

Illustrated Parts & Service Map

HP 100B SFF PC Compaq 100B SFF PC



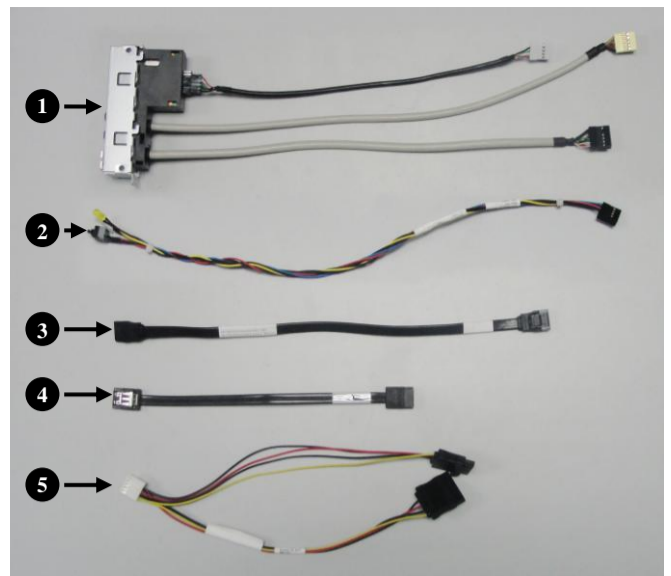
© 2011 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. HP shall not be liable for technical or editorial errors or omissions contained herein. Intel, Pentium, Intel Inside, and the Intel logo are trademarks or registered trademarks of the Intel Corporation and its subsidiaries in the U. S. and other countries.

Document Number 656508-002. Initial Release September 2011.



Key Specifications

Processor Type	AMD Zacate, 18W dual-core, E350, BGA type, 1.6GHz
RAM Type	Up to 8GB PC3-10600 UDIMM Memory, single channel (2 UDIMM slots with up to a 4 GB UDIMM in each slot)
Maximum RAM Supported	8 GB
Expansion Slots	N/A
Graphics Adapter	Integrated Graphics HD 6310 (UMA) DX11
Chipset	AMD Hudson-D1 FCH
Drive Support	<ul style="list-style-type: none"> (1) external 5.25-inch (1) internal 5.25 -inch
I/O Interfaces	Rear: (4) USB2.0 port, (1) RJ-45, (1) VGA & DVI-D, (1) Line-in, Line-out, Mic-in, DC-In jack, Front: (1) 6 in 1 Card reader Combo, (2) USB port, (1) Headphone, Mic-phone
Operating Systems	Preinstalled <ul style="list-style-type: none"> Genuine Windows 7 Professional 64* Genuine Windows 7 Home Basic 64* Genuine Windows 7 Starter 32* FreeDOS



Cables

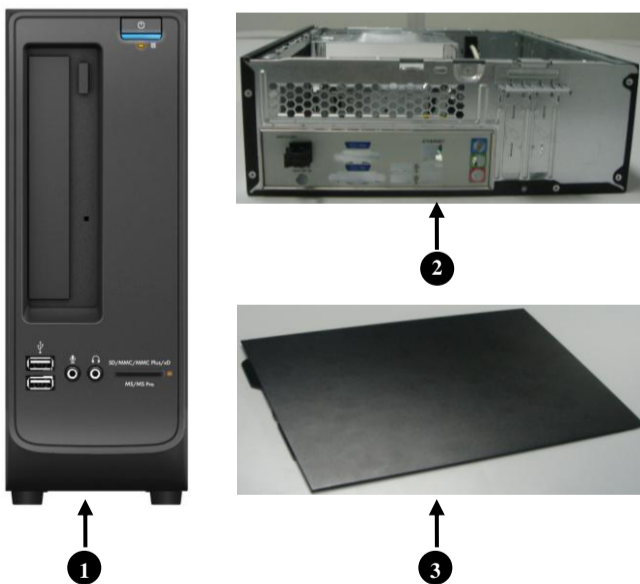
1	Front I/O assembly	649718-001
2	Power switch/LED assembly	655401-001
3	SATA hard drive cable with latch, 10 inch (254 mm)	649719-001
4	SATA optical drive cable with latch, 6.5 inch (165 mm)	645576-001
5	SATA ODD & HDD Power cable	649721-001

