



# Maintenance and Service Guide

HP Z2 Tower G4 Workstation

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### **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.






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## About this guide

This guide provides information on computer features, setting up the computer, using the software, and technical specifications.

The following types of alerts may appear in this guide.

- 
-  **WARNING!** Indicates a hazardous situation that, if not avoided, **could** result in death or serious injury.
  -  **CAUTION:** Indicates a hazardous situation that, if not avoided, **could** result in minor or moderate injury.
  -  **IMPORTANT:** Indicates information considered important but not hazard-related (for example, messages related to property damage). A notice alerts the user that failure to follow a procedure exactly as described could result in loss of data or in damage to hardware or software. Also contains essential information to explain a concept or to complete a task.
  -  **NOTE:** Contains additional information to emphasize or supplement important points of the main text.
  -  **TIP:** Provides helpful hints for completing a task.
-



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# 1 Product features

## Standard configuration features

Features may vary depending on the model.



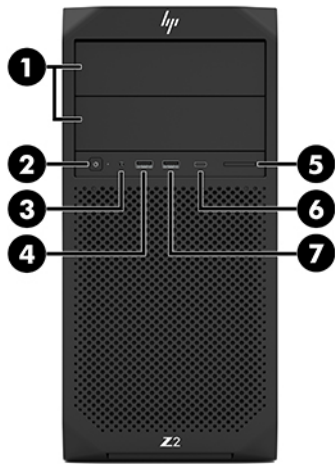
HP Z2 Tower G4 Workstations offer models with Intel® Xeon® E 21xx processors and Intel 8<sup>th</sup>-Gen Core-i™ series processors.








**IMPORTANT:** Models with Intel Core-i series processors support Windows 10 only.

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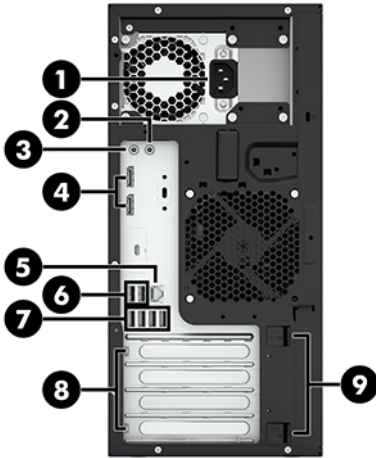
# Front










**HP Z2 Tower G4 Workstation front panel components**

1		5.25-inch hard disk/optical disc drive bays (2, optional)	5		MicroSD memory card reader (optional)
2		Power button	6		USB Type-C SuperSpeed Plus port with HP Sleep and Charge
3		Audio-out (headphone)/Audio-in (microphone) combo jack	7		USB SuperSpeed port with HP Sleep and Charge
4		USB SuperSpeed port			

# Rear



HP Z2 Tower G4 Workstation rear panel components

1		Power cord connector	6		USB ports (2)
2		Audio line-in connector (blue)	7		USB SuperSpeed ports (4)
3		Audio line-out connector (green)	8		Expansion slots (optional, 4)
4		Display Port (DP) connectors (2)	9		Latches
5		RJ-45 (network) jack/status lights			

**NOTE:** The labels for the rear panel connectors use industry-standard icons and colors.

**NOTE:** The DP and DVI-D ports are not supported when the system is configured with Intel Xeon E3-12x0 v5 processors. Also, if a discrete graphics card is installed these ports are disabled by default.

**NOTE:** Simultaneous usage of integrated Intel HD graphics and discrete graphics cards (in order to drive more than two displays) can be enabled using the Computer (F10) Setup Utility. However, HP recommends using only discrete graphics cards when attaching three or more displays.

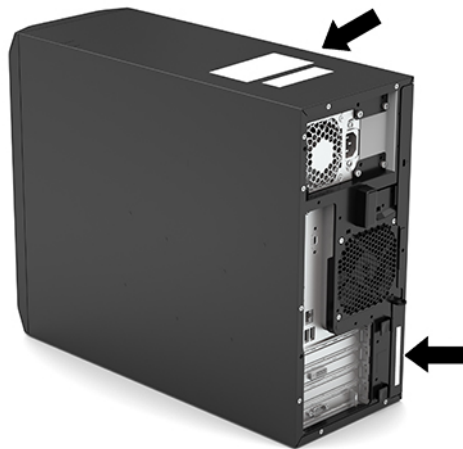
## Left



Item	Component
	Side access panel handle

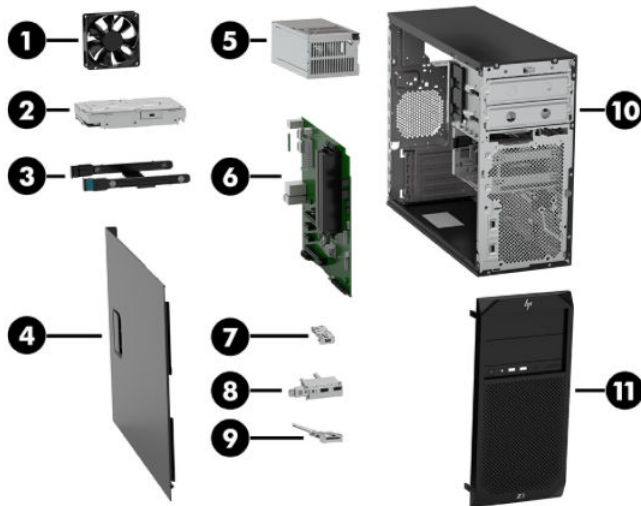
## Serial number location

Each computer has a unique serial number and a product ID number that are located on the exterior of the computer. Keep these numbers available when contacting support for assistance.



## 2 Illustrated parts catalog

### Computer major components



Item	Component
(1)	Fan
(2)	3.5-inch hard drive
(3)	Drive cage
(4)	Access panel
(5)	Power supply
(6)	System board
(7)	USB Type-C module (select products only)
(8)	Front IO/User Interface (FIOUI) module
(9)	MicroSD memory card reader (select products only)
(10)	Chassis
(11)	Front bezel

System configuration specifications and differences can be found in the HP Z2 Tower G4 Workstation Quickspecs, located at <http://h20195.www2.hp.com/v2/GetDocument.aspx?docname=c05987463>.

# 3 Routine care, SATA drive guidelines, 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. The power cord must be disconnected from the power source before opening the computer to prevent system board or component damage.

## 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 how humidity affects the electrostatic voltage levels generated by different activities. A product can be degraded by 700 volts.

- Different activities generate different amounts of static electricity.
- Static electricity increases as humidity decreases.

Event	Relative Humidity		
	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

## 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-sensitive 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 containers.
- 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  $\pm$  10% resistance in the ground cords. To provide proper ground, a strap must be worn snugly against bare skin. The ground cord must be connected to the banana plug connector on the grounding mat or workstation and fit snugly into it.
- **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  $\pm$  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, observe the following precautions:

- Cover the work surface with approved static-dissipative material. Provide a wrist strap connected to the work surface and use 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

The following grounding equipment is recommended to prevent electrostatic damage:

- Antistatic tape
- Antistatic smocks, aprons, or sleeve protectors
- Conductive bins and other assembly or soldering aids
- Conductive foam
- Conductive tabletop workstations with ground cords of one-megohm +/- 10% resistance
- Static-dissipative table or floor mats with hard ties 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 and above the monitor to permit the required airflow.
- Never restrict the airflow into the computer by blocking any vents or air intakes. Do not place the keyboard, with the keyboard feet down, directly against the front of the desktop unit as this also restricts 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 or side panel removed.
- Do not stack computers on top of each other or place computers so near each other that they are subject to each other's re-circulated or preheated air.
- If the computer is to be operated within a separate enclosure, intake and exhaust ventilation must be provided on the enclosure, and the same operating guidelines listed above will still apply.
- Keep liquids away from the computer and keyboard.



