

PC Troubleshooting and System Recovery Guide

COMPAQ

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Recovering from Software Problems

The PC uses the operating system and installed software programs during normal operation. If your PC works improperly or stops because of the software, you may be able to repair it.

Some software repairs are as simple as restarting your PC, and others require performing a System Recovery from files on your hard disk drive.

Your hard disk drive contains a System Recovery image that includes all the software files that were originally installed on your PC at the factory. In the unlikely event that you need to recover your system, it is easy to do so using this recovery image.

Since all the necessary information is contained in the System Recovery image on your hard disk drive, recovery discs are not included in the accessory box.

As a backup, you can:

- Make your own System Recovery discs from the recovery image as described in "Creating System Recovery Discs" later in this document.
- Contact HP Support to purchase a set of System Recovery discs.

You should also make a Compaq Recovery Tools CD. This CD contains utilities that allow you to make changes to your hard disk drive. See "Creating a Recovery Tools CD" for more information.

NOTE: It is important that you perform the PC repair methods in the order described in this document.

PC Repair Overview

This section lists the available methods to fix your PC if you are experiencing software problems. Detailed instructions about each method are in the sections that follow. You must perform the procedures in the order listed here.

- Restarting your PC
- Turning off your PC
- Updating drivers
- Microsoft System Restore

- Application Recovery and Driver Recovery
- System Recovery

NOTE: If you are replacing a hard disk drive, you only have to run the System Recovery.

Additionally, your PC may include a Software Repair Wizard (select models only). You can use this wizard to access many of the repair methods described in this chapter, including:



- Creating System Recovery discs
- Microsoft System Restore
- Application Recovery and Driver Recovery
- System Recovery

You can start the Software Repair Wizard by double-clicking the desktop icon or clicking **Start, All Programs, PC Help & Tools**, and then **Software Repair Wizard**.

Restarting Your PC

Restarting is the simplest repair method for your PC. When you restart, the PC reloads the operating system and software into its memory.

To restart your PC:

- 1 Close all open programs and windows.
- 2 Click **Start**.
- 3 Choose **Turn Off Computer**.
- 4 Click **Restart**.

Turning Off Your PC

When you turn off your PC and then turn it on again, you force the PC to reload the operating system into its memory, which clears some tracking information. This may eliminate some problems that can remain after performing a restart.

To turn off your PC:

- 1 Close all open programs and windows.
- 2 Click **Start**.
- 3 Choose **Turn Off Computer**.
- 4 Click **Turn Off**.
- 5 Start your PC by pressing the On button.

Updating Drivers

A *driver* is a software program that allows your PC to communicate with an attached device, such as a printer, a hard disk drive, a mouse, or a keyboard.

Complete the following procedure to update a driver, or to revert to an earlier version of the driver if the new one does not solve your problem.

- 1 Click **Start**, right-click on **My Computer**, and then click **Properties**. The System Properties window displays.
- 2 Click the **Hardware** tab, and then **Device Manager**. The Device Manager displays.
- 3 Click the plus sign (+) to expand the device whose driver you want to update or rollback, (for example, **Keyboard**). Right-click the specific item (for example, **PS-2 Keyboard**), and then select **Properties**. The Properties window for the selected device displays.
- 4 Click **Update Driver** or **Rollback Driver**, and follow the onscreen instructions.

Microsoft System Restore

Microsoft® Windows® XP includes a feature that allows you to restore your PC configuration to that of a previous time when a current software problem did not exist. The feature does this by creating a “restore point” where it records the PC settings at that time and date.

When you add programs by clicking **Add New Programs** in the Add or Remove Programs window (accessed by clicking **Start**, **Control Panel**, and then **Add or Remove Programs**), the operating system automatically creates a restore point before it adds the new software. You can also set them manually.

If you experience a problem that you think may be due to software on your computer, use System Restore to return the PC to a previous restore point.



WARNING: Always use this System Restore procedure before using the Compaq PC System Recovery program.

To start a System Restore:

- 1 Close all open programs.
- 2 Click **Start**.
- 3 Choose **All Programs**.
- 4 Choose **Accessories**.
- 5 Choose **System Tools**.
- 6 Click **System Restore**.
- 7 Click **Next**.
- 8 Follow the onscreen instructions.

To manually add Restore Points:

- 1 Close all open programs.
- 2 Click **Start**.
- 3 Choose **All Programs**.
- 4 Choose **Accessories**.
- 5 Choose **System Tools**.
- 6 Click **Create a Restore Point**.
- 7 Click **Next**.
- 8 Follow the onscreen instructions.

