Maintenance & Service Guide

HP 205 G1 All-in-One Business PC
HP 205 G2 All-in-One Business PC
HP 18 All-in-One Business PC

Product notice

This user guide describes features that are common to most models. Some features may not be available on your computer.

Not all features are available in all editions of Windows. This computer may require upgraded and/or separately purchased hardware, drivers and/or software to take full advantage of Windows functionality. Go to http://www.microsoft.com for details.

Software terms

About This Book

> **⚠ WARNING!**   Text set off in this manner indicates that failure to follow directions could result in bodily harm or loss of life.

> **⚠ CAUTION:**   Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.

> **📝 NOTE:**   Text set off in this manner provides important supplemental information.

Table of contents

1 Product Features

Overview

The HP All-in-One Business PC offers the following features:

- Integrated All-in-One form factor
- 18.5-inch diagonal widescreen HD LED-backlight anti-glare LCD Display
- Adjustable tilt stand
- HP 205 G1 models: AMD E1-2500 processor featuring AMD Radeon HD 8240 Integrated Graphics
- HP 205 G2 models: AMD E1-6010 processor featuring AMD Radeon R2 Integrated Graphics
- HP 18 models: Intel Pentium J2900 or Intel Celeron J1800 processor
- Integrated Realtek RTL8166EH-CG 10/100 Ethernet Controller
- Wireless connectivity - HP WLAN/Bluetooth Combo NIC 802.11b/g/n Mini Card
- HP 205 G1 and HP 18 models: Integrated 1.0 MP 720p low-light webcam with microphone array
- HP 205 G2 models: Integrated VGA (640 x 480) webcam with mono microphone
- Integrated HD audio card and stereo speakers
- Up to 16 GB of DDR3 SDRAM supported
- Up to 2-TB hard drive
- Optional HP Slim-Tray SuperMulti DVD+RW SATA 8X Optical Drive
- 7-in-1 Media Card Reader
- USB Keyboard and Mouse
- ENERGY STAR® (for Windows operating system only)
- EPEAT® Silver certification

  Where HP registers commercial desktop products. See http://www.epeat.net for registration status in your country

Front components
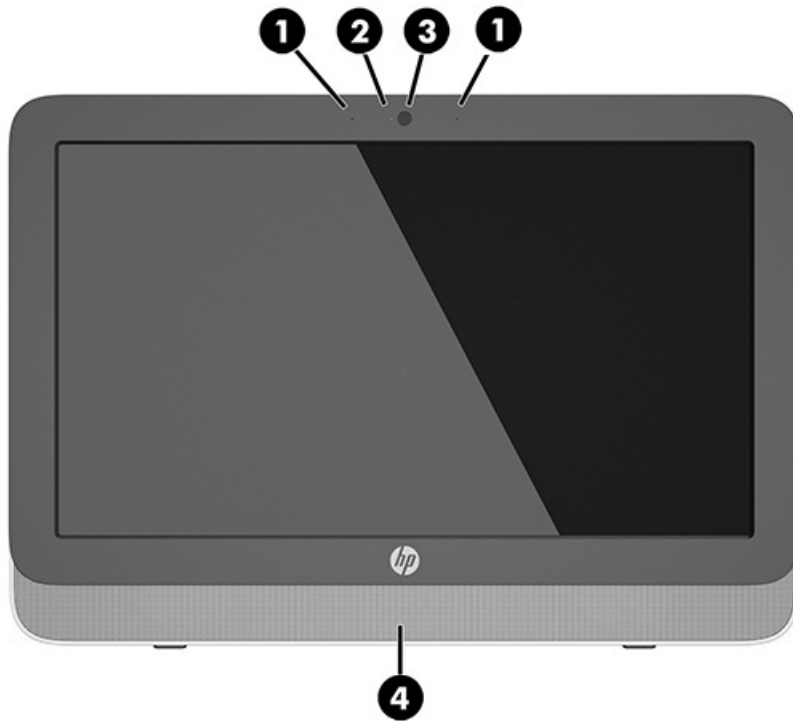
Component		Component	
1	Internal microphones (2)	3	Webcam
2	Webcam light	4	Speaker

Top components
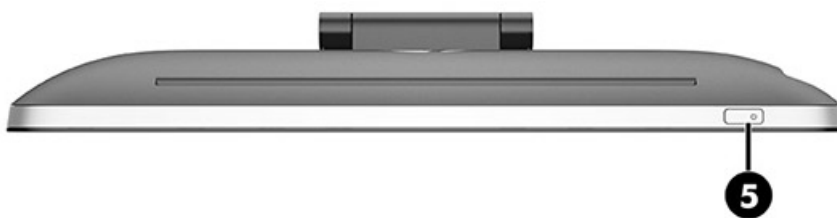
Component	
5	Power button

Right components

Component

6	Optical drive

Left components
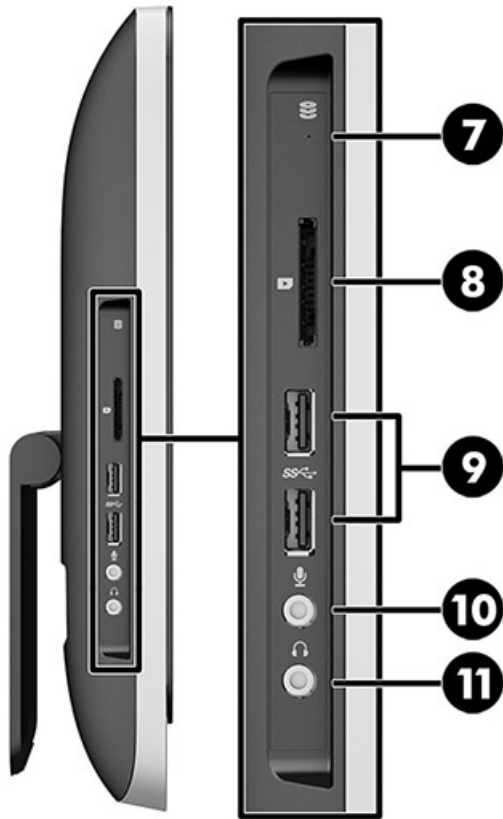
Component		Component	
7	Drive light	10	Audio-in (microphone) jack
8	Memory card reader	11	Audio-out (headphone) jack
9	USB 3.0 ports (2)		

Rear components
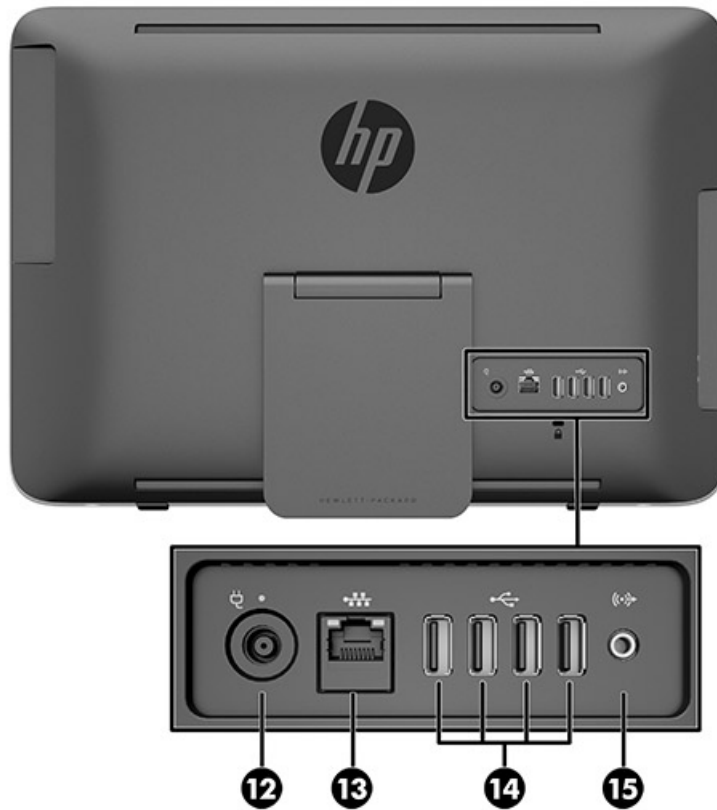
	Component		Component
12	Power connector	14	USB ports (4)
13	RJ-45 (network) jack	15	Audio line-out jack

2 Activating and Customizing the Software

Activating and customizing the software in Windows 10

Additional information is available in online help after you activate the operating system.

NOTE: Be sure there is a 10.2 cm (4 inch) clearance at the back of the unit and above the monitor to permit the required airflow.

Activating the Windows Operating System

The first time you turn on the computer, the operating system is set up and activated automatically. This process takes about 5 to 10 minutes. Carefully read and follow the instructions on the screen to complete the activation.

We recommend that you register your computer with HP during operating system set up so you can receive important software updates, facilitate support questions, and sign up for special offers. You can also register your computer with HP using the **Register with HP** app on the Start screen.

CAUTION: After the activation process has begun, DO NOT TURN OFF THE COMPUTER UNTIL THE PROCESS IS COMPLETE. Turning off the computer during the activation process may damage the software that runs the computer or prevent its proper installation.

Downloading Windows updates

Microsoft may release updates to the operating system. To help keep the computer running optimally, HP recommends checking for the latest updates during the initial installation and periodically throughout the life of the computer.

Run Windows Update as soon as possible after you set up your computer.

1. From the taskbar, type `Windows Update`, and then from the Search window, select **Check for updates**.

2. Click **Update & recovery**, and then click **Check for updates**.

3. Run Windows Update monthly thereafter.

Customizing the monitor display

If you wish, you can select or change the monitor refresh rates, screen resolution, color settings, font sizes, and power management settings.

For more information, refer to the online documentation provided with the graphics controller utility or the documentation that came with your monitor.

▲ Right-click on the Windows desktop, then click **Personalize** or **Screen resolution** to change display settings.

– or –

Click the **Start** icon, click **Settings**, and the click **Personalization**.

Activating and customizing the software in Windows 8.1

Additional information is available in online help after you activate the operating system.

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Downloading Windows 8.1 updates

Microsoft may release updates to the operating system. To help keep the computer running optimally, HP recommends checking for the latest updates during the initial installation and periodically throughout the life of the computer.

Run Windows Update as soon as possible after you set up your computer.

1. Point to the upper-right or lower-right corner of the Start screen to display the charms.

2. Click **Settings > Change PC Settings > Windows Update**.

3. Run Windows Update monthly thereafter.

Customizing the display

You can customize display settings for Windows 8.1 separately for the Start screen and the Desktop.

To customize the Start screen:

1. Point to the upper-right or lower-right corner of the Start screen to display the charms.

2. Click **Settings** > **Change PC Settings**.

3. Click **Personalize** to change the display settings.

To customize the Desktop:

1. Click the Desktop app on the Start screen.

2. Right-click on the desktop, and then click **Personalize** to change display settings.

3 Illustrated parts catalog

Boards and memory
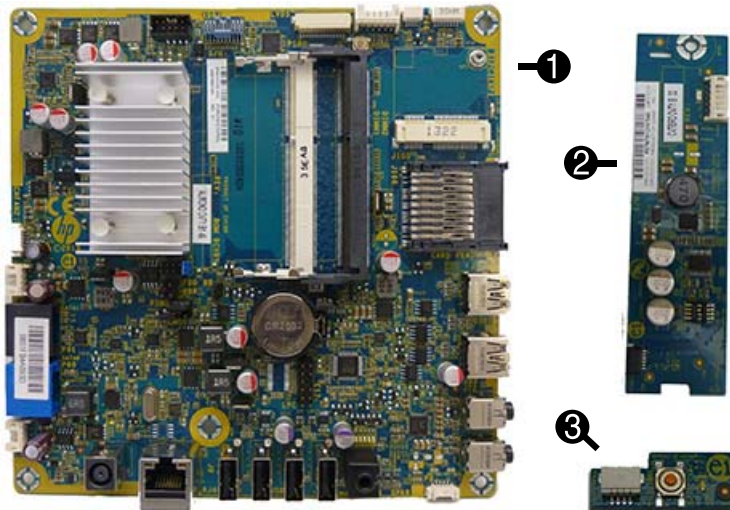
Item	Component	Spare part number
(1)	**System board** (includes processor and replacement thermal material):	
	For use in HP 205 G1 models:	
	• AMD E1–2500 APU for use in models with Windows 7 or without the Windows operating system	751275-001
	• AMD E1–2500 APU for use in models with Windows 8.1 Standard	751275-501
	• AMD E1–2500 APU for use in models with Windows 8.1 Professional or Windows 10	751275-601
	For use in HP 205 G2 models:	
	• AMD E1–6010 APU for use in models with Windows 7 or without the Windows operating system	806244-001
	• AMD E1–6010 APU for use in models with Windows 8.1 Standard	806244-501
	• AMD E1–6010 APU for use in models with Windows 8.1 Professional or Windows 10	806244-601
	For use in HP 18 models:	
	• Intel Pentium J2900 processor for use in models with Windows 7 or without the Windows operating system	782107-001
	• Intel Pentium J2900 processor for use in models with Windows 8.1 Standard	782107-501
	• Intel Pentium J2900 processor for use in models with Windows 8.1 Professional or Windows 10	782107-601
	• Intel Celeron J1800 processor for use in models with Windows 7 or without the Windows operating system	782108-001
	• Intel Celeron J1800 processor for use in models with Windows 8.1 Standard	782108-501

Item	Component	Spare part number
	• Intel Celeron J1800 processor for use in models with Windows 8.1 Professional or Windows 10	782108-601
(2)	**Converter board**	751276-001
(3)	**Power button board**	752342-001
	WLAN module	
	For use in HP 205 G1 and HP 18 models:	
	• Ralink RT5390R 802.11bgn Wi-Fi Adapter	701399-001
	For use in HP 205 G2 models:	
	• HP Broadcom BCM943142HM 802.11 b/g/n WLAN + BT4.0 Mini Wireless Card	753076-001
	• Ralink RT5390R 802.11bgn Wi-Fi Adapter for use only in Brazil	806249-201
	Wireless antenna kit	806248-001
	Webcam	
	HD, for use in HP 205 G1 and HP 18 models	752344-001
	VGA, for use in HP 205 G2 and HP 18 models	806245-001
	Memory module (PC3L-12800, 1666-MHz, DDR3):	
	4-GB	689373-001
	2-GB	689372-001

Mass storage devices

Item	Spare part number
Hard drives	
2-TB, 7200 rpm	616608-001
750-MB, 7200 rpm	639363-001
500-MB, 7200 rpm	751283-001
Optical drive	
DVD±RW drive	657958-001
Optical drive bezel	806247-001

Miscellaneous parts

Item	Component	Spare part number
(1)	**Speakers**	752343-001
(2)	**Hard drive screw bumpers**	752334-001
(3)	**Fan**	752335-001
(4)	**Front bezel**	752331-001
	Rear cover	752332-001
	Display panel, 18.5-inch, anti-glare , LED N-ZBD, 200 nits	752345-001
	Stand	752333-001
	AC adapter (65 W)	
	Standard efficiency	752346-001
	89% efficient	806246-001
	Mouse, USB	
	Mouse, USB	719901-001
	Mouse, USB, optical	674316-001
	Keyboards, unbranded	
	Brazilian Portuguese	709695-161
	Chinese	729339-AA1
	French Canadian	709695-121
	International English	709695-L31
	Latin American Spanish	537924-161
	United States	729339-001

Cables

Component	Spare part number
Backlight cable	752330-001
Power button board cable	752336-001
Webcam cable	752337-001
Hard drive cable assembly	752338-001
Optical drive cable assembly	752339-001
LVDS (display) cable	752340-001
Converter board cable	752341-001

4 Serial ATA (SATA) drive guidelines and routine care and disassembly preparation

This chapter provides general service information for the computer. Adherence to the procedures and precautions described in this chapter is essential for proper service.

⚠ **CAUTION:** When the computer is plugged into an AC power source, voltage is always applied to the system board. You must disconnect the power cord from the power source before opening the computer to prevent system board or component damage.

📝 **NOTE:** HP only supports the use of SATA hard drives on these models of computer. No Parallel ATA (PATA) drives are supported.

SATA hard drives

Serial ATA Hard Drive Characteristics	
Number of pins/conductors in data cable	7/7
Number of pins in power cable	15
Maximum data cable length	39.37 in (100 cm)
Data interface voltage differential	400-700 mV
Drive voltages	3.3 V, 5 V, 12 V
Jumpers for configuring drive	N/A
Data transfer rate	6.0 Gb/s

SATA hard drive cables

SATA data cable

Always use an HP approved SATA 3.0 Gb/s cable as it is fully backwards compatible with the SATA 1.5 Gb/s drives.

Current HP desktop products ship with SATA 3.0 Gb/s hard drives.

SATA data cables are susceptible to damage if overflexed. Never crease a SATA data cable and never bend it tighter than a 30 mm (1.18 in) radius.

The SATA data cable is a thin, 7-pin cable designed to transmit data for only a single drive.

SMART ATA drives

The Self Monitoring Analysis and Recording Technology (SMART) ATA drives for the HP Personal Computers have built-in drive failure prediction that warns the user or network administrator of an impending failure or crash of the hard drive. The SMART drive tracks fault prediction and failure indication parameters such as reallocated sector count, spin retry count, and calibration retry count. If the drive determines that a failure is imminent, it generates a fault alert.

Electrostatic discharge information

A sudden discharge of static electricity from your finger or other conductor can destroy static-sensitive devices or microcircuitry. Often the spark is neither felt nor heard, but damage occurs. An electronic device exposed to electrostatic discharge (ESD) may not appear to be affected at all and can work perfectly throughout a normal cycle. The device may function normally for a while, but it has been degraded in the internal layers, reducing its life expectancy.

Networks built into many integrated circuits provide some protection, but in many cases, the discharge contains enough power to alter device parameters or melt silicon junctions.

Generating static

The following table shows that:

- Different activities generate different amounts of static electricity.

- Static electricity increases as humidity decreases.

	Relative Humidity		
Event	55%	40%	10%
Walking across carpet	7,500 V	15,000 V	35,000 V
Walking across vinyl floor	3,000 V	5,000 V	12,000 V
Motions of bench worker	400 V	800 V	6,000 V
Removing DIPs* from plastic tube	400 V	700 V	2,000 V
Removing DIPs* from vinyl tray	2,000 V	4,000 V	11,500 V
Removing DIPs* from Styrofoam	3,500 V	5,000 V	14,500 V
Removing bubble pack from PCB	7,000 V	20,000 V	26,500 V
Packing PCBs in foam-lined box	5,000 V	11,000 V	21,000 V

*These are then multi-packaged inside plastic tubes, trays, or Styrofoam.

NOTE: 700 volts can degrade a product.

Preventing electrostatic damage to equipment

Many electronic components are sensitive to ESD. Circuitry design and structure determine the degree of sensitivity. The following packaging and grounding precautions are necessary to prevent damage to electric components and accessories.

- To avoid hand contact, transport products in static-safe containers such as tubes, bags, or boxes.

- Protect all electrostatic parts and assemblies with conductive or approved containers or packaging.

- Keep electrostatic sensitive parts in their containers until they arrive at static-free stations.

- Place items on a grounded surface before removing them from their container.

- Always be properly grounded when touching a sensitive component or assembly.

- Avoid contact with pins, leads, or circuitry.

- Place reusable electrostatic-sensitive parts from assemblies in protective packaging or conductive foam.

Personal grounding methods and equipment

Use the following equipment to prevent static electricity damage to equipment:

- **Wrist straps** are flexible straps with a maximum of one-megohm ± 10% resistance in the ground cords. To provide proper ground, a strap must be worn snug against bare skin. The ground cord must be connected and fit snugly into the banana plug connector on the grounding mat or workstation.

- **Heel straps/Toe straps/Boot straps** can be used at standing workstations and are compatible with most types of shoes or boots. On conductive floors or dissipative floor mats, use them on both feet with a maximum of one-megohm ± 10% resistance between the operator and ground.

Static Shielding Protection Levels	
Method	Voltage
Antistatic plastic	1,500
Carbon-loaded plastic	7,500
Metallized laminate	15,000

Grounding the work area

To prevent static damage at the work area, use the following precautions:

- Cover the work surface with approved static-dissipative material. Provide a wrist strap connected to the work surface and properly grounded tools and equipment.

- Use static-dissipative mats, foot straps, or air ionizers to give added protection.

- Handle electrostatic sensitive components, parts, and assemblies by the case or PCB laminate. Handle them only at static-free work areas.

- Turn off power and input signals before inserting and removing connectors or test equipment.

- Use fixtures made of static-safe materials when fixtures must directly contact dissipative surfaces.

- Keep work area free of nonconductive materials such as ordinary plastic assembly aids and Styrofoam.

- Use field service tools, such as cutters, screwdrivers, and vacuums, that are conductive.

Recommended materials and equipment

Materials and equipment that are recommended for use in preventing static electricity include:

- Antistatic tape

- Antistatic smocks, aprons, or sleeve protectors

- Conductive bins and other assembly or soldering aids

- Conductive foam

- Conductive tabletop workstations with ground cord of one-megohm +/- 10% resistance

- Static-dissipative table or floor mats with hard tie to ground

- Field service kits

- Static awareness labels

- Wrist straps and footwear straps providing one-megohm +/- 10% resistance

- Material handling packages

- Conductive plastic bags

- Conductive plastic tubes

- Conductive tote boxes

- Opaque shielding bags

- Transparent metallized shielding bags

- Transparent shielding tubes

Operating guidelines

To prevent overheating and to help prolong the life of the computer:

- Keep the computer away from excessive moisture, direct sunlight, and extremes of heat and cold.

- Operate the computer on a sturdy, level surface. Leave a 10.2-cm (4-inch) clearance on all vented sides of the computer to permit the required airflow.

- Occasionally clean the air vents on all vented sides of the computer. Lint, dust, and other foreign matter can block the vents and limit the airflow. Be sure to unplug the computer before cleaning the air vents.

- Never operate the computer with the cover removed.

- Do not place computers so near each other that they are subject to each other's re-circulated or preheated air.

- Keep liquids away from the computer and keyboard.

- Install or enable power management functions of the operating system or other software, including sleep states.

Routine care

General cleaning safety precautions

1. Never use solvents or flammable solutions to clean the computer.

2. Never immerse any parts in water or cleaning solutions; apply any liquids to a clean cloth and then use the cloth on the component.

3. Always unplug the computer when cleaning with liquids or damp cloths.

4. Always unplug the computer before cleaning the keyboard, mouse, or air vents.

5. Disconnect the keyboard before cleaning it.

6. Wear safety glasses equipped with side shields when cleaning the keyboard.

Cleaning the computer case

Follow all safety precautions in General cleaning safety precautions on page 15 before cleaning the computer.

To clean the computer case, follow the procedures described below:

- To remove light stains or dirt, use plain water with a clean, lint-free cloth or swab.

- For stronger stains, use a mild dishwashing liquid diluted with water. Rinse well by wiping it with a cloth or swab dampened with clear water.

- For stubborn stains, use isopropyl (rubbing) alcohol. No rinsing is needed as the alcohol will evaporate quickly and not leave a residue.

- After cleaning, always wipe the unit with a clean, lint-free cloth.

- Occasionally clean the air vents on the computer. Lint and other foreign matter can block the vents and limit the airflow.

Cleaning the keyboard

Follow all safety precautions in General cleaning safety precautions on page 15 before cleaning the keyboard.

To clean the tops of the keys or the keyboard body, follow the procedures described in Cleaning the computer case on page 16.

When cleaning debris from under the keys, review all rules in General cleaning safety precautions on page 15 before following these procedures:

⚠ **CAUTION:** Use safety glasses equipped with side shields before attempting to clean debris from under the keys.

- Visible debris underneath or between the keys may be removed by vacuuming or shaking.

- Canned, pressurized air may be used to clean debris from under the keys. Caution should be used as too much air pressure can dislodge lubricants applied under the wide keys.

- If you remove a key, use a specially designed key puller to prevent damage to the keys. This tool is available through many electronic supply outlets.

  ⚠ **CAUTION:** Never remove a wide leveled key (like the space bar) from the keyboard. If these keys are improperly removed or installed, the keyboard may not function properly.

- Cleaning under a key may be done with a swab moistened with isopropyl alcohol and squeezed out. Be careful not to wipe away lubricants necessary for proper key functions. Use tweezers to remove any fibers or dirt in confined areas. Allow the parts to air dry before reassembly.

Cleaning the display

- Wipe the display screen with a clean cloth moistened with water or with a towelette designed for cleaning displays. Do not use sprays or aerosols directly on the screen; the liquid may seep into the housing and damage a component. Never use solvents or flammable liquids.

Cleaning the mouse

Before cleaning the mouse, ensure that the power to the computer is turned off.

- Clean the mouse ball by first removing the retaining plate and the ball from the housing. Pull out any debris from the ball socket and wipe the ball with a clean, dry cloth before reassembly.

- To clean the mouse body, follow the procedures in Cleaning the computer case on page 16.

Service considerations

Listed below are some of the considerations that you should keep in mind during the disassembly and assembly of the computer.

Tools and software requirements

To service the computer, you need the following:

- Torx T-15 screwdriver (HP screwdriver with bits, PN 161946-001)

- Flat-bladed screwdriver (may sometimes be used in place of the Torx screwdriver)

- Phillips #2 screwdriver

- Diagnostics software

- HP tamper-resistant T-15 wrench (Smart Cover FailSafe Key, PN 166527-001) or HP tamper-resistant bits (Smart Cover FailSafe Key, PN 166527-002)

Screws

The screws used in the computer are not interchangeable. They may have standard or metric threads and may be of different lengths. If an incorrect screw is used during the reassembly process, it can damage the unit. HP strongly recommends that all screws removed during disassembly be kept with the part that was removed, then returned to their proper locations.

⚠ **CAUTION:** As each subassembly is removed from the computer, it should be placed away from the work area to prevent damage.

