**How can I test my memory**

A defective memory module(s) can cause various issues on your computer. These are just a few of the possible issues you may encounter. It is important to remember the issues below can also be caused by more than just defective memory.

Computer doesn't boot and/or you get a beep code. Check your motherboard manual for the error code if you are unsure what it means..

Random computer crashes including BSOD (Blue Screen of Death), General Protection Fault error messages, Illegal Operations, Fatal Exceptions, etc..

Random Reboots..

OS or other application installation failure..

How can we be sure that the memory is defective before starting the RMA exchange process?

There are programs available that are designed to test the computer's memory. We recommend Memtest86+ to test your computer's memory.

**Please visit this link to download and install Memtest86+ for an ISO image or USB Drive: Link**

To make a bootable Floppy from with in Windows,

First you would download the memtest utility to your HDD, then using www.winzip.com extract it to the same directory.

Please then get a floppy and do a fresh full format on it, and if there are any bad sectors just throw it away and get a new one. Then click on the install.bat file in the directory where you downloaded and extracted the files and follow the on screen prompts.

To make a Bootable CD from within windows you would download the ISO image that has a .zip extension. .tar would be for UNIX.

Memtest.ISO

Then use www.winzip.com to extract the ISO image to the same directory that you downloaded it to. Then using CD-R software you will burn the image to CD. Note: Do not copy the image; there is usually an option under file or burner to burn image.

**Note**: If you have recently added any new memory into the computer, we suggest you temporarily remove it to make sure it is not the cause of your issue before testing with Memtest. Please make sure you back up all the data from the USB drive before Memtest86+ installation as it will require a format.