*Not shown

Keyboards (not illustrated)

KBD USB Red Katydid		505130-xxx	
US/Canada/AU/PH	-371	Japan	-291
South Africa	-AR1	HK/TW	-AB1
TH	-281	KR	-AD1
France	-051	UK	-031
Sweden	-101	Spain	-071
Germany/Austria	-041	Netherlands	-331
Switzerland	-BG1	Italy	-061
Belgium	-381	Egypt	-171
Russia/Ukraine	-251	Turkey	-141
Brazil	-201	Israel	-BB1
Mexico	-161	Russia/Ukraine/Poland	-241
Denmark	-DX1		

Spare Parts



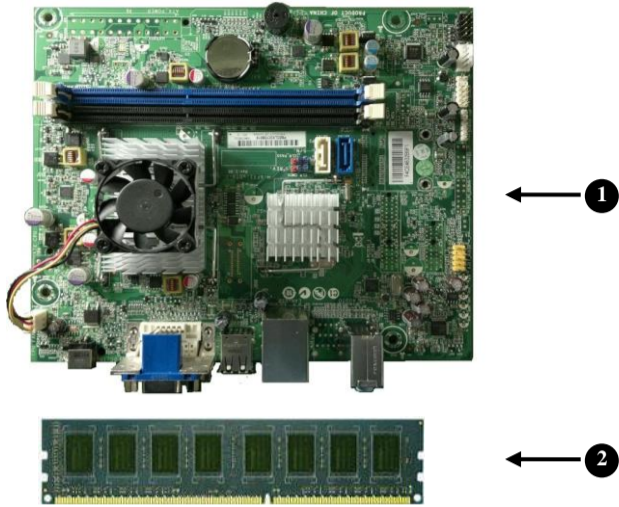
System Unit

1	Front bezel	655395-001
2	Chassis	649148-001
3	Access panel	655396-001

Mass Storage Devices (not illustrated)

DVD-SMD 16X LS Ext E _j SATA JB DTO ECO	575781-501
DVD 16X SMD nonLS JB ECO	575781-800
HDD, 3.5", 250GB, SGT Pharaoh BP ECO	519599-003
HDD, 3.5", 500GB, SGT Pharaoh BP SATA2 NCQ SMART4	519600-003
HDD, 3.5", 750GB, SGT Pharaoh SATA2 NCQ SMART	534960-003
HDD, 3.5", 1TB, SGT Pharaoh BP SATA2 NCQ SMART	519601-003
HDD, 3.5", 250G, WD XL320S, ECO	484053-003
HDD, 3.5", 500GB, WD XL500S, ECO	599687-002
HDD, 3.5", 750GB, WD XL500M, ECO	599688-002
HDD, 3.5", 1TB, WD XL500M, ECO	599689-002
HDD, 3.5", 250GB, Samsung F4, ECO	614558-001
HDD, 3.5", 500GB, Samsung F3 ECO	588579-002
HDD, 3.5", 1TB, Samsung F3 ECO	588581-002
HDD, 3.5", 500GB, HIT Jupiter ECO	588599-002
HDD, 3.5", 750GB, Hit Jupiter ECO	590657-002
HDD, 3.5", 1TB, HIT Jupiter ECO	588600-002
HDD SGT 3.5In SATA 6G 250GB 7200 Pharaoh	633978-002
HDD SGT 3.5In SATA 6G 500GB 7200 Pharaoh	633980-002
HDD SGT 3.5In SATA 6G 750GB 7200 Pharaoh	633981-002
HDD SGT 3.5In SATA 6G 1TB 7200 Pharaoh	633982-002
HDD, 3.5", 250GB, WD XL500S 6Gbs ECO	634603-002
HDD, 3.5", 500GB, WD XL500S 6Gbs ECO	634605-002
HDD, 3.5", 750GB, WD XL500M 6Gbs ECO	634606-002