For more information about software restore points:

- 1 Click **Start**.
- 2 Click **Help and Support**. The Help and Support Center displays.
- 3 Type *system restore* into the Search box, and then click **Search**.

Application Recovery and Driver Recovery

If an individual factory-installed driver or software program (also known as an *application*) accidentally gets erased or damaged, you can reinstall the software program using the Compaq Application Recovery program (select models only).

NOTE: To ensure your PC includes the program, perform steps 3 through 5 of the following procedure. If *Compaq Application Recovery* is listed in the *PC Help & Tools* folder, your PC includes the program.

NOTE: Do not use the Application Recovery program to reinstall software programs that came on CDs or DVDs included in the PC box. Reinstall these programs directly from the CDs or DVDs.

To start an Application Recovery or Driver Recovery:

- 1 Close all applications and folders (skip to step 3 if you are recovering a driver).
- 2 Uninstall the damaged application:
 - a Click **Start, Control Panel**, and then **Add or Remove Programs**.
 - b Select the program you want to remove, and then click **Change/Remove**.
- 3 Click **Start**.
- 4 Choose **All Programs**.
- 5 Choose **PC Help & Tools**.
- 6 Click **Compaq Application Recovery**.
- 7 Click **Application Installation** or **Driver Installation**, and then click **Next**.
- 8 Select the driver or application program to install, and then click **Install**.
- 9 Repeat steps 7 and 8 to install other drivers or applications.
- 10 When you have finished recovering applications or drivers, close the Application Recovery program. Then click **Start, Turn Off Computer**, and then **Restart** to restart the PC.



WARNING: Do not skip this last step. You must restart the PC when you are finished recovering applications or drivers.

System Recovery Overview

After you have tried the previously mentioned methods of repairing your system software, you can run the System Recovery program as a last resort to reinstall the operating system and the application software.

System recovery provides two recovery options:

- **Standard Recovery** — This option recovers factory-shipped programs, drivers, and the operating system without affecting any data files that you may have created since purchasing this

PC. Some data files may be difficult to find after the System Recovery, so it is best to back up all hard disk drive files before performing a System Recovery.

- **Full System Recovery** — This option completely erases and reformats the hard disk drive — this includes deleting all data files you have created. The full System Recovery reinstalls the operating system, programs, and drivers from the recovery image or discs. However, you must reinstall any software that was not installed on the PC at the factory. This includes software that came on CDs included in the PC accessory box, and software programs you installed since your purchase.

NOTE: If your PC has a blank or corrupted hard disk drive, you will see only the full System Recovery option.

Additionally, you have to choose from the following methods for performing a system recovery:

- **Recovery Image** — Run the recovery from a recovery image stored on your hard disk drive. The recovery image is a file that contains a copy of the original software. To perform a system recovery from the recovery image on your hard disk drive, see “Running System Recovery from the Hard Disk Drive.”

NOTE: The recovery image uses a portion of the hard disk drive that cannot be used for data storage.

- **Recovery Discs** — Run the recovery from a set of recovery discs (CDs or DVDs) that you create from files stored on your hard disk drive. To create recovery discs, perform the procedure in the next section.

Creating System Recovery Discs

The recovery discs set may also be ordered at a charge through support. Contact support for more information.

Complete the procedure described in this section to create a set of system recovery discs from the recovery image stored on your hard disk drive. This image contains the operating system and software program files that were originally installed on your PC at the factory.

You can only use one set of recovery discs for your PC. The recovery discs you create can only be used with your PC.

After creating the recovery discs, you can delete the recovery image if you would like to make extra space available on your hard disk drive.

NOTE: Do not delete the recovery image unless you have made recovery CDs or DVDs.

Choosing recovery disc media

There are several advantages to using DVDs instead of CDs when creating recovery discs:

- DVDs have a faster data transfer rate. DVD recovery discs restore the original data faster than CD recovery discs.
- DVD recovery discs take less time to create than CD recovery discs.
- DVDs have greater capacity than CDs, so there are fewer discs to record and store.

To create recovery discs, your PC must have a CD or DVD Write drive, or other drive that can write to CDs or DVDs.

The number of discs in the recovery disc set depends on your PC model. The program that creates the discs tells you the number of blank discs needed to make the set. The process takes some time, including up to 15 minutes per disc, to verify that the information written on the disc is correct.

You can quit the process at any time. The next time you run the program, it begins where you left off.

