

Re: Windows 2003 RAM detection

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.setup/2004-11/0161.html>

From: Jeff Qiu [MSFT] (jeffqiu_at_online.microsoft.com)

Date: 11/08/04

Date: Mon, 08 Nov 2004 01:14:21 GMT

Hi John,

Thank you for your update.

If there is anything else I can be of further assistance, please feel free to let me know.

Have a good day!

Best Regards,

Jeff Qiu
Microsoft Online Partner Support
MCSE 2k/2k3, MCSA 2k/2k3, MCDBA
Get Secure! – www.microsoft.com/security

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>From: <workinghard@news.postalias>
>Subject: Re: Windows 2003 RAM detection
>Date: Fri, 5 Nov 2004 19:06:03 +0100
>microsoft.public.windows.server.setup
>
>Hello,
>
>Dell is investigating. The combination of a PERC 4 raidcontroller and 4G of
>RAM is known (on an other server model) to take 1GB away for the raid
>controller. They will contact me about this issue. I will keep you posted
>and I hope for a resolution (the raid controller has 256 MB of on board
>memory and that should do fine without taking away memory from the
>system).

>I hope for different firmware to be able to disbale this "feature".
>""Jeff Qiu [MSFT]"" <jefffqiu@online.microsoft.com> wrote in message
>news:jodgJxhwEHA.3436@cpmsfngxa10.phx.gbl...
>> Hi John,
>>
>> Thank you for your update.
>>
>> Based on your system information, I did some further research regarding
>> this SMBIOS and noticed that some known issues to this kind of BIOS:
>>
>> Here is a link about the FAQ of this BIOS:
>> <http://www.pcpitstop.com/faq/smbios.asp>
>>
>> Currently, I did not get such a machine for test or debug.
>>
>> I believe DELL has to be involved as they are supposed to sell out many
>> this kind of machines.
>>
>> If there is any updates, please feel free to let me know.
>>
>> Have a great day!
>>
>> Best Regards,
>>
>> Jeff Qiu
>> Microsoft Online Partner Support
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>>
>>
>> -----
>>>From: <workinghard@news.postalias>
>>>Subject: Re: Windows 2003 RAM detection
>>>Date: Thu, 4 Nov 2004 00:30:55 +0100
>>>microsoft.public.windows.server.setup
>>>
>>>Hello there,
>>>
>>>In systemproperties and taskmanager 3GB
>>>In systemproperties advances, page file settings: 2GB, 4Gb max, not
>>>indicating that it sees more then 3GB to me, but in msinfo32 we see:
>>>
>>>OS Name Microsoft(R) Windows(R) Server 2003, Standard Edition
>>>Version 5.2.3790 Build 3790

>>>OS Manufacturer Microsoft Corporation
>>>System Name
>>>System Manufacturer Dell Computer Corporation
>>>System Model PowerEdge 2850
>>>System Type X86-based PC
>>>Processor x86 Family 15 Model 3 Stepping 4 GenuineIntel ~3192 Mhz
>>>Processor x86 Family 15 Model 3 Stepping 4 GenuineIntel ~3192 Mhz
>>>Processor x86 Family 15 Model 3 Stepping 4 GenuineIntel ~3192 Mhz
>>>Processor x86 Family 15 Model 3 Stepping 4 GenuineIntel ~3192 Mhz
>>>BIOS Version/Date Dell Computer Corporation A01, 9/2/2004
>>>SMBIOS Version 2.3
>>>Windows Directory C:\WINDOWS
>>>System Directory C:\WINDOWS\system32
>>>Boot Device \Device\HarddiskVolume2
>>>Locale United States
>>>Hardware Abstraction Layer Version = "5.2.3790.0 (srv03_rtm.030324-2048)"
>>>User Name Not Available
>>>Time Zone Romance Standard Time
>>>Total Physical Memory 4,096.00 MB
>>>Available Physical Memory 2.62 GB
>>>Total Virtual Memory 7.85 GB
>>>Available Virtual Memory 7.22 GB
>>>Page File Space 4.85 GB
>>>Page File C:\pagefile.sys
>>>
>>>
>>>It looks like some tools are a bit "confused". The question is, what does
>>>the server work with in reality ... and what will ohter tools make of
>> this.
>>>I will contact DELL. Thx for your time.
>>>
>>>
>>>
>>>""Jeff Qiu [MSFT]"" <jeffqiu@online.microsoft.com> wrote in message
>>>news:hzTwiOYwEHA.3028@cpmsftngxa10.phx.gbl...
>>>> Hi John,
>>>>
>>>> Would you please confirm where exact you see the 3GB RAM?
>>>>
>>>> From System properties or the msinfo32 report?
>>>>
>>>> At the same time, some cases show that certain BIOS may keep some RAM
>> from
>>>> accessed by the OS. Please contact the DELL to make sure this model of
>>>> computer can get all 4GB RAM detected by the OS.
>>>>
>>>> Hope it helps!
>>>>
>>>> Best Regards,
>>>>
>>>> Jeff Qiu