Cables and connectors

Most cables used throughout the unit are flat, flexible cables. These cables must be handled with care to avoid damage. Apply only the tension required to seat or unseat the cables during insertion or removal from the connector. Handle cables by the connector whenever possible. In all cases, avoid bending or twisting the cables, and ensure that the cables are routed in such a way that they cannot be caught or snagged by parts being removed or replaced.

⚠ **CAUTION:** When servicing this computer, ensure that cables are placed in their proper location during the reassembly process. Improper cable placement can damage the computer.

Hard drives

Handle hard drives as delicate, precision components, avoiding all physical shock and vibration. This applies to failed drives as well as replacement spares.

- If a drive must be mailed, place the drive in a bubble-pack mailer or other suitable protective packaging and label the package "Fragile: Handle With Care."

- Do not remove hard drives from the shipping package for storage. Keep hard drives in their protective packaging until they are actually mounted in the CPU.

- Avoid dropping drives from any height onto any surface.

- If you are inserting or removing a hard drive, turn off the computer. Do not remove a hard drive while the computer is on or in standby mode.

- Before handling a drive, ensure that you are discharged of static electricity. While handling a drive, avoid touching the connector. For more information about preventing electrostatic damage, refer to Electrostatic discharge information on page 13

- Do not use excessive force when inserting a drive.

- Avoid exposing a hard drive to liquids, temperature extremes, or products that have magnetic fields such as displays or speakers.

Lithium coin cell battery

The battery that comes with the computer provides power to the real-time clock and has a minimum lifetime of about three years.

See the appropriate removal and replacement chapter for the chassis you are working on in this guide for instructions on the replacement procedures.

⚠ **WARNING!** This computer contains a lithium battery. There is a risk of fire and chemical burn if the battery is handled improperly. Do not disassemble, crush, puncture, short external contacts, dispose in water or fire, or expose it to temperatures higher than 140ºF (60ºC). Do not attempt to recharge the battery.

📝 **NOTE:** Batteries, battery packs, and accumulators should not be disposed of together with the general household waste. In order to forward them to recycling or proper disposal, please use the public collection system or return them to HP, their authorized partners, or their agents.

5 Removal and Replacement Procedures All-in One (AIO) Chassis

The following sections provide information about disassembling various components of the computer.

Preparing to disassemble the computer

To avoid injury and equipment damage, always complete the following steps in order, when opening the HP Pro All-in-One.

1. Remove all media from the computer.

2. Shut down the computer.

3. After the system has completely shut down, disconnect the power adapter from the back of the computer.

4. Disconnect all other attached cables from the back of the computer.

5. Place the computer face down on a soft flat surface. HP recommends that you set down a blanket, towel, or other soft cloth to protect the screen surface from scratches or other damage.

⚠ **WARNING!** Beware of sharp edges inside the chassis.

Rear cover

Description	Spare part number
Rear cover	752332-001

The computer has one main rear cover that allows access to internal components.

To remove the rear cover:

1. Prepare the computer for disassembly (see Preparing to disassemble the computer on page 19).

2. On the bottom of the computer, turn the two captive screws **(1)** to the left until they click and release the rear cover.

3. Lift up on the bottom of the rear cover to disengage it **(2)**, and then lift the rear cover off the computer **(3)**.
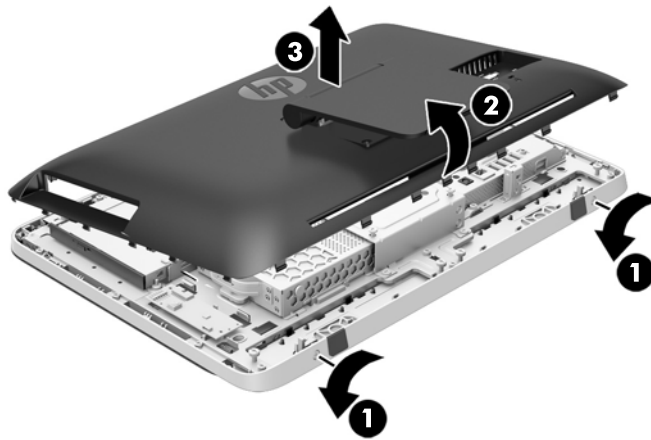
To replace the rear cover, reverse the removal procedures.

Stand assembly

Description	Spare part number
Stand assembly	752333-001

The stand is secured with four Torx screws. You must remove the rear cover to remove the stand.

To remove the stand:

1. Prepare the computer for disassembly (see Preparing to disassemble the computer on page 19).

2. Remove the rear cover (see Rear cover on page 20).

3. On the side of the rear cover, in the order stamped into the stand, remove the four Torx screws that secure the stand to the rear cover **(1)**.

4. Remove the stand from the rear cover **(2)**.
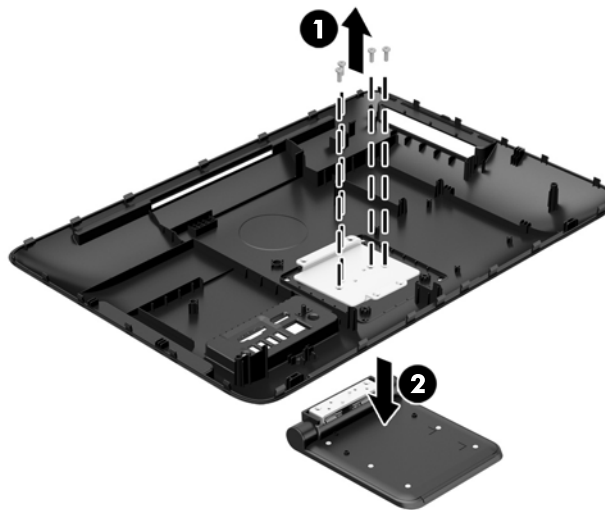
To replace the stand, reverse the removal procedures.

Webcam module

Description	Spare part number
Webcam module, HD, for use in HP 205 G1 and HP 18 models	752344-001
Webcam module, VGA, for use in HP 205 G2 models	806245-001

On products that ship with a webcam module, the module is located at the top of the computer beneath the top panel. It is secured with two silver Phillips screws and has one connector.

The webcam module is optional.
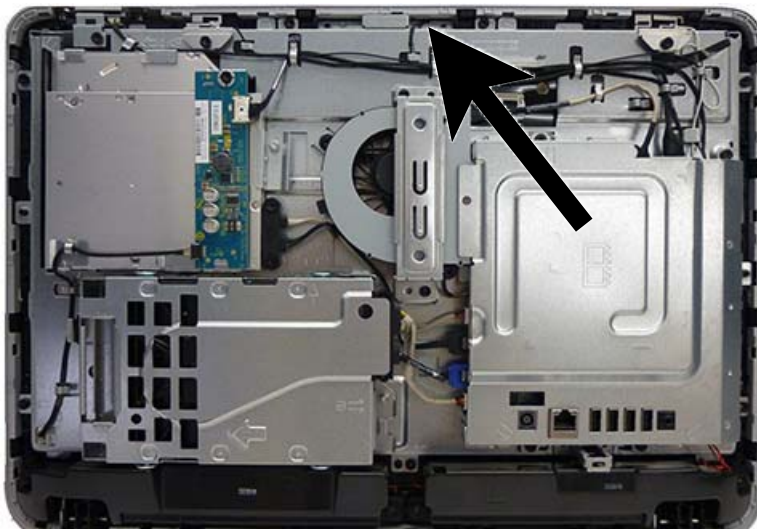
To remove the webcam module:

1. Prepare the computer for disassembly (see Preparing to disassemble the computer on page 19).

2. Remove the rear cover (see Rear cover on page 20).

3. Press the tabs on each side of the webcam module and lift it up away from the tabs.

4. Rotate the assembly to gain access to the connector on the module, and then disconnect the cable from the module.

5. To remove the module from the bracket, remove the two Phillips screws that secure the module, and then separate the module from the bracket.

To install a webcam module, reverse the removal procedures.

Replacing drives

Replacing the hard disc drive with a 3.5-inch drive or a 2.5-inch drive

Description	Spare part number
2-TB, 7200 rpm hard drive	616608-001
750-GB, 7200 rpm hard drive	639363-001
500-GB, 7200 rpm hard drive	751283-001
Hard drive screw bumper	752334-001

The hard disc drive is located on the left side of the computer (when viewed from behind). The drive is housed in a removable cage.
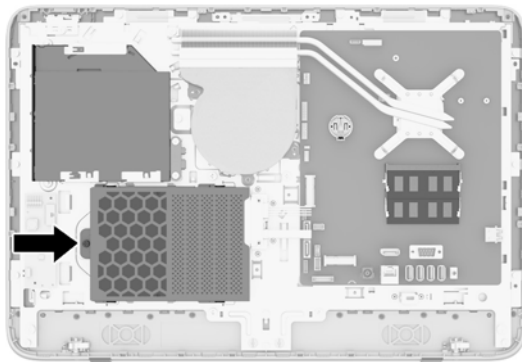
To install a 2.5-inch drive, you need a drive adapter.

The hard drive data cable connects to the SATA0 and SATA PWR0 system board connectors.

1. Prepare the computer for disassembly (see).

2. Remove the rear cover (see).

3. Loosen the captive Phillips screw **(1)** that secures the hard drive cage to the computer, and then slide the cage toward the edge of the chassis to disengage it from the connector, and lift it out of the computer **(2)**.

> **NOTE:** Hard drive cage appearance may vary.
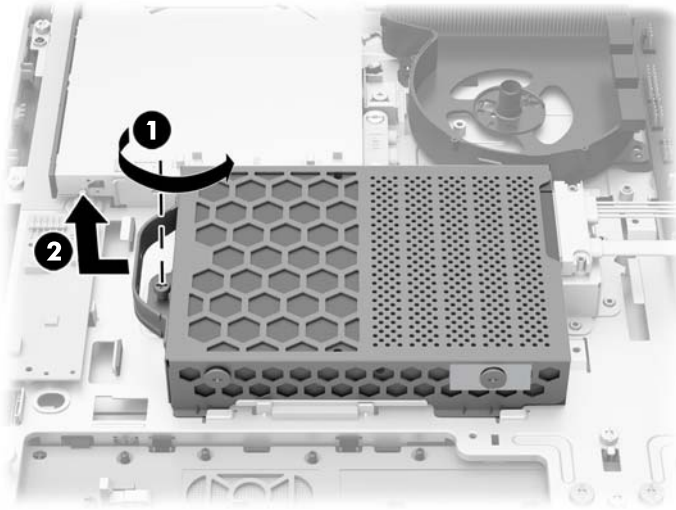
4. Both 3.5-inch and 2.5-inch hard drives are supported. A 2.5-inch hard drive requires an adapter to fit into the hard drive cage. To remove the hard drive, refer to the procedures below that correspond to the size of your drive:

3.5-inch hard drive:

▲ Remove the four Phillips screws **(1)** that secure the drive to the cage, and then slide the drive out of the cage **(2)**.
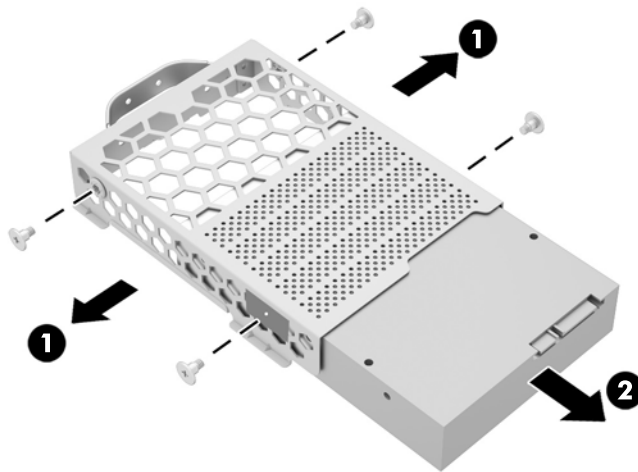
2.5-inch hard drive:

a. Remove the four Phillips screws **(1)** that secure the drive adapter to the cage, and then slide the drive out of the cage **(2)**.
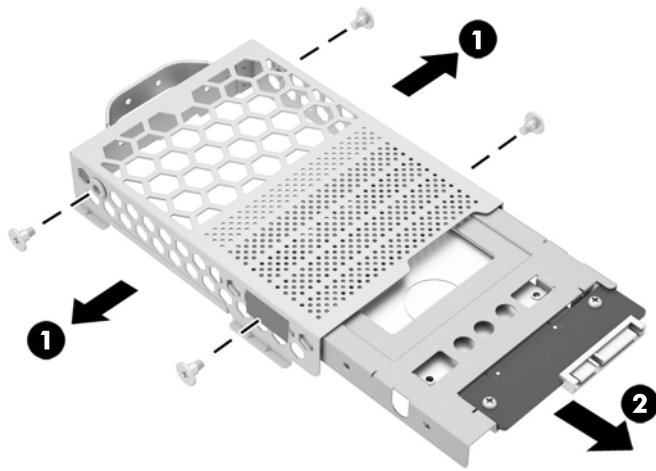
b. Remove the four Phillips screws that secure the drive to the adapter **(1)**, and the slide the drive out of the adapter **(2)**.
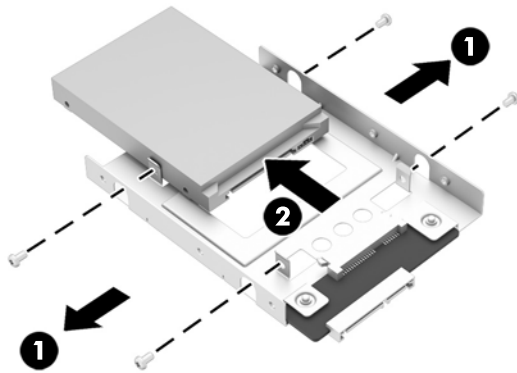
To replace the hard drive, reverse the removal procedures.

NOTE: To install an optional 2.5-inch drive, you must

1. Mount the drive in a drive adapter

2. Screw the four mounting screws into the drive adapter

Replacing the optical disc drive

Description	Spare part number
DVD±RW drive	657958-001
Optical drive bezel	806247-001

The optical disc drive is located above the hard disc drive on the left side of the computer (when viewed from behind).

The optical drive data cable connects to the SATA1 and SATA PWR1 system board connectors.

NOTE: The drive bracket is not spared. When replacing an optical drive, remove the bracket from the old drive and install it on the new drive.
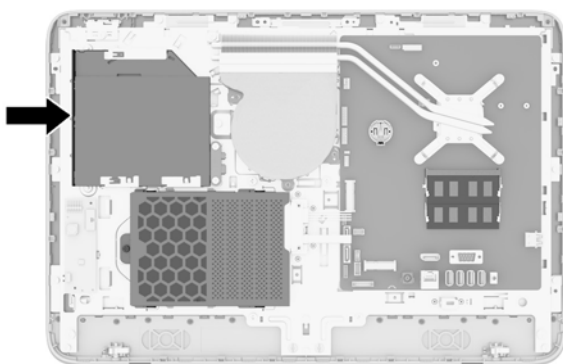
1. Prepare the computer for disassembly (see).

2. Remove the rear cover (see).

3. Loosen the captive Phillips screw **(1)** that secures the hard drive cage to the computer, and then slide the cage toward the edge of the chassis to disengage it from the connector, and remove it from the computer **(2)**.
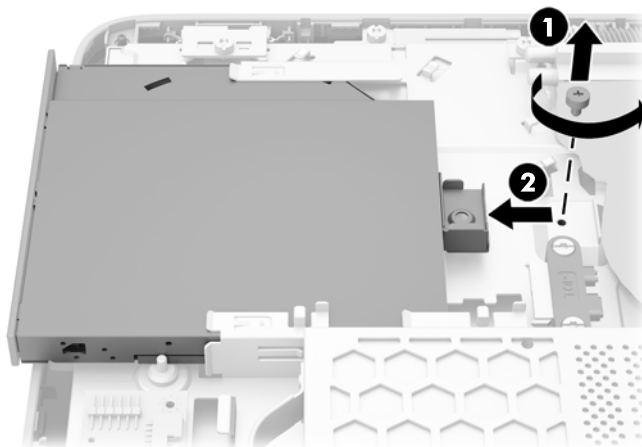
NOTE: When replacing an optical drive, remove the bracket from the old drive and install it on the new drive. The bracket is not spared.

4. Remove the two screws securing the optical disc drive bracket to the drive, and then remove the bracket.

To replace the optical drive, reverse the removal procedures.

Front bezel

Description	Spare part number
Front bezel	752331-001

The front bezel is secured to the main system bracket with seven Torx screws.

To remove the front bezel:

1. Prepare the computer for disassembly (see Preparing to disassemble the computer on page 19).

2. Remove the rear cover (see Rear cover on page 20).

3. Remove the speakers (see Speakers on page 34).

4. Remove the webcam (see Webcam module on page 22).

5. Disconnect the power button board cable.

6. Remove the seven Torx screws that secure the bezel to the computer (pointed out with arrows in the following illustration).

7. Disengage the nine tabs that secure the bezel to the computer (pointed out with white circles in the following illustration).

    📝 **NOTE:** Although the following image shows the computer with most components removed, you can remove the bezel with all components installed except for the speakers.
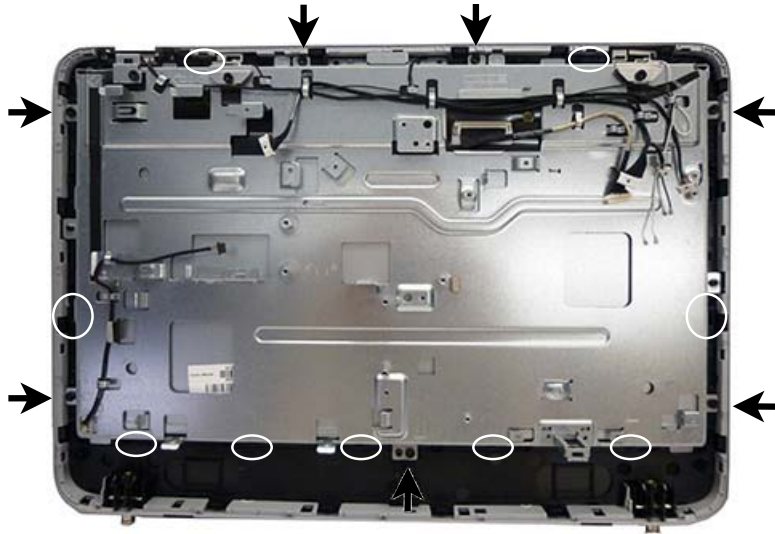
8. Lift the computer from the bezel.

To install the front bezel, reverse the removal procedures.

Converter board

Description	Spare part number
Converter board	751276-001

The converter board is located on the left side of the computer (viewed from behind) under the main rear cover. It is secured with two Torx screws and has two connectors.

Use the same converter spare part for all display panels; however, you must change jumper settings on the board based on the display panel.
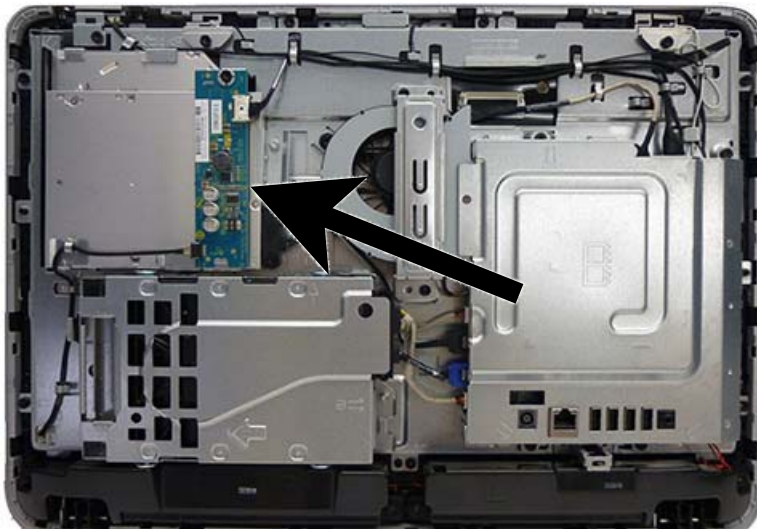
To remove the converter board:

1. Prepare the computer for disassembly (see Preparing to disassemble the computer on page 19).

2. Remove the rear cover (see Rear cover on page 20).

3. Disconnect the two cables from the board **(1)**.

📝 **NOTE:** Be careful not to damage the cables when disconnecting them from the board. Do not pull on the wires.

4. Remove the black Torx screw **(2)** that secures the board to the computer.

5. Lift the converter board from the computer **(3)**.
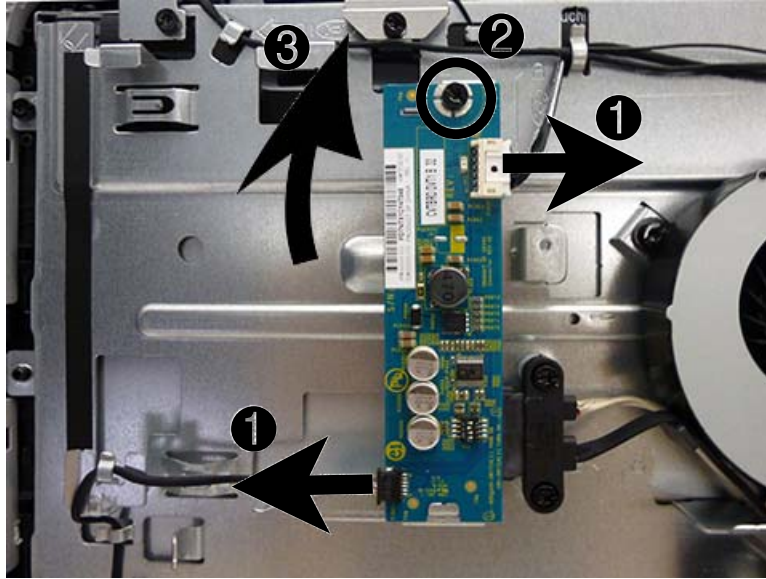
To install the converter board, reverse the removal procedures.

Power button board

Description	Spare part number
Power button board	752342-001

The power button board is located on the top left of the computer (when viewed from behind).
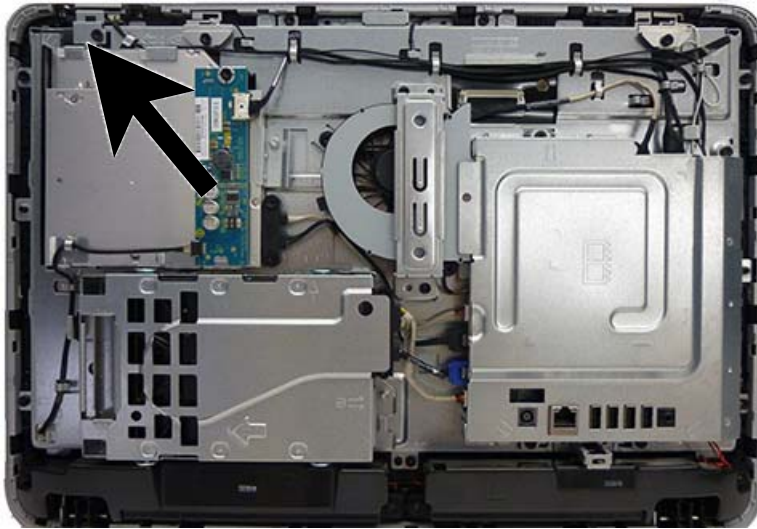
To remove the power button board:

1. Prepare the computer for disassembly (see Preparing to disassemble the computer on page 19).

2. Remove the rear cover (see Rear cover on page 20).

3. Remove the Torx screw that secures the bracket to the computer **(1)**, and then lift the bracket off the computer **(2)**.
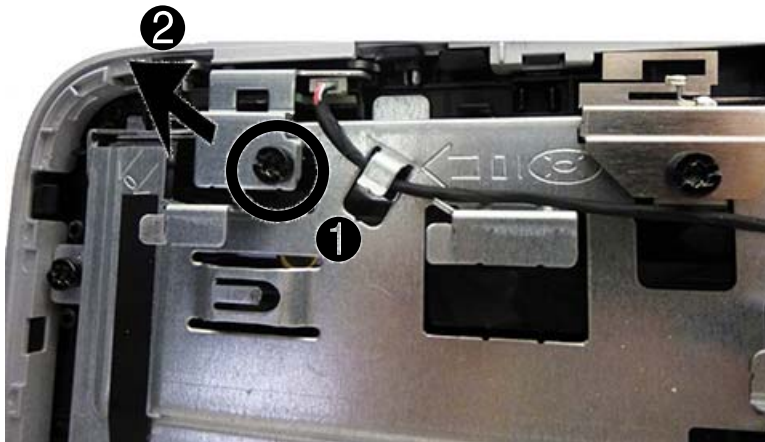
4. Disconnect the cable from the power button board **(1)**.

5. Press on the tab that holds the power button board in place **(2)**, and the remove the board from the computer.
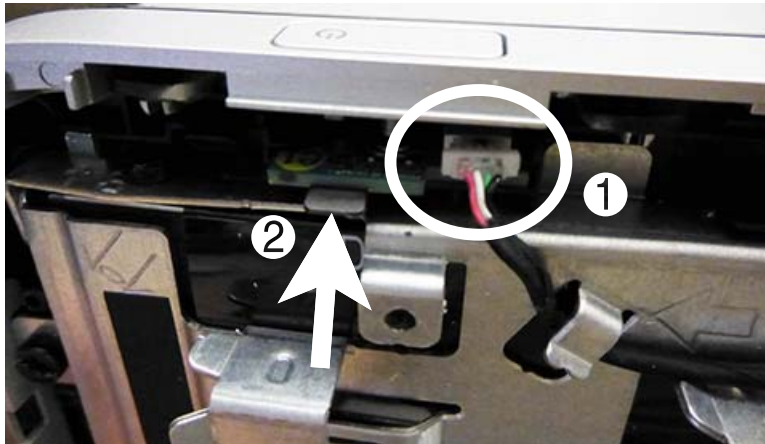
To install the power button board, reverse the removal procedures.

