

Intel® Chipset Check:

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A 'Chipset Circuit Design Issue' has been found within a main board component that you may have in your new computer if it was purchased after January 9th 2011. Intel®'s [Important Customer Announcement](#) can be found on this following link;

http://www.intel.com/consumer/products/processors/chipset.htm?iid=en_US_01_chipset+gg_headline"

It is important to check to see if your new computer is affected by this issue as soon as possible. I have copied the checking process from the above web page. [Follow these steps below to check your system.](#)

To determine if you have one of the impacted Intel® 6 Series chipsets in your system:

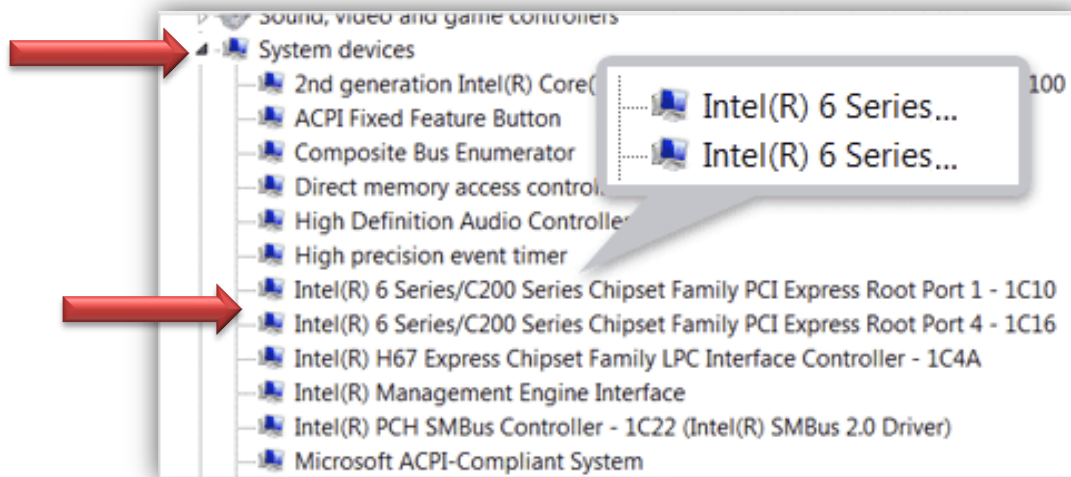
1. On your Windows 7 desktop, click on the Start button in the lower-left of the screen. Enter "[devmgmt.msc](#)" in the Search window; your results will appear automatically.



2. Click on the file name to open the Device Manager.



3. In the Device Manager window, scroll down and expand **System Devices**. The screenshot below is an example of what you should look for to identify your chipset or to see if you have devices on SATA ports 2–5. **If Intel® 6 Series is listed, you may be affected.**



Once you have identified that your new computer has this Chipset installed, it is important to seek support.

Contact the place of purchase immediately and find out what their repair procedure on this matter is. They may be handling the issue 'in store' or they may direct you to the manufacturer of the computer.

It will be important to back up all your data from the computer before handing it over for repairs. The faulty component in question is built into the main-board, which would have to be replaced. This is a major component inside a computer and many retailers or manufacturers will opt to simply replace the product.

Note that the fault may never show any signs of failure for many years and some computers with the faulty chipset may not ever fail. The fault is very random which is why it was not picked up in quality control.

Intel® is currently planning recall and repair strategies with all the affected manufacturers so some sales staff in retail outlets may not even be aware of the issue yet. Therefore, if you have a problem with the place of purchase contact the manufacturer directly.