

Resolved: Additional Info: Latitude D620 Inbuilt Wireless died

Source: <http://newsgroups.derkeiler.com/Archive/Alt/alt.sys.pc-clone.dell/2008-01/msg00430.html>

- *From:* "JCMc" <mcdonald.jc@xxxxxxxxxxxx>
 - *Date:* Fri, 11 Jan 2008 03:05:57 GMT
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Thanks for all the advice. In the end, we replaced the motherboard and of course that resolved the problem. Because this is pretty typical configuration among my colleagues we swapped my hard drive to an identical system to confirm there was not driver, configuration, registry problem. So, we declared ourselves at a point of diagnostic diminishing return and ordered the motherboard for the system that was still under warranty. Swapped it in, move my memory over, and all is well. I wish I was more confident this was our only course of action, but I was wishing for the convenience of inbuilt wireless even more. All this just before I serve a couple days jury duty. I am hoping to catch up on some work away from phones and colleague interruptions.

Happy new year,
Jere

"S.Lewis" <NVRambo@xxxxxxxxxx> wrote in message
[news:beudj.38851\\$N67.14233@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:beudj.38851$N67.14233@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

"JCMc" <mcdonald.jc@xxxxxxxxxxxx> wrote in message
[news:hNrdj.3110\\$ZI4.284@xxxxxxxxxxxx](mailto:news:hNrdj.3110$ZI4.284@xxxxxxxxxxxx)

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[news:lykdj.19620\\$L27.5382@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:lykdj.19620$L27.5382@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

"JCMc" <mcdonald.jc@xxxxxxxxxxxx> wrote in message
[news:S3j dj.213\\$sE5.211@xxxxxxxxxxxx](mailto:news:S3j dj.213$sE5.211@xxxxxxxxxxxx)

Installed a new replacement Wireless mini-card from Dell today, and did not resolve this problem. Typically, windows does not even find the device on it's own, but I can force it to show up by initiating the Dell Install wizard. However, it shows up in

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the device list with an
! over the icon. If I open the properties box it
shows an error message
that says the "device cannot be started –
error code 10". Any
additional ideas are welcome.
Thanks,
Jere

Assuming that:

- 1) The card is enabled in BIOS, and.....
- 2) That the software/driver/utility is properly installed and updated to the latest driver version.....
- 3) ...then if the above are true, I suspect you may have a failed card controller on your system board.

Stew

Thanks for continuing to offer advice. I've reconfirmed the device is and has been enabled in BIOS, I am confident the original driver was installed properly, it had run for over a year prior to failure. I've since attempted to install a new driver from Dell dated 3/07, but it has not completed successfully due to the device not "Starting". I've rolled back, uninstalled, reinstalled, but always end up the same place.

I fear you are right about the cardbus controller. I suspect I'll get a new mother board as part of my warranty. I'll post any next steps and hopefully progress. By the way, have you ever run across a list of the codes as reported in the properties box of this device (code 10) in this case?

Thanks again,
Jere

Jere –

No, I've not, but I feel sure such a list is out there on the web. Per your post, I did a cursory search on the code 10 (I've actually seen it before, but not for this device and not in a while).

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I was hoping to find something that would show either a re-seating of the card or a simple driver upgrade as a solution, but I didn't find that – but I also didn't find any threads where bad/failed hardware was the absolute conclusion.

You're obviously capable in assessing and t-shooting your own issue. My only suggestion at this point is to not 'over-think' the apparent failure by immersing yourself in error codes (unless that's something you really enjoy).

My gut feeling at this point (since we now have TWO cards – one of them new and behaving in exactly the same manner) is that the controller is bad. I wish I were wrong, but you and I both know that driver installs in WinXP are (generally) a slam dunk and don't require this much finesse.

At least you've got the 3 year default warranty, which beats fixing this out of pocket.

Again, post back if you can once it's resolved. It helps everyone here who might be following your problem.

Stew