Speakers

Description	Spare part number
Speakers	752343-001

The speakers are located at the bottom of the computer. Two separate speakers are each secured by two Torx screws.
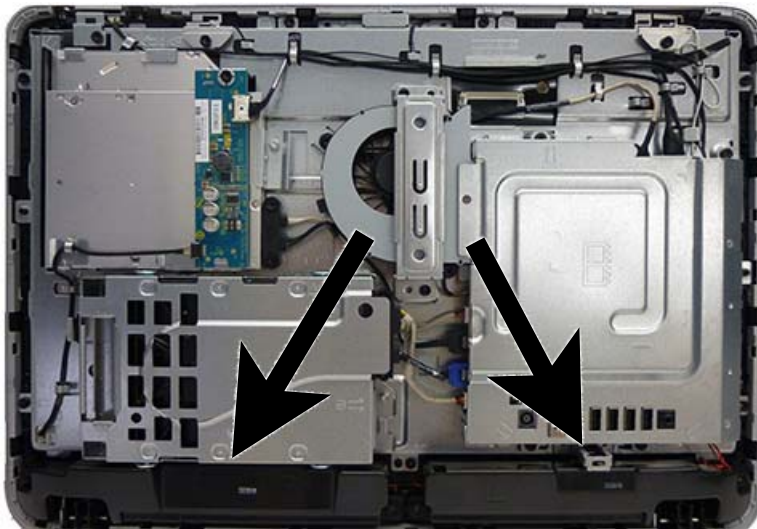
To remove the speakers:

1. Prepare the computer for disassembly (see Preparing to disassemble the computer on page 19).

2. Remove the rear cover (see Rear cover on page 20).

3. Remove two Torx screws **(1)** that secure each speaker to the computer.

4. Disconnect the speaker cable from the system board connector labeled SPKR **(2)**.
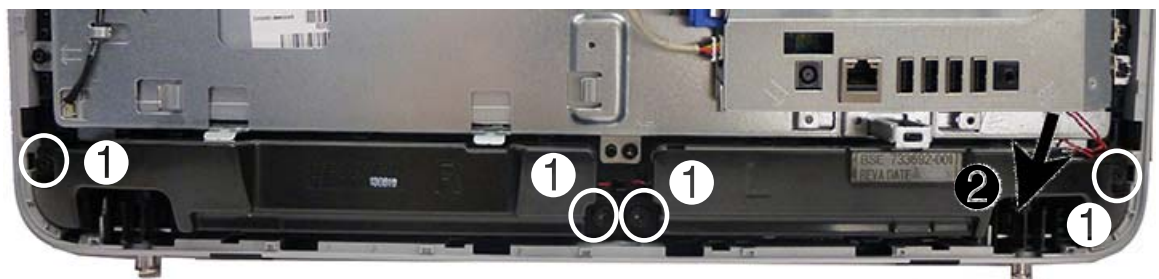
5. Remove the speakers from the computer.

To install the speakers, reverse the removal procedures.

Fan

Description	Spare part number
Fan	752335-001

The fan is located near the middle of the computer and is secured with three Torx screws. You have to remove the metal plate to remove the fan.

To remove the fan assembly:

1. Prepare the computer for disassembly (see Preparing to disassemble the computer on page 19).

2. Remove the rear cover (see Rear cover on page 20).

3. Remove the two Torx screws that secure the bracket to the computer **(1)**, and then lift the bracket off the computer **(2)**.
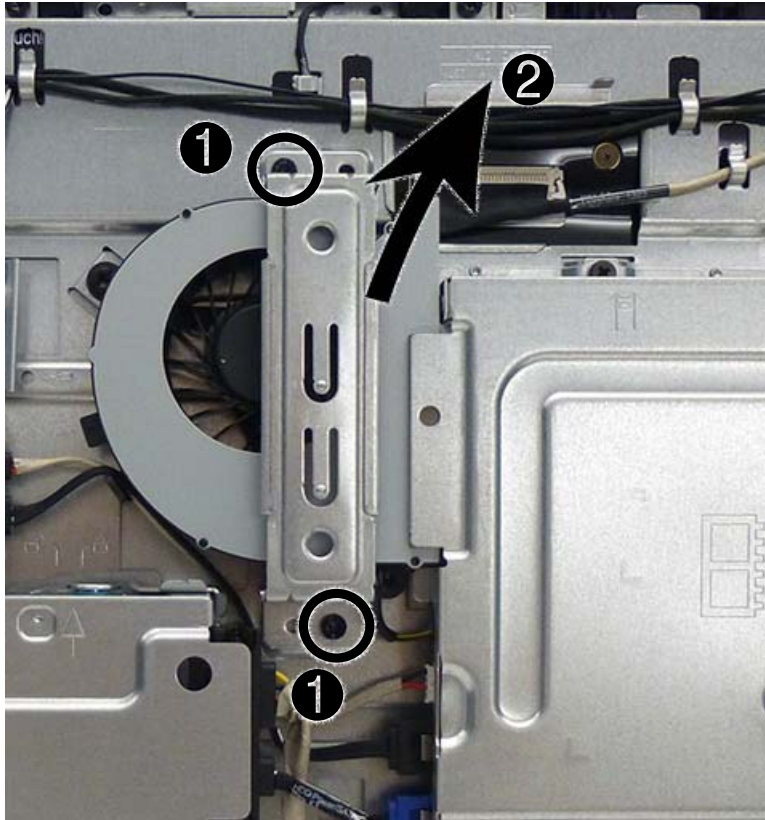
4. Remove the three Torx screws that secure the fan to the computer **(1)**.

5. Remove the optical drive cable from the clips built into the fan **(2)**.

6. Disconnect the fan cable from the system board connector labeled CHFAN2 **(3)**.
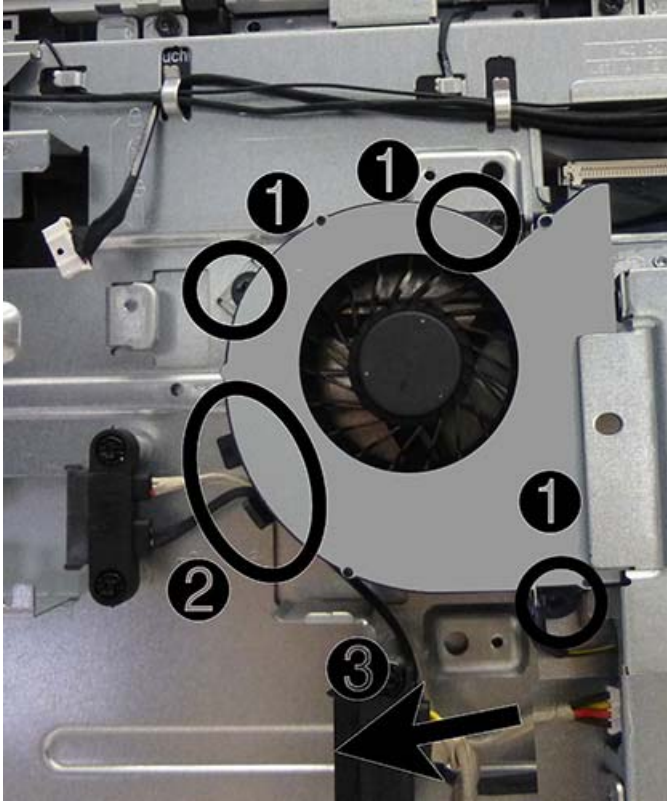
7. Remove the fan from the computer.

To install the fan assembly, reverse the removal procedures.

Hard drive and optical drive cables and connectors

Description	Spare part number
Optical drive cable	752339-001
Hard drive cable	752338-001

The hard drive and optical drive connectors are located near the middle of the computer. Each connector is secured with two Torx screws and has two cables that connect to the system board.

The optical drive connector cables are longer than the hard drive connector cables.
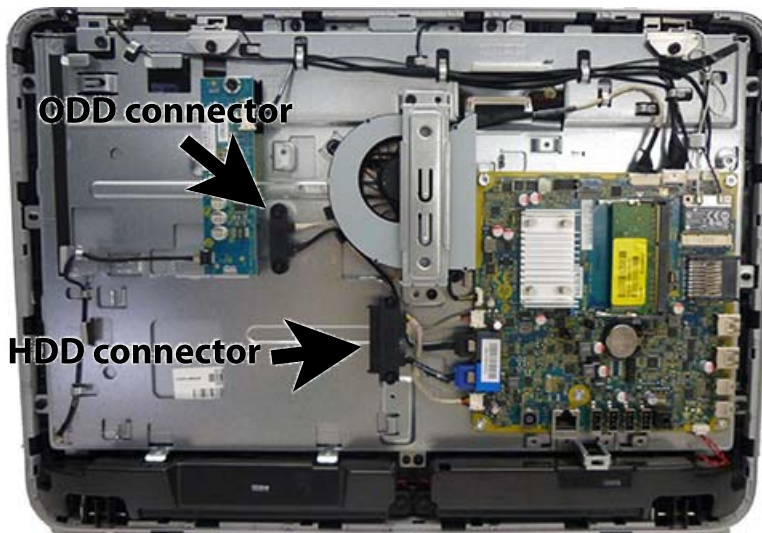
To remove the hard drive or optical drive connector:

1. Prepare the computer for disassembly (see Preparing to disassemble the computer on page 19).

2. Remove the rear cover (see Rear cover on page 20).

3. Remove the optical drive (see Replacing the optical disc drive on page 26).

4. Remove the hard drive (see Replacing drives on page 23).

5. Remove two Torx screws that secure the hard drive connector **(1)** or the optical drive connector **(2)** to the computer.

6. Disconnect the hard drive cables **(1)** or the optical drive cables **(2)** from the system board.

    The hard drive cables connect to the SATA_PWR0 and SATA0 connectors on the system board. The optical drive cables connect to the SATA_PWR1 and SATA1 connectors on the system board.

    NOTE: Be careful not to damage the cable when disconnecting it from the board. Do not pull on the wires.

7. If removing the optical drive connector, remove the cable from the clips built into the fan **(3)**.

8. Remove the connector from the computer.
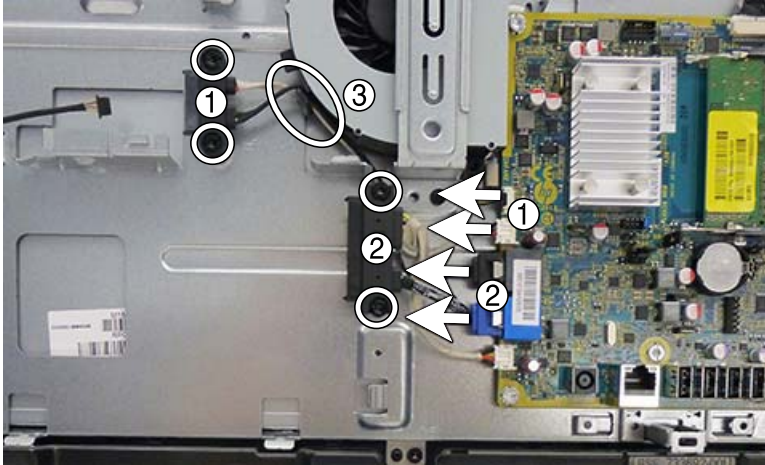
To install the hard drive or optical drive connector, reverse the removal procedures.

System board cover
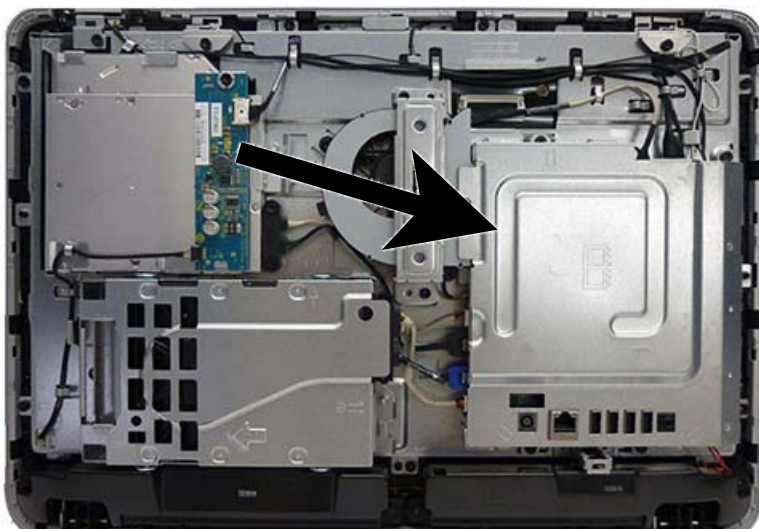
To remove the system board cover:
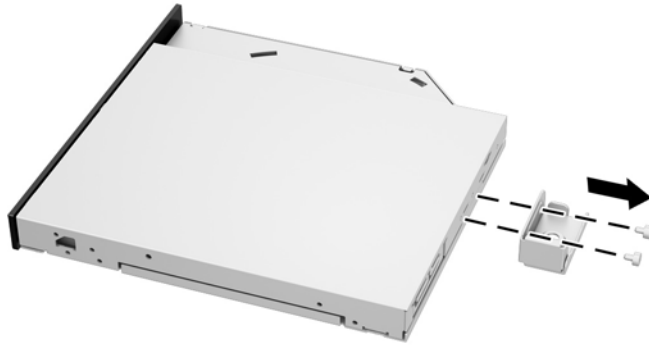
1. Prepare the computer for disassembly (see Preparing to disassemble the computer on page 19).

2. Remove the rear cover (see Rear cover on page 20).

3. Remove the four Torx screws that secure the cover to the computer.
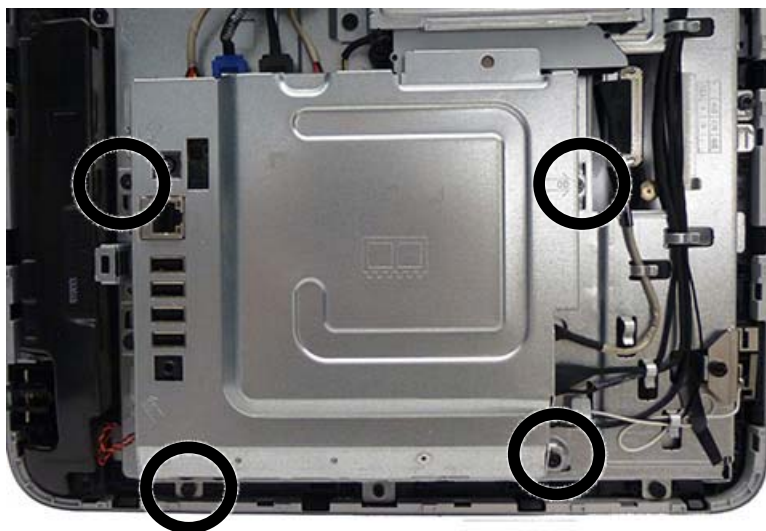
4. Lift the cover straight up and off the computer.

To replace the lower panel, reverse the removal procedures.

Memory

Description	Spare part number
4-GB memory module (PC3-12800; SODOMM)	689373-001
2-GB memory module (PC3-12800; SODOMM)	689372-001

Memory modules are located on the right side of the computer (viewed from behind). The computer has two memory slots.
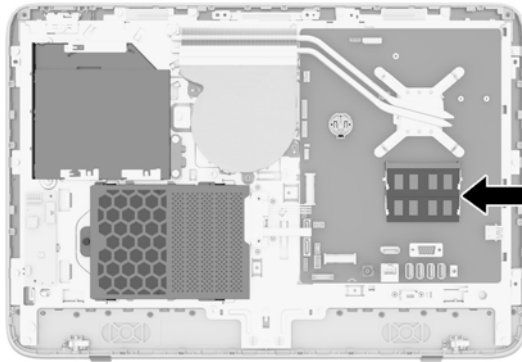
For proper system operation, the SODIMMs must be:

- industry-standard 204-pin

- unbuffered non-ECC PC3-12800 DDR3-1600 MHz-compliant

- 1.5 volt DDR3-SDRAM SODIMMs

The DDR3-SDRAM SODIMMs must also:

- support CAS latency 11 DDR3 1600 MHz (11-11-11 timing)

- contain the mandatory Joint Electronic Device Engineering Council (JEDEC) specification

In addition, the computer supports:

- 1-Gbit, 2-Gbit, and 4-Gbit non-ECC memory technologies

- single-sided and double-sided SODIMMS

- SODIMMs constructed with x8 and x16 SDRAMs; SODIMMs constructed with x4 SDRAMs are not supported

NOTE: The system will not operate properly if you install unsupported SODIMM memory.

The system will automatically operate in single channel mode, dual channel mode, or flex mode, depending on how the SODIMMs are installed. Refer to the following table to identify the SODIMM channel locations.

Location	System Board Label	Channel
Lower Socket	SODIMM1	Channel A
Upper Socket	SODIMM3	Channel B

- The system will operate in single channel mode if the SODIMM sockets are populated in one channel only.

- The system will operate in flex mode if the memory capacity of the SODIMM in Channel A is not equal to the memory capacity of the SODIMM in Channel B. In flex mode, the channel populated with the least amount of memory describes the total amount of memory assigned to dual channel and the remainder is assigned to single channel. If one channel will have more memory than the other, the larger amount should be assigned to channel A.

- The system will operate in a higher-performing dual channel mode if the memory capacity of the SODIMM in Channel A is equal to the memory capacity of the SODIMM in Channel B.

- In any mode, the maximum operational speed is determined by the slowest SODIMM in the system.

There are two memory sockets on the system board located behind the memory access panel. To remove or install memory modules:

To remove a memory module:

1. Prepare the computer for disassembly (see Preparing to disassemble the computer on page 19).

2. Place the computer face down on a soft flat surface. HP recommends that you set down a blanket, towel, or other soft cloth to protect the screen surface from scratches or other damage.

3. Remove the rear cover (see Rear cover on page 20).

4. Remove the system board cover (see System board cover on page 39).

5. To remove a memory module, press outward on the two latches on each side of the SODIMM **(1)**, then pull the SODIMM out of the socket **(2)**.
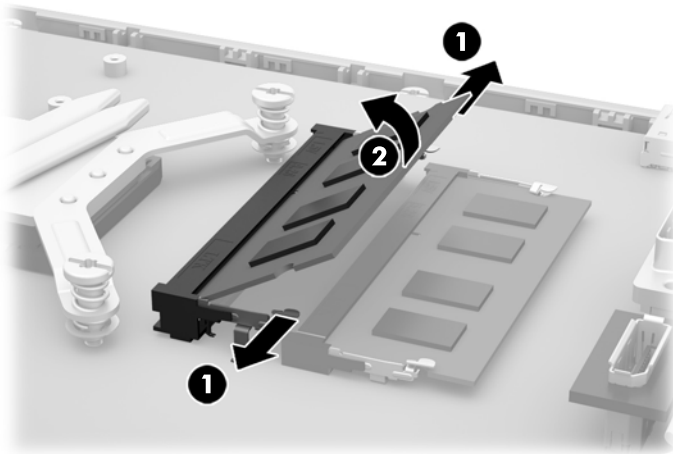
The computer automatically recognizes the additional memory when you turn on the computer.

WLAN module

Description	Spare part number
WLAN module for use in HP 205 G1 and HP 18 models:	
Ralink RT5390R 802.11bgn Wi-Fi Adapter	701399-001
WLAN module for use in HP 205 G2 models:	
HP Broadcom BCM943142HM 802.11 b/g/n WLAN + BT4.0 Mini Wireless Card	753076-001
Ralink RT5390R 802.11bgn Wi-Fi Adapter for use only in Brazil	806249-201
WLAN antenna kit	806248-001

The WLAN module is located on the right side of the system board. The module is secured with one Phillips screw and has two connected antennas.
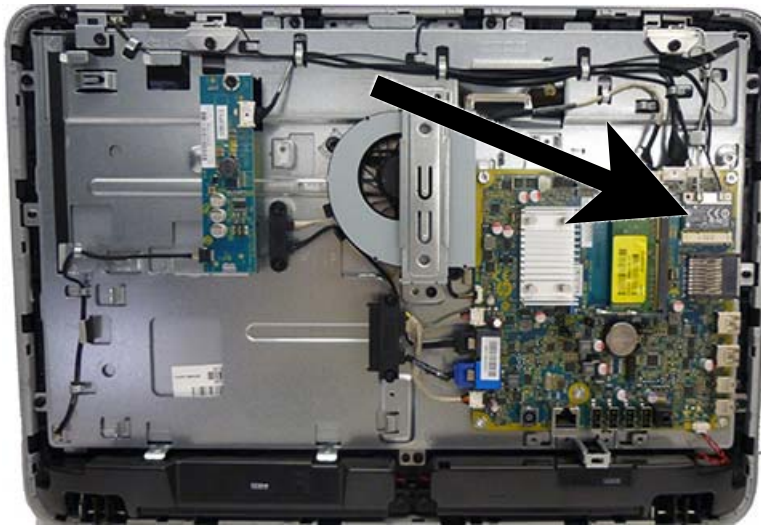
To remove the WLAN module:

1. Prepare the computer for disassembly (see Preparing to disassemble the computer on page 19).

2. Remove the rear cover (see Rear cover on page 20).

3. Remove the system board cover (see System board cover on page 39).

4. Disconnect the antenna cables from the module **(1)**.

5. Remove the Phillips screw **(2)** that secures the module to the computer.

6. Lift the module to a 45-degree angle, and then pull it away to remove it from the socket **(3)**.
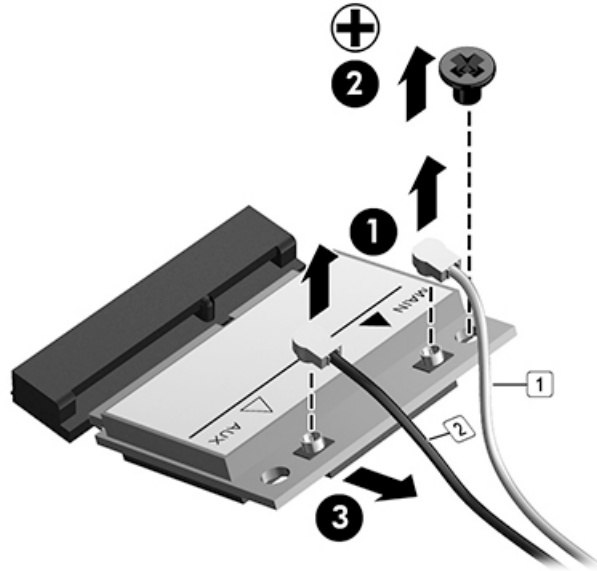
To install the WLAN module, reverse the removal procedures.

NOTE: WLAN modules are designed with a notch to prevent incorrect insertion.

RTC battery

The battery is located in the memory compartment. The battery that comes with the computer provides power to the real-time clock. When replacing the battery, use a battery equivalent to the battery originally installed in the computer. The computer comes with a 3-volt lithium coin cell battery.

WARNING! The computer contains an internal lithium manganese dioxide battery. There is a risk of fire and burns if the battery is not handled properly. To reduce the risk of personal injury:

Do not attempt to recharge the battery.

Do not expose to temperatures higher than 60° C (140º F).

Do not disassemble, crush, puncture, short external contacts, or dispose of in fire or water.

Replace the battery only with the HP spare designated for this product.

CAUTION: Before replacing the battery, it is important to back up the computer CMOS settings. When the battery is removed or replaced, the CMOS settings will be cleared.

Static electricity can damage the electronic components of the computer or optional equipment. Before beginning these procedures, ensure that you are discharged of static electricity by briefly touching a grounded metal object.

NOTE: The lifetime of the lithium battery can be extended by plugging the computer into a live AC wall socket. The lithium battery is only used when the computer is NOT connected to AC power.

HP encourages customers to recycle used electronic hardware, HP original print cartridges, and rechargeable batteries. For more information about recycling programs, go to http://www.hp.com/recycle.

1. Prepare the computer for disassembly (see).

2. Remove the rear cover (see).

3. Remove the system board cover (see).

The battery can now be seen to the left of the heat sink.
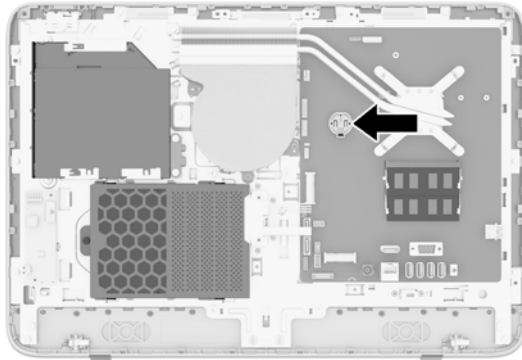
4. To release the battery from its holder, squeeze the metal clamp that extends above one edge of the battery. When the battery pops up, lift it out **(1)**.

5. To insert the new battery, slide one edge of the replacement battery under the holder's lip with the positive side up. Push the other edge down until the clamp snaps over the other edge of the battery **(2)**.
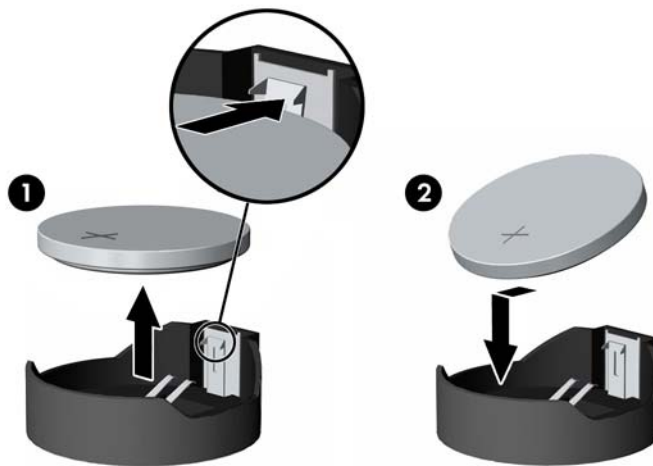
System board

Description	Spare part number
System board for use in HP 205 G1 models:	
● AMD E1–2500 APU for use in models with Windows 7 or without the Windows operating system	751275-001
● AMD E1–2500 APU for use in models with Windows 8.1 Standard	751275-501
● AMD E1–2500 APU for use in models with Windows 8.1 Professional or Windows 10	751275-601
System board for use in HP 205 G2 models:	
● AMD E1–6010 APU for use in models with Windows 7 or without the Windows operating system	806244-001
● AMD E1–6010 APU for use in models with Windows 8.1 Standard	806244-501
● AMD E1–6010 APU for use in models with Windows 8.1 Professional or Windows 10	806244-601
System board for use in HP 18 models:	
● Intel Pentium J2900 processor for use in models with Windows 7 or without the Windows operating system	782107-001
● Intel Pentium J2900 processor for use in models with Windows 8.1 Standard	782107-501
● Intel Pentium J2900 processor for use in models with Windows 8.1 Professional or Windows 10	782107-601
● Intel Celeron J1800 processor for use in models with Windows 7 or without the Windows operating system	782108-001
● Intel Celeron J1800 processor for use in models with Windows 8.1 Standard	782108-501
● Intel Celeron J1800 processor for use in models with Windows 8.1 Professional or Windows 10	782108-601

The system board is located on the right side of the computer (viewed from the rear). It is secured with eight Torx screws.