To create System Recovery discs:

- 1 Close all open programs.
- 2 Click **Start**.
- 3 Choose **All Programs**.
- 4 Choose **PC Help & Tools**.
- 5 Click **Compaq Recovery CD-DVD Creator**. The Recovery CD/DVD Creator window appears.

- 6 Follow the onscreen instructions. Label each disc as you make it (for example, Recovery 1, Recovery 2). Store the System Recovery discs in a safe place.

Creating a Recovery Tools CD

In addition to system recovery discs, you can create a Recovery Tools CD. The Recovery Tools CD can be used to:

- Read instructions to use each utility on the Recovery Tools CD.
- Start the System Recovery program from the recovery partition.
- Remove the System Recovery partition from your PC hard disk drive to increase space for data.
- Create a new data partition on your PC hard disk drive.
- Start the Microsoft Recovery Console (a utility from Microsoft that can perform operating system diagnostics and repairs).



WARNING: Before using the Compaq Recovery Tools CD to change your hard disk drive, create System Recovery discs as described in the previous section. You cannot make System Recovery discs after you remove the System Recovery partition.

You must create a Recovery Tools CD before you can use any of these utilities.

To create or start the Recovery Tools CD:

- 1 Click **Start**.
 - 2 Choose **All Programs**.
 - 3 Choose **PC Help & Tools**.
 - 4 Click **Compaq Recovery Tools CD**. The tools window appears.
 - 5 Follow the onscreen instructions.
- Store the Recovery Tools CD in a safe place.

Running System Recovery from Recovery Discs

This section contains the procedure for performing a system recovery from the recovery discs you created as described in "Creating System Recovery Discs."

To run the System Recovery program using recovery discs:

- 1 If the PC works, create a backup CD or DVD containing all data files that you want to save. Remove the backup disc from the disc tray when you are finished.
- 2 Insert recovery disc #1 into the appropriate drive tray (CD or DVD) and close the tray.
- 3 Turn off the PC:
 - If the PC works: Click **Start, Turn Off Computer**, and then **Turn Off**.

Or

 - If the PC is not responding: Press and hold the On button approximately 5 seconds until the PC turns off.
- 4 Disconnect all peripheral devices from the PC except the monitor, the keyboard, and the mouse.
- 5 Disconnect or remove all external drives.
- 6 Press the On button to turn on the PC.
- 7 The PC starts the recovery from the recovery disc. Follow the onscreen instructions when they are displayed.
 - For standard recovery, press R. Choose **Next** to proceed with the System Recovery. Choose **Yes** to start the recovery. Insert the remaining recovery discs when directed.

Or

 - For full System Recovery, press F. Choose **Yes** to perform a full System Recovery. Insert the remaining discs when directed.

Or

 - If your PC hard disk drive is blank or corrupted, press R to perform a full System Recovery. Insert the remaining recovery discs when directed.

 **WARNING: The Full System Recovery option deletes any data files you created or programs that you installed after purchase. Be sure to back up any data that you want to keep onto a removable disc.**

- 8 Insert the next disc if prompted.
- 9 When the recovery program finishes, remove the last disc.

NOTE: If the message *Please Insert Login Advanced Installation Disc Number 1 and Restart* is displayed at the end of a full System Recovery, remove the recovery disc from the drive tray, and restart the PC. You do not need to insert the referenced disc.

- 10 Click **Restart** to restart the PC.
- 11 After the PC restarts, a series of startup screens appears. To proceed with the initial Microsoft Windows setup, you must answer a few questions.
- 12 Complete the PC startup, finish the registration process, and wait until you see the desktop. Then, turn off the PC, reconnect all peripheral devices, and turn on the PC.
- 13 Reinstall software not originally installed on the PC by the factory.
- 14 Copy data files from the backup disc to your hard disk drive.

Running System Recovery from the Hard Disk Drive

Choose one of the following procedures to reinstall the software from the recovery image on your hard disk drive:

- Starting System Recovery if the PC is responding
- Starting System Recovery if the PC is not responding

Starting System Recovery if the PC is responding

- 1 Turn off the PC. Disconnect all peripheral devices from the PC except the monitor, the keyboard, and the mouse. Turn on the PC.
- 2 Click **Start** on the taskbar, choose **All Programs**, choose **PC Help & Tools**, and then click **Compaq System Recovery**.

You are prompted to confirm that you have performed the Microsoft System Restore and Driver Rollback.

- If you have not performed the Microsoft System Restore and Driver Rollback, click **Microsoft System Restore** and follow the onscreen instructions.
- If you have performed the Microsoft System Restore and Driver Rollback, click **Yes** to start

the recovery process, and then continue with step 3.

- 3 Follow the onscreen instructions.