- Never cover the ventilation slots on the monitor with any type of material.
- 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 9](#) 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 the surface with a cloth or swab dampened with clear water.
- For stubborn stains, use isopropyl (rubbing) alcohol. No rinsing is needed; alcohol will evaporate quickly without leaving 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 9](#) 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 9](#).

When cleaning debris from under the keys, review all rules in [General cleaning safety precautions on page 9](#) before following these procedures:

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

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

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

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- Cleaning under a key may be done with a swab moistened with isopropyl alcohol and then 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 monitor

- Wipe the monitor screen with a towelette designed for cleaning monitors or with a clean cloth moistened with water. 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 on the monitor.
- To clean the monitor body follow the procedures in [Cleaning the computer case on page 9](#).

## 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:

- Diagnostics software
- Flat-bladed screwdriver (may sometimes be used in place of a Torx screwdriver)
- Phillips #2 screwdriver
- Torx15 screwdriver

## 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.

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**⚠ 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.

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 **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.

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## 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 computer.
- 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.
- 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 CRT monitors 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 140°F (60°C). Do not attempt to recharge the battery.

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

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## 4 Removal and replacement procedures

Adherence to the procedures and precautions described in this chapter is essential for proper service. After completing all necessary removal and replacement procedures, run the Diagnostics utility to verify that all components operate properly.


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 **NOTE:** Not all features listed in this guide are available on all computers.

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### Preparation for disassembly

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 **WARNING!** Voltage is always present on the system board when the computer is plugged into an active AC outlet. To avoid possible personal injury and damage to the equipment the power cord should be disconnected from the computer and/or the AC outlet before opening the computer.

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See [Routine care, SATA drive guidelines, and disassembly preparation on page 6](#) for initial safety procedures.


1. Remove/disengage any security devices that prohibit opening the computer.
2. Remove all removable media, such as compact discs or USB flash drives, from the computer.
3. Turn off the computer properly through the operating system, then turn off any external devices.
4. Disconnect the power cord from the AC outlet and disconnect any external devices.

---

 **CAUTION:** Turn off the computer before disconnecting any cables.

Regardless of the power-on state, voltage is always present on the system board as long as the system is plugged into an active AC outlet. In some systems the cooling fans are on even when the computer is in the “Standby,” or “Suspend” modes. The power cord should always be disconnected before servicing a unit.

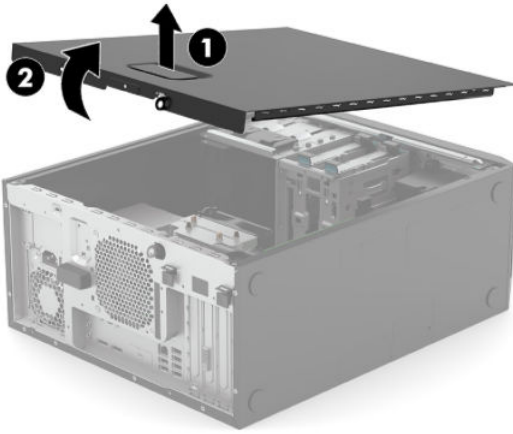
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 **NOTE:** During disassembly, label each cable as you remove it, noting its position and routing. Keep all screws with the removed components.

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## Access panel

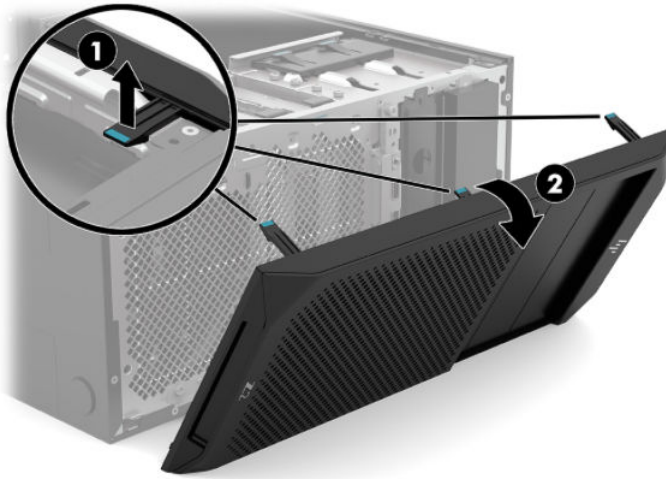
1. Prepare the computer for disassembly (see [Preparation for disassembly on page 12](#)).
2. Position the computer with the rear panel toward you.
3. Swing the access panel release latch **(1)** up.
4. Use the access panel release latch to swing the top edge of the access panel **(2)** up and away from the computer.



Reverse this procedure to install the access panel.

## Front bezel

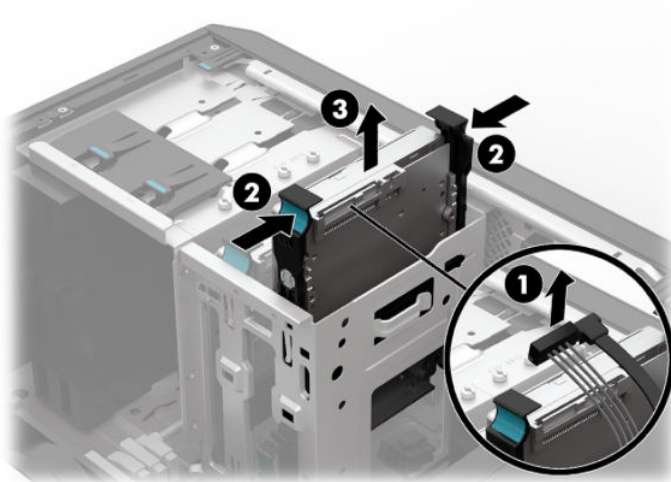
1. Prepare the computer for disassembly (see [Preparation for disassembly on page 12](#)).
2. Position the computer on its right side with the bottom toward you.
3. Release the three tabs **(1)** on the left side of the front bezel from the computer.
4. Swing the left edge of the front bezel **(2)** away from the computer and remove the bezel.



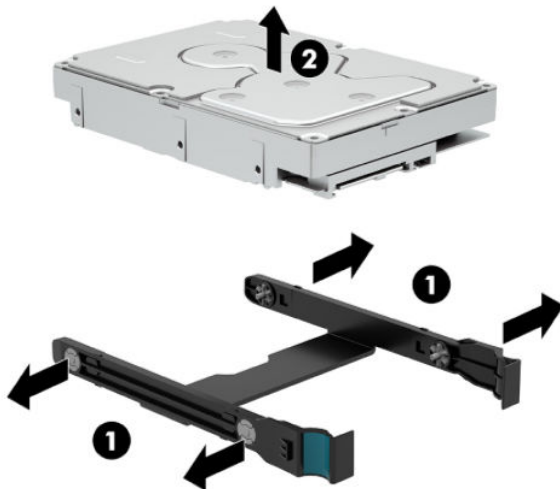
Reverse this procedure to install the front bezel.

## Storage device

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 12](#)).
2. Remove the access panel (see [Access panel on page 13](#)).
3. Remove the front bezel (see [Front bezel on page 14](#)).
4. Disconnect the storage device power and SATA cables **(1)** from the storage device.
5. Squeeze and hold the drive cage release tabs **(2)**.
6. Remove the drive cage **(3)** from the computer.



7. Separate the drive cage retention arms **(1)** from the storage device, making sure the retention pins fully release from the device.
8. Remove the storage device **(2)** from the drive cage.