To remove the system board:

1. Prepare the computer for disassembly (see).

2. Remove the rear cover (see).

3. Remove the system board cover (see).

4. Remove the memory modules (see).

5. Remove the WLAN module (see).

6. Disconnect all cables from the system board, noting their location for reinstallation.

7. Remove the five Torx screws that secure the system board to the computer.
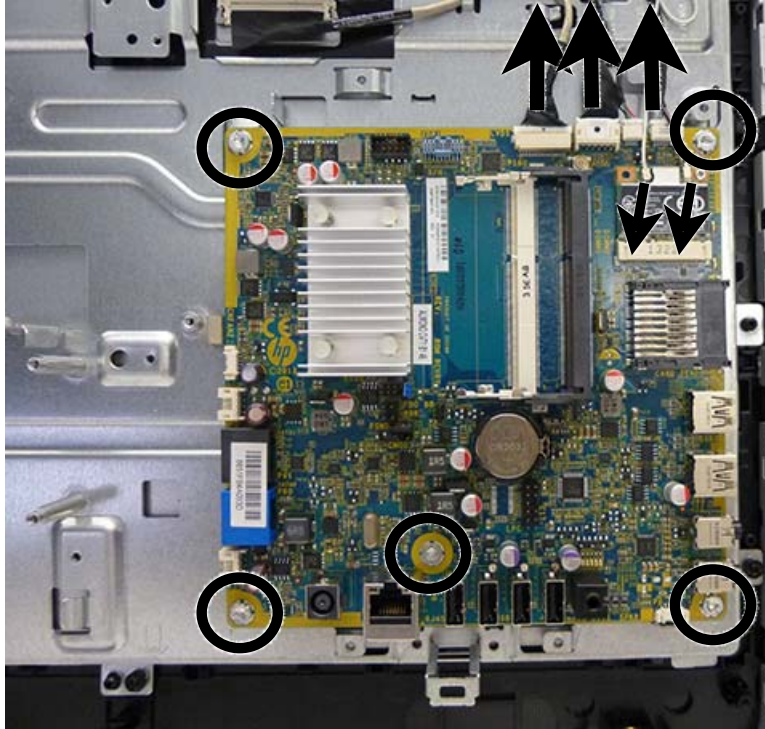
8. Remove the system board.

To install the system board, reverse the removal procedures.

Updating SMBIOS Information

When replacing the system board, you must reprogram the SMBIOS information on the affected computer. Failure to reprogram the board will result in eventual failure, such as an activation failure (need to reactivate the system) or a system recovery failure.

To update SMBIOS information in Computer Setup:

1. Turn on or restart the computer.

2. Press Esc while the "Press the ESC key for Startup Menu" message is displayed at the bottom of the screen.

> **NOTE:** If you do not press Esc at the appropriate time, you must restart the computer and again press Esc when the light turns white to access the utility.

3. Press F10 to enter Computer Setup.

4. Go to **Security** > **System ID's**.

5. If necessary, press Ctrl+A to initiate edit mode.

6. Edit the fields listed. If the feature byte has data or is not editable, then it was not cleared and cannot be edited.

System ID Setup Page

Setup Field Name	Comment	Label
Product Name	Enter the Model name/number or marketing name.	Flexbuild

Serial Number	Enter the Serial Number of Unit.	Support
SKU Number	Enter the SKU or Product Number including Localization Code.	Support
Asset Tag	Enter the 18-byte identifier assigned to the computer.	Support
Feature Byte	Enter the Feature Byte string. The feature byte string is case sensitive.	Flexbuild
	The label includes spaces after every four characters. You can enter or ignore these spaces – their only purpose is to help with data entry. There is a character limitation of 40 bytes per line. When you reach this limit, go to the next line to continue data entry. BIOS ignores the spaces and lines.	
	If you make an error during data entry, the data will not validate, and the computer asks you to correct your data input.	
Build ID	The Build ID of the unit.	Flexbuild

Display panel

Description	Spare part number
Display panel, 18.5-inch, anti-glare , LED N-ZBD, 200 nits	752345-001

Display panels require a backlight cable specific to the manufacturer. Make sure you use the backlight cable packaged with the display panel.

The display panel is secured to the computer with four Torx screws.

To remove the display panel:

1. Prepare the computer for disassembly (see Preparing to disassemble the computer on page 19).

2. Remove the rear cover (see Rear cover on page 20).

3. Remove the optical drive (see Replacing the optical disc drive on page 26).

4. Remove the system board cover (see System board cover on page 39).

5. Remove the memory modules (see Memory on page 41).

6. Remove the WLAN module (see WLAN module on page 43).

7. Remove the speakers (see Speakers on page 34).

8. Remove the hard drive (see Replacing drives on page 23).

9. Remove the front bezel (see Front bezel on page 28).

10. Disconnect the backlight cable from the display panel.

📝 **NOTE:** Replace the backlight cable with the new backlight cable that comes with the new display panel kit.

Remove the backlight cable from the defective panel before sending the panel back to the supplier.

11. Remove the four Torx screws (two on each side) that secure the display panel to the frame.

12. Lift the display panel from the frame.

To install a display panel, reverse the removal procedures.

6 Computer Setup (F10) Utility

Computer Setup (F10) Utilities

Use Computer Setup (F10) Utility to do the following:

- Change factory default settings.
- Set the system date and time.
- Set, view, change, or verify the system configuration, including settings for processor, graphics, memory, audio, storage, communications, and input devices.
- Modify the boot order of bootable devices such as hard drives, optical drives, or USB flash media devices.
- Enable Quick Boot, which is faster than Full Boot but does not run all of the diagnostic tests run during a Full Boot. You can set the system to:
  - always Quick Boot (default);
  - periodically Full Boot (from every 1 to 30 days); or
  - always Full Boot.
- Select Post Messages Enabled or Disabled to change the display status of Power-On Self-Test (POST) messages. Post Messages Disabled suppresses most POST messages, such as memory count, product name, and other non-error text messages. If a POST error occurs, the error is displayed regardless of the mode selected. To manually switch to Post Messages Enabled during POST, press any key (except F1 through F12).
- Establish an Ownership Tag, the text of which is displayed each time the system is turned on or restarted.
- Enter the Asset Tag or property identification number assigned by the company to this computer.
- Enable the power-on password prompt during system restarts (warm boots) as well as during power-on.
- Establish a setup password that controls access to the Computer Setup (F10) Utility and the settings described in this section.
- Secure integrated I/O functionality, including the serial, USB, or parallel ports, audio, or embedded NIC, so that they cannot be used until they are unsecured.
- Enable or disable removable media boot ability.
- Solve system configuration errors detected but not automatically fixed during the Power-On Self-Test (POST).
- Replicate the system setup by saving system configuration information on a USB device and restoring it on one or more computers.
- Execute self-tests on a specified ATA hard drive (when supported by drive).
- Enable or disable DriveLock security (when supported by drive).

Using Computer Setup (F10) Utilities

Computer Setup can be accessed only by turning the computer on or restarting the system. To access the Computer Setup Utilities menu, complete the following steps:

1. Turn on or restart the computer.

2. Repeatedly press F10 when the power light turns white to access the utility.

   You can also press Esc to a menu that allows you to access different options available at startup, including the Computer Setup utility.

   > **NOTE:** If you do not press F10 at the appropriate time, you must restart the computer and again repeatedly press F10 when the power light turns white to access the utility.

3. A choice of five headings appears in the Computer Setup Utilities menu: File, Storage, Security, Power, and Advanced.

4. Use the arrow (left and right) keys to select the appropriate heading. Use the arrow (up and down) keys to select the option you want, then press Enter. To return to the Computer Setup Utilities menu, press Esc.

5. To apply and save changes, select **File** > **Save Changes and Exit**.

   - If you have made changes that you do not want applied, select **Ignore Changes and Exit**.

   - To reset to factory settings or previously saved default settings (some models), select **Apply Defaults and Exit**. This option will restore the original factory system defaults.

   > **NOTE:** Not all settings shown in the following sections are available for all models

> **CAUTION:** Do NOT turn the computer power OFF while the BIOS is saving the Computer Setup (F10) changes because the CMOS could become corrupted. It is safe to turn off the computer only after exiting the F10 Setup screen.

Table 6-1 Computer Setup (F10) Utility

Heading	Table
File	Computer Setup—File on page 52
Storage	Computer Setup—Storage on page 53
Security	Computer Setup—Security on page 54
Power	Computer Setup—Power on page 58
Advanced	Computer Setup—Advanced on page 59

Computer Setup—File

NOTE: Support for specific Computer Setup options may vary depending on the hardware configuration.

Table 6-2 Computer Setup—File

Option	Description
System Information	Lists: ● Product name ● SKU number ● Processor type/speed/stepping ● Cache size (L1/L2/L3) (dual core processors have this listed twice) ● Installed memory size/speed, number of channels (single or dual) (if applicable) ● Integrated MAC address for embedded, enabled NIC (if applicable) ● System BIOS (includes family name and version) ● Chassis serial number ● Asset tracking number ● ME firmware version ● ME Management mode
About	Displays copyright notice.
Set Time and Date	Allows you to set system time and date.
Flash System ROM	Allows you to update the system ROM with a BIOS image file located on removable media.
Replicated Setup	**Save to Removable Media** Saves system configuration to a formatted USB flash media device. **Restore from Removable Media** Restores system configuration from a USB flash media device.
Default Setup	**Save Current Settings as Default** Saves the current system configuration settings as the default. **Restore Factory Settings as Default** Restores the factory system configuration settings as the default.
Apply Defaults and Exit	Applies the currently selected default settings and clears any established passwords.
Ignore Changes and Exit	Exits Computer Setup without applying or saving any changes.
Save Changes and Exit	Saves changes to system configuration or default settings and exits Computer Setup.

Computer Setup—Storage

Table 6-3 Computer Setup—Storage

Option	Description
Device Configuration	Lists all installed BIOS-controlled storage devices.
	When a device is selected, detailed information and options are displayed. The following options may be presented:
	• **Hard Disk**: Size, model, firmware version, serial number, connector color.
	• **CD-ROM**: Model, firmware version, serial number, connector color (not included for USB CD-ROM).
	• **SMART** (ATA disks only)
	• **Diskette**: Model and firmware version.
	NOTE: Displays for USB diskette drives.
Storage Options	**SATA Emulation**
	Allows you to choose how the SATA controller and devices are accessed by the operating system. There are three supported options: IDE, RAID, and AHCI (default).
	CAUTION: SATA emulation changes may prevent access to existing hard drive data and degrade or corrupt established volumes.
	IDE - This is the most backwards-compatible setting of the three options. Operating systems usually do not require additional driver support in IDE mode.
	RAID - Allows DOS and boot access to RAID volumes. Use this mode with the RAID device driver loaded in the operating system to take advantage of RAID features.
	AHCI (default option) - Allows operating systems with AHCI device drivers loaded to take advantage of more advanced features of the SATA controller.
	NOTE: The RAID/AHCI device driver must be installed prior to attempting to boot from a RAID/AHCI volume. If you attempt to boot from a RAID/AHCI volume without the required device driver installed, the system will crash (blue screen). RAID volumes may become corrupted if they are booted to after disabling RAID.
	Removable Media Boot
	Enables/disables ability to boot the system from removable media. Default is enabled.
Boot Order	Allows you to:
	• **EFI Boot Sources:** Specify the order in which EFI boot sources (such as a internal hard drive, USB hard drive, USB optical drive, or internal optical drive) are checked for a bootable operating system image. Each device on the list may be individually excluded from or included for consideration as a bootable operating system source.
	EFI boot sources always have precedence over legacy boot sources.
	• **Legacy Boot Sources:** Specify the order in which legacy boot sources (such as a network interface card, internal hard drive, USB optical drive, or internal optical drive) are checked for a bootable operating system image. Each device on the list may be individually excluded from or included for consideration as a bootable operating system source.
	Specify the order of attached hard drives. The first hard drive in the order will have priority in the boot sequence and will be recognized as drive C (if any devices are attached).
	NOTE: To drag a device to a preferred place, press Enter. To remove the device from consideration as a bootable device, press F5.
	You can use F5 to disable individual boot items, as well as disable EFI boot and/or legacy boot.

Table 6-3 Computer Setup—Storage (continued)

> **NOTE:** MS-DOS drive lettering assignments may not apply after a non-MS-DOS operating system has started.

Shortcut to Temporarily Override Boot Order

To boot **one time** from a device other than the default device specified in Boot Order, restart the computer and press Esc (to access the boot menu) and then F9 (Boot Order), or only F9 (skipping the boot menu) when the powr light turns white. After POST is completed, a list of bootable devices is displayed. Use the arrow keys to select the preferred bootable device and press Enter. The computer then boots from the selected non-default device for this one time.

Computer Setup—Security

> **NOTE:** Support for specific Computer Setup options may vary depending on the hardware configuration.

Table 6-4 Computer Setup—Security

Option	Description
Setup Password	Allows you to set and enable a setup (administrator) password.
	NOTE: If the setup password is set, it is required to change Computer Setup options, flash the ROM, and make changes to certain plug and play settings under Windows.
Power-On Password	Allows you to set and enable a power-on password. The power-on password prompt appears after a power cycle or reboot. If the user does not enter the correct power-on password, the unit will not boot.
Password Options (This selection appears only if a power-on password or setup password is set.)	Allows you to enable/disable: ● Lock Legacy Resources (determines whether or not Windows Device Manager is allowed to change resource settings for serial and parallel ports). ● Stringent security (enabling the stringent password disables the ability to reset the password by moving the jumper on the system board). Default is disabled. **CAUTION:** If you enable the stringent security feature and you forget the setup password or the power-on password, the computer is inaccessible and can no longer be used. If you lose or forget the password, the system board must be replaced. This scenario is not covered under warranty. To prevent the computer from becoming permanently unusable, record your configured setup password or power-on password in a safe place away from your computer. Without these passwords, the computer cannot be unlocked. ● Setup Browse Mode (appears if a setup password is set) (allows viewing, but not changing, the F10 Setup Options without entering setup password). Default is enabled. ● Password prompt on F9 & F12 (requires setup password to use these boot functions). Default is enabled. ● Network Server Mode. Default is disabled.
Smart Cover	Allows you to: ● Lock/unlock the Cover Lock. ● Set the Cover Removal Sensor to Disable/Notify User/Setup Password. **NOTE:** *Notify User* alerts the user that the sensor has detected that the cover has been removed. *Setup Password* requires that the setup password be entered to boot the computer if the sensor detects that the cover has been removed.
Device Security	Allows you to set Device Available/Device Hidden (default is Device Available) for: ● Embedded security device

Table 6-4 Computer Setup—Security (continued)

	● System audio
	● USB controller (varies by model)
	● Network controller NOTE: You must disable AMT before trying to hide the network controller.
	● Serial port
	● Parallel port
	● SATA ports (varies by model)
USB Security	Allows you to set Enabled/Disabled (default is Enabled) for: ● Front USB Ports ● Rear USB Ports ● Accessory USB Ports
Slot Security	Allows you to disable any PCI or PCI Express slot. Default is enabled.
Network Boot	Enables/disables the computer's ability to boot from an operating system installed on a network server. Default is enabled.
System IDs	Allows you to set: ● Asset tag (18-byte identifier), a property identification number assigned by the company to the computer. ● Ownership tag (80-byte identifier) displayed during POST. ● Universal Unique Identifier (UUID) number. The UUID can only be updated if the current chassis serial number is invalid. (These ID numbers are normally set in the factory and are used to uniquely identify the system.) ● Keyboard locale setting for System ID entry.
Master Boot Record Security	Enables/disables Master Boot Record (MBR) security. The MBR contains information needed to successfully boot from a disk and to access the data stored on the disk. Master Boot Record Security may prevent unintentional or malicious changes to the MBR, such as those caused by some viruses or by the incorrect use of certain disk utilities. It also allows you to recover the "last known good" MBR, should changes to the MBR be detected when the system is restarted. When MBR Security is enabled, the BIOS prevents any changes being made to the MBR of the current bootable disk while in MS-DOS or Windows Safe Mode. NOTE: Most operating systems control access to the MBR of the current bootable disk; the BIOS cannot prevent changes that may occur while the operating system is running. Restores the backup Master Boot Record to the current bootable disk. Default is disabled. Only appears if all of the following conditions are true: ● MBR security is enabled ● A backup copy of the MBR has been previously saved ● The current bootable disk is the same disk from which the backup copy was saved CAUTION: Restoring a previously saved MBR after a disk utility or operating system has modified the MBR, may cause the data on the disk to become inaccessible. Only restore a previously saved MBR if you are confident that the current bootable disk's MBR has been corrupted or infected with a virus.
System Security (these options are hardware dependent)	Data Execution Prevention (enable/disable) - Helps prevent operating system security breaches. Default is enabled.

Table 6-4 Computer Setup—Security (continued)

	SVM CPU Virtualization (enable/disable). Controls the virtualization features of the processor. Changing this setting requires turning the computer off and then back on. Default is disabled.
	Virtualization Technology (VTx) (enable/disable) – Controls the virtualization features of the processor. Changing this setting requires turning the computer off and then back on. Default is disabled.
	Virtualization Technology Directed I/O (VTd) (enable/disable) – Controls virtualization DMA remapping features of the chipset. Changing this setting requires turning the computer off and then back on. Default is disabled.
	Trusted Execution Technology (enable/disable) – Controls the underlying processor and chipset features needed to support a virtual appliance. Changing this setting requires turning the computer off and then back on. Default is disabled. To enable this feature you must enable the following features: - Embedded Security Device Support - Virtualization Technology - Virtualization Technology Directed I/O Embedded Security Device (enable/disable) – Permits activation and deactivation of the Embedded Security Device. **NOTE:** To configure the Embedded Security Device, a Setup password must be set. - Reset to Factory Settings (Do not reset/Reset) - Resetting to factory defaults will erase all security keys and leave the device in a disabled state. Changing this setting requires that you restart the computer. Default is Do not reset. **CAUTION:** The embedded security device is a critical component of many security schemes. Erasing the security keys will prevent access to data protected by the Embedded Security Device. Choosing Reset to Factory Settings may result in significant data loss. - Measure boot variables/devices to PCR1 - Typically, the computer measures the boot path and saves collected metrics to PCR5 (a register in the Embedded Security Device). Bitlocker tracks changes to any of these metrics, and forces the user to re-authenticate if it detects any changes. Enabling this feature lets you set Bitlocker to ignore detected changes to boot path metrics, thereby avoiding re-authentication issues associated with USB keys inserted in a port. Default is enabled.
System Security (continued)	OS management of Embedded Security Device (enable/disable) - This option allows the user to limit OS control of the Embedded Security Device. Default is enabled. This option is automatically disabled if Trusted Execution Technology is enabled. - Reset of Embedded Security Device through OS (enable/disable) - This option allows the user to limit the operating system ability to request a Reset to Factory Settings of the Embedded Security Device. Default is disabled. **NOTE:** To enable this option, a Setup password must be set. - No PPI provisioning (Windows 8.1 only) - This option lets you set Windows 8.1 to bypass the PPI (Physical Presence Interface) requirement and directly enable and take ownership of the TPM on first boot. You cannot change this setting after TPM is owned/initialized, unless the TPM is reset. Default is disabled for non-Windows 8.1 systems, and enabled for Windows 8.1. - Allow PPI policy to be changed by OS. Enabling this option allows the operating system to execute TPM operations without Physical Presence Interface. Default is disabled. **NOTE:** To enable this option, a Setup password must be set.
DriveLock Security	Allows you to assign or modify a master or user password for hard drives. When this feature is enabled, the user is prompted to provide one of the DriveLock passwords during POST. If neither is successfully entered, the hard drive will remain inaccessible until one of the passwords is successfully provided during a subsequent cold-boot sequence. **NOTE:** This selection will only appear when at least one drive that supports the DriveLock feature is attached to the system.
Secure Boot Configuration	This is a feature of Windows 8.1.

Table 6-4 Computer Setup—Security (continued)

- Legacy Support—Enable/Disable. Allows you to turn off all legacy support on the computer, including booting to DOS, booting to legacy devices, and so on. If set to disable, legacy boot options in **Storage > Boot Order** are not displayed. Default is enabled.

- Secure Boot—Enable/Disable. Allows you to make sure an operating system is legitimate before booting to it, making Windows resistant to malicious modification from preboot to full OS booting, preventing firmware attacks. UEFI and Windows Secure Boot only allow code signed by pre-approved digital certificates to run during the firmware and OS boot process. Default is disabled, except for Windows 8.1 systems which have this setting enabled. Secure Boot enabled also sets **Legacy Support** to disabled.

- Key Management—This option lets you manage the custom key settings.

  - Clear Secure Boot Keys—Don't Clear/Clear. Allows you to delete any previously loaded custom boot keys. Default is Don't Clear.

  - Key Ownership—HP Keys/Custom Keys. Selecting Custom Mode allows you to modify the contents of the secure boot signature databases and the platform key (PK) that verifies kernels during system start up, allowing you to use alternative operating systems. Selecting HP Keys causes the computer boot using the preloaded HP-specific boot keys. Default is HP Keys.

- Fast Boot—Enable/Disable. Fast boot disables the ability to interrupt boot, such as pressing f keys to access items before the operating system loads. Default is disabled.

  NOTE: If Windows 8.1 detects a serious error, it will interrupt the boot process automatically and display advanced boot options.

  From Windows 8.1, you can press Shift and select **Restart** to access the screen that lets you boot to a device or troubleshoot your computer.

Computer Setup—Power

Table 6-5 Computer Setup—Power

Option	Description
OS Power Management	• Idle Power Savings—Extended/Normal. Allows certain operating systems to decrease the processors power consumption when the processor is idle. Default is extended.
	• Runtime Power Management— Enable/Disable. Allows certain operating systems to reduce processor voltage and frequency when the current software load does not require the full capabilities of the processor. Default is enabled.
	• Unique Sleep State Blink Rates—Enable/Disable. This feature is designed to provide a visual indication of what sleep state the system is in. Each sleep state has a unique blink pattern. Default is disabled.
	NOTE: For Windows 8.1 systems with Fast Boot support, a normal shutdown goes to the S4 state, not the S5 state.
	◦ S0 (On) = Solid white LED.
	◦ S3 (Stand By)= 3 blinks at 1Hz (50% duty cycle) followed by a pause of 2 seconds (white LED) — repeated cycles of 3 blinks and a pause.
	◦ S4 (Hibernation)= 4 blinks at 1Hz (50% duty cycle) followed by a pause of 2 seconds (white LED) — repeated cycles of 4 blinks and a pause.
	◦ S5 (Soft Off) = LED is off.
Hardware Power Management	SATA Power Management – Enables or disables SATA bus and/or device power management. Default is enabled.
	S5 Maximum Power Savings – Turns off power to all nonessential hardware when system is off to meet EUP Lot 6 requirement of less than 0.5 Watt power usage. Default is disabled.
	PCI Express x16 Slot 1 – Sets Active State Power Management (ASPM) of the bus. ASPM lets you set lower power modes that activate when the bus is not being used. Options are Disabled, L0s, L1, L0s and L1. Default is ASPM Disabled.
	PCI Express x1 Slot 1 – Sets Active State Power Management (ASPM) of the bus. ASPM lets you set lower power modes that activate when the bus is not being used. Options are Disabled, L0s, L1, L0s and L1. Default is ASPM Disabled.
	Network Controller – Sets ASPM of the bus. ASPM lets you set lower power modes that activate when the bus is not being used. Options are Disabled, L0s, L1, L0s and L1. Default is ASPM Disabled.
	USB 3.0 Controller – Sets ASPM of the bus. ASPM lets you set lower power modes that activate when the bus is not being used. Options are Disabled, L0s, L1, L0s and L1. Default is ASPM Disabled.
Thermal	Fan idle mode—This bar graph controls the minimum permitted fan speed.
	NOTE: This setting only changes the minimum fan speed. The fans are still automatically controlled.

Computer Setup—Advanced

> **NOTE:** Support for specific Computer Setup options may vary depending on the hardware configuration.

