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# E4300 locking up

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E4300 locking up

05 Dec 2008 08:11AM

Joined on 12/05/2008 Posts: 4 Points 479

I'm new here, so bare with me. We have several X-imaged E4300 laptops with the solid state hard drives that continually lock up. Has anyone else experienced the same behaviour? We have several E6400 and E6500 laptops with SATA drives not having the issue Post Points: 275

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## 124 Replies:



Re: E4300 locking up \*\*\*\*\*

Joined on 07/26/2007 Posts: 149 Points 1,431

05 Dec 2008 08:39AM More information is required please 1) Did they act this way out of the box with the baseline Dell install BEFORE you installed anything? 2) What operating system? 3) Is this constant or intermittent? 4) Any errors? Anything in Event Viewer? Do they boot into safe mode?

5) Have you run the PSA test (

Post Points: 80

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Re: E4300 locking up \*\*\*\*

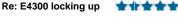
06 Dec 2008 07:32AM

Yes my company is also having locking up issues with a number of the E4300 but not the E6400 or E4200. Also problems with HDD noise and stuttering speakers.

We have tried different flavours of OS including XP and Vista with no joy. We have also tried updating all drivers and have even obtained a pre-release BIOS x35 from Dell but they are still



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21/04/2009 09:36



Re: E4300 locking up

14 Dec 2008 02:34PM

Joined on 06/02/2004 Posts: <u>20</u> Points 80

I also have one user with an E4300, using Vista and a 64GB SSD drive. I assume the unit we got was one of the first, as it was ordered "the day" the E4300s became orderable, though it took several weeks to arrive.

I had my hands on the unit for about a day when it first arrived, and it did lock up on me once (hard freeze requiring a power cycle), before I started modifying the "from factory" configuration (I added Office 2007, updates, and such). The laptop only froze once while I had it, so I didn't worry too much about it. At the time there were no newer drivers/BIOS updates available for it.

Now that the laptop has been in the user's hands for many weeks, it locks up on him reportedly "once every few days," and requires the same power cycle to recover. I was recently having a meeting with this user, and the laptop froze while he was showing me an e-mail on it. After the power cycle, I perused around in the event logs and such, and there were no errors...I suspect the hardware froze and Vista had no clue. I didn't take the laptop from him so that I could do extended troubleshooting on it...he depends on the thing and can't live without it.

I'm hesitant to open a support incident with Dell at this point, since the problem is SO intermittent...I foresee a long series of inconvenient tech visits and part swaps, replacing components that are "guesses" of what the problem might be. I would rather my user suffer through for a bit whilest the issue is rooted out by others (why I checked the forums in the first place, and I'm not surprised to have found others with the same issue). We've only got the one E4300, so I have nothing to compare it against in person.

FWIW, we did recently get an E4200 with Vista and the same 64GB SSD drive (very similar configuration as the E4300) for a different user, and as far as I know that laptop has never had the freeze issue...during configuration I had it running for probably 48 hours straight (syncing e-mail), and it never blinked. That laptop has only been in the user's hands for about a week, though.

Jim

Post Points: 80





barr96

Posts: 30

Points 1,539

Joined on 08/26/2008

Re: E4300 locking up 📩 📌 🛧 🛧

15 Dec 2008 03:19PM

Its like extracting blood from a stone, but Dell have confirmed that the problem lays with the intel chipset and that intel are currently working with the vendors such as sony, dell etc to resolve the issue. (although there are no public announcements about this)

Dell are expected to fix this via a A05 BIOS update that is expected first week in 09 Post Points: 80

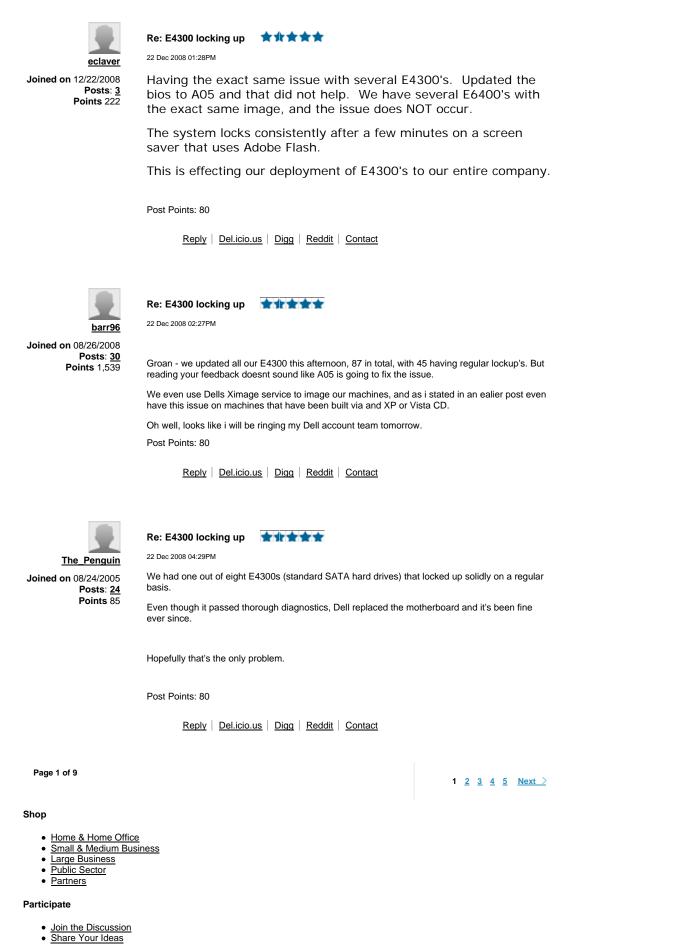
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Re: E4300 locking up

Joined on 12/17/2008

I have an E4200 that is experiencing the same issues. It does not need a power cycle to come back but occasionally the thing takes 2-5 minutes to access C: drive, programs etc.



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