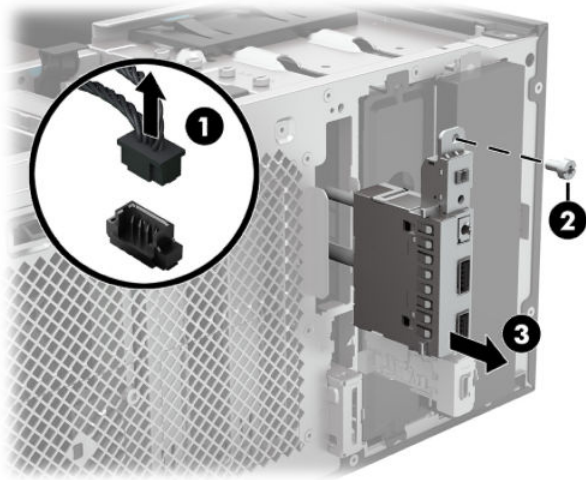


Reverse this procedure to install the storage device.

## Front IO/User Interface (FIOUI) module

Follow these steps to remove the FIOUI module:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 12](#)).
2. Remove the access panel (see [Access panel on page 13](#)).
3. Remove the front bezel (see [Front bezel on page 14](#)).
4. Disconnect the FIOUI module cables **(1)** from the system board.
5. Remove the Torx15 screw **(2)** that secures the module to the chassis.
6. Remove the FIOUI module **(3)** from the chassis.



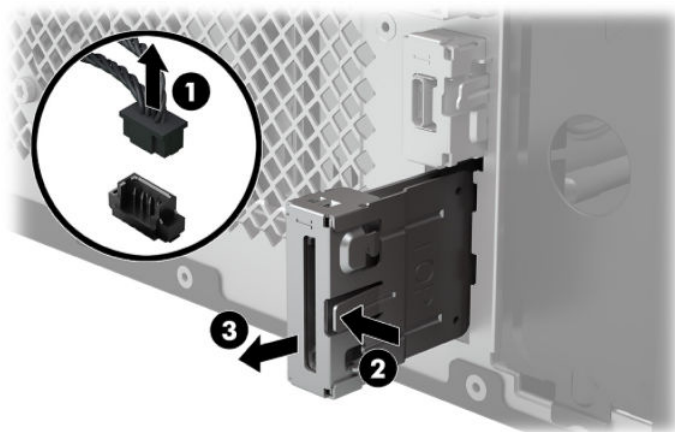
Reverse this procedure to install the FIOUI module.



## MicroSD memory card reader module

Follow these steps to remove the MicroSD memory card reader module:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 12](#)).
2. Remove the access panel (see [Access panel on page 13](#)).
3. Remove the front bezel (see [Front bezel on page 14](#)).
4. Disconnect the MicroSD memory card reader module cable **(1)** from the system board.
5. Press in on the retention tab **(2)** that secures the module to the chassis.
6. Slide the MicroSD memory card reader module **(3)** left and remove it from the chassis.

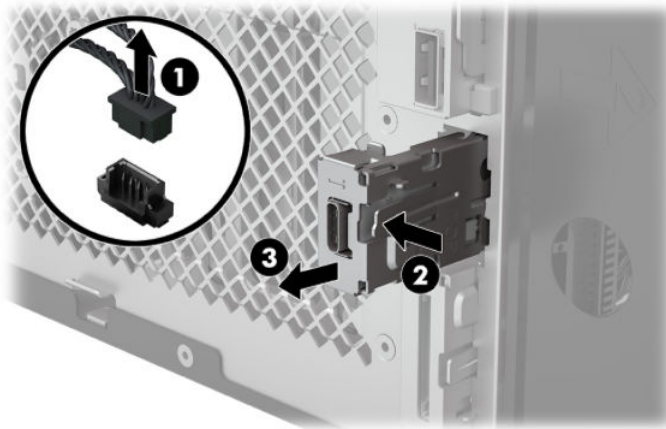


Reverse this procedure to install the MicroSD memory card reader module.

## USB Type-C module

Follow these steps to remove the USB Type-C module:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 12](#)).
2. Remove the access panel (see [Access panel on page 13](#)).
3. Remove the front bezel (see [Front bezel on page 14](#)).
4. Disconnect the USB Type-C module cable **(1)** from the system board.
5. Press in on the retention tab **(2)** that secures the module to the chassis.
6. Slide the USB Type-C module **(3)** right and remove it from the chassis.



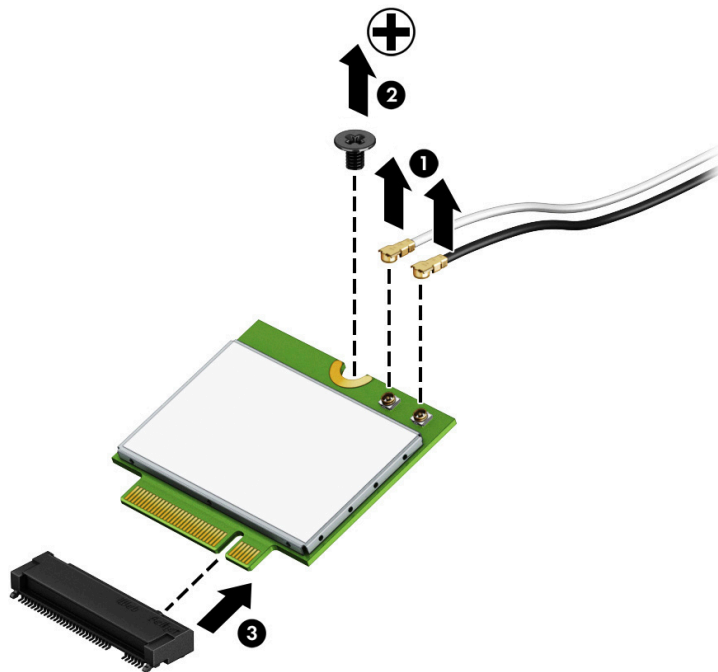
Reverse this procedure to install the USB Type-C module.


## WLAN module

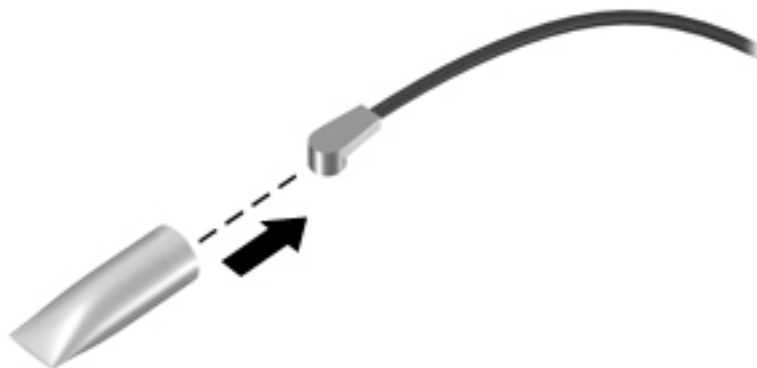
Follow these steps to remove the WLAN module:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 12](#)).
2. Remove the access panel (see [Access panel on page 13](#)).
3. Disconnect the WLAN antenna cables (1) from the terminals on the WLAN module.
4. Remove the Phillips M2.0×3.0 screw (2) that secures the WLAN module to the computer. (The edge of the module opposite the slot rises away from the computer.)
5. Remove the WLAN module by pulling the module away from the slot at an angle (3).

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



 **NOTE:** If the WLAN antennas are not connected to the terminals on the WLAN module, the protective sleeves must be installed on the antenna connectors, as shown in the following illustration.



Reverse this procedure to install the WLAN module.