Table 6-6 Computer Setup—Advanced (for advanced users)

Option	Heading
Power-On Options	Allows you to set:
	• POST mode (QuickBoot, Clear Memory, FullBoot, or FullBoot Every x Days).
	◦ QuickBoot (default) = Do not clear memory or perform a memory test.
	◦ FullBoot = Memory test (count) on cold boot. Clears memory on all boots.
	◦ Clear Memory = No memory count on cold boot. Clears memory on all boots.
	◦ FullBoot Every x Days = Memory count on 1st cold boot on or after the xth day. No more memory counts until 1st cold boot on or after x days. Clears memory on all boots.
	• POST messages (enable/disable). Enabling this feature will cause the system to display POST error messages, which are error messages displayed during the Power On Self Test if the BIOS encounters some kind of problem while starting the PC. A POST error message will only display on screen if the computer is capable of booting this far. If the POST detects an error before this point, a beep code is generated instead. Default is disabled.
	• Press the ESC key for Startup Menu (Enable/Disable). This feature controls the display of the text "Press the ESC key for Startup Menu" during POST. This text does not display on Windows 8.1 systems with Fast Boot support. Other text also will not display (for example, Ownership Tag). Default is enabled.
	• Option ROM Prompt (enable/disable). Enabling this feature will cause the system to display a message before loading option ROMs. Default is enabled.
	• After Power Loss (off/on/previous state). Default is Power off. Setting this option to:
	◦ Power off—causes the computer to remain powered off when power is restored.
	◦ Power on—causes the computer to power on automatically as soon as power is restored.
	◦ Previous state—causes the computer to power on automatically as soon as power is restored, if it was on when power was lost.
	NOTE: If you turn off power to the computer using the switch on a power strip, you will not be able to use the suspend/sleep feature or the Remote Management features.
	• POST Delay (in seconds). Enabling this feature will add a user-specified delay to the POST process. This delay is sometimes needed for hard disks on some PCI cards that spin up very slowly, so slowly that they are not ready to boot by the time POST is finished. The POST delay also gives you more time to select F10 to enter Computer (F10) Setup. Default is None.
	• Remote Wakeup Boot Source (remote server/local hard drive). Default is Local hard drive.
	• Factory Recovery Boot Support (Enable/Disable). Provides the ability for the BIOS to redirect the boot to the recovery partition on the user hard drive, if present. Some versions of the recovery software honor the F11 key press even when this feature is disabled by the BIOS. Default is disabled.
	• Bypass F1 Prompt on Configuration Changes (Enable/Disable). Allows you to set the computer not to confirm when changes were made. Default is disabled.
BIOS Power-On	Allows you to set the computer to turn on automatically at a time you specify.
Onboard Devices	Allows you to set resources for or disable Legacy devices.
	Select the Legacy device's IRQ, DMA, and I/O Range. The settings may not take effect for all operating systems. To hide a device from the operating system, see Security > Device Security.
Bus Options	Allows you to enable or disable:
	• PCI SERR# Generation. Default is enabled.

Table 6-6 Computer Setup—Advanced (for advanced users) (continued)

	• PCI VGA Palette Snooping is not used. Default is disabled.
Device Options	Allows you to set:

- Printer mode (Bi-Directional, EPP + ECP, Output Only). ECP = Enhanced Capabilities Port, EPP = Enhanced Parallel Port. Default is EPP+ECP.

- Num Lock State at Power-On (off/on). Default is off.

- Integrated Video (enable/disable). Use this option to disable the integrated video controller when another video controller is present in the system. Default is enabled.

- Integrated Graphics (Auto/Disable/Force) Use this option to manage integrated (UMA) graphics memory allocation. The value you choose is allocated permanently to graphics and is unavailable to the operating system. For example, if you set this value to 512M on a system with 2 GB of RAM, the system always allocates 512 MB for graphics and the other 1.5 GB for use by the BIOS and operating system. Default is Auto which sets memory allocation to 512 MB.

  If you select Force, the UMA Frame Buffer Size option displays, which lets you set the UMA memory size allocation between 32 MB and 1 GB.

- Internal Speaker (does not affect external speakers). Default is enabled.

- NIC PXE Option ROM Download (PXE, iSCSI, disabled). The BIOS contains an embedded NIC option ROM to allow the unit to boot through the network to a PXE server. This is typically used to download a corporate image to a hard drive. The NIC option ROM takes up memory space below 1MB commonly referred to as DOS Compatibility Hole (DCH) space. This space is limited. This F10 option will allow users to disable the downloading of this embedded NIC option ROM thus giving more DCH space for additional PCI cards which may need option ROM space. The default will be to have the NIC option-ROM-enabled. Default is PXE.

- SATA RAID Option ROM Download (enable/disable). The BIOS contains an embedded SATA RAID option ROM for RAID support. This can be temporarily disabled to save DCH space. Note that with the option ROM disabled, users will be unable to boot to hard drives in the system while running in RAID mode. Default is disabled.

- Multi-Processor (enable/disable). Use this option to disable multi-processor support under the OS. Default is enabled.

- Hyper threading (enable/disable). Use this option to disable processor hyper-threading.

- Turbo Mode (enable/disable). Allows you to enable and disable the Intel Turbo Mode feature, which allows one core of the system to run at a higher than standard frequency and power if other cores are idle. Default is enabled.

VGA Configuration	Displayed only if there is an add-in video card in the system. Allows you to specify which VGA controller will be the "boot" or primary VGA controller.
AMT Configuration	Allows you to set:

- AMT (enable/disable). Allows you to enable or disable functions of the embedded Management Engine (ME) such as Active Management Technology (AMT). If set to disable, the Management Engine is set to a temporarily disabled state and will not provide functions beyond necessary system configuration. Default is enabled.

- Unconfigure AMT/ME (enable/disable). Allows you to unconfigure any provisioned management settings for AMT. The AMT settings are restored to factory defaults. This feature should be used with caution as AMT will not be able to provide any set AMT management functions once unconfigured. Default is disabled.

- Hide Unconfigure ME Confirmation Prompt (enable/disable). Allows you to set the system to not display the confirmation to unconfigure ME.

- Watchdog Timer (enable/disable). Allows you to set amount of time for a operating system and BIOS watchdog alert to be sent if the timers are not deactivated. BIOS watchdog is deactivated by BIOS and would indicate that a halt occurred during execution if the alert is sent to the management console. An operating system alert is deactivated by the operating system image and would indicate that a hang occurred during its initialization. Default is enabled.

Recovering the Configuration Settings

This method of recovery requires that you first perform the **Save to Removable Media** command with the Computer Setup (F10) Utility before **Restore** is needed. (See Computer Setup—File on page 52 in the Computer Setup—File table.)

NOTE: It is recommended that you save any modified computer configuration settings to a USB flash media device and save the device for possible future use.

To restore the configuration, insert the USB flash media device with the saved configuration and perform the **Restore from Removable Media** command with the Computer Setup (F10) Utility. (See Computer Setup—File on page 52 in the Computer Setup—File table.)

7 Troubleshooting without diagnostics

This chapter provides information on how to identify and correct minor problems, such as USB devices, hard drive, optical drive, graphics, audio, memory, and software problems. If you encounter problems with the computer, refer to the tables in this chapter for probable causes and recommended solutions.

NOTE: For information on specific error messages that may appear on the screen during Power-On Self-Test (POST) at startup, see POST Numeric Codes and Text Messages on page 103.

Safety and comfort

WARNING! Misuse of the computer or failure to establish a safe and comfortable work environment may result in discomfort or serious injury. Refer to the *Safety & Comfort Guide* at http://www.hp.com/ergo for more information on choosing a workspace and creating a safe and comfortable work environment. For more information, refer to the *Safety & Regulatory Information* guide.

Before you call for technical support

If you are having problems with the computer, try the appropriate solutions below to try to isolate the exact problem before calling for technical support.

- Run the HP diagnostic tool.

- Run the hard drive self-test in Computer Setup. Refer to Computer Setup (F10) Utility on page 50 for more information.

- Check the Power LED on the front of the computer to see if it is flashing red. The flashing lights are error codes that will help you diagnose the problem. Refer to Interpreting POST diagnostic front panel LEDs on page 109 for more information.

- If the screen is blank, plug the monitor into a different video port on the computer if one is available. Or, replace the monitor with a monitor that you know is functioning properly.

- If you are working on a network, plug another computer with a different cable into the network connection. There may be a problem with the network plug or cable.

- If you recently added new hardware, remove the hardware and see if the computer functions properly.

- If you recently installed new software, uninstall the software and see if the computer functions properly.

- Boot the computer to the Safe Mode to see if it will boot without all of the drivers loaded. When booting the operating system, use "Last Known Configuration."

- Refer to the comprehensive online technical support at http://www.hp.com/support.

- Refer to Helpful hints on page 63 in this guide.

To assist you in resolving problems online, HP Instant Support Professional Edition provides you with self-solve diagnostics. If you need to contact HP support, use HP Instant Support Professional Edition's online chat feature. Access HP Instant Support Professional Edition at: http://www.hp.com/go/ispe.

Access the Business Support Center (BSC) at http://www.hp.com/go/bizsupport for the latest online support information, software and drivers, proactive notification, and worldwide community of peers and HP experts.

If it becomes necessary to call for technical assistance, be prepared to do the following to ensure that your service call is handled properly:

- Be in front of your computer when you call.

- Write down the computer serial number, product ID number, and monitor serial number before calling.

- Spend time troubleshooting the problem with the service technician.

- Remove any hardware that was recently added to your system.

- Remove any software that was recently installed.

- Restore the system from the Recovery Disc Set that you created or restore the system to its original factory condition in System Software Requirement Disks (SSRD).

⚠ **CAUTION:** Restoring the system will erase all data on the hard drive. Be sure to back up all data files before running the restore process.

📝 **NOTE:** For sales information and warranty upgrades (Care Packs), call your local authorized service provider or dealer.

Helpful hints

If you encounter problems with the computer, monitor, or software, see the following list of general suggestions before taking further action:

- Check that the computer and monitor are plugged into a working electrical outlet.

- Check that the voltage select switch (some models) is set to the appropriate voltage for your region (115V or 230V).

- Check that the computer is turned on and the white power light is on.

- Check that the monitor is turned on and the green monitor light is on.

- Check the Power LED on the front of the computer to see if it is flashing red. The flashing lights are error codes that will help you diagnose the problem. Refer to Interpreting POST diagnostic front panel LEDs on page 109 for more information.

- Turn up the brightness and contrast controls of the monitor if the monitor is dim.

- Press and hold any key. If the system beeps, then the keyboard should be operating correctly.

- Check all cable connections for loose connections or incorrect connections.

- Wake the computer by pressing any key on the keyboard or pressing the power button. If the system remains in suspend mode, shut down the computer by pressing and holding the power button for at least four seconds then press the power button again to restart the computer. If the system will not shut down, unplug the power cord, wait a few seconds, then plug it in again. The computer will restart if it is set to power on automatically as soon as power is restored in Computer Setup. If it does not restart, press the power button to start the computer.

- Reconfigure the computer after installing a non-plug and play expansion board or other option. See Solving Hardware Installation Problems on page 82 for instructions.

- Be sure that all the needed device drivers have been installed. For example, if you are using a printer, you need a driver for that model printer.

- Remove all bootable media (CD/DVD or USB device) from the system before turning it on.

- If you have installed an operating system other than the factory-installed operating system, check to be sure that it is supported on the system.

- If the system has multiple video sources (embedded, PCI, or PCI-Express adapters) installed (embedded video on some models only) and a single monitor, the monitor must be plugged into the monitor connector on the source selected as the primary VGA adapter. During boot, the other monitor connectors are disabled and if the monitor is connected into these ports, the monitor will not function. You can select which source will be the default VGA source in Computer Setup.

⚠ **CAUTION:** When the computer is plugged into an AC power source, there is always voltage applied to the system board. You must disconnect the power cord from the power source before opening the computer to prevent system board or component damage.

Solving general problems

You may be able to easily resolve the general problems described in this section. If a problem persists and you are unable to resolve it yourself or if you feel uncomfortable about performing the operation, contact an authorized dealer or reseller.

⚠ **WARNING!** When the computer is plugged into an AC power source, voltage is always applied to the system board. To reduce the risk of personal injury from electrical shock and/or hot surfaces, be sure to disconnect the power cord from the wall outlet and allow the internal system components to cool before touching.

Cannot access the Computer Setup (F10) Utility when booting the computer.

Cause	Solution
The Computer Setup (F10) Utility is set to "fast boot" causing the F10 access screen to display too briefly when booting the computer.	Before turning on the computer, press and hold F10. Turn on the computer and continue to hold F10 until the Computer Setup (F10) Utility is displayed. – or – Follow the Windows instructions for rebooting the computer into the Computer Setup (F10) Utility.

Computer appears locked up and will not turn off when the power button is pressed.

Cause	Solution
Software control of the power switch is not functional.	1. Press and hold the power button for at least four seconds until the computer turns off. 2. Disconnect the power cord from the electrical outlet.

Computer will not respond to keyboard or mouse.

Cause	Solution
Computer is in Sleep state.	To resume from Sleep state, press the power button. **CAUTION:** When attempting to resume from Sleep state, do not hold down the power button for more than four seconds. Otherwise, the computer will shut down and you will lose any unsaved data.
System has locked up.	Restart computer.

Computer date and time display is incorrect.

Cause	Solution
RTC (real-time clock) battery may need to be replaced. **NOTE:** Connecting the computer to a live AC outlet prolongs the life of the RTC battery.	Reset the date and time under **Control Panel** (Computer Setup can also be used to update the RTC date and time). If the problem persists, replace the RTC battery. See the Removal and Replacement section for instructions on installing a new battery, or contact an authorized dealer or reseller for RTC battery replacement. To access Control Panel in Windows 7, select **Start**, and then select **Control Panel**. To access Control Panel in Windows 8.1, from the Start screen, type `c`, and then select **Control Panel** from the list of applications. To access Control Panel in Windows 10, type `control panel` in the taskbar search box, and then select Control Panel.

Cursor will not move using the arrow keys on the keypad.

Cause	Solution
The Num Lock key is turned on.	Press the Num Lock key. The Num Lock light must be off if you want to use the arrow keys on the keypad. You can also disable or enable the Num Lock key in Computer Setup at **Advanced** > **Device Options**.

There is no sound or sound volume is too low.

Cause	Solution
System volume may be set low or muted.	**1.** Check the Computer Setup settings to make sure the internal system speaker is not muted (this setting does not affect the external speakers). **2.** Make sure the external speakers are properly connected and powered on and that the speakers' volume control is set correctly. **3.** Use the system volume control available in the operating system to make sure the speakers are not muted or to increase the volume.

Cannot remove computer cover or access panel.

Cause	Solution
Smart Cover Lock, featured on some computers, is locked.	Unlock the Smart Cover Lock using Computer Setup. In case of forgotten password, power loss, or computer malfunction, you must manually disable the Smart Cover lock . A key to unlock the Smart Cover Lock is not available from HP. Keys are typically available from a hardware store.

Poor performance.

Cause	Solution
Processor is too hot.	1. Make sure airflow to the computer is not blocked. Leave a 10.2-cm (4-inch) clearance on all vented sides of the computer and above the monitor to permit the required airflow.
	2. Make sure fans are connected and working properly (some fans only operate when needed).
	3. Make sure the processor heat sink is installed properly.
Hard drive is full.	Transfer data from the hard drive to create more space on the hard drive.
Low on memory.	Add more memory.
Hard drive fragmented.	Defragment hard drive.
Program previously accessed did not release reserved memory back to the system.	Restart the computer.
Virus resident on the hard drive.	Run virus protection program.
Too many applications running.	1. Close unnecessary applications to free up memory.
	2. Add more memory.
	3. Some applications run in the background and can be closed by right-clicking on their corresponding icons in the task tray. To prevent these applications from launching at startup:
	In Windows 7:
	a. Go to **Start** > **All Programs** > **Accessories** > **Run**
	b. Type `msconfig`, and then press Enter.
	c. On the **Startup** tab of the System Configuration Utility, clear applications that you do not want to launch automatically, and the click **OK**.
	In Windows 8.1:
	a. On the Start screen, right-click, and then select the **All apps** icon.
	b. Under **Windows System**, click **Run**.
	c. Type `msconfig`, and then press Enter.
	d. On the **Startup** tab of the System Configuration Utility, clear applications that you do not want to launch automatically, and the click **OK**.
	In Windows 10:
	a. Type `msconfig` in the taskbar search box, and then select **msconfig**.
	b. On the **Startup** tab of the System Configuration Utility, click Open Task Manager..
	c. Select applications that you do not want to launch automatically, and the click **Disable**.
Some software applications, especially games, are stressful on the graphics subsystem.	1. Lower the display resolution for the current application or consult the documentation that came with the application

Poor performance.

Cause	Solution
	for suggestions on how to improve performance by adjusting parameters in the application.
	2. Add more memory.
	3. Upgrade the graphics solution.
Cause unknown.	Restart the computer.

Computer powered off automatically and the Power LED flashes red four times and then white two times.

Cause	Solution
Processor thermal protection activated: A fan may be blocked or not turning. OR The heat sink is not properly attached to the processor.	**1.** Ensure that the computer air vents are not blocked and the processor cooling fan is running. **2.** Open the access panel, press the power button, and see if the processor fan (or other system fan) spins. If the fan does not spin, make sure the fan cable is plugged onto the system board header. **3.** If fan a plugged in and not spinning, replace it.

System does not power on and the LEDs on the front of the computer are not flashing.

Cause	Solution
System unable to power on.	Press and hold the power button for less than 4 seconds. If the hard drive LED turns white, then:
	1. If equipped with a voltage selector, check that the voltage selector (located on the rear of the power supply) is set to the appropriate voltage. Proper voltage setting depends on your region.
	2. Remove the expansion cards one at a time until the 5V_aux light on the system board turns on.
	3. Replace the system board.
	OR
	Press and hold the power button for less than 4 seconds. If the hard drive LED does not turn on white then:
	1. Check that the unit is plugged into a working AC outlet.
	2. Open the access panel and check that the power button cable is properly connected to the system board.
	3. Check that the power supply cables are properly connected to the system board.
	4. Check to see if the 5V_aux light on the system board is turned on. If it is turned on, then replace the power button assembly.
	5. If the 5V_aux light on the system board is off, then replace the power supply.
	6. Replace the system board.

Solving power problems

Common causes and solutions for power problems are listed in the following table.

Power supply shuts down intermittently.

Cause	Solution
If equipped with a voltage selector, voltage selector switch on rear of computer chassis (some models) not switched to correct line voltage (115V or 230V).	Select the proper AC voltage using the selector switch.
Power supply will not turn on because of internal power supply fault.	Replace the power supply.

Computer powered off automatically and the Power LED flashes red four times and then white two times.

Cause	Solution
Processor thermal protection activated: A fan may be blocked or not turning. OR The heat sink is not properly attached to the processor.	1. Ensure that the computer air vents are not blocked and the processor cooling fan is running. 2. Open the access panel, press the power button, and see if the processor fan (or other system fan) spins. If the fan does not spin, make sure the fan cable is plugged onto the system board header. 3. If fan a plugged in and not spinning, replace it.

Computer powered off automatically and the Power LED flashes red three times and then white four times.

Cause	Solution
Power failure (power supply is overloaded).	1. If equipped with a voltage selector, check that the voltage selector, located on the rear of the power supply (some models), is set to the appropriate voltage. Proper voltage setting depends on your region. 2. Open the access panel and ensure the power supply cable is seated into the connector on the system board. 3. Check if a device is causing the problem by removing ALL attached devices (such as hard drives or optical drives and expansion cards). Power on the system. If the system enters POST, then power off and replace one device at a time and repeat this procedure until failure occurs. Replace the device that is causing the failure. Continue adding devices one at a time to ensure all devices are functioning properly. 4. Replace the power supply. 5. Replace the system board.

Solving hard drive problems

Hard drive error occurs.

Cause	Solution
Hard disk has bad sectors or has failed.	**1.** In Windows 7, click **Start**, click **Computer**, and right-click on a drive. Select **Properties**, and then select the **Tools** tab. Under **Error-checking** click **Check Now**. In Windows 8.1, on the Start screen type `e`, and then select **File Explorer** from the list of applications. In the left column, expand **Computer**, right-click on a drive, select **Properties**, and then select the **Tools** tab. Under **Error checking** click **Check**. In Windows 10, type `file` in the taskbar search box, and then select **File Explorer** from the list of applications. In the left column, expand **This PC**, right-click on a drive, select **Properties**, and then select the **Tools** tab. Under **Error checking** click **Check**. **2.** Use a utility to locate and block usage of bad sectors. If necessary, reformat the hard disk.

Disk transaction problem.

Cause	Solution
Either the directory structure is bad or there is a problem with a file.	In Windows 7, click **Start**, expand **Computer**, and right-click on a drive. Select **Properties**, and then select the **Tools** tab. Under **Error-checking** click **Check Now**. In Windows 8.1, on the Start screen type `e`, and then click **File Explorer** from the list of applications. In the left column, expand **Computer**, right-click on a drive, select **Properties**, and then select the **Tools** tab. Under **Error checking** click **Check**. In Windows 10, type `file` in the taskbar search box, and then select **File Explorer** from the list of applications. In the left column, expand **This PC**, right-click on a drive, select **Properties**, and then select the **Tools** tab. Under **Error checking** click **Check**.

Drive not found (identified).

Cause	Solution
Cable could be loose.	Check cable connections.
The system may not have automatically recognized a newly installed device.	See reconfiguration directions in the Solving Hardware Installation Problems on page 82 section. If the system still does not recognize the new device, check to see if the device is listed within Computer Setup. If it is listed, the probable cause is a driver problem. If it is not listed, the probable cause is a hardware problem. If this is a newly installed drive, run the Computer Setup utility and try adding a POST delay under **Advanced** > **Power-On Options**.

Drive not found (identified).

Cause	Solution
The device is attached to a SATA port that has been hidden in Computer Setup.	Run the Computer Setup utility and ensure **Device Available** is selected for the device's SATA port in **Security** > **Device Security**.
Drive responds slowly immediately after power-up.	Run Computer Setup and increase the POST Delay in **Advanced** > **Power-On Options**.

Nonsystem disk/NTLDR missing message.

Cause	Solution
The system is trying to start from the hard drive but the hard drive may have been damaged.	▲ Perform Drive Protection System (DPS) testing in system ROM.
System files missing or not properly installed.	1. Insert bootable media and restart the computer.
	2. Boot to the windows installation media and select the recovery option. If only a restore kit is available, then select the **File Backup Program** option, and then restore the system.
	3. Install system files for the appropriate operating system.
Hard drive boot has been disabled in Computer Setup.	Run the Computer Setup utility and enable the hard drive entry in the **Storage** > **Boot Order** list.
Bootable hard drive is not attached as first in a multi-hard drive configuration.	If attempting to boot from a hard drive, ensure it is attached to the system board dark blue SATA connector.
Bootable hard drive is not listed first in the Boot Order.	Run the Computer Setup utility and select **Storage** > **Boot Order** and ensure the bootable hard drive is listed immediately under the **Hard Drive** entry.

Computer will not boot from hard drive.

Cause	Solution
The device is attached to a SATA port that has been hidden in Computer Setup.	1. Check SATA cable connections.
	2. Run the Computer Setup utility and ensure **Device Available** is selected for the device's SATA port in **Security** > **Device Security**.
Boot order is not correct.	Run the Computer Setup utility and change boot sequence in **Storage** > **Boot Order**.
Hard Drive's "Emulation Type" is set to "None." (some models)	Run the Computer Setup utility and change the "Emulation Type" to "Hard Disk" in the device's details under **Storage** > **Device Configuration**.
Hard drive is damaged.	Observe if the front panel Power LED is blinking RED and if any beeps are heard. See Interpreting POST diagnostic front panel LEDs on page 109 to determine possible causes for the blinking red and beep codes.
	See the Worldwide Limited Warranty for terms and conditions.

Computer seems to be locked up.

Cause	Solution
Program in use has stopped responding to commands.	1. Use the task manager to close programs that do not respond. 2. Attempt the normal Windows "Shut Down" procedure. If this fails, press the power button for four or more seconds to turn off the power. To restart the computer, press the power button again.

Solving media card reader problems

Media card will not work in a digital camera after formatting it in Windows.

Cause	Solution
By default, Windows will format any media card with a capacity greater than 32MB with the FAT32 format. Some digital cameras use the FAT (FAT16 & FAT12) format and can not operate with a FAT32 formatted card.	Either format the media card in the digital camera or select FAT file system to format the media card in a computer with Windows.

A write-protected or locked error occurs when attempting to write to the media card.

Cause	Solution
Media card is locked. Locking the media card is a safety feature that prevents writing to and deleting from an SD/Memory Stick/PRO card.	If using an SD card, make sure that the lock tab located on the right of the SD card is not in the locked position. If using a Memory Stick/PRO card, make sure that the lock tab located on the bottom of the Memory Stick/PRO card is not in the locked position.

Can not write to the media card.

Cause	Solution
The media card is a read-only memory (ROM) card.	Check the manufacturer's documentation included with your card to see if it writable. Refer to the previous section for a list of compatible cards.
Media card is locked. Locking the media card is a safety feature that prevents writing to and deleting from an SD/Memory Stick/PRO card.	If using an SD card, make sure that the lock tab located on the right of the SD card is not in the locked position. If using a Memory Stick/PRO card, make sure that the lock tab located on the bottom of the Memory Stick/PRO card is not in the locked position.

Unable to access data on the media card after inserting it into a slot.

Cause	Solution
The media card is not inserted properly, is inserted in the wrong slot, or is not supported.	Ensure that the card is inserted properly with the gold contact on the correct side. The green LED will light if inserted properly.

Do not know how to remove a media card correctly.

Cause	Solution
The computer's software is used to safely eject the card.	In Windows 7, click **Start**, select **Computer**, right-click on the corresponding drive icon, and then select **Eject**. Pull the card out of the slot.
	In Windows 8.1, on the Start screen, type `e`, and then click **File Explorer** from the list of applications. Expand **Computer**, right-click on the corresponding drive icon, and then select **Eject**. Pull the card out of the slot.
	In Windows 10, type `file` in the taskbar search box, and then select **File Explorer** from the list of applications. In the left column, expand **This PC**, right-click on the corresponding drive icon, and then select **Eject**. Pull the card out of the slot.
	NOTE: Never remove the card when the green LED is flashing

After installing the media card reader and booting to Windows, the reader and the inserted cards are not recognized by the computer.

Cause	Solution
The operating system needs time to recognize the device if the reader was just installed into the computer and you are turning the PC on for the first time.	Wait a few seconds so that the operating system can recognize the reader and the available ports, and then recognize the media inserted in the reader.

After inserting a media card in the reader, the computer attempts to boot from the media card.