HDD, 3.5", 1TB, WD XL500M 6Gbs ECO	634607-002
HDD, 3.5", 250GB, Samsung F4 6Gbs ECO	633984-001
HDD, 3.5", 500GB, Samsung F3 6Gbs ECO	633986-001
HDD, 3.5", 1TB, Samsung F3 6Gbs ECO	633987-001
HDD, 3.5", 250GB, Jupiter,SATA3, ECO	647464-001
HDD, 3.5", 500GB, HIT Jupiter, SATA3, ECO	647466-001
HDD, 3.5", 750GB, Hit Jupiter,SATA3, ECO	651308-001
HDD, 3.5", 1TB, HIT Jupiter,SATA3, ECO	647467-001



Standard Boards

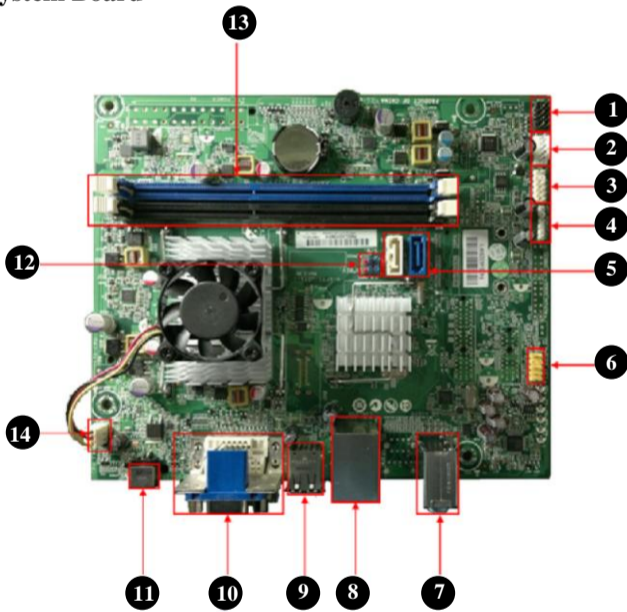
System boards

1	System board	647985-001
---	--------------	------------

Memory modules (PC3-10600)

2	1 GB	497156-D88
*	2 GB	497157-D88
*	4 GB	497158-D88

System Board



System Board Connectors and Jumpers (component location may vary)

1	Front Panel header
2	SATA Power transfer connector
3	Front Dual-USB header
4	Front Single-USB header
5	SATA connectors
6	Front Audio connector
7	Audio ports
8	Lan and Dual-USB ports
9	Dual-USB ports
10	VGA and DVI ports
11	DC_IN port
12	Clear COMS and Password
13	DDR3 DIMM
14	APU Fan header

Computer Setup

Basic system information regarding system information, setup, power management, hardware, and passwords is maintained in the Setup Utility held in the system ROM. The Setup Utility is accessed by pressing the F10 key when prompted (on screen) to do so during the boot sequence. If the screen prompt opportunity is missed, a restart will be necessary...

Computer Setup Menu

File	System Information	Product Name
		SKU Number
		Processor Type/Speed/Stepping
		Cache Size (L1/L2)
		Memory Size
		Channel A
		Integrated MAC
		System BIOS
		Chassis Serial Number
		Asset Tag (These items will be shown when FBYTE support.)
About	About	
Set Time and Date	Set Time and Date	
	Time (hh:mm)	
	Date (mm/dd/yyyy)	
Apply Defaults and Exit	Apply Defaults and Exit.	
Ignore Changes and Exit	Ignore Changes and Exit	
Save Changes and Exit	Save Changes and Exit	
Storage	Device Configuration	Hard Disk
		SATA0
		Size/Model/Firmware/Serial Number
		USB
		Size/Model
		CD-ROM
		SATA1
		Model/Firmware/Serial Number
		Diskette (Displayed when connect a USB floppy)
		Storage Options
	DPS Self-test	DPS Self-test
	Boot Order (When no device connected)	UEFI Boot Sources
		USB Floppy/CD
		USB Hard Drive
		Legacy Boot Sources
		USB Floppy/CD
	Boot Order (When related device connected)	Hard Drive
		Network Controller
		UEFI Boot Sources
SATA hard drive (model name/Windows Boot Manager)		
USB Floppy/CD		
USB Hard Drive		
ATAPI CD-ROM		
Legacy Boot Sources		
ATAPI CD-ROM		
USB Floppy/CD		
Hard Drive		
SATA0		
USB device (the related strings will be shown)		
Network Controller		
Security	Setup Password	Old Password:
		New Password:
		Confirm Password:
	Power-On Password	Old Password:
		New Password:
		Confirm Password:
	Device Security	(Show supported devices only)
		System Audio
		Network Controller
		SATA0
SATA1		
USB Security	Front USB Ports (This item is shown when front panel is connected.)	
	USB Port # ... (This item is shown when front panel is connected.)	
	Rear USB Ports	
	USB Port # ...	
	Internal USB Ports	
	USB Port # ...	
Network Boot	Network Boot	