---

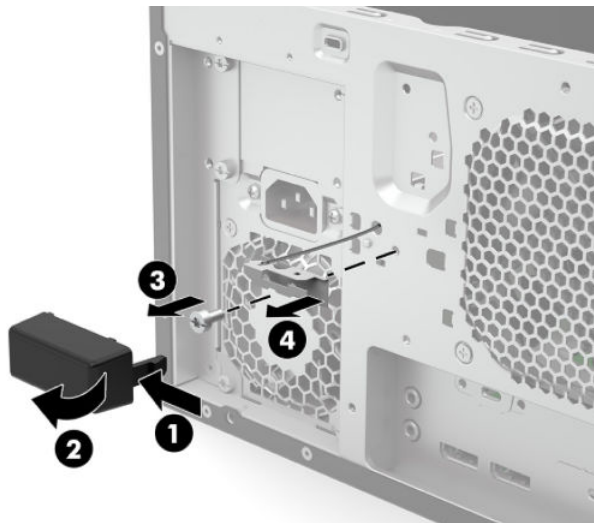
**NOTE:** The WLAN antenna cable labeled '1' connects to the WLAN module "Main" terminal labeled '1'. The WLAN antenna cable labeled '2' connects to the WLAN module 'Aux' terminal labeled '2'.

---

## Rear antenna

Follow these steps to remove the rear antenna:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 12](#)).
2. Remove the access panel (see [Access panel on page 13](#)).
3. Disconnect the WLAN module antenna cables (see [WLAN module on page 19](#)).
4. Inside the chassis, press up (toward the top of the computer) on the retention tab **(1)** that secures the antenna cover to the chassis.
5. Rotate the antenna cover **(2)** and remove the cover from the chassis.
6. Remove the Torx15 screw **(3)** that secures the antenna to the chassis.
7. Remove the rear antenna **(4)** from the chassis.

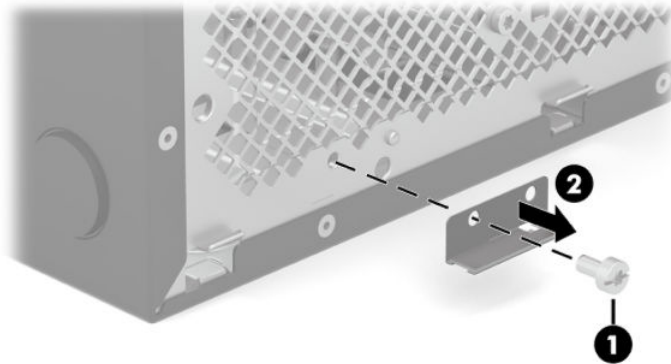


Reverse this procedure to install the rear antenna.

## Front antenna

Follow these steps to remove the front antenna:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 12](#)).
2. Remove the access panel (see [Access panel on page 13](#)).
3. Remove the front bezel (see [Front bezel on page 14](#)).
4. Disconnect the WLAN module antenna cables (see [WLAN module on page 19](#)).
5. Remove the Torx15 screw **(1)** that secures the antenna to the chassis.
6. Remove the front antenna **(2)** from the chassis.

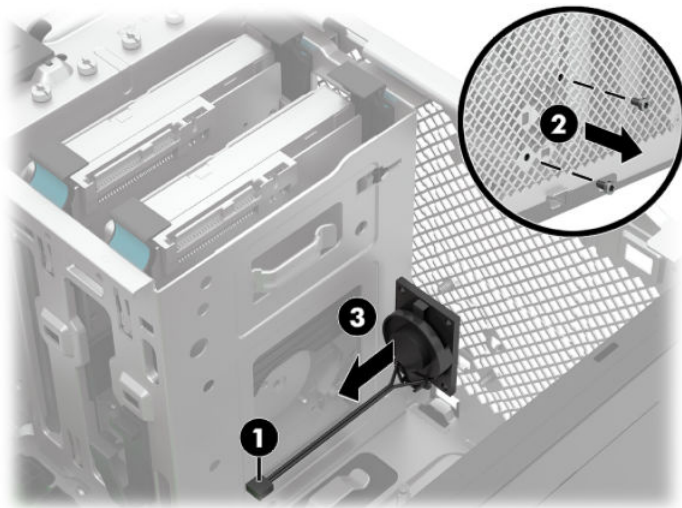


Reverse this procedure to install the front antenna.

## Speaker

Follow these steps to remove the speaker:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 12](#)).
2. Remove the access panel (see [Access panel on page 13](#)).
3. Disconnect the speaker cable **(1)** from the system board.
4. Remove the front bezel (see [Front bezel on page 14](#)).
5. Remove the two Torx15 screws **(2)** that secure the speaker to the chassis.
6. Remove the speaker **(3)**.

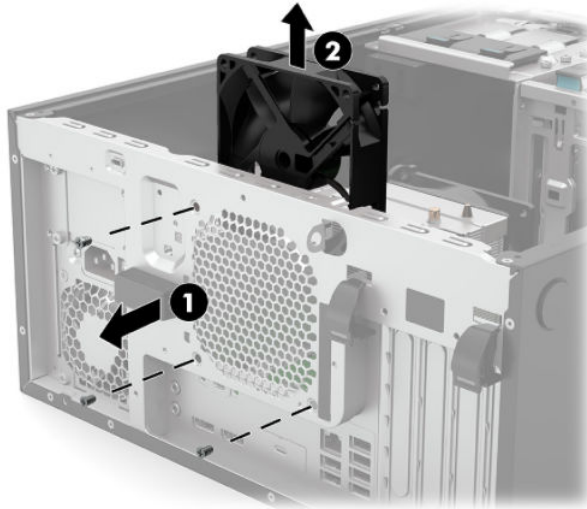


Reverse this procedure to install the speaker.

## Fan

Follow these steps to remove the fan:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 12](#)).
2. Remove the access panel (see [Access panel on page 13](#)).
3. Disconnect the fan cable from the system board.
4. Remove the three Phillips screws (**1**) that secure the fan to the chassis.
5. Remove the fan (**2**) from the chassis.



Reverse this procedure to install the fan.





# CPU cooler

 **NOTE:** The CPU cooler spare part kit includes replacement thermal material.

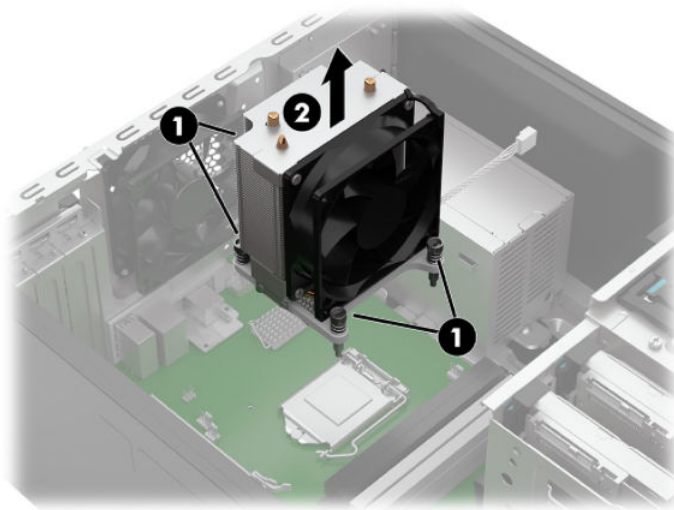
Follow these steps to remove the CPU cooler:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 12](#)).
2. Remove the access panel (see [Access panel on page 13](#)).
3. Disconnect the CPU cooler fan cable from the system board.


 **NOTE:** Models with Intel Core X-series processors with 14 cores and above use a CPU cooler with a 6-pin receptacle. The system board has a 5-pin connector. A 6-to-5 pin cable adapter is used to plug into the 5-pin header on the system board.

 **CAUTION:** When removing the CPU cooler, loosen all screws a little at a time in the sequence indicated on the cooler to ensure the processor remains level. Do not fully loosen one screw, and then move on to the next screw. Failure to follow this sequence can result in damage to the CPU cooler, the processor, and the system board.

4. Loosen the four slotted Torx15 captive screws **(1)** that secure the CPU cooler to the system board.
5. Remove the CPU cooler **(2)**.