Cause	Solution
The inserted media card has boot capability.	1. If you do not want to boot from the media card, remove it during boot or do not select the option to boot from the inserted media card during the boot process.
	2. During POST (Power On Self-Test), press F9 to modify the boot menu.
	3. Change the boot sequence in F10 Computer Setup.

Solving display problems

If you encounter display problems, see the documentation that came with the monitor and to the common causes and solutions listed in the following table.

Blank screen (no video).

Cause	Solution
Monitor is not turned on and the monitor light is not on.	Turn on the monitor and check that the monitor light is on.
Bad monitor.	Try a different monitor.
The cable connections are not correct.	Check the cable connection from the monitor to the computer and to the electrical outlet.

Blank screen (no video).

Cause	Solution
You may have a screen blanking utility installed or energy saver features are enabled.	Press any key or click the mouse button and type your password (if set).
System ROM is corrupted; system is running in Boot Block Emergency Recovery Mode (indicated by eight beeps).	Reflash the system ROM with the latest BIOS image.
You are using a fixed-sync monitor and it will not sync at the resolution chosen.	Be sure that the monitor can accept the same horizontal scan rate as the resolution chosen.
Computer is in Sleep state.	Press the power button to resume from Sleep state. **CAUTION:** When attempting to resume from Sleep state, do not hold down the power button for more than four seconds. Otherwise, the computer will shut down and you will lose any unsaved data.
Monitor cable is plugged into the wrong connector.	Systems may have a monitor connection on both the motherboard or an add-in card. Try moving the monitor connection to a different connector on the back of the computer
Monitor settings in the computer are not compatible with the monitor.	1. In Control Panel, select **Category** from the **View by** list, then under **Appearance and Personalization**, select **Adjust screen resolution**. To access Control Panel in Windows 7, click **Start**, and then select **Control Panel**. To access Control Panel in Windows 8.1, from the Start screen, type c, and then select **Control Panel** from the list of applications. To access Control Panel in Windows 10, type control panel in the taskbar search box, and then select **Control Panel** from the list of applications. 2. Expand the **Resolution** box, and then use the sliding control to reset the resolution.
Monitor is configured to use an input that is not active.	Use the monitor's on-screen menu controls to select the input that is being driven by the system. Refer to the monitor's user documentation for more information on the on-screen controls and settings.

Blank screen and the power LED flashes Red five times, once every second, followed by a two second pause, and the computer beeps five times. (Beeps stop after fifth iteration but LEDs continue flashing.)

Cause	Solution
Pre-video memory error.	1. Reseat DIMMs. Power on the system. 2. Replace DIMMs one at a time to isolate the faulty module. 3. Replace third-party memory with HP memory. 4. Replace the system board.

Blank screen and the power LED flashes Red six times, once every second, followed by a two second pause, and the computer beeps six times. (Beeps stop after fifth iteration but LEDs continue flashing.)

Cause	Solution
Pre-video graphics error.	For systems with a graphics card:
	1. Reseat the graphics card (if applicable). Power on the system.
	2. Replace the graphics card (if applicable).
	3. Replace the system board.
	For systems with integrated graphics, replace the system board.

Blank screen and the power LED flashes Red seven times, once every second, followed by a two second pause, and the computer beeps seven times. (Beeps stop after fifth iteration but LEDs continue flashing.)

Cause	Solution
System board failure (ROM detected failure prior to video).	Replace the system board.

Monitor does not function properly when used with energy saver features.

Cause	Solution
Monitor without energy saver capabilities is being used with energy saver features enabled.	Disable monitor energy saver feature.

Dim characters.

Cause	Solution
The brightness and contrast controls are not set properly.	Adjust the monitor brightness and contrast controls.
Cables are not properly connected.	Check that the graphics cable is securely connected to the graphics card (if applicable) or video connector and the monitor.

Blurry video or requested resolution cannot be set.

Cause	Solution
If the graphics controller was upgraded, the correct graphics drivers may not be loaded.	Install the video drivers included in the upgrade kit.
Monitor is not capable of displaying requested resolution.	Change requested resolution.
Graphics card is bad.	Replace the graphics card.

The picture is broken up, rolls, jitters, or flashes.

Cause	Solution
The monitor connections may be incomplete or the monitor may be incorrectly adjusted.	1. Be sure the monitor cable is securely connected to the computer.
	2. In a two-monitor system or if another monitor is in close proximity, be sure the monitors are not interfering with each other's electromagnetic field by moving them apart.
	3. Fluorescent lights or fans may be too close to the monitor.
Monitor needs to be degaussed.	Degauss the monitor. Refer to the documentation that came with the monitor for instructions.

Image is not centered.

Cause	Solution
Position may need adjustment.	Press the monitor's Menu button to access the OSD menu. Select **ImageControl/ Horizontal Position** or **Vertical Position** to adjust the horizontal or vertical position of the image.

"No Connection, Check Signal Cable" displays on screen.

Cause	Solution
Monitor video cable is disconnected.	Connect the video cable between the monitor and computer.
	CAUTION: Ensure that the computer power is off while connecting the video cable.

"Out of Range" displays on screen.

Cause	Solution
Video resolution and refresh rate are set higher than what the monitor supports.	Restart the computer and enter Safe Mode. Change the settings to a supported setting then restart the computer so that the new settings take effect.
	To enter Safe Mode in Windows 7:
	1. Restart the computer.
	2. Press and hold the F8 key as your computer restarts, before the Windows logo appears. If the Windows logo appears, you must restart the computer and try again.
	3. On the Advanced Boot Options screen, use the arrow keys to highlight the safe mode option you want, and then press Enter.
	4. Log on to your computer with a user account that has administrator rights.
	When your computer is in safe mode, **Safe Mode** displays in the corners of your monitor. To exit safe mode, restart your computer and let Windows start normally.
	To enter Safe Mode in Windows 8.1:

"Out of Range" displays on screen.

Cause	Solution
	1. Press the Windows logo + l to open the Settings charm.
	2. Select **Change PC Settings**, select **General**, and then under **Advanced startup**, click **Restart now**.
	3. Select **Troubleshoot**, select **Advanced options**, select **Startup Settings**, and then click **Restart**.
	4. Use the function keys or number keys to select the safe mode option you want.
	When your computer is in safe mode, **Safe Mode** displays in the corners of your monitor. To exit safe mode, restart your computer and let Windows start normally.
	To enter Safe Mode in Windows 10:
	1. Log into the computer using an Administrator account.
	2. Type msconfig in the taskbar search box, and then select **msconfig** from the list of applications.
	3. Click the **Boot** tab, select **Safe boot** and then click **OK**.

High pitched noise coming from inside a flat panel monitor.

Cause	Solution
Brightness and/or contrast settings are too high.	Lower brightness and/or contrast settings.

Fuzzy focus; streaking, ghosting, or shadowing effects; horizontal scrolling lines; faint vertical bars; or unable to center the picture on the screen (flat panel monitors using an analog VGA input connection only).

Cause	Solution
Flat panel monitor's internal digital conversion circuits may be unable to correctly interpret the output synchronization of the graphics card.	1. Select the monitor's Auto-Adjustment option in the monitor's on-screen display menu.
	2. Manually synchronize the Clock and Clock Phase on-screen display functions. To download a SoftPaq that will assist you with the synchronization, go to the following Web site, select the appropriate monitor, and download either SP32347 or SP32202: http://www.hp.com/support
Graphics card is not seated properly or is bad (some models).	1. Reseat the graphics card.
	2. Replace the graphics card.

Certain typed symbols do not appear correct.

Cause	Solution
The font you are using does not support that particular symbol.	Use the Character Map to locate and select the appropriate symbol. You can copy the symbol from the Character Map into a document.

Certain typed symbols do not appear correct.

Cause	Solution
	In Windows 7, click **Start**, select **All Programs**, select **Accessories**, select **System Tools**, and then select **Character Map**.
	In Windows 8.1, on the Start screen, type ch, and then select **Character Map** from the list of applications.
	In Windows 10, type ch in the taskbar search box, and then select **Character Map** from the list of applications.

Solving audio problems

If the computer has audio features and you encounter audio problems, see the common causes and solutions listed in the following table.

Sound cuts in and out.

Cause	Solution
Processor resources are being used by other open applications.	Shut down all open processor-intensive applications.

Sound does not come out of the speaker or headphones.

Cause	Solution
Software volume control is turned down or muted.	Double-click the **Speaker** icon on the taskbar, then make sure that **Mute** is not selected and use the volume slider to adjust the volume. **NOTE:** In Windows 8.1, the taskbar is available at the bottom of the Desktop screen.
Audio is hidden in Computer Setup.	Enable the audio in Computer Setup: **Security** > **Device Security** > **System Audio**.
The external speakers are not turned on.	Turn on the external speakers.
The audio device may be connected to the wrong jack.	Ensure that the device is connected to the correct jack on the computer. The rear audio jack output is the green receptacle. The speakers should be plugged into the line-out jack and the headphones should be plugged into the headphone jack.
External speakers plugged into the wrong audio jack on a recently installed sound card.	See the sound card documentation for proper speaker connection. The rear audio jack output is the green receptacle.
Headphones or devices connected to the line-out connector mute the internal speaker.	Turn on and use headphones or external speakers, if connected, or disconnect headphones or external speakers.
Computer is in Sleep state.	Press the power button to resume from Sleep state. **CAUTION:** When attempting to resume from Sleep state, do not hold down the power button for more than four seconds. Otherwise, the computer will shut down and you will lose any unsaved data.
Internal speaker is disabled in Computer Setup.	Enable the internal speaker in Computer Setup. Select **Advanced** > **Device Options** > **Internal Speaker**.

Sound does not come out of the speaker or headphones.

Cause	Solution
The application is set to use a different audio device than speakers.	Some graphics cards support audio over the DisplayPort connection (if applicable), so multiple audio devices may be listed in Device Manager. Make sure the correct device is being used.
	To access Device Manager in Windows 7, click **Start**, select **Control Panel**, and then select **Device Manager**.
	To access Device Manager in Windows 8.1, from the Start screen, type **c**, select **Control Panel** from the list of applications, and then select **Device Manager**.
	To access Device Manager in Windows 10, type `device manager` in the taskbar search box, and then select **Device Manager** from the list of applications.
Some applications can select which audio output device is used.	Make sure the application has selected the correct audio device.
The operating system controls may be set to use a different audio device as the default output device than what is expected.	Set the operating system to use the correct audio device.

Sound from headphones is not clear or muffled.

Cause	Solution
Headphones are plugged into the rear audio output connector. The rear audio output connector is for powered audio devices and is not designed for headphone use.	Plug the headphones into the headphone connector on the front of the computer.

Computer appears to be locked up while recording audio.

Cause	Solution
The hard disk may be full.	Before recording, make sure there is enough free space on the hard disk. You can also try recording the audio file in a compressed format.

Line-in jack is not functioning properly.

Cause	Solution
Jack has been reconfigured in the audio driver or application software.	In the audio driver or application software, reconfigure the jack or set the jack to its default value.

There is no sound or sound volume is too low.

Cause	Solution
The application is set to use a different audio device than speakers.	Some graphics cards support audio over the DisplayPort connection (if applicable), so multiple audio devices may be listed in Device Manager. Make sure the correct device is being used.
	To access Device Manager in Windows 7, click **Start**, select **Control Panel**, and then select **Device Manager**.

There is no sound or sound volume is too low.

Cause	Solution
	To access Device Manager in Windows 8.1, from the Start screen, type **c**, select **Control Panel** from the list of applications, and then select **Device Manager**.
	To access Device Manager in Windows 10, type `device manager` in the taskbar search box, and then select **Device Manager** from the list of applications.
Some applications can select which audio output device is used.	Make sure the application has selected the correct audio device.
The operating system controls may be set to use a different audio device as the default output device than what is expected.	Set the operating system to use the correct audio device.

Solving printer problems

If you encounter printer problems, see the documentation that came with the printer and to the common causes and solutions listed in the following table.

Printer will not print.

Cause	Solution
Printer is not turned on and online.	Turn the printer on and make sure it is online.
The correct printer drivers for the application are not installed.	1. Install the correct printer driver for the application.
	2. Try printing using the MS-DOS command:
	`DIR C:\ > [printer port]`
	where `[printer port]` is the address of the printer being used. If the printer works, reload the printer driver.
	To run MS-DOS commands, press the Windows key + **r**, type `cmd` in the **Open** box, and then click **OK**.
If you are on a network, you may not have made the connection to the printer.	Make the proper network connections to the printer.
Printer may have failed.	Run printer self-test.

Printer will not turn on.

Cause	Solution
The cables may not be connected properly.	Reconnect all cables and check the power cord and electrical outlet.

Printer prints garbled information.

Cause	Solution
The correct printer driver for the application is not installed.	Install the correct printer driver for the application.

Printer prints garbled information.

Cause	Solution
The cables may not be connected properly.	Reconnect all cables.
Printer memory may be overloaded.	Reset the printer by turning it off for one minute, then turn it back on.

Printer will not print.

Cause	Solution
The printer may be out of paper.	Check the paper tray and refill it if it is empty.

Solving keyboard and mouse problems

If you encounter keyboard or mouse problems, see the documentation that came with the equipment and to the common causes and solutions listed in the following table.

A wireless keyboard/mouse is not working correctly. Symptoms include lagging mouse movement, jumpy mouse/keyboard, or no function of mouse/keyboard and external drive.

Cause	Solution
If your computer is equipped with USB 3.0 ports, connected USB 3.0 devices can interfere with the wireless keyboard USB receiver.	Connect the wireless keyboard USB receiver to a USB 2.0 port that is separated from ports with USB 3.0 devices. If you still experience interference, you may have to place the connectors farther apart using an external USB hub.

Keyboard commands and typing are not recognized by the computer.

Cause	Solution
Keyboard connector is not properly connected.	Shut down the computer, reconnect the keyboard to the back of the computer, and then restart the computer.
Program in use has stopped responding to commands.	Shut down your computer using the mouse and then restart the computer.
Keyboard needs repairs.	See the Worldwide Limited Warranty for terms and conditions.
Computer is in Sleep state.	Press the power button to resume from Sleep state. **CAUTION:** When attempting to resume from Sleep date, do not hold down the power button for more than four seconds. Otherwise, the computer will shut down and you will lose any unsaved data.

Cursor will not move using the arrow keys on the keypad.

Cause	Solution
The Num Lock key is on.	Press the Num Lock key. The Num Lock light should be off if you want to use the arrow keys on the keypad. You can disable or

Cursor will not move using the arrow keys on the keypad.

Cause	Solution
	enable the Num Lock key in Computer Setup at **Advanced** > **Device Options**.

Mouse does not respond to movement or is too slow.

Cause	Solution
Mouse connector is not properly plugged into the back of the computer.	Shut down the computer using the keyboard.

Windows 7:

1. Press the Ctrl and Esc keys at the same time (or press the Windows logo key) to display the **Start** menu.

2. Use the arrow keys to select **Shut Down** and then press Enter.

3. After the shutdown is complete, plug the mouse connector into the back of the computer (or the keyboard) and restart.

Windows 8.1:

1. Press the Windows logo + l to open the Settings charm.

2. Use the arrow keys to select **Power**, and then press Enter.

3. Use the arrow keys to select **Shut Down**, and then press Enter.

4. After the shutdown is complete, plug the mouse connector into the back of the computer (or the keyboard) and restart.

Windows 10:

1. Press the Ctrl and Esc keys at the same time (or press the Windows logo key) to display the **Start** menu.

2. Use the arrow keys to scroll to and select the power icon at the top right on the menu, and then press Enter.

3. Use the arrow keys to select **Shut Down**, and then press Enter.

4. After the shutdown is complete, plug the mouse connector into the back of the computer (or the keyboard) and restart.

Cause	Solution
Program in use has stopped responding to commands.	Shut down the computer using the keyboard then restart the computer.
Mouse may need cleaning.	Remove the roller ball cover on the mouse and clean the internal components.
Mouse may need repair.	See the Worldwide Limited Warranty for terms and conditions.
Computer is in Sleep state.	Press the power button to resume from Sleep state.

CAUTION: When attempting to resume from Sleep state, do not hold down the power button for more than four seconds. Otherwise, the computer will shut down and you will lose any unsaved data.

Mouse will only move vertically, horizontally, or movement is jerky.

Cause	Solution
Mouse roller ball or the rotating encoder shafts that make contact with the ball are dirty.	Remove roller ball cover from the bottom of the mouse and clean the internal components with a mouse cleaning kit available from most computer stores.

Solving Hardware Installation Problems

You may need to reconfigure the computer when you add or remove hardware, such as an additional drive or expansion card. If you install a plug and play device, Windows automatically recognizes the device and configures the computer. If you install a non-plug and play device, you must reconfigure the computer after completing installation of the new hardware. In Windows, use the **Add Hardware Wizard** and follow the instructions that appear on the screen.

To open the Add Hardware Wizard, open a Command Prompt and open hdwwiz.exe.

⚠ **WARNING!**   When the computer is plugged into an AC power source, voltage is always applied to the system board. To reduce the risk of personal injury from electrical shock and/or hot surfaces, be sure to disconnect the power cord from the wall outlet and allow the internal system components to cool before touching.

Table 7-1 **Solving Hardware Installation Problems**

A new device is not recognized as part of the system.

Cause	Solution
Device is not seated or connected properly.	Ensure that the device is properly and securely connected and that 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 pins in the cable or connector are not bent down.
Power switch of new external device is not turned on.	Turn off the computer, turn on the external device, then turn on the computer to integrate the device with the computer system.
When the system advised you of changes to the configuration, you did not accept them.	Reboot the computer and follow the instructions for accepting the changes.
A plug and play board may not automatically configure when added if the default configuration conflicts with other devices.	Use Windows Device Manager to deselect the automatic settings for the board and choose a basic configuration that does not cause a resource conflict. You can also use Computer Setup to reconfigure or disable devices to resolve the resource conflict.
	To access Device Manager in Windows 7, click **Start**, select **Control Panel**, and then select **Device Manager**.
	To access Device Manager in Windows 8.1, from the Start screen, type c, select **Control Panel** from the list of applications, and then select **Device Manager**.
	To access Device Manager in Windows 10, type `device manager` in the taskbar search box, and then select **Device Manager** from the list of applications.
USB ports on the computer are disabled in Computer Setup.	Run the Computer Setup utility and ensure that **Device available** is selected for appropriate USB ports under **Security > USB Security**.

Computer will not start.

Cause	Solution
Wrong memory modules were used in the upgrade or memory modules were installed in the wrong location.	1. Review the documentation that came with the system to determine if you are using the correct memory modules and to verify the proper installation. **NOTE:** DIMM1 or XMM1 must always be installed. DIMM1 must be installed before DIMM2, and DIMM3 must be installed before DIMM4. 2. Observe the beeps and LED lights on the front of the computer. Beeps and flashing LEDs are codes for specific problems. 3. If you still cannot resolve the issue, contact Customer Support.

Power LED flashes Red three times and then white two times.

Cause	Solution
Memory is installed incorrectly or is bad.	**CAUTION:** To avoid damage to the DIMMs or the system board, you must unplug the computer power cord before attempting to reseat, install, or remove a DIMM module. 1. Reseat DIMMs. Power on the system. 2. Replace DIMMs one at a time to isolate the faulty module. **NOTE:** DIMM1 or XMM1 must always be installed. DIMM1 must be installed before DIMM2, and DIMM3 must be installed before DIMM4 3. Replace third-party memory with HP memory. 4. Replace the system board.

Solving Network Problems

Some common causes and solutions for network problems are listed in the following table. These guidelines do not discuss the process of debugging the network cabling.

Table 7-2 Solving Network Problems

Network driver does not detect network controller.

Cause	Solution
Network controller is disabled.	1. Run Computer Setup and enable network controller. 2. Enable the network controller in the operating system using Device Manager. To access Device Manager in Windows 7, click **Start**, select **Control Panel**, and then select **Device Manager**. To access Device Manager in Windows 8.1, from the Start screen, type c, select **Control Panel** from the list of applications, and then select **Device Manager**.

Table 7-2 Solving Network Problems (continued)

Network driver does not detect network controller.

Cause	Solution
	To access Device Manager in Windows 10, type `device manager` in the taskbar search box, and then select **Device Manager** from the list of applications.
Incorrect network driver.	Check the network controller documentation for the correct driver or obtain the latest driver from the manufacturer's Web site.

Network status link light never flashes.

NOTE: The network status light is supposed to flash when there is network activity.

Cause	Solution
No active network is detected.	Check cabling and network equipment for proper connection.
Network controller is not set up properly.	Check for the device status within Windows, such as Device Manager for driver load and the Network Connections applet within Windows for link status.
	To access Device Manager in Windows 7, click **Start**, select **Control Panel**, and then select **Device Manager**.
	To access Device Manager in Windows 8.1, from the Start screen, type c, select **Control Panel** from the list of applications, and then select **Device Manager**.
	To access Device Manager in Windows 10, type `device manager` in the taskbar search box, and then select **Device Manager** from the list of applications.
Network controller is disabled.	1. Run Computer Setup and enable network controller.
	2. Enable the network controller in the operating system using Device Manager.
	To access Device Manager in Windows 7, click **Start**, select **Control Panel**, and then select **Device Manager**.
	To access Device Manager in Windows 8.1, from the Start screen, type c, select **Control Panel** from the list of applications, and then select **Device Manager**.
	To access Device Manager in Windows 10, type `device manager` in the taskbar search box, and then select **Device Manager** from the list of applications.
Network driver is not properly loaded.	Reinstall network drivers.
System cannot autosense the network.	Disable auto-sensing capabilities and force the system into the correct operating mode.

Diagnostics reports a failure.

Cause	Solution
The cable is not securely connected.	Ensure that the cable is securely attached to the network connector and that the other end of the cable is securely attached to the correct device.
The cable is attached to the incorrect connector.	Ensure that the cable is attached to the correct connector.
There is a problem with the cable or a device at the other end of the cable.	Ensure that the cable and device at the other end are operating correctly.
Network controller interrupt is shared with an expansion board.	Under the Computer Setup **Advanced** menu, change the resource settings for the board.
The network controller is defective.	Contact an authorized service provider.

Diagnostics passes, but the computer does not communicate with the network.

Cause	Solution
Network drivers are not loaded, or driver parameters do not match current configuration.	Make sure the network drivers are loaded and that the driver parameters match the configuration of the network controller.
	Make sure the correct network client and protocol is installed.
The network controller is not configured for this computer.	Select the **Network and Sharing Center** icon in the **Control Panel** and configure the network controller.
	To access Control Panel in Windows 7, click **Start**, and then select **Control Panel**.
	To access Control Panel in Windows 8.1, from the Start screen, type c, and then select **Control Panel**.
	To access Control Panel in Windows 10, type control panel in the taskbar search box, and then select **Control Panel** from the list of applications.

Network controller stopped working when an expansion board was added to the computer.

Cause	Solution
Network controller interrupt is shared with an expansion board.	Under the Computer Setup **Advanced** menu, change the resource settings for the board.
The network controller requires drivers.	Verify that the drivers were not accidentally deleted when the drivers for a new expansion board were installed.
The expansion board installed is a network card (NIC) and conflicts with the embedded NIC.	Under the Computer Setup **Advanced** menu, change the resource settings for the board.

Network controller stops working without apparent cause.

Cause	Solution
The files containing the network drivers are corrupted.	Reinstall the network drivers using the Recovery Disc Set in Windows 7 or Windows recovery tools in Windows 8.1.

Table 7-2 Solving Network Problems (continued)

Network controller stops working without apparent cause.

Cause	Solution
	If necessary, download the softpaq from the web (from a different computer).
The cable is not securely connected.	Ensure that the cable is securely attached to the network connector and that the other end of the cable is securely attached to the correct device.
The network controller is defective.	Contact an authorized service provider.

New network card will not boot.

Cause	Solution
New network card may be defective or may not meet industry-standard specifications.	Install a working, industry-standard NIC, or change the boot sequence to boot from another source.

Cannot connect to network server when attempting Remote System Installation.

Cause	Solution
The network controller is not configured properly.	Verify Network Connectivity, that a DHCP Server is present, and that the Remote System Installation Server contains the NIC drivers for your NIC.

System setup utility reports unprogrammed EEPROM.

Cause	Solution
Unprogrammed EEPROM.	Contact an authorized service provider.

Solving memory problems

If you encounter memory problems, some common causes and solutions are listed in the following table.

⚠ **CAUTION:** Power may still be supplied to the DIMMs when the computer is turned off (depending on the Management Engine (ME) settings). To avoid damage to the DIMMs or the system board, you must unplug the computer power cord before attempting to reseat, install, or remove a memory module.

For those systems that support ECC memory, HP does not support mixing ECC and non-ECC memory. Otherwise, the computer will not boot the operating system.

📝 **NOTE:** The memory count will be affected by configurations with the Management Engine (ME) enabled. The ME uses 8MB of system memory in single channel mode or 16MB of memory in dual-channel mode to download, decompress, and execute the ME firmware for Out-of-Band (OOB), third-party data storage, and other management functions.

System will not boot or does not function properly after installing additional memory modules.

Cause	Solution
A memory module is not installed in the DIMM1 or XMM1 socket.	Ensure that a memory module is installed in the DIMM1 or XMM1 socket on the system board. This socket must be populated with a memory module.
Memory module is not the correct type or speed grade for the system or the new memory module is not seated properly.	Replace module with the correct industry-standard device for the computer. On some models, ECC and non-ECC memory modules cannot be mixed.

Out of memory error.

Cause	Solution
You have run out of memory to run the application.	Check the application documentation to determine the memory requirements.

Memory count during POST is wrong.

Cause	Solution
The memory modules may not be installed correctly.	Check that the memory modules have been installed correctly and that proper modules are used.
Integrated graphics may use system memory.	No action required.

Insufficient memory error during operation.

Cause	Solution
Too many Terminate and Stay Resident programs (TSRs) are installed.	Delete any TSRs that you do not need.
You have run out of memory for the application.	Check the memory requirements for the application or add more memory to the computer.