Security	System IDs	(Non-CTRL-A mode: Read-only, CTRL-A mode: Read-write)
		Product Name/Serial Number/UUID/SKU Number/Family Name
		Asset Tag (This item will be shown when FBYTE support.)
		Feature Byte/Build ID
		Keyboard
	System Security	Data Execution Prevention
		Virtualization Technology
Power	Hardware Power Management	SATA Power Management
		S5 Maximum Power Savings
		S5 Wake on LAN
	Thermal	CPU Fan Speed
		CPU Fan Check (accessible via <CTRL-A> key)
Advanced	Power-On Options	POST Messages
		After Power Loss
		POST Delay (in seconds)
	BIOS Power-On	Sunday/Monday/Tuesday/Wednesday/Thursday/Friday/Saturday
		Time (hh:mm)
	Bus Options	PCI SERR# Generation
		PCI VGA Palette Snooping
	Device Options	Num Lock State at Power-On
		NIC PXE Option ROM Download

Resetting the password jumper

1. Shut down the operating system properly, then turn off the computer and any external devices, and disconnect the power cord from the power outlet.
2. With the power cord disconnected, press the power button again to drain the system of any residual power.
3. Remove the access panel.
4. Locate the header and jumper.
5. On systems with 3-pin jumpers, remove the jumper from pins 1 and 2. Place the jumper on pins 2 and 3. On systems with 2-pin jumpers, remove the jumper from pins 1 and 2.
6. Replace the access panel.
7. Reconnect the external equipment.
8. Plug in and turn on power. Allow the operating system to start. This clears the current passwords and disables the password features.
9. To establish new passwords, repeat steps 1 - 4, replace the password jumper on pins 1 and 2, then repeat steps 6 - 8. Establish new passwords in Computer Setup.

Clearing and Resetting the CMOS

To provide a jumper to trigger reloading of all BIOS Setup default values. Once the jumper is detected as connected or activated, the BIOS will reset all modifiable BIOS Setup fields to their default values except for the system date, system time, Setup password and Power-On password fields. In addition, display the following message: "Default BIOS settings have been loaded."

1. Turn off the computer and any external devices, and disconnect the power cord from the power outlet.
2. Disconnect the keyboard, monitor, and any other external equipment connected to the computer.
3. Remove the access panel.
4. Locate the header and jumper.
CAUTION: Make sure you have disconnected the AC power cord from the wall outlet. Clearing the CMOS while power is connected can damage the system board.
5. Remove the jumper from pins 1 and 2. Place the jumper on pins 2 and 3.
6. Place the jumper back on pins 1 and 2.
7. Replace the access panel.
8. Reconnect the external equipment.
9. Plug in and turn on power.

NOTE: You will receive POST error messages after clearing CMOS and rebooting advising you that configuration changes have occurred. Use Computer Setup to reset any special system setups along with the date and time.

Hewlett-Packard Vision Diagnostics

The Hewlett-Packard Vision Diagnostics utility allows you to view information about the hardware configuration of the computer and perform hardware diagnostic tests on the subsystems of the computer. The utility simplifies the process of effectively identifying, diagnosing, and isolating hardware issues.