WARNING: The Full System Recovery option deletes any data files you created or programs that you installed after purchase. Be sure to back up any data that you want to keep onto a removable disc.

- 4 Complete the PC startup, finish the registration process, and wait until you see the desktop. Then, turn off the PC, reconnect all peripheral devices, and then turn on the PC.

Starting System Recovery if the PC is not responding

- 1 Turn off the PC. If necessary, press and hold the On button until the PC turns off.
- 2 Disconnect all peripheral devices from the PC except the monitor, the keyboard, and the mouse.
- 3 Press the On button to turn on the PC.
- 4 During the startup, do the following to enter the System Recovery program:

When the black screen with the Compaq logo appears, press the F10 key on the keyboard. (You have only a few seconds to press the F10 key before the normal startup process continues.)

- 5 The PC starts the recovery; wait for the onscreen instructions to display, and then follow those instructions.



WARNING: The Full System Recovery option deletes any data files you created or programs that you installed after purchase. Be sure to back up any data that you want to keep onto a removable disc.

- 6 Complete the PC startup, finish the registration process, and wait until you see the desktop. Then, turn off the PC, reconnect all peripheral devices, and turn on the PC.

Hard Disk Drive Space

Compaq Presario desktop PCs with the Windows XP operating system preinstalled *may* appear to have a hard disk drive smaller than what is stated in the product specifications, documentation, or on the box. Hard drives are described and advertised by manufacturers in terms of decimal (base 10) capacity. Windows and other programs, such as FDISK, use the binary (base 2) numbering system.

In decimal notation, one megabyte (MB) is equal to 1,000,000 bytes, and one gigabyte (GB) is equal to 1,000,000,000 bytes. In the binary numbering system, one megabyte is equal to 1,048,576 bytes, and one gigabyte is equal to 1,073,741,824 bytes. Because of the different measuring systems, you may see a difference between the size reported by Windows, and the size advertised. The storage capacity of the hard disk drive is as advertised.

Windows reports smaller capacity in the Windows Explorer tool and in the My Computer window because it only shows information about one partition on the hard disk drive at a time. The first partition contains the System Recovery information.

Troubleshooting

To address problems that may arise when you install your PC, refer to the following pages for possible solutions.

Symptom describes the sign or warning message for the type of problem.

Problem identifies one or more reasons why the symptom may have occurred.

Solution describes what you should do to try to solve the problem.

Look up the description of the symptom or problem, and try the solution listed.

Some of the symptoms listed may not apply to your PC. For problems relating specifically to the monitor or printer, refer to the equipment documentation.

The tables appear in this order:

- Audio
- CD-ROM, CD-RW, DVD-ROM, or DVD Writer Drive
- Diskette (Floppy) Drive
- Display (Monitor)
- Hard Disk Drive
- Hardware Installation
- Internet Access
- Keyboard and Mouse
- Power
- Memory
- Miscellaneous

Audio

Symptom	Problem	Solution
No sound is produced.	Volume is muted.	Press the Mute button on the keyboard to see if the mute feature is turned on. <i>Or</i> 1 Click Start , and then click Control Panel . 2 Click Sounds, Speech, and Audio Devices , if it is present, and then double-click Sounds and Audio Devices . 3 Click the Mute check box to remove the check mark from the box.
	Volume is turned down.	Use the keyboard controls to increase the volume.
	Speakers are turned off.	Check whether speakers are turned on.
	Speaker cables are not properly connected.	Turn off your PC, and reconnect the speakers.
	PC is in standby mode.	Press the Standby button (select models only), or press the Esc key on the keyboard to resume from standby mode.
	A passive speaker system is being used.	Replace the speaker system with an active speaker system. Active speakers have a power cord and On button and connect to the Audio Out (green) connector on the PC.
	Headphones are plugged in.	Unplug the headphones.