Power LED flashes Red five times, once every second, followed by a two second pause, and the computer beeps five times. (Beeps stop after fifth iteration but LEDs continue flashing.)

Cause	Solution
Memory is installed incorrectly or is bad.	**1.** Reseat DIMMs. Power on the system.
	2. Replace DIMMs one at a time to isolate the faulty module.
	3. Replace third-party memory with HP memory.
	4. Replace the system board.

Solving CD-ROM and DVD problems

If you encounter CD-ROM or DVD problems, see the common causes and solutions listed in the following table or to the documentation that came with the optional device.

System will not boot from CD-ROM or DVD drive.

Cause	Solution
The device is attached to a SATA port that has been hidden in the Computer Setup utility.	Run the Computer Setup utility and ensure **Device Available** is selected for the device's SATA port in **Security** > **Device Security**.
Removable Media Boot is disabled in the Computer Setup utility.	Run the Computer Setup utility and enable booting to removable media in **Storage** > **Storage Options**. Ensure CD-ROM is enabled in **Storage** > **Boot Order**.
Network Boot is enabled in Computer Setup.	Run the Computer Setup utility and disable Network Boot in **Security** > **Network Boot**.
Non-bootable CD in drive.	Try a bootable CD in the drive.
Boot order not correct.	Run the Computer Setup utility and change boot sequence in **Storage** > **Boot Order**.

Drive not found (identified).

Cause	Solution
Cable could be loose.	Check cable connections.
The system may not have automatically recognized a newly installed device.	See reconfiguration directions in the Solving Hardware Installation Problems on page 82 section. If the system still does not recognize the new device, check to see if the device is listed within Computer Setup. If it is listed, the probable cause is a driver problem. If it is not listed, the probable cause is a hardware problem.

If this is a newly installed drive, run the Computer Setup utility and try adding a POST delay under **Advanced** > **Power-On Options**. |
| The device is attached to a SATA port that has been hidden in Computer Setup. | Run the Computer Setup utility and ensure **Device Available** is selected for the device's SATA port in **Security** > **Device Security**. |
| Drive responds slowly immediately after power-up. | Run Computer Setup and increase the POST Delay in **Advanced** > **Power-On Options**. |

CD-ROM or DVD devices are not detected or driver is not loaded.

Cause	Solution
Drive is not connected properly or not properly configured.	See the documentation that came with the optional device.

Movie will not play in the DVD drive.

Cause	Solution
Movie may be regionalized for a different country.	See the documentation that came with the DVD drive.

Movie will not play in the DVD drive.

Cause	Solution
Decoder software is not installed.	Install decoder software.
Damaged media.	Replace media.
Movie rating locked out by parental lock.	Use DVD software to remove parental lock.
Media installed upside down.	Reinstall media.

Cannot eject compact disc (tray-load unit).

Cause	Solution
Disc not properly seated in the drive.	Turn off the computer and insert a thin metal rod into the emergency eject hole and push firmly. Slowly pull the tray out from the drive until the tray is fully extended, then remove the disc.

CD-ROM, CD-RW, DVD-ROM, or DVD-R/RW drive cannot read a disc or takes too long to start.

Cause	Solution
Media is corrupt.	Try different media to confirm whether media is valid.
Media has been inserted upside down.	Re-insert the media with the label facing up.
The DVD-ROM drive takes longer to start because it has to determine the type of media played, such as audio or video.	Wait at least 30 seconds to let the DVD-ROM drive determine the type of media being played. If the disc still does not start, read the other solutions listed for this topic.
CD or DVD disc is dirty.	Clean CD or DVD with a CD cleaning kit, available from most computer stores.
Windows does not detect the CD-ROM or DVD-ROM drive.	1. Use Device Manager to remove or uninstall the device. To access Device Manager in Windows 7, click **Start**, select **Control Panel**, and then select **Device Manager**. To access Device Manager in Windows 8.1, from the Start screen, type c, select **Control Panel** from the list of applications, and then select **Device Manager**. To access Device Manager in Windows 10, type `device manager` in the taskbar search box, and then select **Device Manager** from the list of applications. 2. Restart the computer and let Windows detect the CD or DVD driver.

Recording or copying CDs is difficult or impossible.

Cause	Solution
Wrong or poor quality media type.	1. Try using a slower speed when recording. 2. Verify that you are using the correct media for the drive.

Recording or copying CDs is difficult or impossible.

Cause	Solution
	3. Try a different brand of media. Quality varies widely between manufacturers.

Solving USB flash drive problems

If you encounter USB flash drive problems, common causes and solutions are listed in the following table.

USB flash drive is not seen as a drive letter in Windows.

Cause	Solution
The drive letter after the last physical drive is not available.	Change the default drive letter for the flash drive in Windows.

USB flash drive not found (identified).

Cause	Solution
The device is attached to a USB port that has been hidden in Computer Setup.	Run the Computer Setup utility and enable USB ports in **Security** > **USB Security**.
The device was not properly seated before power-up.	Ensure the device is fully inserted into the USB port before applying power to the system

System will not boot from USB flash drive.

Cause	Solution
Boot order is not correct.	Run the Computer Setup utility and change boot sequence in **Storage** > **Boot Order**.
Removable Media Boot is disabled in the Computer Setup utility.	Run the Computer Setup utility and enable booting to removable media in **Storage** > **Storage Options**. Ensure USB is enabled in **Storage** > **Boot Order**.

The computer boots to DOS after making a bootable flash drive.

Cause	Solution
Flash drive is bootable.	Install the flash drive only after the operating system boots.
Flash drive is defective.	Try a different flash drive.

Solving front panel component problems

If you encounter problems with devices connected to the front panel, refer to the common causes and solutions listed in the following table.

A USB device, headphone, or microphone is not recognized by the computer.

Cause	Solution
Device is not properly connected.	1. Turn off the computer. 2. Reconnect the device to the front of the computer and restart the computer.
The device does not have power.	If the USB device requires AC power, be sure one end is connected to the device and one end is connected to a live outlet.
The correct device driver is not installed.	1. Install the correct driver for the device. 2. You might need to reboot the computer.
The cable from the device to the computer does not work.	1. If possible, replace the cable. 2. Restart the computer.
The device is not working.	1. Replace the device. 2. Restart the computer.
USB ports on the computer are disabled in Computer Setup.	Run the Computer Setup utility and ensure that the USB ports are set to **Enabled** in **Security > USB Security**.

Solving Internet access problems

If you encounter Internet access problems, consult your Internet Service Provider (ISP) or refer to the common causes and solutions listed in the following table.

Unable to connect to the Internet.

Cause	Solution
Internet Service Provider (ISP) account is not set up properly.	Verify Internet settings or contact your ISP for assistance.
Web browser is not set up properly.	Verify that the Web browser is installed and set up to work with your ISP.
Cable/DSL modem is not plugged in.	Plug in cable/DSL modem. You should see a "power" LED light on the front of the cable/DSL modem.
Cable/DSL service is not available or has been interrupted due to bad weather.	Try connecting to the Internet at a later time or contact your ISP. (If the cable/DSL service is connected, the "cable" LED light on the front of the cable/DSL modem will be on.)
The CAT5 UTP cable is disconnected.	Connect the CAT5 UTP cable between the cable modem and the computers's RJ-45 connector. (If the connection is good, the "PC" LED light on the front of the cable/DSL modem will be on.)
IP address is not configured properly.	Contact your ISP for the correct IP address.
Cookies are corrupted. (A "cookie" is a small piece of information that a Web server can store temporarily with the Web browser. This is useful for having the browser remember some specific information that the Web server can later retrieve.)	Windows 7: 1. Select **Start** > **Control Panel**. 2. Click **Internet Options**.

Unable to connect to the Internet.

Cause	Solution
	3. In the **Browsing history** section on the **General** tab, click the **Delete** button.
	4. Select the **Cookies** check box and click the **Delete** button.
	Windows 8.1:
	1. From the Start screen, type c, and then select **Control Panel** from the list of applications.
	2. Click **Internet Options**.
	3. In the **Browsing history** section on the **General** tab, click the **Delete** button.
	4. Select the **Cookies** check box and click the **Delete** button.
	Windows 10:
	1. Type control panel in the taskbar search box, and then select **Control Panel** from the list of applications.
	2. Click **Internet Options**.
	3. In the **Browsing history** section, click the **Delete** button.
	4. Select the **Cookies and website data** check box and click the **Delete** button.

Cannot automatically launch Internet programs.

Cause	Solution
You must log on to your ISP before some programs will start.	Log on to your ISP and launch the desired program.

Solving software problems

Most software problems occur as a result of the following:

- The application was not installed or configured correctly.

- There is insufficient memory available to run the application.

- There is a conflict between applications.

- Be sure that all the needed device drivers have been installed.

- If you have installed an operating system other than the factory-installed operating system, check to be sure it is supported on the system.

If you encounter software problems, see the applicable solutions listed in the following table.

Computer will not continue and the HP logo does not display.

Cause	Solution
ROM issue – POST error has occurred.	Observe the beeps and LED lights on the front of the computer. See Interpreting POST diagnostic front panel LEDs on page 109 to determine possible causes.
	See the Worldwide Limited Warranty for terms and conditions.

"Illegal Operation has Occurred" error message is displayed.

Cause	Solution
Software being used is not Microsoft-certified for your version of Windows.	Verify that the software is certified by Microsoft for your version of Windows (see program packaging for this information).
Configuration files are corrupt.	If possible, save all data, close all programs, and restart the computer.

8 HP PC Hardware Diagnostics

To help troubleshoot and diagnose failures, use the UEFI-based hardware diagnostic solution that HP includes on all products. This tool can even be used if the computer will not boot to the operating system.

Why run HP PC Hardware Diagnostics

The HP PC Hardware Diagnostic tools simplify the process of diagnosing hardware issues and expedite the support process when issues are found. The tools save time by pinpointing the component that needs to be replaced.

- **Isolate true hardware failures**: The diagnostics run outside of the operating system so they effectively isolate hardware failures from issues that may be caused by the operating system or other software components.

- **Failure ID**: When a failure is detected that requires hardware replacement, a 24-digit Failure ID is generated. This ID can then be provided to the call agent, who will either schedule support or provide replacement parts.

How to access and run HP PC Hardware Diagnostics

You can run the diagnostics from one of three places, depending on your preference and the health of the computer.

1. Turn on the computer and press Esc repeatedly until the BIOS Boot Menu appears.

2. Press F2 or select **Diagnostics (F2)**.

    Pressing F2 signals the system to search for the diagnostics in the following locations:

    a. A connected USB drive (to download the diagnostics tools to a USB drive, see the instructions in Downloading HP PC Hardware Diagnostics (UEFI) to a USB device on page 95)

    b. The hard disk drive

    c. A core set of diagnostics in the BIOS (for memory and hard disk drive) that are accessible only if the USB or hard disk drive versions are not detected

Downloading HP PC Hardware Diagnostics (UEFI) to a USB device

📝 **NOTE:** Instructions for downloading HP PC Hardware Diagnostics (UEFI) are provided in English only.

There are two options to download HP PC Hardward Diagnostics to USB device.

Option 1: HP PC Diagnostics homepage–Provides access to the latest UEFI version

1. Go to http://www.hp.com/go/techcenter/pcdiags.

2. Click the **UEFI Dowload** link, and then select **Run**.

Option 2: Support and Drivers pages–Provides downloads for a specific product for earlier and later versions.

1. Go to http://www.hp.com.

2. Point to Support, located at the top of the page, and then click **Download Drivers**.

3. In the text box, enter the product name, and then click **Go**.

   – or –

   Click **Find Now** to let HP automatically detect your product.

4. Select your computer model, and then select your operating system.

5. In the **Diagnostic** section, click **HP UEFI Support Environment**.

6. Click **Download**, and then select **Run**.

9   Backup and Recovery

Backing up, restoring, and recovering in Windows 10

This section provides information about the following processes. The information in the section is standard procedure for most products.

- Creating recovery media and backups

- Restoring and recovering your system

For additional information, refer to Help and Support.

▲ Type `help` in the taskbar search box, and then select **Help and Support**.

Creating recovery media and backups

The following methods of creating recovery media and backups are available on select products only. Choose the available method according to your computer model.

- Use HP Recovery Manager to create HP Recovery media after you successfully set up the computer. This step creates a backup of the HP Recovery partition on the computer. The backup can be used to reinstall the original operating system in cases where the hard drive is corrupted or has been replaced. For information on creating recovery media, see Creating HP Recovery media (select products only) on page 96. For information on the recovery options that are available using the recovery media, see What you need to know before you get started on page 98.

- Use Windows tools to create system restore points and create backups of personal information.

  For more information, see Using Windows tools on page 97.

> **NOTE:** If storage is 32 GB or less, Microsoft System Restore is disabled by default.

Creating HP Recovery media (select products only)

If possible, check for the presence of the Recovery partition and the Windows partition. From the Start menu, select **File Explorer**.

- If your computer does not list the Windows partition and the Recovery partition, you can obtain recovery media for your system from support. See the *Worldwide Telephone Numbers* booklet included with the computer. You can also find contact information on the HP website. Go to http://www.hp.com/support, select your country or region, and follow the on-screen instructions.

  You can use Windows tools to create system restore points and create backups of personal information, see Using Windows tools on page 97.

- If your computer does list the Recovery partition and the Windows partition, you can use HP Recovery Manager to create recovery media after you successfully set up the computer. HP Recovery media can be used to perform system recovery if the hard drive becomes corrupted. System recovery reinstalls the original operating system and software programs that were installed at the factory and then configures the settings for the programs. HP Recovery media can also be used to customize the system or restore the factory image if you replace the hard drive.

- ◦ Only one set of recovery media can be created. Handle these recovery tools carefully, and keep them in a safe place.

- ◦ HP Recovery Manager examines the computer and determines the required storage capacity for the media that will be required.

- ◦ To create recovery discs, your computer must have an optical drive with DVD writer capability, and you must use only high-quality blank DVD-R, DVD+R, DVD-R DL, or DVD+R DL discs. Do not use rewritable discs such as CD±RW, DVD±RW, double-layer DVD±RW, or BD-RE (rewritable Blu-ray) discs; they are not compatible with HP Recovery Manager software. Or, instead, you can use a high-quality blank USB flash drive.

- ◦ If your computer does not include an integrated optical drive with DVD writer capability, but you would like to create DVD recovery media, you can use an external optical drive (purchased separately) to create recovery discs. If you use an external optical drive, it must be connected directly to a USB port on the computer; the drive cannot be connected to a USB port on an external device, such as a USB hub. If you cannot create DVD media yourself, you can obtain recovery discs for your computer from HP. See the *Worldwide Telephone Numbers* booklet included with the computer. You can also find contact information on the HP website. Go to http://www.hp.com/support, select your country or region, and follow the on-screen instructions.

- ◦ Be sure that the computer is connected to AC power before you begin creating the recovery media.

- ◦ The creation process can take an hour or more. Do not interrupt the creation process.

- ◦ If necessary, you can exit the program before you have finished creating all of the recovery DVDs. HP Recovery Manager will finish burning the current DVD. The next time you start HP Recovery Manager, you will be prompted to continue.

To create HP Recovery media:

1. Type `recovery` in the taskbar search box, and then select **HP Recovery Manager**.

2. Select **Create recovery media**, and then follow the on-screen instructions.

If you ever need to recover the system, see Recovering using HP Recovery Manager on page 98.

Using Windows tools

You can create recovery media, system restore points, and backups of personal information using Windows tools.

NOTE: If storage is 32 GB or less, Microsoft System Restore is disabled by default.

For more information and steps, see Help and Support.

▲ Type `help` in the taskbar search box, and then select Help and Support.

Restore and recovery

There are several options for recovering your system. Choose the method that best matches your situation and level of expertise:

IMPORTANT: Not all methods are available on all products.

- ● Windows offers several options for restoring from backup, refreshing the computer, and resetting the computer to its original state. For more information see Help and Support.

▲ Type help in the taskbar search box, and then select **Help and Support**.

- If you need to correct a problem with a preinstalled application or driver, use the Reinstall drivers and/or applications option (select products only) of HP Recovery Manager to reinstall the individual application or driver.

  ▲ Type recovery in the taskbar search box, select **HP Recovery Manager**, select **Reinstall drivers and/or applications**, and then follow the on-screen instructions.

- If you want to recover the Windows partition to original factory content, you can choose the System Recovery option from the HP Recovery partition (select products only) or use the HP Recovery media. For more information, see Recovering using HP Recovery Manager on page 98. If you have not already created recovery media, see Creating HP Recovery media (select products only) on page 96.

- On select products, if you want to recover the computer's original factory partition and content, or if you have replaced the hard drive, you can use the Factory Reset option of HP Recovery media. For more information, see Recovering using HP Recovery Manager on page 98.

- On select products, if you want to remove the recovery partition to reclaim hard drive space, HP Recovery Manager offers the Remove Recovery Partition option.

  For more information, see Removing the HP Recovery partition (select products only) on page 99.

Recovering using HP Recovery Manager

HP Recovery Manager software allows you to recover the computer to its original factory state by using the HP Recovery media that you either created or that you obtained from HP, or by using the HP Recovery partition (select products only). If you have not already created recovery media, see Creating HP Recovery media (select products only) on page 96.

What you need to know before you get started

- HP Recovery Manager recovers only software that was installed at the factory. For software not provided with this computer, you must either download the software from the manufacturer's website or reinstall the software from the media provided by the manufacturer.

  IMPORTANT: Recovery through HP Recovery Manager should be used as a final attempt to correct computer issues.

- HP Recovery media must be used if the computer hard drive fails. If you have not already created recovery media, see Creating HP Recovery media (select products only) on page 96.

- To use the Factory Reset option (select products only), you must use HP Recovery media. If you have not already created recovery media, see Creating HP Recovery media (select products only) on page 96.

- If your computer does not allow the creation of HP Recovery media or if the HP Recovery media does not work, you can obtain recovery media for your system from support. See the *Worldwide Telephone Numbers* booklet included with the computer. You can also find contact information from the HP website. Go to http://www.hp.com/support, select your country or region, and follow the on-screen instructions.

  IMPORTANT: HP Recovery Manager does not automatically provide backups of your personal data. Before beginning recovery, back up any personal data you want to retain.

  Using HP Recovery media, you can choose from one of the following recovery options:

  NOTE: Only the options available for your computer display when you start the recovery process.

- System Recovery—Reinstalls the original operating system, and then configures the settings for the programs that were installed at the factory.

- Factory Reset—Restores the computer to its original factory state by deleting all information from the hard drive and re-creating the partitions. Then it reinstalls the operating system and the software that was installed at the factory.

The HP Recovery partition (select products only) allows System Recovery only.

Using the HP Recovery partition (select products only)

The HP Recovery partition allows you to perform a system recovery without the need for recovery discs or a recovery USB flash drive. This type of recovery can be used only if the hard drive is still working.

To start HP Recovery Manager from the HP Recovery partition:

1. Type `recovery` in the taskbar search box, select **Recovery Manager**, and then select **HP Recovery Environment**.

   - or -

   Press f11 while the computer boots, or press and hold f11 as you press the power button.

2. Select **Troubleshoot** from the boot options menu.

3. Select **Recovery Manager**, and then follow the on-screen instructions.

Using HP Recovery media to recover

You can use HP Recovery media to recover the original system. This method can be used if your system does not have an HP Recovery partition or if the hard drive is not working properly.

1. If possible, back up all personal files.

2. Insert the HP Recovery media, and then restart the computer.

   NOTE: If the computer does not automatically restart in HP Recovery Manager, change the computer boot order. See Changing the computer boot order on page 99.

3. Follow the on-screen instructions.

Changing the computer boot order

If your computer does not restart in HP Recovery Manager, you can change the computer boot order, which is the order of devices listed in BIOS where the computer looks for startup information. You can change the selection to an optical drive or a USB flash drive.

To change the boot order:

1. Insert the HP Recovery media.

2. Access BIOS.

   Restart the computer, quickly press esc, and then press f9 for boot options.

3. Select the optical drive or USB flash drive from which you want to boot.

4. Follow the on-screen instructions.

Removing the HP Recovery partition (select products only)

HP Recovery Manager software allows you to remove the HP Recovery partition to free up hard drive space.

IMPORTANT: After you remove the HP Recovery partition, you will not be able to perform System Recovery or create HP recovery media from the HP Recovery partition. So before you remove the Recovery partition, create HP Recovery media; see Creating HP Recovery media (select products only) on page 96.

NOTE: The Remove Recovery Partition option is only available on products that support this function.

Follow these steps to remove the HP Recovery partition:

1. Type `recovery` in the taskbar search box, and then select **HP Recovery Manager**.

2. Select **Remove Recovery Partition**, and then follow the on-screen instructions.

Backup and recovery in Windows 8.1

To protect your information, use Windows Backup and Restore to back up individual files and folders, back up your entire hard drive, create system repair media, or create system restore points. In case of system failure, you can use the backup files to restore the contents of your computer.

From the Start screen, type `restore`, click **Settings**, and then select from the list of displayed options.

NOTE: For detailed instructions on various backup and restore options, perform a search for these topics in Help and Support. From the Start screen, type `h`, and then select **Help and Support**.

In case of system instability, HP recommends that you print the recovery procedures and save them for later use.

NOTE: Windows includes the User Account Control feature to improve the security of your computer. You may be prompted for your permission or password for tasks such as installing software, running utilities, or changing Windows settings. Refer to Help and Support for more information. From the Start screen, type `h`, and then select **Help and Support**.

Backing up your information

Recovery after a system failure is as good as your most recent backup. You should create system repair media and your initial backup immediately after initial system setup. As you add new software and data files, you should continue to back up your system on a regular basis to maintain a reasonably current backup. The system repair media is used to start up (boot) the computer and repair the operating system in case of system instability or failure. Your initial and subsequent backups allow you to restore your data and settings if a failure occurs.

Type `backup` on the Start screen, click **Settings**, and then select **Save backup copies of your files with File History**.

You can back up your information to an optional external hard drive, or a network drive.

Note the following when backing up:

● Store personal files in the Documents library, and back it up regularly.

● Back up templates that are stored in their associated programs.

● Save customized settings that appear in a window, toolbar, or menu bar by taking a screen shot of your settings. The screen shot can be a time-saver if you have to reset your preferences.

To create a backup using Backup and Restore:

NOTE: Be sure that the computer is connected to AC power before you start the backup process.

NOTE: The backup process may take over an hour, depending on file size and the speed of the computer.

1. From the Start screen, type `backup`, click **Settings**, and then select from the list of displayed options.

2. Follow the on-screen instructions to set up your backup, create a system image, or create system repair media.

Performing a system recovery

In case of system failure or instability, the computer provides the following tools to recover your files:

- Windows recovery tools: You can use Windows Backup and Restore to recover information you have previously backed up. You can also use Windows Automatic Repair to fix problems that might prevent Windows from starting correctly.

- f11 recovery tools: You can use the f11 recovery tools to recover your original hard drive image. The image includes the Windows operating system and software programs installed at the factory.

NOTE: If you are unable to boot (start up) your computer and you cannot use the system repair media you previously created, you must purchase Windows 8.1 operating system media to reboot the computer and repair the operating system. For additional information, see Using Windows 8.1 operating system media (purchased separately) on page 102.

Using the Windows recovery tools

To recover information you previously backed up:

▲ From the Start screen, type `h`, and then select **Help and Support**.

To recover your information using Automatic Repair, follow these steps:

CAUTION: Some Automatic Repair options will completely erase and reformat the hard drive. For additional information go to Help and Support. From the Start screen, type `h`, and then select **Help and Support**.

1. If possible, back up all personal files.

2. If possible, check for the presence of the HP Recovery partition and the Windows partition:

   From the Start screen, type `e`, and then click **Windows Explorer**.

   – or –

   From the Start screen, type `c`, and then select **Computer**.

   NOTE: If the Windows partition and the HP Recovery partition are not listed, you must recover your operating system and programs using the Windows 8.1 operating system media and the *Driver Recovery* media (both purchased separately). For additional information, see Using Windows 8.1 operating system media (purchased separately) on page 102.

3. If the Windows partition and the HP Recovery partition are listed, restart the computer after Windows has loaded, and then press and hold Shift while clicking **Restart**.

   NOTE: If the computer fails to boot to Windows after several attempts, the system will boot to the Windows Recovery Environment by default.

4. Select **Troubleshoot**, select **Advanced Options**, and then select **Automatic Repair**.

5. Follow the on-screen instructions.

NOTE: For additional information on recovering information using the Windows tools, perform a search for these topics in Help and Support. From the Start screen, type `h`, and then select **Help and Support**.

Using f11 recovery tools

⚠ **CAUTION:** Using f11 completely erases hard drive contents and reformats the hard drive. All files that you have created and any software that you have installed on the computer are permanently removed. The f11 recovery tool reinstalls the operating system and HP programs and drivers that were installed at the factory. Software not installed at the factory must be reinstalled.

To recover the original hard drive image using f11:

1. If possible, back up all personal files.

2. If possible, check for the presence of the HP Recovery partition: From the Start screen, type C, and then select **Computer**.

    📝 **NOTE:** If the HP Recovery partition is not listed, you must recover your operating system and programs using the Windows 8.1 operating system media, and the *Driver Recovery* media (both purchased separately). For additional information, see <u>Using Windows 8.1 operating system media (purchased separately) on page 102</u>.

3. If the HP Recovery partition is listed, restart the computer, and then press esc while the company logo is displayed. The computer Startup Menu displays.

4. Press f11 to select the System Recovery option.

5. Follow the on-screen instructions.

Using Windows 8.1 operating system media (purchased separately)

To order Windows 8.1 operating system media, go to <u>http://www.hp.com/support</u>, select your country or region, and follow the on-screen instructions. You can also order the media by calling support.

⚠ **CAUTION:** Using Windows 8.1 operating system media completely erases hard drive contents and reformats the hard drive. All files that you have created and any software that you have installed on the computer are permanently removed. When reformatting is complete, the recovery process helps you restore the operating system, as well as drivers, software, and utilities.

To initiate recovery using Windows 8.1 operating system media:

📝 **NOTE:** This process takes several minutes.