Use HP Vision Diagnostics to determine if all the devices installed on the computer are recognized by the system and functioning properly.

To access HP Vision Diagnostics, you must create a Recovery Disc Set then boot to the CD containing the utility. It can also be downloaded from <http://www.hp.com> and either burned to CD or installed to a USB flash drive.

Downloading the Latest Version of HP Vision Diagnostics

1. Go to <http://www.hp.com>.
2. Click the Software & Drivers link.
3. Select Download drivers and software (and firmware).
4. Enter your product name in the text box and press the Enter key.
5. Select your specific computer model.
6. Select your OS.
7. Click the Diagnostic link.
8. Click the Hewlett-Packard Vision Diagnostics link.
9. Click the Download button.

NOTE: The download includes instructions on how to create the bootable CD.

Microsoft System Restore

If you have a problem that might be due to software that was installed on your computer, use System Restore to return the computer to a previous restore point. You can also set restore points manually.

NOTE: Always use this System Restore procedure before you use the System Recovery program.

NOTE: Some features might not be available on systems that are shipped without a version of Microsoft Windows.

To start a System Restore:

1. Close all open programs.
2. Click the **Start** button, right-click **Computer**, and then click **Properties**.
3. Click **System protection**, **System Restore**, click **Next**, and then follow the on-screen instructions.

To add restore points manually:

1. Close all open programs.
2. Click the **Start** button, right-click **Computer**, click **Properties**, and then click **System protection**.
3. Under **Protection Settings**, select the disk for which you want to create a restore point.
4. Click **Create**, and then follow the on-screen instructions.

System Recovery

System Recovery completely erases and reformats the hard disk drive, deleting all data files you have created, and then reinstalls the operating system, programs, and drivers. However, you must reinstall any software that was not installed on the computer at the factory. This includes software that came on media included in the computer accessory box, and any software programs installed after purchase.

You must choose one of the following methods to perform a System Recovery:

- **Recovery Image.** Run the System Recovery from a recovery image stored on your hard disk drive. The recovery image is a file that contains a copy of the original factory-shipped software.
NOTE: The recovery image uses a portion of the hard disk drive that cannot be used for data storage.
- **Recovery Discs.** Run the System Recovery from a set of recovery discs that you create from files stored on your hard disk drive or purchased separately.

POST Error Messages

- Time & Date Not Set.
Press<F1> to continue boot.
- 511-CPU fan not detected.
Press<F1> to continue boot.
- Keyboard Error.
Without press any key, PC will continue boot.
- 1720-SMART Hard Drive detects imminent failure. Failing Drive: SATA# Failing Attribute: #.
Press<F1> to continue boot.
- ERROR: No boot disk has been detected or the disk has failed.
When no boot device was detected or all detected devices failed to boot, the BIOS will display the above message and stop.
- (ERROR: Unsupported CPU installed.
Press<F1> within 5 seconds and continue boot.

POST Audible Codes

Pattern	Meaning	Recommended Action
3 times: Once every second, followed by a two second pause.	Unsupported CPU installed.	1. Upgrade the BIOS to proper version. 2. Change the processor.
4 times: Once every second, followed by a two second pause. Beeps stop after fifth iteration but LEDs flashes continue until problem is solved.	Power supply failure.	Check if the Power supply is work well.
5 times: Once every second, followed by a two second pause. Beeps stop after fifth iteration but LEDs flashes continue until problem is solved.	Pre-video memory error.	Check if the memory modules have been installed correctly and that proper modules are used.
6 times: Once every second, followed by a two second pause. Beeps stop after fifth iteration but LEDs flashes continue until problem is solved.	Pre-video graphics error.	For systems with a graphics card: 1. Reseat the graphics card. Power on the system. 2. Replace the graphics card. 3. Replace the system board. For systems with integrated graphics, replace the system board.
7 times: Once every second, followed by a two second pause. Beeps stop after fifth iteration but LEDs flashes continue until problem is solved.	System board failure.	Check if the board HW is OK.
8 times: Once every second. Beeps and LED flashes stop after first iteration.	Invalid ROM image detected.	Upgrade the BIOS with proper version.