Reverse this procedure to install the CPU cooler.


 **NOTE:** If the old CPU cooler is being reinstalled, new thermal material must be applied. If a new CPU cooler is being installed, thermal material is already preinstalled on the base of the CPU cooler.

## System board

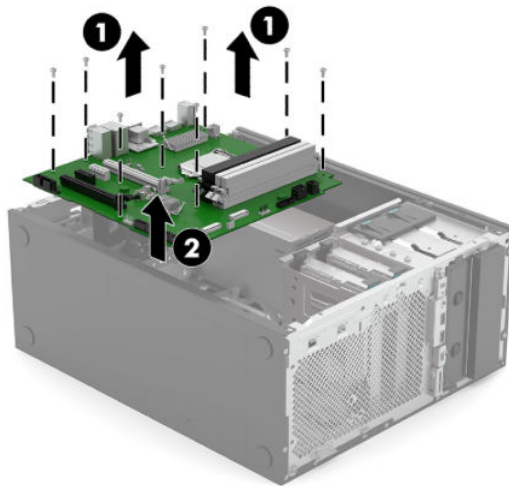
 **NOTE:** The system board spare part kit includes replacement thermal material.

Follow these steps to remove the system board:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 12](#)).
2. Remove the access panel (see [Access panel on page 13](#)).

 **NOTE:** When replacing the system board, be sure that the CPU cooler (see [CPU cooler on page 25](#)) and system memory are removed from the defective system board and installed on the replacement system board.

3. Disconnect all cables and storage devices from the system board.
4. Remove the eight Torx15 screws **(1)** that secure the system board to the computer.
5. Remove the system board **(2)** from the chassis.

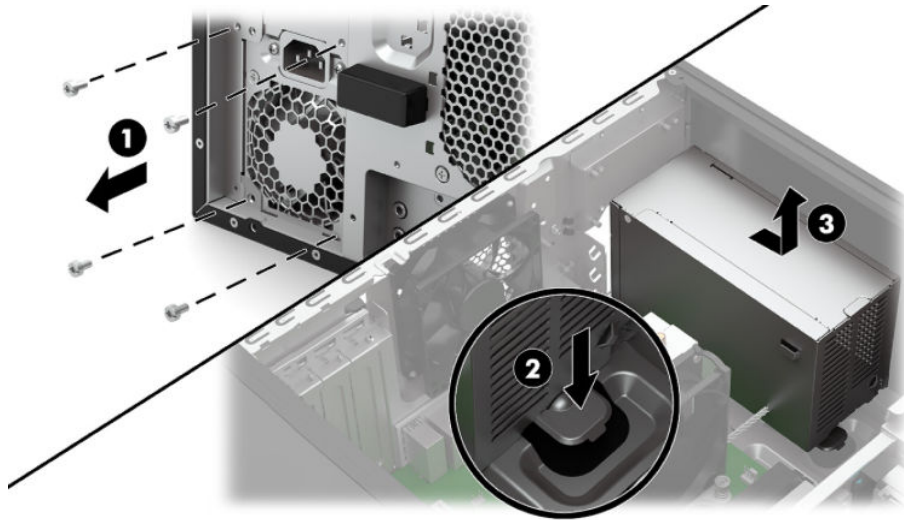


Reverse this procedure to install the system board.

## Power supply

Follow these steps to remove the power supply:

1. Prepare the computer for disassembly (see [Preparation for disassembly on page 12](#)).
2. Remove the access panel (see [Access panel on page 13](#)).
3. Disconnect the power cables from the system board and any other powered components, as necessary.
4. Remove the four Torx15 screws **(1)** that secure the power supply to the rear of the computer.
5. Press the retention tab on the floor of the computer chassis **(2)**, and then slide the power supply away from the chassis rear panel until it disengages from the chassis.
6. Lift and shift the power supply toward the chassis center, and then remove the power supply **(3)**.



Reverse this procedure to install the power supply.

---

# 5 Computer Setup (BIOS), TPM, and HP Sure Start

## Using Computer Setup

Computer Setup, or Basic Input/Output System (BIOS), controls communication between all the input and output devices on the system (such as disk drives, display, keyboard, mouse, and printer). Computer Setup includes settings for the types of devices installed, the startup sequence of the computer, and the amount of system and extended memory.

---

 **NOTE:** Use extreme care when making changes in Computer Setup. Errors can prevent the computer from operating properly.

---

## Starting Computer Setup

- ▲ Turn on or restart the computer, and when the HP logo appears, press **f10** to enter Computer Setup.

## Navigating and selecting in Computer Setup

- To select a menu or a menu item, use the **tab** key and the keyboard arrow keys and then press **enter**, or use a pointing device to select the item.
- To scroll up and down, select the up arrow or the down arrow in the upper-right corner of the screen, or use the up arrow key or the down arrow key on the keyboard.
- To close open dialog boxes and return to the main Computer Setup screen, press **esc**, and then follow the on-screen instructions.

To exit Computer Setup, choose one of the following methods:

- To exit Computer Setup menus without saving your changes, select **Main**, select **Ignore Changes and Exit**, and then select **Yes**.

---

 **NOTE:** If you are using arrow keys to highlight your choice, you must then press **enter**.

---

- To save your changes and exit Computer Setup menus, select **Main**, select **Save Changes and Exit**, and then select **Yes**.

---

 **NOTE:** If you are using arrow keys to highlight your choice, you must then press **enter**.

---

Your changes go into effect when the computer restarts.

## Restoring factory settings in Computer Setup

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 **NOTE:** Restoring defaults will not change the hard drive mode.

---


To return all settings in Computer Setup to the values that were set at the factory, follow these steps:

1. Start Computer Setup. See [Starting Computer Setup on page 28](#).
2. Select **Main**, select **Apply Factory Defaults and Exit**, and then select **Yes**.

---


 **NOTE:** If you are using arrow keys to highlight your choice, you must then press **enter**.

---

 **NOTE:** On select products, the selections may display **Restore Defaults** instead of **Apply Factory Defaults and Exit**.

---

Your changes go into effect when the computer restarts.

 **NOTE:** Your password settings and security settings are not changed when you restore the factory settings.

---

## Updating the BIOS

Updated versions of the BIOS may be available on the HP website.

Most BIOS updates on the HP website are packaged in compressed files called *SoftPaqs*.

Some download packages contain a file named *Readme.txt*, which contains information regarding installing and troubleshooting the file.

## Determining the BIOS version

To decide whether you need to update Computer Setup (BIOS), first determine the BIOS version on your computer.

BIOS version information (also known as *ROM date* and *System BIOS*) can be accessed by pressing **fn+esc** (if you are already in Windows) or by using Computer Setup.


1. Start Computer Setup. See [Starting Computer Setup on page 28](#).
2. Select **Main**, and then select **System Information**.
3. To exit Computer Setup menus without saving your changes, select **Main**, select **Ignore Changes and Exit**, and then select **Yes**.

 **NOTE:** If you are using arrow keys to highlight your choice, you must then press **enter**.

---

To check for later BIOS versions, see [Downloading a BIOS update on page 29](#).

## Downloading a BIOS update

 **CAUTION:** To reduce the risk of damage to the computer or an unsuccessful installation, download and install a BIOS update only when the computer is connected to reliable external power using the AC adapter. Do not download or install a BIOS update while the computer is running on battery power, docked in an optional docking device, or connected to an optional power source. During the download and installation, follow these instructions:

Do not disconnect power on the computer by unplugging the power cord from the AC outlet.

Do not shut down the computer or initiate Sleep.

Do not insert, remove, connect, or disconnect any device, cable, or cord.