1. If possible, back up all personal files.

2. Restart the computer, and then follow the instructions provided with the Windows 8.1 operating system media to install the operating system.

3. When prompted, press any keyboard key.

4. Follow the on-screen instructions.

After the repair is completed:

1. Remove the Windows 8.1 operating system media, and then insert the *Driver Recovery* media.

2. Install the Hardware Enabling Drivers first, and then install Recommended Applications.

10 POST Error Messages

This appendix lists the error codes, error messages, and the various indicator light and audible sequences that you may encounter during Power-On Self-Test (POST) or computer restart, the probable source of the problem, and steps you can take to resolve the error condition.

POST Message Disabled suppresses most system messages during POST, such as memory count and non-error text messages. If a POST error occurs, the screen will display the error message. To manually switch to the POST Messages Enabled mode during POST, press any key (except F10, F11, or F12). The default mode is POST Message Disabled.

The speed at which the computer loads the operating system and the extent to which it is tested are determined by the POST mode selection.

Full Boot may also be enabled to run every 1 to 30 days on a regularly scheduled basis. To establish the schedule, reconfigure the computer to the Full Boot Every x Days mode, using Computer Setup.

POST Numeric Codes and Text Messages

This section covers those POST errors that have numeric codes associated with them. The section also includes some text messages that may be encountered during POST.

NOTE: The computer will beep once after a POST text message is displayed on the screen.

Table 10-1 Numeric Codes and Text Messages

Control panel message	Description	Recommended action
101-Option ROM Checksum Error	System ROM checksum.	1. Verify the correct ROM. 2. Flash the ROM if needed. 3. Clear CMOS (See Appendix B, Password Security and Resetting CMOS on page 111.) 4. Replace the system board.
103-System Board Failure	DMA or timers.	1. Clear CMOS (See Appendix B, Password Security and Resetting CMOS on page 111.) 2. Replace the system board.
162-System Options Not Set	Configuration incorrect. RTC (real-time clock) battery may need to be replaced.	Run Computer Setup and check the configuration in **Advanced** > **Onboard Devices**. Reset the date and time under **Control Panel**. If the problem persists, replace the RTC battery. See the Removal and Replacement section for instructions on installing a new battery, or contact an authorized dealer or reseller for RTC battery replacement.
163-Time & Date Not Set	Invalid time or date in configuration memory. RTC (real-time clock) battery may need to be replaced.	Reset the date and time under **Control Panel** (Computer Setup can also be used). If the problem persists, replace the RTC battery. See the Removal and Replacement section for instructions on installing a new battery, or

Table 10-1 Numeric Codes and Text Messages (continued)

Control panel message	Description	Recommended action
		contact an authorized dealer or reseller for RTC battery replacement.
163-Time & Date Not Set	CMOS jumper may not be properly installed.	Check for proper placement of the CMOS jumper if applicable.
164-MemorySize Error	Memory amount has changed since the last boot (memory added or removed).	Press the F1 key to save the memory changes.
164-MemorySize Error	Memory configuration incorrect.	1. Run Computer Setup or Windows utilities. 2. Make sure the memory module(s) are installed properly. 3. If third-party memory has been added, test using HP-only memory. 4. Verify proper memory module type.
201-Memory Error	RAM failure.	1. Ensure memory modules are correctly installed. 2. Verify proper memory module type. 3. Remove and replace the identified faulty memory module(s). 4. If the error persists after replacing memory modules, replace the system board.
213-Incompatible Memory Module in Memory Socket(s) X, X, ...	A memory module in memory socket identified in the error message is missing critical SPD information, or is incompatible with the chipset.	1. Verify proper memory module type. 2. Try another memory socket. 3. Replace SODIMM with a module conforming to the SPD standard.
214-SODIMM Configuration Warning	Populated SODIMM Configuration is not optimized.	Populate the SODIMMs so that each channel has the same amount of memory.
219-ECC Memory Module Detected ECC Modules not supported on this Platform	Recently added memory module(s) support ECC memory error correction.	1. If additional memory was recently added, remove it to see if the problem remains. 2. Check product documentation for memory support information.
301-Keyboard Error	Keyboard failure.	1. Reconnect keyboard with computer turned off. 2. Check connector for bent or missing pins. 3. Ensure that none of the keys are depressed. 4. Replace keyboard.
303-Keyboard Controller Error	I/O board keyboard controller.	1. Reconnect keyboard with computer turned off. 2. Replace the system board.
304-Keyboard or System Unit Error	Keyboard failure.	1. Reconnect the keyboard with computer turned off. 2. Ensure that none of the keys are depressed.

Table 10-1 Numeric Codes and Text Messages (continued)

Control panel message	Description	Recommended action
		3. Replace the keyboard.
		4. Replace the system board.
510-Flash Screen Image Corrupted	Flash Screen image has errors.	Reflash the system ROM with the latest BIOS image.
511-CPU, CPUA, or CPUB Fan not Detected	CPU fan is not connected or may have malfunctioned.	**1.** Reseat CPU fan. **2.** Reseat fan cable. **3.** Replace CPU fan.
512-Chassis, Rear Chassis, or Front Chassis Fan not Detected	Fan is not connected or may have malfunctioned.	**1.** Reseat fan. **2.** Reseat fan cable. **3.** Replace fan.
660-Display cache is detected unreliable	Integrated graphics controller display cache is not working properly and will be disabled.	Replace system board if minimal graphics degrading is an issue.
1151-Serial Port A Address Conflict Detected	Both external and internal serial ports are assigned to COM1.	**1.** Clear CMOS (See Appendix B, Password Security and Resetting CMOS on page 111.) **2.** Reconfigure card resources and/or run Computer Setup or Windows utilities.
1152-Serial Port B Address Conflict Detected	Both external and internal serial ports are assigned to COM2.	**1.** Clear CMOS (See Appendix B, Password Security and Resetting CMOS on page 111.) **2.** Reconfigure card resources and/or run Computer Setup or Windows utilities.
1155-Serial Port Address Conflict Detected	Both external and internal serial ports are assigned to same IRQ.	**1.** Clear CMOS (See Appendix B, Password Security and Resetting CMOS on page 111.) **2.** Reconfigure card resources and/or run Computer Setup or Windows utilities.
1720-SMART Hard Drive Detects Imminent Failure	Hard drive is about to fail. (Some hard drives have a hard drive firmware patch that will fix an erroneous error message.)	**1.** Determine if hard drive is giving correct error message. Run the Drive Protection System test using F2 Diagnostics. **2.** Apply hard drive firmware patch if applicable. (Available at http://www.hp.com/support.) **3.** Back up contents and replace hard drive.
1796-SATA Cabling Error	One or more SATA devices are improperly attached. For optimal performance, the SATA 0 and SATA 1 connectors must be used before SATA 2.	Ensure SATA connectors are used in ascending order. For one device, use SATA 0. For two devices, use SATA 0 and SATA 1. For three devices, use SATA 0, SATA 1, and SATA 2.
1797-SATA Drivelock is not supported in RAID mode.	Drivelock is enabled on one or more SATA hard drives, and they cannot be accessed while the system is configured for RAID mode.	Either remove the Drivelocked SATA device or disable the Drivelock feature. To disable the Drivelock feature, enter Computer Setup, change **Storage** > **Storage Options** > **SATA Emulation** to **IDE**, and select **File** > **Save Changes and Exit**. Reenter Computer Setup and select **Security** > **Drivelock Security**. For each listed Drivelock-capable SATA device, ensure

Table 10-1 Numeric Codes and Text Messages (continued)

Control panel message	Description	Recommended action
		Drivelock is **Disabled**. Lastly, change **Storage** > **Storage Options** > **SATA Emulation** back to **RAID** and select **File** > **Save Changes and Exit**.
1801-Microcode Patch Error	Processor is not supported by ROM BIOS.	▲ Upgrade BIOS to proper version.
2200-PMM Allocation Error during MEBx Download	Memory error during POST execution of the Management Engine (ME) BIOS Extensions option ROM.	1. Reboot the computer. 2. Unplug the power cord, re-seat the memory modules, and reboot the computer. 3. If the memory configuration was recently changed, unplug the computer, restore the original memory configuration, and reboot the computer. 4. If the error persists, replace the system board.
2201-MEBx Module did not checksum correctly	Memory error during POST execution of the Management Engine (ME) BIOS Extensions option ROM.	1. Reboot the computer. 2. Unplug the power cord, re-seat the memory modules, and reboot the computer. 3. If the memory configuration was recently changed, unplug the power cord, restore the original memory configuration, and reboot the computer. 4. If the error persists, replace the system board.
2202-PMM Deallocation Error during MEBx cleanup	Memory error during POST execution of the Management Engine (ME) BIOS Extensions option ROM.	1. Reboot the computer. 2. Unplug the power cord, re-seat the memory modules, and reboot the computer. 3. If the memory configuration was recently changed, unplug the power cord, restore the original memory configuration, and reboot the computer. 4. If the error persists, replace the system board.
2203-Setup error during MEBx execution	MEBx selection or exit resulted in a setup failure.	1. Reboot the computer. 2. Unplug the power cord, re-seat the memory modules, and reboot the computer. 3. If the memory configuration was recently changed, unplug the power cord, restore the original memory configuration, and reboot the computer. 4. If the error persists, replace the system board.
2204-Inventory error during MEBx execution	BIOS information passed to the MEBx resulted in a failure.	1. Reboot the computer. 2. If the error persists, update to the latest BIOS version.

Table 10-1 Numeric Codes and Text Messages (continued)

Control panel message	Description	Recommended action
		3. If the error still persists, replace the system board.
2205-Interface error during MEBx execution	MEBx operation experienced a hardware error during communication with ME.	1. Reboot the computer. 2. If the error persists, update to the latest BIOS version. 3. If the error still persists, replace the system board.
2211-Memory not configured correctly for proper MEBx execution.	SODIMM1 or XMM1 is not installed.	Make sure there is a memory module in the black SODIMM1 socket and that it is properly seated.
2212-USB Key Provisioning failure writing to device	USB device used for USB key provisioning will not allow BIOS to update provision file properly.	1. Try a different USB key device for provisioning. 2. If the error persists, update to the latest BIOS version and ME firmware version. 3. If the error still persists, replace the system board.
2217-ME Firmware Version request failure	ME firmware is not properly responding to BIOS query for version information.	1. Reboot the computer. 2. If the error persists, update to the latest BIOS version and ME firmware version. 3. If the error still persists, replace the system board.
2218-ME Firmware Version should be updated	ME firmware must be updated to match current functionality contained in the system BIOS.	1. Update to the latest ME firmware version. 2. If the error persists and system BIOS has been recently updated, restore previous system BIOS version. 3. If the error still persists, replace the system board.
2219-USB Key Provisioning file has invalid header identifier	Provisioning file contained on the USB key has been corrupted or is not a valid version for the current ME firmware.	1. Recreate the provisioning file using third party management console software. 2. If the error persists and system BIOS has been recently updated, restore previous system BIOS version. Otherwise, update the ME firmware version. 3. If the error still persists, replace the system board.
2220-USB Key Provisioning file has mismatch version	Provisioning file contained on the USB key is not a valid version for the current ME firmware.	1. Reboot the computer. 2. If the error persists and system BIOS has been recently updated, restore previous system BIOS version. Otherwise, update the ME firmware version. 3. If the error still persists, replace the system board.
2230-General error during MEBx execution	Error occurred during MEBx execution which fails into the "General" grouping. Status information displayed along with the error provides further clarity into the failure. MEBx	1. Reboot the computer. 2. If the error persists, update to the latest BIOS version and ME firmware version.

Table 10-1 Numeric Codes and Text Messages (continued)

Control panel message	Description	Recommended action
	handles transference of information between the system BIOS and ME firmware.	**3.** If the error still persists, replace the system board.
2231-ME error during MEBx execution	Error occurred during MEBx execution which fails into "ME" grouping.	**1.** Reboot the computer. **2.** If the error persists, update to the latest BIOS version and ME firmware version. **3.** If the error still persists, replace the system board.
2232-AMT error during MEBx execution	Error occurred during MEBx execution which fails into "AMT" grouping.	**1.** Reboot the computer. **2.** If the error persists, update to the latest BIOS version and ME firmware version. **3.** If the error still persists, replace the system board.
2233-HECI error during MEBx execution	Error occurred during MEBx execution which fails into "MEI or HECI" grouping.	**1.** Reboot the computer. **2.** If the error persists, update to the latest BIOS version and ME firmware version. **3.** If the error still persists, replace the system board.
2239-ME image lock failure	Special system configurations with reduced ME firmware image require BIOS control of ME firmware upgrading. A failure has occurred after the ME firmware update process in which the BIOS could not relock the ME firmware region.	**1.** Reboot the computer. **2.** If the error persists, update to the latest BIOS version and ME firmware version. **3.** If the error still persists, replace the system board.
2240-ME image unlock failure	Special system configurations with reduced ME firmware image require BIOS control of ME firmware upgrading. A failure has occurred prior to the ME firmware update process in which the BIOS could not unlock the ME firmware region.	**1.** Reboot the computer. **2.** If the error persists, update to the latest BIOS version and ME firmware version. **3.** If the error still persists, replace the system board.
Invalid Electronic Serial Number	Electronic serial number is missing.	Enter the correct serial number in Computer Setup.
Network Server Mode Active and No Keyboard Attached	Keyboard failure while Network Server Mode enabled.	**1.** Reconnect keyboard with computer turned off. **2.** Check connector for bent or missing pins. **3.** Ensure that none of the keys are depressed. **4.** Replace keyboard.
Parity Check 2	Parity RAM failure.	Run Computer Setup and Diagnostic utilities.

Interpreting POST diagnostic front panel LEDs

This section covers the front panel LED codes as well as the audible codes that may occur before or during POST that do not necessarily have an error code or text message associated with them.

⚠ **WARNING!**   When the computer is plugged into an AC power source, voltage is always applied to the system board. To reduce the risk of personal injury from electrical shock and/or hot surfaces, be sure to disconnect the power cord from the wall outlet and allow the internal system components to cool before touching.

📝 **NOTE:**   If you see flashing LEDs on a PS/2 keyboard, look for flashing LEDs on the front panel of the computer and refer to the following table to determine the front panel LED codes.

Recommended actions in the following table are listed in the order in which they should be performed.

Not all diagnostic lights and audible codes are available on all models.

Table 10-2 Diagnostic front panel LEDs and audible codes

Activity	Beeps	Possible Cause	Recommended Action
White Power LED On.	None	Computer on.	None
White Power LED flashes every two seconds.	None	Computer in Suspend to RAM mode (some models only) or normal Suspend mode.	None required. Press any key or move the mouse to wake the computer.
Red Power LED flashes two times, once every second, followed by a two second pause. Beeps stop after fifth iteration but LEDs continue until problem is solved.	2	Processor thermal protection activated: A fan may be blocked or not turning. OR The heat sink/fan assembly is not properly attached to the processor.	**1.** Ensure that the computer air vents are not blocked and the processor cooling fan is running. **2.** Remove access panel, press power button, and see if the fan spins. If the fan is not spinning, make sure the fan's cable is plugged onto the system board header. **3.** If fan is plugged in, but is not spinning, then replace fan assembly. **4.** Contact an authorized reseller or service provider.
Red Power LED flashes five times, once every second, followed by a two second pause. Beeps stop after fifth iteration but LEDs continue until problem is solved.	5	Pre-video memory error.	**CAUTION:** To avoid damage to the SODIMMs or the system board, you must unplug the computer power cord before attempting to reseat, install, or remove a SODIMM module. **1.** Reseat SODIMMs. **2.** Replace SODIMMs one at a time to isolate the faulty module. **3.** Replace third-party memory with HP memory. **4.** Replace the system board.
Red Power LED flashes six times, once every second, followed by a two second pause. Beeps stop after fifth iteration but LEDs continue until problem is solved.	6	Pre-video graphics error.	Replace the system board.
Red Power LED flashes seven times, once every second, followed by a two second pause. Beeps stop after fifth iteration	7	System board failure (ROM detected failure prior to video).	Replace the system board.

Table 10-2 Diagnostic front panel LEDs and audible codes (continued)

Activity	Beeps	Possible Cause	Recommended Action
but LEDs continue until problem is solved.			
Red Power LED flashes eight times, once every second, followed by a two second pause. Beeps stop after fifth iteration but LEDs continue until problem is solved.	8	Invalid ROM based on bad checksum.	**1.** Reflash the system ROM with the latest BIOS image. See the "Boot Block Emergency Recovery Mode" section of the *Desktop Management Guide* for more information. **2.** Replace the system board.
Red Power LED flashes nine times, once every second, followed by a two second pause. Beeps stop after fifth iteration but LEDs continue until problem is solved.	9	System powers on but is unable to boot.	**1.** Unplug the AC power cord from the computer, wait 30 seconds, then plug the power cord back in to the computer. **2.** Replace the system board.
System does not power on and LEDs are not flashing.	None	System unable to power on.	Press and hold the power button for less than 4 seconds. If the hard drive LED turns green, the power button is working correctly. Try the following: ▲ Replace the system board. OR Press and hold the power button for less than 4 seconds. If the hard drive LED does not turn on green then: **1.** Check that the unit is plugged into a working AC outlet. **2.** Open rear cover and check that the power button cable is properly connected to the system board. **3.** Check to see if the 5V_aux light on the system board is turned on. If it is turned on, then replace the power button board and cable. If the problem persists, replace the system board. **4.** Replace the AC adapter.

11 Password Security and Resetting CMOS

This computer supports security password features, which can be established through the Computer Setup Utilities menu.

This computer supports two security password features that are established through the Computer Setup Utilities menu: setup password and power-on password. When you establish only a setup password, any user can access all the information on the computer except Computer Setup. When you establish only a power-on password, the power-on password is required to access Computer Setup and any other information on the computer. When you establish both passwords, only the setup password will give you access to Computer Setup.

When both passwords are set, the setup password can also be used in place of the power-on password as an override to log in to the computer. This is a useful feature for a network administrator.

If you forget the password for the computer, you can clear that password so you can gain access to the information on the computer by resetting the password jumper.

⚠ **CAUTION:**   Pushing the CMOS button will reset CMOS values to factory defaults. It is important to back up the computer CMOS settings before resetting them in case they are needed later. Back up is easily done through Computer Setup. See Computer Setup (F10) Utility on page 50 for information.

CAUTION: If you enable the stringent security feature in Computer Setup and you forget the setup password or the power-on password, the computer is inaccessible and can no longer be used.

Enabling the stringent password disables the ability to reset the password by moving the jumper on the system board.

If you lose or forget the password, the system board must be replaced. This scenario is not covered under warranty.

To prevent the computer from becoming permanently unusable, record your configured setup password or power-on password in a safe place away from your computer. Without these passwords, the computer cannot be unlocked.

Establishing a Setup or Power-on password

To establish the power-on or setup password features, complete the following steps:

1. Turn on or restart the computer.

2. As soon as the computer turns on, press the Esc key while "Press the ESC key for Startup Menu" message is displayed at the bottom of the screen.

3. Press the F10 key to enter Computer Setup.

4. To establish Setup password, select **Security > Setup Password** and follow the instructions.

   – or –

   To establish a Power-On password, select **Security > Power-On Password** and follow the instructions on the screen

5. Before exiting, click **File > Save Changes and Exit**.

Resetting the Setup and Power-on password

To disable the power-on or setup password features, or to clear the power-on or setup passwords, complete the following steps:

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.

    ⚠ WARNING! To reduce the risk of personal injury from electrical shock and/or hot surfaces, be sure to disconnect the power cord from the wall outlet, and allow the internal system components to cool before touching.

    ⚠ CAUTION: When the computer is plugged in, the power supply always has voltage applied to the system board even when the unit is turned off. Failure to disconnect the power cord can result in damage to the system.

    Static electricity can damage the electronic components of the computer or optional equipment. Before beginning these procedures, ensure that you are discharged of static electricity by briefly touching a grounded metal object. See the *Regulatory, Safety and Environmental Notices* guide for more information.

3. Remove the access panel.

4. Locate the header and jumper labeled PSWD.

    📝 NOTE: The password jumper is blue so that it can be easily identified. For assistance locating the password jumper and other system board components, see the Illustrated Parts & Service Map (IPSM). The IPSM can be downloaded from http://www.hp.com/support.

5. Remove the jumper.

6. Replace the jumper.

7. Replace the access panel.

8. Reconnect the external equipment.

9. Plug in the computer and turn on power. Allow the operating system to start. This clears the current passwords and disables the password features.

10. Establish the new passwords in Computer Setup. See Computer Setup (F10) Utility on page 50 for information.

Clearing and resetting the CMOS

The computer's configuration memory (CMOS) stores information about the computer's configuration.

The CMOS button resets CMOS but does not clear the power-on and setup passwords.

Clearing CMOS will clear the Active Management Technology (AMT) settings in the Management Engine BIOS Extension (MEBx), including the password. The password will default to "admin" and will need to be reset. The AMT settings will also need to be reset. To access the MEBx, press Ctrl+P during POST.

1. Turn off the computer and any external devices, and disconnect the power cord from the power outlet.

2. Disconnect external equipment connected to the computer.

   ⚠ **WARNING!**   To reduce the risk of personal injury from electrical shock and/or hot surfaces, be sure to disconnect the power cord from the wall outlet, and allow the internal system components to cool before touching.

   ⚠ **CAUTION:**   When the computer is plugged in, the power supply always has voltage applied to the system board even when the unit is turned off. Failure to disconnect the power cord can result in damage to the system.

   Static electricity can damage the electronic components of the computer or optional equipment. Before beginning these procedures, ensure that you are discharged of static electricity by briefly touching a grounded metal object. See the *Safety & Regulatory Information* guide for more information.

3. Remove the computer cover or access panel.

   ⚠ **CAUTION:**   Pushing the CMOS button will reset CMOS values to factory defaults. It is important to back up the computer CMOS settings before resetting them in case they are needed later. Back up is easily done through Computer Setup. See Computer Setup (F10) Utility on page 50 for information on backing up the CMOS settings.

4. Locate, press, and hold the CMOS button in for five seconds.

   📝 **NOTE:**   Make sure you have disconnected the AC power cord from the wall outlet. The CMOS button will not clear CMOS if the power cord is connected.

   Figure 11-1 CMOS button

   📝 **NOTE:**   For assistance locating the CMOS button and other system board components, see the Illustrated Parts & Service Map (IPSM).

5. Replace the computer cover or access panel.

6. Reconnect the external devices.

7. Plug in the computer 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.

For instructions on Computer Setup, see Computer Setup (F10) Utility on page 50.

A Power Cord Set Requirements

The power supplies on some computers have external power switches. The voltage select switch feature on the computer permits it to operate from any line voltage between 100-120 or 220-240 volts AC. Power supplies on those computers that do not have external power switches are equipped with internal switches that sense the incoming voltage and automatically switch to the proper voltage.

The power cord set received with the computer meets the requirements for use in the country where you purchased the equipment.

Power cord sets for use in other countries must meet the requirements of the country where you use the computer.

General requirements

The requirements listed below are applicable to all countries:

1. The power cord must be approved by an acceptable accredited agency responsible for evaluation in the country where the power cord set will be installed.

2. The power cord set must have a minimum current capacity of 10A (7A Japan only) and a nominal voltage rating of 125 or 250 volts AC, as required by each country's power system.

3. The diameter of the wire must be a minimum of 0.75 mm$_2$ or 18AWG, and the length of the cord must be between 1.8 m (6 feet) and 3.6 m (12 feet).

The power cord should be routed so that it is not likely to be walked on or pinched by items placed upon it or against it. Particular attention should be paid to the plug, electrical outlet, and the point where the cord exits from the product.

⚠ **WARNING!** Do not operate this product with a damaged power cord set. If the power cord set is damaged in any manner, replace it immediately.

Japanese Power Cord Requirements

For use in Japan, use only the power cord received with this product.

⚠ **CAUTION:** Do not use the power cord received with this product on any other products.

Country-specific requirements

Additional requirements specific to a country are shown in parentheses and explained below.

Country	Accrediting Agency	Country	Accrediting Agency
Australia (1)	EANSW	Italy (1)	IMQ
Austria (1)	OVE	Japan (3)	METI
Belgium (1)	CEBC	Norway (1)	NEMKO
Canada (2)	CSA	Sweden (1)	SEMKO
Denmark (1)	DEMKO	Switzerland (1)	SEV
Finland (1)	SETI	United Kingdom (1)	BSI
France (1)	UTE	United States (2)	UL
Germany (1)	VDE		

1. The flexible cord must be Type HO5VV-F, 3-conductor, $0.75mm_2$ conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the certification mark of the agency responsible for evaluation in the country where it will be used.

2. The flexible cord must be Type SVT or equivalent, No. 18 AWG, 3-conductor. The wall plug must be a two-pole grounding type with a NEMA 5-15P (15A, 125V) or NEMA 6-15P (15A, 250V) configuration.

3. Appliance coupler, flexible cord, and wall plug must bear a "T" mark and registration number in accordance with the Japanese Dentori Law. Flexible cord must be Type VCT or VCTF, 3-conductor, 0.75 mm_2 conductor size. Wall plug must be a two-pole grounding type with a Japanese Industrial Standard C8303 (7A, 125V) configuration.

B   Specifications

Specifications

Dimensions		
Height	12.96 in	329 mm
Width	18.51 in	470 mm
Depth	2.83 in	72 mm
Approximate Weight (with stand)		
	12 lbs	5.5 kg
Temperature Range		
Operating	41° to 95°F	5° to 35℃
Nonoperating	-22° to 149°F	-30° to 65℃
Relative Humidity (non-condensing)		
Operating	15-80%	15-80%
Maximum Altitude (unpressurized)		
Operating	0 - 6,500 ft	0 - 2,000 m
Non-operating	0 - 15,000 ft	4,572 m
Power Supply		
Rated Voltage Range	100-240 V	
Rated Line Frequency	50-60 Hz, 2.0 A	
Max Operating Power	< 90 W	
Idle Operating Power	30 W	

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