

Re: Ram Upgrade causes laptop to turn off?

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.perform_maintain/2006-01/msg00476.htm

- *From:* Des <ontherock@xxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 13 Jan 2006 18:39:01 -0800
-

MY APOLOGIES!

I took the 1gb out, ran Norton, and it also turned off on it's own when it was about half way through doing the a virus scan!!!!!!!!!!!!!!!!!!!!!!

So, it's not the new RAM. I'll put the 1Gb back in.

Believe it or not, the 1 year warranty from Toshiba expired today!!!!!!!!!!!!!!!!!!!!!!

Anyhow, This is the system:

Computer

Operating System Microsoft Windows XP Home Edition
OS Service Pack Service Pack 2
DirectX 4.09.00.0904 (DirectX 9.0c)
Computer Name LAPTOP (Laptop)

Motherboard

CPU Type Mobile Intel Pentium 4 532, 3066 MHz (23 x 133)
Motherboard Name TOSHIBA Satellite A70
Motherboard Chipset ATI Mobility Radeon 9000 IGP
System Memory 448 MB (DDR SDRAM)
BIOS Type Phoenix (11/16/04)
Communication Port Printer Port (LPT1)

Display

Video Adapter ATI MOBILITY RADEON 9000 IGP (64 MB)
Video Adapter ATI MOBILITY RADEON 9000 IGP (64 MB)
3D Accelerator ATI Mobility Radeon 9000/9100 IGP (RS300M)
Monitor Plug and Play Monitor [NoDB] (1430114)

Multimedia

Audio Adapter ATI SB200 – AC'97 Audio Controller

Storage

IDE Controller Standard Dual Channel PCI IDE Controller
SCSI/RAID Controller ENE PCI Memory Stick Card Reader Controller

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SCSI/RAID Controller ENE PCI Secure Digital Card Reader Controller
SCSI/RAID Controller ENE PCI SmartMedia / xD Card Reader Controller
Disk Drive IC25N060ATMR04-0 (60 GB, 4200 RPM, Ultra-ATA/100)
Optical Drive MATSHITA DVD-RAM UJ-820S (DVD+RW:2.4x/2.4x, DVD-RW:4x/2x,
DVD-RAM:2x, DVD-ROM:8x, CD:16x/8x/24x DVD+RW/DVD-RW/DVD-RAM)
SMART Hard Disks Status OK

Partitions

C: (NTFS) 57231 MB (47442 MB free)

Input

Keyboard Standard 101/102-Key or Microsoft Natural PS/2 Keyboard
Mouse Alps Pointing-device
Mouse Logitech HID-compliant Cordless Mouse

Network

Network Adapter Atheros AR5004X Wireless Network Adapter (192.168.0.100)
Network Adapter Realtek RTL8139/810x Family Fast Ethernet NIC
Modem TOSHIBA Software Modem

Peripherals

Printer EPSON Stylus Photo R800
Printer HP DeskJet 820Cxi
Printer Samsung ML-2010 Series
USB1 Controller ATI SB200 - USB Controller
USB1 Controller ATI SB200 - USB Controller
USB2 Controller ATI SB200 - USB 2.0 Controller
USB Device Logitech Cordless USB Mouse
Battery Microsoft AC Adapter
Battery Microsoft ACPI-Compliant Control Method Battery

Field Value

Motherboard Properties
Motherboard ID <DMI>
Motherboard Name TOSHIBA Satellite A70

Front Side Bus Properties

Bus Type Intel NetBurst
Bus Width 64-bit
Real Clock 133 MHz (QDR)
Effective Clock 533 MHz
Bandwidth 4266 MB/s

Memory Bus Properties

Bus Type DDR SDRAM
Bus Width 64-bit
Real Clock 200 MHz (DDR)
Effective Clock 400 MHz
Bandwidth 3200 MB/s

Chipset Bus Properties

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Bus Type ATI A-Link
Bus Width 8-bit
Real Clock 67 MHz (QDR)
Effective Clock 267 MHz
Bandwidth 267 MB/s

Field Value
BIOS Properties
BIOS Type Phoenix
System BIOS Date 11/16/04
Video BIOS Date 04/11/11

BIOS Manufacturer
Company Name Phoenix Technologies Ltd.
Product Information <http://www.phoenix.com/en/products/default.htm>
BIOS Upgrades <http://www.esupport.com/biosagent/index.cfm?refererid=40>

Thanks for your input.
Des

"Des" wrote:

- > Yes it does. When I removed the 1gb and it is only running on the
- > preinstalled 512, then it ran fine.
- >
- > It turned off again a few minutes ago while I was running an on-line virus
- > check from Trend Micro – not because I think this is a good service but
- > because I have not been able to run my Norton Anti virus! I have again looked
- > at the viewer and the logs do not recorded anything amiss.
- >
- > Funny, because it runs perfectly when surfing the web, emailing, writing
- > word documents etc for hours on end – it is only a problem when I run
- > lengthly Virus scan or Spybot scan, or now I have discovered an on-line scan!
- > Very strange.
- >
- > The preinstalled RAM I believe is from Kingston. On the Toshiba Canada site
- > I note that they only warranty their machines with Kingston upgrades.
- > Therefore, I assume the preinstalled is Kingston and I purchased the new 1 Gb
- > of Kingston.
- >
- > I will again remove the additional RAM and run Norton's again to be sure,
- > and I will find out what the motherboard info is.
- >
- >
- >
- > "Gerry Cornell" wrote:
- >
- >> Des
- >>
- >> Doe the problem go away if you remove the new RAM?

