Chat InformationPlease wait for a site operator to respond.

Chat InformationYou are now chatting with 'Trany'

Trany: Hello. Thank you for using the Intel Customer Chat Support service. We are glad to be of service. How may I help you?

: Hello, just a second,

Trany: Sure.

: I'm going to copy/paste my

: explanation

: of the problem from

Trany: Ok.

: document

: I just bought a new processor, it's E3400, dual core, @ 2,6Ghz, and I love the increase on speed I've gained with it, but I've installed several programs that reads the temperature and voltage, (Speed fan, Real temp, Aida 64) and see that the temperature is diferent on the cores of the CPU. The Core 0 is always 39C, and the Core 1 is changing the temperature based on CPU usage, and that's seems to be normally, on my opinion. But the core O does rise in temps when in use but never goes below 39C. It's always 39C, only shows the temperatures that are higher than that. Is this a big problem, could I do something about it or not? I would realy appreciate your help. Thank you

: My motherboard is MSI G41M-P28, 1x 2GB RAM DDR3, and the on-board graphics.

Trany: Let me check your concern.

: Sure.

: i'm verry patient.

Trany: Thank you.

Trany: May I know where did you see the temperature?

Trany: In BIOS or any other tool?

: In bios is only one CPU temp, and it's about 32C

: no core temp

: in BIOS

: but

: Speed fan, Real temp, Aida 64 shows that diference between cores

: excuse me for my english

: if I made mistakes so far

Trany: Your English is very good, I can understand you well.

: THANK YOU

Trany: Are you using the same system chatting with me right now?

: I'm seeing one little window

: on my desktop

: and I'm writing you from that point

Trany: Oh good.

Trany: Is there anytime that Core1 show temperature lower than 39?

: No, it's always 39

: just higher temps

: nothing below that

Trany: So both Core 1 and Core 2 are always 39 or higher?

Trany: I mean Core 0 and Core 1.

: No, first core is always 39, nothing below, only higher, second core is about 28C, and it's increase and decrease temp based on CPU usage

: I think that core 2

Trany: I see.

: is normal

Trany: Aside from this, do you have any other issue with the system?

: http://communities.intel.com/message/150873#150873

: here's the link and images

: i've posted it

Trany: Let me check.

: Sure, OK

: Thank you very much

Trany: Very nice post you have there.

Trany: Ok here is the thing.

Trany: As long as the temperature of the cores do not go higher than 74.1°C then it should be ok.

Trany: This is pretty normal.

Trany: Normally we will have different values and Temperatures between the cores. It may vary depending on the programs or applications. The Processor may be using only one or 2 cores only if needed as a power safe feature.

Trany: For your ease of mind. You may run this tool from Intel to check the functionality of your processor.

Trany: [Intel® Processor Diagnostic Tool](http://www.intel.com/support/processors/sb/CS-031726.htm)

: Ok, but I'm reading the usage on the both cores and it's the same usage on both of them

: Is it possible that sensor is faulty on that core of the CPU?

Trany: You mentioned in BIOS it reports temperature as 32.

: thank you very much for this diagnostic tool, that you gave me

: Yes, it's reports about 32C

Trany: You may try to run that tool to check if the processor is good.

: But I'm thinking of the core sensor

: every core has it own sensor, isn't that right?

Trany: You have the point.

Trany: Have you tried any stress test to put both cores at 100% utilization?

: Yes I did

Trany: What is the temperature of the core 1 at that time do you remember? (for core0 you mentioned always 39)

: Ok, when the cpu reaches the 100% of usage, the temperatures are about, for the core 0, aproxx 52 (54C) and for the core 1 about 52 C (aproxx), so the diference is about 5-8 degrees

: between them

: and then, when I stoped the strees on the CPU

: it drops down to

: for core o 39C

: and for core 1 about 28C

Trany: Hmm.

: so never below 39C

: for core0

Trany: Actually we do not consider 39 degrees as an issue.

: Ok , I know that isn't too high

Trany: And if the sensor is faulty, it should always stays at 39 regardless of CPU utilization.

Trany: As long as they are below 74.1°C then it should be ok.

: I didn't know that

Trany: Unless core 0 is at 39 and core 1 is 74.1°C then there is a problem.

: I didn't know that if the sensor is faulty, it should always stays at 39 regardless of CPU utilization.

Trany: However I notice your systems doesn't get very high temperature even at 100% utilization.

: yes,

: doesn't get very high

: temperature

Trany: There is a chance that the sensor reports wrong value, however in this case, it just doesn't go below 39C it doesn't sound like a sensor error to me.

: Is there posibility that the CPU is damaged by assembling on to the MB

: I don't think so

: but I'm just asking

Trany: Is this a brand new system of yours?

: yes it is

Trany: Have you updated the BIOS of the board?

: No, bad experience

: :)

Trany: I see.

: Do you recomend me that?

Trany: Yes. Strongly recommended.

: THANK YOU FOR YOUR PATIENCE

: ANY WAY

Trany: For the board to detect the processor correctly.

Trany: Also run the tool I provided, if there is any test not passing, you may contact us back.

: Is it true that the CPU-s should only 15 times from changing from one board to another, for Intel, of course?

Trany: Not really.

: I'm wondering

: something

Trany: As long as the motherboard is compatible with the processor then it's ok.

: Oh, is that soo

Trany: Yes, it's very important that you check for the compatibility of the motherboard and CPU.

: It's lga 775 motherboard

: the CPU is lga775

Trany: That's is not enough to determine if the motherboard support the CPU.

: Ok

Trany: You need to check the CPU supported list for that specific motherboard and the minimum BIOS requirement to run that CPU.

: Ok I'll check that

: and I'm going to run this tool

Trany: I've checked your motherboard and this processor. They are compatible with BIOS 7592vQ3.zip. This is based on the Internet so I can not guarantee the information is correct. This is just for your information.

: So what should i do?

: Flas with 7592vQ3.zip

: ?

: Flash, I'm sorry

: or update?

Trany: 7592vQ3.zip or higher version.

Trany: Update the BIOS since this is a brand new system.

: How do I know, maybe I have already a newest version

: of bios

Trany: I'm sorry but this is not Intel-motherboard so I do not know the information.

: Ok, I'm sorry for the question

Trany: My suggestion for you is to run the tool I provided to see if it passes all the test.

: thank you verry much

Trany: Then after this chat session you may update the BIOS.

: Ok

: I'll do that

Trany: Is the tool running?

: No, I'm going to run without any apps

Trany: Ok.

Trany: You may contact us back if the processor fails any test.

: Ok, how do I found you, I'll appreciate your help, and concern, you are verry kind

: ?

: I want to tell you the result

Trany: You may chat back with us anytime.

: Ok

Trany: Whoever you reach will be able to assist you further.

Trany: But remember to use the same email address thegagi.mail@gmail.com when you chat back with us.

Trany: This way we will be able to see this chat conversation.

: Ok, you are verry kind, very kind, thank you so much

: Ok

Trany: My pleasure.

: I'll use the same adress

Trany: Very nice chatting with you Dragan.

Trany: We will be waiting for your update then.

: Very nice chatting with you, the pleasure is all mine. You are very professional operator!

Trany: Thank you.

: THANK YOU AGAIN. BYE

Trany: You have a good day Dragon.

Trany: If you are satisfied with our support, please score items with 5 in the online survey.  We will value your feedback and we will use it to make our services better.

: You too, have a good day, and I'll give you 10 if it's possible. :)

Chat InformationChat session has been terminated by the site operator.