---

1. Type `support` in the taskbar search box, and then select the HP Support Assistant app.  
– or –  
Select the question mark icon in the taskbar.
2. Select **Updates**, and then select **Check for updates and messages**.
3. Follow the on-screen instructions.
4. At the download area, follow these steps:

- a. Identify the most recent BIOS update and compare it to the BIOS version currently installed on your computer. Make a note of the date, name, or other identifier. You may need this information to locate the update later, after it has been downloaded to your hard drive.
- b. Follow the on-screen instructions to download your selection to the hard drive.

Make a note of the path to the location on your hard drive where the BIOS update is downloaded. You will need to access this path when you are ready to install the update.

---

 **NOTE:** If you connect your computer to a network, consult the network administrator before installing any software updates, especially system BIOS updates.

---


BIOS installation procedures vary. Follow any instructions that are displayed on the screen after the download is complete. If no instructions are displayed, follow these steps:

1. Type *file* in the taskbar search box, and then select **File Explorer**.
2. Select your hard drive designation. The hard drive designation is typically Local Disk (C:).
3. Using the hard drive path you recorded earlier, open the folder that contains the update.
4. Double-click the file that has an .exe extension (for example, *filename.exe*).

The BIOS installation begins.

5. Complete the installation by following the on-screen instructions.

---

 **NOTE:** After a message on the screen reports a successful installation, you can delete the downloaded file from your hard drive.

---


## Changing the boot order using the f9 prompt

To dynamically choose a boot device for the current startup sequence, follow these steps:

1. Access the Boot Device Options menu:
  - Turn on or restart the computer, and when the HP logo appears, press **f9** to enter the Boot Device Options menu.
2. Select a boot device, press **enter**, and then follow the on-screen instructions.

## TPM BIOS settings (select products only)

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 **IMPORTANT:** Before enabling Trusted Platform Module (TPM) functionality on this system, you must ensure that your intended use of TPM complies with relevant local laws, regulations and policies, and approvals or licenses must be obtained if applicable. For any compliance issues arising from your operation/usage of TPM which violates the above mentioned requirement, you shall bear all the liabilities wholly and solely. HP will not be responsible for any related liabilities.

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TPM provides additional security for your computer. You can modify the TPM settings in Computer Setup (BIOS).

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 **NOTE:** If you change the TPM setting to Hidden, TPM is not visible in the operating system.

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To access TPM settings in Computer Setup:

1. Start Computer Setup. See [Starting Computer Setup on page 28](#).
2. Select **Security**, select **TPM Embedded Security**, and then follow the on-screen instructions.

## Using HP Sure Start (select products only)

Select computer models are configured with HP Sure Start, a technology that monitors the computer's BIOS for attacks or corruption. If the BIOS becomes corrupted or is attacked, HP Sure Start automatically restores the BIOS to its previously safe state, without user intervention.


HP Sure Start is configured and already enabled so that most users can use the HP Sure Start default configuration. The default configuration can be customized by advanced users.

To access the latest documentation on HP Sure Start, go to <http://www.hp.com/support>. Select **Find your product**, and then follow the on-screen instructions.

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## 6 Troubleshooting without diagnostics

This chapter provides information on how to identify and correct minor problems, such as USB devices, hard 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, refer to [POST error messages and diagnostic front panel LEDs and audible codes on page 59](#).

---

### 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.

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### 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 \(BIOS\), TPM, and HP Sure Start on page 28](#) for more information.
- Check the Power LED on the front of the computer to see if it is flashing red and white in a specific pattern. The flashing lights are error codes that will help you diagnose the problem. Refer to [POST error messages and diagnostic front panel LEDs and audible codes on page 59](#) 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 33](#) 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/support> 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 Support Sent Recovery 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.

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## 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 AC outlet.
- Check that the computer is turned on and the white power light is on.
- Check that the monitor is turned on and the monitor light is on.
- Check the Power LED on the front of the computer to see if it is flashing red and white in a specific pattern. The flashing lights are error codes that will help you diagnose the problem. Refer to [POST error messages and diagnostic front panel LEDs and audible codes on page 59](#) 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 50](#) 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 installed and a single monitor, the monitor must be plugged into the monitor connector on the source selected as the primary monitor 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 monitor 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 AC 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.	<p>Before turning on the computer, press and hold <b>F10</b>. Turn on the computer and continue to hold <b>F10</b> until the Computer Setup (F10) Utility is displayed.</p> <p>- or -</p> <p>Follow the Windows instructions for rebooting the computer into the Computer Setup (F10) Utility.</p>

### 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.	<ol style="list-style-type: none"> <li>1. Press and hold the power button for at least four seconds until the computer turns off.</li> <li>2. Disconnect the power cord from the AC outlet.</li> </ol>

### Computer will not respond to keyboard or mouse.

Cause	Solution
Computer is in Sleep state.	<p>To resume from Sleep state, press the power button.</p> <p><b>CAUTION:</b> 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.</p>
System has locked up.	Restart computer.

---

**Computer date and time display is incorrect.**

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Cause	Solution
RTC (real-time clock) battery may need to be replaced. <b>NOTE:</b> Connecting the computer to a live AC outlet prolongs the life of the RTC battery.	Reset the date and time under <b>Control Panel</b> (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, type <code>control panel</code> in the taskbar search box, and then select Control Panel.

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**There is no sound or sound volume is too low.**

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Cause	Solution
System volume may be set low or muted.	<ol style="list-style-type: none"><li>1. Check the Computer Setup settings to make sure the internal system speaker is not muted (this setting does not affect the external speakers).</li><li>2. Make sure the external speakers are properly connected and powered on and that the speakers' volume control is set correctly.</li><li>3. Use the system volume control available in the operating system to make sure the speakers are not muted or to increase the volume.</li></ol>

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**Cannot remove computer cover or access panel.**

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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.

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**Poor performance.**

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Cause	Solution
Processor is too hot.	<ol style="list-style-type: none"><li>1. Make sure airflow to the computer is not blocked. Leave a 15.2-cm (6-inch) clearance on all vented sides of the computer and above the monitor to permit the required airflow.</li><li>2. Make sure fans are connected and working properly (some fans only operate when needed).</li><li>3. Make sure the processor CPU cooler is installed properly.</li></ol>
Hard drive is full.	Transfer data from the hard drive to create more space on the hard drive.
Low on memory.	Add more memory.

---

**Poor performance.**

Cause	Solution
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.	<ol style="list-style-type: none"><li>1. Close unnecessary applications to free up memory.</li><li>2. Add more memory.</li><li>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:<ol style="list-style-type: none"><li>a. Type <code>msconfig</code> in the taskbar search box, and then select <b>msconfig</b>.</li><li>b. On the <b>Startup</b> tab of the System Configuration Utility, click <b>Open Task Manager</b>.</li><li>c. Select applications that you do not want to launch automatically, and then click <b>Disable</b>.</li></ol></li></ol>
Some software applications, especially games, are stressful on the graphics subsystem.	<ol style="list-style-type: none"><li>1. Lower the display resolution for the current application or consult the documentation that came with the application for suggestions on how to improve performance by adjusting parameters in the application.</li><li>2. Add more memory.</li><li>3. Upgrade the graphics solution.</li></ol>
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 CPU cooler is not properly attached to the processor.	<ol style="list-style-type: none"><li>1. Ensure that the computer air vents are not blocked and the processor cooling fan is running.</li><li>2. Open the access panel, press the power button, and see if the processor fan (or other rear fan) spins. If the fan does not spin, make sure the fan cable is plugged onto the system board header.</li><li>3. If a fan is connected and not operating, replace it.</li></ol>

**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: <ol style="list-style-type: none"><li>1. If equipped with a voltage selector, check that the voltage selector (located on the rear of the power supply) is set to</li></ol>