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>>>>
>>>> -----
>>>>> *From: <workinghard@news.postalias>*
>>>>> *Subject: Re: Windows 2003 RAM detection*
>>>>> *Date: Tue, 2 Nov 2004 17:09:42 +0100*
>>>>> *microsoft.public.windows.server.setup*
>>>>>
>>>>> *Hello,*
>>>>>
>>>>> *No all diagnostics report 2*2GB of working RAM and available to system*
>>>>> *(DELL) but the OS only sees 3GB. I expected to see 4, we are running*
>>>>> *the*
>>>>> *lastes bios etc ...*
>>>>>
>>>>>
>>>>>
>>>>>
>>>>> *""Jeff Qiu [MSFT]"" <jefffqiu@online.microsoft.com> wrote in message*
>>>>> *news:SeBjYrmuEHA.764@cpmsftngxa10.phx.gbl...*
>>>>> *Hi John,*
>>>>>
>>>>> *Do you have any update on this issue?*
>>>>>
>>>>> *This mainly looks like a BIOS settings issue.*
>>>>>
>>>>> *Can you find the correct RAM installed in the BIOS?*
>>>>>
>>>>> *What Windows Server 2003 Edition you are using?*
>>>>>
>>>>> *Here is a link about the Comparison of Editions of Windows Server*
>> *2003:*
>>>>>
>>>>
>>
<http://www.microsoft.com/windowsserver2003/evaluation/features/compareeditio>
>>>>> *ns.msp*
>>>>>
>>>>> *The Web Edition will only support 2GB RAM. If you get a Standard and*
>>>>> *up,*

>>>>> *it should detect 4G RAM correctly.*
>>>>>
>>>>> *At the same time, we may check the RAM by the following tool:*
>>>>> *Windows Memory Diagnostic*
>>>>> *<http://oca.microsoft.com/en/windiag.asp?SD=GN&gssnb=1>*
>>>>>
>>>>> *Hope it helps!*
>>>>>
>>>>> *Best Regards,*
>>>>>
>>>>> *Jeff Qiu*
>>>>> *Microsoft Online Partner Support*
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>>>>>
>>>>> -----
>>>>>> *From: <workinghard@news.postalias>*
>>>>>> *Subject: Re: Windows 2003 RAM detection*
>>>>>> *Date: Tue, 19 Oct 2004 20:21:14 +0200*
>>>>>> *microsoft.public.windows.server.setup*
>>>>>>
>>>>>> *No I checked this, no switches, plain vanilla boot.ini*
>>>>>> *I thought about spare memory row enabeling but that is per RAM stick*
>>>>>> *so*
>>>> *no*
>>>>>> *joy there. I'm not at the loctaion now but I'll check the bios for*
>> *some*
>>>>>> *settings ...*
>>>>>>
>>>>>> *"John Savill" <john@savilltech.com> wrote in message*
>>>>>> *news:eudWafgtEHA.2072@TK2MSFTNGP10.phx.gbl...*
>>>>>>> *Are there any switches specified in the boot.ini file (e.g. 3GB*
>>>>>>> *which*
>>>>>>> *would reduce to 3.75 GB)?*
>>>>>>>
>>>>>>> *John*
>>>>>>>
>>>>>>> *<workinghard@news.postalias> wrote in message*
>>>>>>> *news:%23QnORXgtEHA.3572@tk2msftngp13.phx.gbl...*
>>>>>>> *Hello,*
>>>>>>>
>>>>>>>> *I have a brand new DELL PE 2850 with 4 GB of RAM (2*GB) but*

