



## *How do I run the hardware diagnostics on my Dell computer?*

If you find that you are experiencing problems with your system, you can run the Dell diagnostics to see if any of the hardware is starting to fail or has failed. There are two different diagnostics that can be performed. One is an IDE Drive Diagnostics which performs a basic test of the hard drive. The other is a more intense diagnostic program located in the Utility Partition which will test all the components of the system.

In order to run either of the diagnostics programs, you will need to press the F12 key about 2 seconds after you press the power button to turn on the computer. This will bring you to the Boot Device Menu screen.

To run the IDE Drive Diagnostics you just need to arrow down to the item (or enter the item number) and press enter. The test will begin and depending on the size of your hard drive, may take up to 15 minutes to complete. The results of the test will display as either a pass or fail. If the test fails, you will need to contact Dell Technical Support for a new hard drive.

To run the diagnostics from the Utility Partition you just need to arrow down to the item (or enter the item number) and press enter. The system will boot into a graphical user interface from which you can choose from a number of different test options.

It is suggested that you perform the Extended Test from the menu; however, you will need to perform actions as prompted. If you want to perform diagnostics with no user interaction, you will want to select Custom Test from the menu. You will then want to put disks into the appropriate drives and then check the box labeled Non-Interactive Tests Only. Once you click the Run Tests button, the testing will begin and will continue without your need for input unless there is an error found.

Assuming your system is still within its warranty period and a component error is found during the diagnostics, make sure to record the error messages and contact Dell Technical Support for additional troubleshooting and/or component replacement options. If the system is no longer in warranty, you may be offered a warranty extension or a Dell On Call service option.