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>>
>> What is the make and model of the motherboard? What are
>> the details of the old and new RAM
>>
>> This freeware programme is excellent for getting information about your
>> computer:
>> Everest Home Edition (freeware)
>> <http://www.majorgeeks.com/download4181.html>
>>
>> Tip: To copy select Report, Quick Report, Plain Text, highlight required
>> text, right click and select copy. However, whilst this is fine for
>> posting small amounts of information into newsgroup messages
>> longer reports will irritate other newsgroup subscribers.
>>
>> --
>>
>> Hope this helps.
>>
>> Gerry
>> ~~~~
>> FCA
>> Stourport, England
>>
>> Enquire, plan and execute
>> ~~~~~
>>
>> "Des" <ontherock@xxxxxxxxxxxxxxxx> wrote in message
>> news:F4019770-25E3-4C64-865F-8AC173336960@xxxxxxxxxxxxxxxx
>>> Thank you.
>>> I have look over both the system and application logs and there are no
>>> warnings or error reports. there appears to be no record of the turn off.
>>> Only the running state, and then the new running state is recorded – no
>>> "off"
>>> For example, from the System log:
>>>
>>> Event Type: Information
>>> Event Source: Service Control Manager
>>> Event Category: None
>>> Event ID: 7036
>>> Date: 1/13/2006
>>> Time: 2:37:13 PM
>>> User: N/A
>>> Computer: LAPTOP
>>> Description:
>>> The HTTP SSL service entered the running state.
>>>
>>> For more information, see Help and Support Center at
>>> <http://go.microsoft.com/fwlink/events.asp>.
>>>
>>> Then, from the restart:
>>>

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>>>
>>> Event Type: Information
>>> Event Source: EventLog
>>> Event Category: None
>>> Event ID: 6009
>>> Date: 1/13/2006
>>> Time: 4:44:39 PM
>>> User: N/A
>>> Computer: LAPTOP
>>> Description:
>>> Microsoft (R) Windows (R) 5.01. 2600 Service Pack 2 Multiprocessor Free.
>>>
>>> For more information, see Help and Support Center at
>>> <http://go.microsoft.com/fwlink/events.asp>.
>>>
>>> There are more records in the log both before and after, but nothing the
>>> has
>>> been highlighted as an error or warning.
>>>
>>>
>>> "Gerry Cornell" wrote:
>>>
>>>> Des
>>>>
>>>>
>>>> Please check Event Viewer for Warning / Error Reports in
>>>> the System and Application logs for the time the machine
>>>> switches itself off and post copies.
>>>>
>>>> You can access Event Viewer by selecting Start, Administrative
>>>> Tools, and Event Viewer. When researching the meaning of the
>>>> error, information regarding Event ID, Source and Description
>>>> are important.
>>>>
>>>> HOW TO: View and Manage Event Logs in Event Viewer in Windows XP
>>>> <http://support.microsoft.com/default.aspx?scid=kb:en-us:308427&sd=tech>
>>>>
>>>> Part of the Description of the error will include a link, which you
>>>> should double click for further information. You can copy using
>>>> copy and paste. Often the link will, however, say there is no
>>>> further information.
>>>> <http://go.microsoft.com/fwlink/events.asp>
>>>> (Please note the hyperlink above is for illustration purposes only)
>>>>
>>>> A tip for posting copies of Error Reports! Run Event Viewer and
>>>> double click on the error you want to copy. In the window, which
>>>> appears is a button resembling two pages. Double click the
>>>> button and close Event Viewer. Now start your message (email)
>>>> and do a paste into the body of the message. This will paste the
>>>> info from the Event Viewer Error Report complete with links
>>>> into the message. Make sure this is the first paste after exiting

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>>>> from Event Viewer.
>>>>
>>>> --
>>>>
>>>> Hope this helps.
>>>>
>>>> Gerry
>>>> ~~~~
>>>> FCA
>>>> Stourport, England
>>>>
>>>> Enquire, plan and execute
>>>> ~~~~~
>>>>
>>>>
>>>> "Des" <ontherock@xxxxxxxxxxxxxxxx> wrote in message
>>>> news:EA17907A-D4F8-4994-9A89-B83AD0FC7165@xxxxxxxxxxxxxxxx
>>>>> My laptop, a Toshiba A70 (PSA70C-ML100E), has 512 RAM preinstalled. I
>>>>> recently purchased 1Gb PC2700 of Kingston RAM(kVR333X64SC25/1G) to run
>>>>> the
>>>>> machine at it's max capacity.
>>>>> It mostly runs beautifully, except...When I run a lengthy program such
>>>>> as
>>>>> a
>>>>> full scan on Norton's anti virus, or a lengthy scan of Spybot's S&D, my
>>>>> machine simply turns off!
>>>>> Is this a RAM problem? XP problem? Any direction or help would be
>>>>> appreciated.
>>>>> Des
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>>
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• *Follow-Ups:*

- ◆ **Re: Ram Upgrade causes laptop to turn off?**
 ◇ From: Des

• *References:*

- ◆ **Re: Ram Upgrade causes laptop to turn off?**
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