CD-ROM, CD-RW, DVD-ROM, or DVD Writer Drive

Symptom	Problem	Solution
CD-ROM, CD-RW, DVD-ROM, DVD+RW/+R, DVD-RW/-R, or double-layer DVD+R drive cannot read a disc or takes too long to start.	Disc is upside down in the drive tray.	Reinsert the disc with the label facing up.
	DVD drive takes longer to start because it has to determine media type being played.	Wait at least 30 seconds to let the DVD drive determine the type of media. If it still does not start, read the other solutions listed in this topic.
	Disc is dirty.	Clean the disc with a CD cleaning kit, available from most PC stores.
	Windows does not detect CD-ROM or DVD-ROM driver.	Driver program may be corrupted. Force the software to reinstall it by doing the following: <ol style="list-style-type: none"> 1 Click Start, and then click Control Panel. 2 Click Performance and Maintenance, if it is present, and then double-click System. 3 Click the Hardware tab, and then click the Device Manager button. 4 Click the plus sign (+) next to the DVD/CD-ROM drives, and select the problem drive. 5 Click the Action menu item, and select Uninstall. Click OK. 6 Restart your PC: Click Start, click Turn Off Computer, and then click Restart.
Cannot remove a CD or DVD disc.	The PC is turned off.	Turn on your PC, and press the Eject button to extend the tray.
Cannot create (burn) a disc.	Problem with disc.	<ul style="list-style-type: none"> • Make sure the label is face up and centered in the tray. • Verify that you are using the correct disc type (media) for the drive. Try a different brand of disc. • Make sure the disc is clean and undamaged. If recording stopped during a recording session, the disc may be damaged; use a different disc. • Use the correct type of disc for the type of files you are recording. When using a CD-R disc, make sure that it is blank when recording music and is blank or appendable (with space to add more data files) when recording data. • Verify that you are using the correct disk type when making a copy of a disc. RecordNow! can record only to the same disc type as the source. For example, you can record a DVD only to a DVD+R or a DVD+RW disc, and you can record a CD only to a CD-R or a CD-RW disc.
	Problem with drive.	<ul style="list-style-type: none"> • Make sure the disc is in the correct drive. • Make sure you select the correct drive before recording. RecordNow! selects the first optical drive it finds, but you can select the drive in RecordNow! before you begin recording. • Make sure the recording disc tray is clean and undamaged. • Select a slower write speed for the recording drive, if it is available. Each time you make a recording, RecordNow! selects the optimum recording speed. Refer to the Help menu in the RecordNow! recording program to choose the speed.

CD-ROM, CD-RW, DVD-ROM, or DVD Writer Drive *(continued)*

Symptom	Problem	Solution
Cannot create (burn) a disc. <i>(continued)</i>	Problem with PC operation.	<ul style="list-style-type: none"> RecordNow! does not let you add a track if it exceeds the available space on your disc. You can make space available by removing one or more tracks from the list before recording the files to disc. Close all software programs and windows before recording. Make sure you have enough space available on your hard disk drive to store a temporary copy of the content. If you are on a network, copy the files from a network drive to your hard disk drive first, and then record them to disc. Enable Direct Memory Access (DMA) on your PC. Restart the PC and try again.
Cannot add files to a music CD.	RecordNow! creates a closed session music CD.	When recording a music CD, RecordNow! does not allow recording of additional files after the initial recording.
Cannot add data to a DVD.	Wrong recording option being used.	Make sure you set the correct recording option: Insert your data disc, open RecordNow!, click the Options icon (wrench), click Data , select the multiple session recording options, and then click OK .
Cannot play a music CD on a stereo.	Problem with disc.	<ul style="list-style-type: none"> Use a CD-R, not a CD-RW disc. Try a different brand of disc, or check to see if the brand of disc works with your stereo. Refer to the documentation that came with your stereo or player and check the manufacturer's Web site. Use a CD instead of a DVD. Audio files on a DVD can be played on your PC, but you cannot create a music DVD to be played in a home CD player.
	Problem with file type.	Convert .mp3 or .wma audio files to .wav or .cda music files before recording.
Titles of music tracks do not appear on the CD.	Not connected to Internet.	The PC must be connected to the Internet for the artist, title, and track information to appear when playing your music CD in Windows Media Player or when recording your music CD with RecordNow!. Note that RecordNow! does not record the information to disc.
An error message appears when capturing video.	Video capture device not selected.	You may need to select the capture device if your PC has both an analog and a digital video capture device. Refer to the Help menu in the video capturing program to find out how to change the video device selection.
Cannot play a DVD movie on a DVD player.	Movie recorded using wrong file format.	Your DVD player cannot play video files recorded onto the DVD as data files. To play a movie properly, use a video recording program such as WinDVD.
	Problem with recording method.	Video files recorded with RecordNow! can be viewed on a PC, but not on a home DVD video player.