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

Cause	Solution
	<p>the appropriate voltage. Proper voltage setting depends on your region.</p> <ol style="list-style-type: none"><li data-bbox="884 344 1482 394">2. Remove the expansion cards one at a time until the 5V_aux light on the system board turns on.</li><li data-bbox="884 415 1482 445">3. Replace the system board.</li></ol> <p>OR</p> <p>Press and hold the power button for less than 4 seconds. If the hard drive LED does not turn on white then:</p> <ol style="list-style-type: none"><li data-bbox="884 579 1482 609">1. Check that the unit is plugged into a working AC outlet.</li><li data-bbox="884 625 1482 676">2. Open the access panel and check that the power button cable is properly connected to the system board.</li><li data-bbox="884 693 1482 743">3. Check that the power supply cables are properly connected to the system board.</li><li data-bbox="884 760 1482 844">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.</li><li data-bbox="884 861 1482 1272">5. If the 5V_aux light on the system board is off, then verify the power supply functionality.<ol style="list-style-type: none"><li data-bbox="928 936 1482 966">a. Disconnect the power cord from the computer.</li><li data-bbox="928 982 1482 1033">b. Disconnect all power supply cables from the system board.</li><li data-bbox="928 1050 1482 1272">c. Reconnect the power cord to the power supply.<ul style="list-style-type: none"><li data-bbox="979 1100 1482 1184">○ If the power supply fan is spinning AND the BIST light illuminates, the power supply is good. Consider replacing the system board.</li><li data-bbox="979 1201 1482 1272">○ If the power supply fan is not spinning OR the BIST light does not illuminate, replace the power supply.</li></ul></li></ol></li></ol>

## Solving power problems

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

### Power supply shuts down intermittently.

Cause	Solution
Power supply will not turn on because of internal power supply fault.	<p>Verify the power supply functionality.</p> <ol style="list-style-type: none"><li>1. Disconnect the power cord from the computer.</li><li>2. Disconnect all power supply cables from the system board.</li><li>3. Reconnect the power cord to the power supply.</li><li>4. Determine if the BIST LED is illuminated. This LED is internal to the power supply and, if illuminated, visible through the rear power supply fan vent.<ul style="list-style-type: none"><li>– If the power supply fan is spinning AND the BIST light illuminates, the power supply is good. Consider replacing the system board.</li><li>– If the power supply fan is not spinning OR the BIST light does not illuminate, replace the power supply.</li></ul></li></ol>

### Power LED flashes red four times, once every second, followed by a two second pause, and the computer beeps four times. (Beeps stop after fifth iteration but LEDs continue flashing.) Computer powered off automatically and the Power LED flashes red three times and then white two times.

Cause	Solution
Power failure (power supply is overloaded).	<ol style="list-style-type: none"><li>1. Open the access panel and ensure that all power supply cables are seated correctly on the system board.</li><li>2. Check if a device is causing the problem by removing ALL attached devices (such as hard drives or optical drives). 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.</li><li>3. Verify the power supply functionality.<ol style="list-style-type: none"><li>a. Disconnect the power cord from the computer.</li><li>b. Disconnect all power supply cables from the system board.</li><li>c. Reconnect the power cord to the power supply.<ul style="list-style-type: none"><li>○ If the power supply fan is spinning AND the BIST light illuminates, the power supply is good. Consider replacing the system board.</li><li>○ If the power supply fan is not spinning OR the BIST light does not illuminate, replace the power supply.</li></ul></li></ol></li></ol>

# Solving hard drive problems

## Hard drive error occurs.

Cause	Solution
Hard disk has bad sectors or has failed.	<ol style="list-style-type: none"><li>1. Type <code>file</code> in the taskbar search box, and then select <b>File Explorer</b> from the list of applications. In the left column, expand <b>This PC</b>, right-click on a drive, select <b>Properties</b>, and then select the <b>Tools</b> tab. Under <b>Error checking</b> click <b>Check</b>.</li><li>2. Use a utility to locate and block usage of bad sectors. If necessary, reformat the hard disk.</li></ol>

## Disk transaction problem.

Cause	Solution
Either the directory structure is bad or there is a problem with a file.	Type <code>file</code> in the taskbar search box, and then select <b>File Explorer</b> from the list of applications. In the left column, expand <b>This PC</b> , right-click on a drive, select <b>Properties</b> , and then select the <b>Tools</b> tab. Under <b>Error checking</b> click <b>Check</b> .

## 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 <a href="#">Solving hardware installation problems on page 50</a> 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 <b>Advanced &gt; Boot Options</b> .
The device is attached to a SATA port that has been hidden in Computer Setup.	Run the Computer Setup utility and ensure <b>Device Available</b> is selected for the device's SATA port in <b>Advanced &gt; Port Options</b> .
Drive responds slowly immediately after power-up.	Run Computer Setup and increase the POST Delay in <b>Advanced &gt; Boot Options</b> .

## 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.	<ol style="list-style-type: none"><li>1. Insert bootable media and restart the computer.</li><li>2. Boot to the windows installation media and select the recovery option. If only a restore kit is available, then select the <b>File Backup Program</b> option, and then restore the system.</li></ol>

### **Nonsystem disk/NTLDR missing message.**

<b>Cause</b>	<b>Solution</b>
	<ol style="list-style-type: none"><li>3. Install system files for the appropriate operating system.</li></ol>
Hard drive boot has been disabled in Computer Setup.	Run the Computer Setup utility and enable the hard drive entry in the <b>Advanced &gt; Boot Options</b> 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 SATA0 connector.
Bootable hard drive is not listed first in the Boot Order.	Run the Computer Setup utility and select <b>Advanced &gt; Boot Options</b> and ensure the bootable hard drive is listed immediately under the <b>Hard Drive</b> entry.

### **Computer will not boot from hard drive.**

<b>Cause</b>	<b>Solution</b>
The device is attached to a SATA port that has been hidden in Computer Setup.	<ol style="list-style-type: none"><li>1. Check SATA cable connections.</li><li>2. Run the Computer Setup utility and ensure <b>Device Available</b> is selected for the device's SATA port in <b>Advanced &gt; Port Options</b>.</li></ol>
Boot order is not correct.	Run the Computer Setup utility and change boot sequence in <b>Advanced &gt; Boot Options</b> .
Hard drive is damaged.	Observe if the front panel Power LED is blinking RED and if any beeps are heard. Look for POST error code messages during POST. See <a href="#">POST error messages and diagnostic front panel LEDs and audible codes on page 59</a> 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.**

<b>Cause</b>	<b>Solution</b>
Program in use has stopped responding to commands.	<ol style="list-style-type: none"><li>1. Use the task manager to close programs that do not respond.</li><li>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.</li></ol>



# 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 is 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.	Type <code>file</code> in the taskbar search box, and then select <b>File Explorer</b> from the list of applications. In the left column, expand <b>This PC</b> , right-click on the corresponding drive icon, and then select <b>Eject</b> . Pull the card out of the slot. <b>NOTE:</b> 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.	<ol style="list-style-type: none"><li>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.</li><li>2. During POST (Power On Self-Test), press <b>F9</b> to modify the boot menu.</li><li>3. Change the boot sequence in <b>F10 Computer Setup</b>.</li></ol>

## 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 AC outlet.
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.	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.  <b>CAUTION:</b> 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 settings in the computer are not compatible with the monitor.	<ol style="list-style-type: none"><li>1. In Control Panel, select <b>Category</b> from the <b>View by</b> list, then under <b>Appearance and Personalization</b>, select <b>Adjust screen resolution</b>.  To access Control Panel, type <code>control panel</code> in the taskbar search box, and then select <b>Control Panel</b> from the list of applications.</li></ol>

**Blank screen (no video).**

Cause	Solution
	<ol style="list-style-type: none"><li>Expand the <b>Resolution</b> box, and then use the sliding control to reset the resolution.</li></ol>
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.

