it really cost?*

> *I. What if I spend one and a half hours on-line with their*

> *technician--like I did with Dell Support? How much would that cost me?*

>

> *I'm not gonna hold my breath on this one, but some of the advice I've seen*

> *here is quite impressive! Maybe one of you REAL tekkies can help me out!*

>

> *Thanks!*

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>

> *Tklop*