Diskette (Floppy) Drive (Select Models Only)

Symptom	Problem	Solution
PC is unable to read the diskette (floppy disk).	A non-formatted diskette has been inserted.	To format the diskette: <ol style="list-style-type: none"> 1 Click Start, and then click My Computer. 2 Right-click the 3½ Floppy (A:) icon. 3 Select Format. 4 Select the desired options, and click Start to begin formatting the diskette.
	Diskette is damaged.	Use a new diskette.
	Diskette drive has failed.	Press the Help ? button on the keyboard to open the Help and Support Center, or refer to the <i>Warranty and Support Guide</i> to contact Support for replacement details.
Diskette drive activity light stays on.	Diskette is improperly inserted.	Remove the diskette, and reinsert it: Insert the diskette with the round metal disk facing down and the arrow on the top pointing into the drive, and then push the diskette in until it stops.
	Diskette drive is damaged.	Press the Help ? button on the keyboard to open the Help and Support Center, or refer to the <i>Warranty and Support Guide</i> to contact Support for replacement details.
Diskette drive cannot save (write) information to the diskette.	Diskette is full or the file is too big.	Use another diskette or compress the file to reduce its size.
	Diskette is write protected.	Slide the write-protection tab to the unlocked position on the diskette.
	File Save command was not properly executed.	When saving information to the diskette drive, verify that you are using the correct drive letter.
	Diskette is damaged.	Replace the diskette.
	Diskette is not formatted.	To format the diskette: <ol style="list-style-type: none"> 1 Click Start, and then click My Computer. 2 Right-click the 3½ Floppy (A:) icon. 3 Select Format. 4 Select the desired options, and click Start to begin formatting the diskette.

Display (Monitor)

NOTE: If you encounter display (monitor) problems, refer to the documentation that came with your monitor and to the common causes and solutions listed in this table.

Symptom	Problem	Solution
Screen is blank, and monitor power light is not lit.	Monitor power cable is not connected to the monitor or to the wall outlet.	Reconnect the power plug on the back of the monitor and on the wall outlet.
	Monitor is off (not turned on).	Press the On button on the front of the monitor.
Screen is blank.	Screen saver is enabled.	Press any key or move the mouse to make the screen display visible again.
	PC is in standby mode.	Press the Standby button (select models only), or press the Esc key on the keyboard to resume from standby mode.
	PC is in hibernation mode or is off.	Press the On button to turn on the PC.
	Monitor connector cable is not properly connected to the back of the PC.	Inspect the monitor video connector for bent pins. If no pins are bent, reconnect the monitor connector cable on the back of the PC.
Images on the screen are too large or too small, or the images are fuzzy.	The screen resolution setting may not be set to your liking or may not be the best for your monitor.	Adjust the monitor resolution setting in Windows. See your monitor documentation for the best resolution for your monitor.

Hard Disk Drive

Symptom	Problem	Solution
PC seems to be locked up and not responding.	Program in use has stopped responding to commands.	Use the Windows Task Manager to close any programs not responding or to restart the PC: <ol style="list-style-type: none"> 1 Press the Ctrl, Alt, and Delete keys on the keyboard at the same time. 2 Select the program that is not responding, and click End Task. <p style="text-align: center;">Or</p> Click Shut Down , and then click Restart . If this does not work, press the On button for 5 or more seconds to turn off the PC. Then, press the On button.
<i>Hard disk drive error message displays.</i>	Part of hard disk drive has failed or is about to fail.	Press the Help ? button on the keyboard to open the Help and Support Center, or refer to the <i>Warranty and Support Guide</i> to contact Support for replacement details.

Hardware Installation

Symptom	Problem	Solution
A new device is not recognized as part of the system.	Device driver is not installed.	Install the device driver from the CD or diskette provided with the device, or download and install the driver from the device manufacturer's Web site. You may need an updated driver for Windows XP. Contact the device vendor directly for an update. For HP peripherals, visit the HP Web site. Refer to the <i>Warranty and Support Guide</i> for details.
	Device connector is not seated or connected properly.	Ensure that the device is properly and securely connected and that the pins in the connector are not bent down.
	Cable(s) of new external device are loose, or power cables are unplugged.	Ensure that all cables are properly and securely connected and that the pins in the cable or connector are not bent.
	Power switch of new device is not turned on.	Turn off the PC, turn on the external device, and then turn on the PC to integrate the device with the PC system.
	When the system advised you of changes to the configuration, you did not accept them.	Restart the PC, and follow the instructions for accepting the changes.
	A Plug and Play card may not automatically configure when added if the default configuration conflicts with other devices.	Deselect the automatic settings in the operating system for the card, and choose a basic configuration that doesn't cause a resource conflict. You can also reconfigure or disable devices to resolve the resource conflict.
New device does not work.	Cannot install new device driver.	You must be logged in as the computer administrator to install or uninstall a device driver. To switch users, click Start , click Log Off , and then click Switch User ; choose the computer administrator user. (The computer administrator is usually the user <i>Owner</i> .)
New or existing device does not work after installing a new device.	A hardware device conflict exists.	To resolve a device conflict, you may need to disable one of the devices or uninstall an old device driver: <ol style="list-style-type: none"> 1 Click Start, and click Control Panel. 2 Click Performance and Maintenance, if it is present. 3 Double-click the System icon, and select the Hardware tab. 4 Click the Device Manager button. 5 Click the plus sign (+) next to the problem device and check for exclamation points in a yellow circle near the device icon. The exclamation point means there is a device conflict or problem with the device. Exclamation points do not always appear when a device is not working properly. 6 If there is an old or unnecessary device driver listed in the Device Manager, this may be causing the device conflict. To uninstall the old driver for the new device driver to work properly, do the following: Right-click the device, click Uninstall, and then click OK. 7 Right-click the device and select Properties. 8 If available, click the Resources tab to verify that there is a device conflict. 9 Click the General tab to see if your device is enabled and working properly. If it is available, click the Troubleshoot button, and follow the onscreen instructions in the device troubleshooter wizard. 10 Restart the PC. Click Start, click Turn Off Computer, and then click Restart.