System Recovery Options

You should attempt a System Recovery in the following order:

1. Through the hard disk drive, from the Windows Start menu.
2. Through the hard disk drive, by pressing the F11 key on the keyboard during system startup.
3. Through recovery discs that you create.
4. Through recovery discs purchased from HP Support.

System Recovery from the Windows Start Menu

CAUTION: System Recovery deletes all data and programs you created or installed. Back up any important data to a removable disc.

If the computer is working and Windows is responding, use these steps to perform a System Recovery.

1. Turn off the computer.
2. Disconnect all peripheral devices from the computer except the monitor, keyboard, and mouse.
3. Turn on the computer.
4. Click the **Start** button, click **All Programs**, click **Recovery Manager**, and then click **Recovery Manager**. If prompted, click **Yes** to allow the program to continue.
5. Under **I need help immediately**, click **System Recovery**.
6. Select **Yes**, and then click **Next**. The computer restarts.

NOTE: If the system does not detect a recovery partition, it prompts you to insert a recovery disc. Insert the disc, select **Yes**, and then click **Next** to restart the computer and run Recovery Manager from the recovery disc. Insert the remaining recovery discs when prompted.

7. When the computer restarts, once again you see the Recovery Manager welcome screen. Under **I need help immediately**, click **System Recovery**. If you are prompted to back up your files, and you have not done so, select **Back up your files first (recommended)**, and then click **Next**. Otherwise, select **Recover without backing up your files**, and then click **Next**.
8. System Recovery begins. After System Recovery is complete, click **Finish** to restart the computer.
9. Complete the registration process, and wait until you see the desktop.
10. Turn off the computer, reconnect all peripheral devices, and turn the computer back on.

System Recovery at System Startup

CAUTION: System Recovery deletes all data and programs you created or installed. Back up any important data to a removable disc.

If Windows is not responding, but the computer is working, follow these steps to perform a System Recovery.

1. Turn off the computer. If necessary, press and hold the On button until the computer turns off.
2. Disconnect all peripheral devices from the computer, except the monitor, keyboard, and mouse.
3. Press the On button to turn on the computer.
4. As soon as you see the initial company logo screen appear, repeatedly press the **F11** key on the keyboard until the Windows is Loading Files... message appears on the screen.
5. Under **I need help immediately**, click **System Recovery**.
6. If you are prompted to back up your files, and you have not done so, select **Back up your files first (recommended)**, and then click **Next**. Otherwise, select **Recover without backing up your files**, and then click **Next**.
7. System Recovery begins. After System Recovery is complete, click **Finish** to restart the computer.
8. Complete the registration process, and wait until you see the desktop.
9. Turn off the computer, reconnect all peripheral devices, and turn the computer back on.

System Recovery from Recovery Discs

CAUTION: System Recovery deletes all data and programs you created or installed. Back up any important data to a removable disc.

To perform a System Recovery using recovery discs:

1. If the computer is working, create a backup DVD containing all the data files you want to save, and then remove the backup disc from the drive tray.
2. Insert recovery disc #1 into the DVD drive tray, and close the tray.
3. If the computer works, click the **Start** button, click the Arrow button next to **Shut Down**, and then click **Shut Down**. Or, if the computer is not responding, press and hold the On button for approximately 5 seconds, or until the computer turns off.
4. Disconnect all peripheral devices from the computer except the monitor, keyboard, and mouse.
5. Press the On button to turn on the computer. If you are prompted to choose between running System Recovery from disc or from hard drive, select **Run program from disc**, and then click **Next**.
6. Under **I need help immediately**, click **Factory Reset**.
7. If you are prompted to back up your files, and you have not done so, select **Back up your files first (recommended)**, and then click **Next**. Otherwise, select **Recover without backing up your files**, and then click **Next**.
8. If you are prompted to insert the next recovery disc, do so.
9. When the Recovery Manager is finished, remove all recovery discs from the system.
10. Click **Finish** to restart the computer.