

# Dell PC OptiPlex 9020

## User 216

<b>Material Picture</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Name</th> <th>Status</th> <th>CPU</th> <th>Memory</th> <th>Disk</th> <th>Network</th> </tr> </thead> <tbody> <tr> <td colspan="6"><b>Apps (13)</b></td> </tr> <tr> <td>Google Chrome (2)</td> <td></td> <td>0%</td> <td>79.0 MB</td> <td>0.1 MB/s</td> <td>0 Mbps</td> </tr> <tr> <td>Microsoft Dynamics AX Client (32 bit)</td> <td></td> <td>0%</td> <td>160.6 MB</td> <td>0 MB/s</td> <td>0 Mbps</td> </tr> <tr> <td>Microsoft Excel (32 bit)</td> <td></td> <td>0%</td> <td>39.2 MB</td> <td>0 MB/s</td> <td>0 Mbps</td> </tr> <tr> <td>Microsoft Outlook (32 bit) (2)</td> <td></td> <td>0%</td> <td>184.5 MB</td> <td>0 MB/s</td> <td>0 Mbps</td> </tr> <tr> <td>Paint</td> <td></td> <td>0%</td> <td>50.2 MB</td> <td>0 MB/s</td> <td>0 Mbps</td> </tr> <tr> <td>Remote Desktop Connection</td> <td></td> <td>0.1%</td> <td>165.7 MB</td> <td>0 MB/s</td> <td>0.1 Mbps</td> </tr> <tr> <td>Remote Desktop Connection</td> <td></td> <td>0.1%</td> <td>216.7 MB</td> <td>0 MB/s</td> <td>0.1 Mbps</td> </tr> <tr> <td>Sectona Vault (32 bit)</td> <td></td> <td>0%</td> <td>224.1 MB</td> <td>0 MB/s</td> <td>0.1 Mbps</td> </tr> <tr> <td>Skype for Business (32 bit) (13)</td> <td></td> <td>0%</td> <td>137.9 MB</td> <td>0.1 MB/s</td> <td>0 Mbps</td> </tr> <tr> <td>SQL Server Management Studio (32 bit)</td> <td>Not respo...</td> <td>0.4%</td> <td>45.7 MB</td> <td>0.1 MB/s</td> <td>0 Mbps</td> </tr> <tr> <td>Sticky Notes</td> <td></td> <td>0%</td> <td>2.5 MB</td> <td>0 MB/s</td> <td>0 Mbps</td> </tr> <tr> <td>Task Manager</td> <td></td> <td>0.2%</td> <td>12.1 MB</td> <td>0 MB/s</td> <td>0 Mbps</td> </tr> <tr> <td>Windows Explorer</td> <td></td> <td>0.2%</td> <td>45.4 MB</td> <td>0 MB/s</td> <td>0 Mbps</td> </tr> </tbody> </table>	Name	Status	CPU	Memory	Disk	Network	<b>Apps (13)</b>						Google Chrome (2)		0%	79.0 MB	0.1 MB/s	0 Mbps	Microsoft Dynamics AX Client (32 bit)		0%	160.6 MB	0 MB/s	0 Mbps	Microsoft Excel (32 bit)		0%	39.2 MB	0 MB/s	0 Mbps	Microsoft Outlook (32 bit) (2)		0%	184.5 MB	0 MB/s	0 Mbps	Paint		0%	50.2 MB	0 MB/s	0 Mbps	Remote Desktop Connection		0.1%	165.7 MB	0 MB/s	0.1 Mbps	Remote Desktop Connection		0.1%	216.7 MB	0 MB/s	0.1 Mbps	Sectona Vault (32 bit)		0%	224.1 MB	0 MB/s	0.1 Mbps	Skype for Business (32 bit) (13)		0%	137.9 MB	0.1 MB/s	0 Mbps	SQL Server Management Studio (32 bit)	Not respo...	0.4%	45.7 MB	0.1 MB/s	0 Mbps	Sticky Notes		0%	2.5 MB	0 MB/s	0 Mbps	Task Manager		0.2%	12.1 MB	0 MB/s	0 Mbps	Windows Explorer		0.2%	45.4 MB	0 MB/s	0 Mbps
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<b>Symptoms</b>	Below pictured Dell PC (216) hard Drive and Memory is 100%.
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<b>Reasons</b>	216 User have the more work and after work is 100 % usage Memory and Drive
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<b>Solution</b>	Hard Drive is old and need to replace with the New SSD and add the RAM
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<u>Prepared By</u>	<u>Confirmed By</u>	<u>Approved By</u>
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