Internet Access

Symptom	Problem	Solution
Cannot connect to the Internet.	Internet service provider (ISP) account is not set up properly.	Verify Internet settings, or contact your ISP for assistance.
	Modem is not set up properly.	Reconnect the modem, verifying connections. Note that your PC may also have an Ethernet network interface (also called a network interface card, or NIC) that connects to a local area network (LAN). Although it looks similar to the modem connector, the RJ-45 Ethernet network connector is not the same. Verify that you are using the modem connector. Do not connect a telephone cable to the NIC. Do not plug a network cable into a telephone service line; doing so may damage the NIC.
	Web browser is not set up properly.	Verify that the Web browser is installed and set up to work with your ISP.
	ISP may temporarily be unavailable.	Try to connect again later, or contact your ISP for assistance.
Cannot automatically start Internet programs.	You must log in to your ISP before some programs will start.	Log in to your ISP, and start the desired program.
Internet takes too long to download Web sites.	Modem is not set up properly.	Verify that the correct modem speed and COM port are selected: 1 Click Start , and then click Control Panel . 2 Click Printers and Other Hardware , if it is present. 3 Double-click Phone and Modem Options . 4 Select the Modems tab, and then click the Properties button. 5 In the <i>Device status</i> area, verify the modem is working properly. 6 In the <i>Device usage</i> area, verify the modem is enabled. 7 If there are further problems, click the Troubleshoot button, and follow the onscreen instructions.
The AOL program comes up even when it is not being used.	The PC is still trying to use AOL for Internet access.	You may want to remove the AOL program. To uninstall AOL: 1 Click Start on the taskbar. 2 Click Control Panel . 3 Double-click Add or Remove Programs . 4 Select America Online , click Change/Remove , and then follow the onscreen instructions. NOTE: Removing the AOL program will not cancel your account with AOL.

Keyboard and Mouse

Symptom	Problem	Solution
Keyboard commands and typing are not recognized by the PC.	Keyboard connector is not properly connected.	Turn off the PC by using the mouse, reconnect the keyboard to the back of your PC, and turn on your PC.
	Program in use has stopped responding to commands.	Restart or turn off your PC using the mouse.
	Keyboard is damaged.	Press the Help ? button on the keyboard to open the Help and Support Center, or refer to the <i>Warranty and Support Guide</i> to contact Support for replacement details.
Cursor will not move using the arrow keys on the keypad.	The Num Lock key may be on.	Press the Num Lock key. The Num Lock light should not be on if you want to use the arrow keys in the number keys group.
The keyboard Print button does not work.	Some programs do not recognize the Print button.	Use the Print menu item in the program.
Wireless keyboard does not work after installation or is not detected.	Keyboard batteries are low or empty.	Replace the batteries in the wireless keyboard; refer to the documentation that came with your wireless set.
Mouse does not respond to movement or is too slow.	Mouse connector is not properly plugged into the back of the PC.	Turn off your PC using the keyboard: <ol style="list-style-type: none"> 1 Press the Ctrl and Esc keys on the keyboard at the same time to display the Start menu. 2 Use the up arrow or down arrow key to select Turn Off Computer, and then press the Enter key on the keyboard. 3 Use the up arrow or down arrow key to select Turn Off, and then press the Enter key. After the shutdown is complete, plug the mouse connector into the back of your PC, and turn on your PC.
	Program in use has stopped responding to commands.	Restart your PC by using the keyboard. If possible, save any open files and close open applications before restarting.
	Surface in use for rollerball-type mouse is too smooth.	Use a mouse pad or other rough surface for the mouse.
Mouse moves only vertically or horizontally.	Mouse rollerball is dirty.	Remove rollerball cover from bottom of mouse and clean the ball with a damp, lint-free cloth (not paper).
	Mouse is damaged.	Press the Help ? button on the keyboard to open the Help and Support Center, or refer to the <i>Warranty and Support Guide</i> to contact Support for replacement details.
Mouse does not work after installation or is not detected.	Mouse is not connected properly.	Try unplugging and then reconnecting the mouse cable to your PC.
	Wireless mouse batteries are low or empty.	Replace the batteries in the mouse. Refer to the documentation that came with your wireless set.

Keyboard and Mouse *(continued)*

Symptom	Problem	Solution
Optical mouse does not track cursor well.	The optical sensor uses the pattern of the surface to track the position of the cursor. Reflective surfaces, grooved surfaces, glass, or other see-through surfaces inhibit the ability of the sensor to track the cursor.	Place the mouse on a mouse pad or white sheet of paper.
	Mouse sensor is dirty.	Wipe the light sensor lens on the bottom of the mouse with a lint-free cloth (not paper).
Mouse cursor moves too fast.	The wireless mouse moves the cursor more quickly than a standard mouse.	Adjust the mouse speed in Windows.

Power

Symptom	Problem	Solution
PC will not turn on or start.	PC is not securely connected to an external power source.	Ensure that cables connecting the PC to the external power source are plugged in properly.
	Green power supply light on back of PC is out.	When the cables connecting the PC to the external power source are plugged in properly and the wall outlet is functioning, the green power supply light should be on; if the light is not on, refer to the <i>Warranty and Support Guide</i> to contact Support.
	Monitor is not connected or is not on.	Connect the monitor to the PC, plug it in, and turn it on.
	Line voltage selection switch is not in the proper position for your country/region (115V~/230V~).	Set the line voltage selection switch to the correct setting for your country/region, or refer to the <i>Warranty and Support Guide</i> to contact Support.
	Wall outlet is defective.	Test the outlet by connecting a different electrical device to the outlet.
	Wrong memory modules were used in an upgrade, or memory modules were installed in the wrong location.	Reinstall the old memory to return your PC to its original state. Refer to the <i>Upgrading and Servicing Guide</i> for instructions.
	Hard disk drive is damaged.	Press the Help ? button on the keyboard to open the Help and Support Center, or refer to the <i>Warranty and Support Guide</i> to contact Support for replacement details.
	After an upgrade or repair, the drive power, data, or power supply cables may not be properly connected.	Reseat drive power, data, and power supply cables. See the <i>Upgrading and Servicing Guide</i> for instructions.

Power (continued)

Symptom	Problem	Solution
Invalid system disk Or Non-System disk or disk error message displays.	A diskette has been left in the drive during startup.	When drive activity stops, remove the diskette and press the spacebar. The PC should start up.
PC appears locked up and won't turn off when the On button is pressed.	PC is not working.	Press and hold the On button until the PC turns off.
PC powered off automatically.	The PC temperature was exceeded.	The PC is in an exceedingly hot environment. Let it cool down. Ensure PC air vents are not blocked and internal fan is running. Note that your PC may not have an internal fan.
	The PC temperature was exceeded because the PC was functioning with the cover or access panel removed.	Replace cover or access panel, and let the PC cool down before attempting to turn on power to the PC.
	Processor or system fan has failed.	Refer to the <i>Warranty and Support Guide</i> to contact Support for replacement details. Note that your PC may not have an internal fan.

Memory

Symptom	Problem	Solution
Insufficient memory message is displayed.	All memory in the PC is being used by open programs, and memory is needed for a desired task.	Close all open programs, and then try desired task again. Or Restart your PC: 1 Click the Start button. 2 Click Turn Off Computer . 3 Select Restart .

Miscellaneous

Symptom	Problem	Solution
PC date and time display is incorrect.	RTC (real-time clock) battery may need to be replaced. Battery life is approximately 3–5 years.	First, reset the date and time in your operating system by using the Control Panel. If the problem persists, replace the battery. See the <i>Upgrading and Servicing Guide</i> for instructions, or refer to the <i>Warranty and Support Guide</i> to contact Support for replacement details.
Printer has problems.	Printer will not print correctly or at all.	If you encounter printer problems, refer to the documentation that came with your printer.

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