**System appears to power on and fans spin, however there is a blank screen and the power LED flashes red three times and then white two times, accompanied by beeps. (Beeps stop after fifth iteration but LEDs continue flashing.)**

Cause	Solution
Pre-video memory error.	<p><b>CAUTION:</b> 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.</p> <ol style="list-style-type: none"><li>Reseat DIMMs. Power on the system.</li><li>Replace DIMMs one at a time to isolate the faulty module.</li><li>Replace third-party memory with HP memory.</li><li>Replace the system board.</li></ol>

**System appears to power on and fans spin, however there is a blank screen and the power LED flashes red three times and then white four times, accompanied by beeps. (Beeps stop after fifth iteration but LEDs continue flashing.)**

Cause	Solution
Pre-video graphics error.	<ol style="list-style-type: none"><li>Reseat the graphics card. Power on the system.</li><li>Replace the graphics card.</li><li>Replace the system board.</li></ol>

**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.

**Blurry video or requested resolution cannot be set.**

Cause	Solution
If the graphics controller was upgraded, the correct graphics drivers may not be loaded.	Download the latest graphics drivers from hp.com.
Monitor is not capable of displaying requested resolution.	Change 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.	<ol style="list-style-type: none"><li>1. Be sure the monitor cable is securely connected to the computer.</li><li>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.</li><li>3. Fluorescent lights or fans may be too close to the monitor.</li></ol>
CRT monitor needs to be degaussed.	Degauss the CRT 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 <b>ImageControl/ Horizontal Position</b> or <b>Vertical Position</b> 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. <b>CAUTION:</b> Ensure that the computer power is off while connecting the video cable.

**“Out of Range” displays on screen.**

<b>Cause</b>	<b>Solution</b>
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: <ol style="list-style-type: none"><li>1. Log into the computer using an Administrator account.</li><li>2. Type <code>msconfig</code> in the taskbar search box, and then select <b>msconfig</b> from the list of applications.</li><li>3. Click the <b>Boot</b> tab, select <b>Safe boot</b> and then click <b>OK</b>.</li></ol>

**High pitched noise coming from inside a flat panel monitor.**

<b>Cause</b>	<b>Solution</b>
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).**

<b>Cause</b>	<b>Solution</b>
Flat panel monitor's internal digital conversion circuits may be unable to correctly interpret the output synchronization of the graphics card.	<ol style="list-style-type: none"><li>1. Select the monitor's Auto-Adjustment option in the monitor's on-screen display menu.</li><li>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: <a href="http://www.hp.com/support">http://www.hp.com/support</a></li></ol>
Graphics cable is not seated properly or has gone bad.	<ol style="list-style-type: none"><li>1. Check the graphics cable connections to the monitor and the graphics card.</li><li>2. Replace the graphics cable.</li></ol>
Graphics card is not seated properly or is bad.	<ol style="list-style-type: none"><li>1. Reseat the graphics card.</li><li>2. Replace the graphics card.</li></ol>

**Certain typed symbols do not appear correct.**

<b>Cause</b>	<b>Solution</b>
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.  Type <code>ch</code> in the taskbar search box, and then select <b>Character Map</b> 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 <b>Speaker</b> icon on the taskbar, then make sure that <b>Mute</b> is not selected and use the volume slider to adjust the volume.
Audio is hidden in Computer Setup.	Enable the audio in Computer Setup: <b>Advanced &gt; Built-in Device Options</b> .
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. <b>CAUTION:</b> 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 <b>Advanced &gt; Built-in Device Options</b> .
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, type <code>device manager</code> in the taskbar search box, and then select <b>Device Manager</b> 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.

**Computer appears to be locked up while recording audio.**

<b>Cause</b>	<b>Solution</b>
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.**

<b>Cause</b>	<b>Solution</b>
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 very weak sound is detected by the headset microphone.**

<b>Cause</b>	<b>Solution</b>
The incorrect style of headset is being used.	The front headset jack supports only Cellular Telephone Industries Association (CTIA) style headsets. Open Mobile Terminal Platform (OMTP) style headsets are not supported. These styles of headsets differ by the way that the microphone signals are oriented on the connector. To solve the issue, use a CTIA style headset or a commercially available adapter that will convert from OMTP to CTIA signaling.

**There is no sound or sound volume is too low.**

<b>Cause</b>	<b>Solution</b>
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, type <code>device manager</code> in the taskbar search box, and then select <b>Device Manager</b> 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.	<ol style="list-style-type: none"><li>1. Install the correct printer driver for the application.</li><li>2. Try printing using the MS-DOS command: <pre>DIR C:\ &gt; [printer port]</pre>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 <b>Open</b> box, and then click <b>OK</b>.</li></ol>
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 AC 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.
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.
Batteries are exhausted.	Replace the batteries in the wireless keyboard and/or mouse.

## **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. <b>CAUTION:</b> 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 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. <ol style="list-style-type: none"><li>1. Press the <b>Ctrl</b> and <b>Esc</b> keys at the same time (or press the <b>Windows logo</b> key) to display the <b>Start</b> menu.</li><li>2. Use the <b>arrow</b> keys to scroll to and select the power icon at the top right on the menu, and then press <b>Enter</b>.</li><li>3. Use the <b>arrow</b> keys to select <b>Shut Down</b>, and then press <b>Enter</b>.</li><li>4. After the shutdown is complete, plug the mouse connector into the back of the computer (or the keyboard) and restart.</li></ol>
Program in use has stopped responding to commands.	Shut down the computer using the keyboard then restart the computer.
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.

**Mouse does not respond to movement or is too slow.**

Cause	Solution
	<b>CAUTION:</b> 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.

## 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 AC outlet and allow the internal system components to cool before touching.

**Table 6-1 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.  Type <code>device manager</code> in the taskbar search box, and then select <b>Device Manager</b> from the list of applications.
USB ports on the computer are disabled in Computer Setup.	Run the Computer Setup utility and ensure that <b>Device available</b> is selected for appropriate USB ports under <b>Advanced &gt; Port Options</b> .

### Computer will not start.

Cause	Solution
Wrong memory modules were used in the upgrade or memory modules were installed in the wrong location.	<p><b>CAUTION:</b> 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.</p> <ol style="list-style-type: none"><li>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.</li></ol> <p><b>NOTE:</b> DIMM1 or XMM1 must always be installed. DIMM1 must be installed before DIMM2, and DIMM3 must be installed before DIMM4.</p> <ol style="list-style-type: none"><li>2. Observe the beeps and LED lights on the front of the computer. Beeps and flashing LEDs are codes for specific problems. See <a href="#">POST error messages and diagnostic front panel LEDs and audible codes on page 59</a> to determine possible causes for the blinking red and beep codes.</li><li>3. If you still cannot resolve the issue, contact Customer Support.</li></ol>

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

Cause	Solution
Memory is installed incorrectly or is bad.	<p><b>CAUTION:</b> 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.</p> <ol style="list-style-type: none"><li>1. Reseat DIMMs. Power on the system.</li><li>2. Replace DIMMs one at a time to isolate the faulty module.</li></ol> <p><b>NOTE:</b> DIMM1 or XMM1 must always be installed. DIMM1 must be installed before DIMM2, and DIMM3 must be installed before DIMM4</p> <ol style="list-style-type: none"><li>3. Replace third-party memory with HP memory.</li><li>4. Replace the system board.</li></ol>

## 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 6-2 Solving network problems**

### Network driver does not detect network controller.

Cause	Solution
Network controller is disabled.	<ol style="list-style-type: none"><li>1. Run Computer Setup and enable network controller.</li><li>2. Enable the network controller in the operating system using Device Manager.</li></ol>

**Table 6-2 Solving network problems (continued)****Network driver does not detect network controller.**

Cause	Solution
	Type <code>device manager</code> in the taskbar search box, and then select <b>Device Manager</b> 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 link 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.  Type <code>device manager</code> in the taskbar search box, and then select <b>Device Manager</b> from the list of applications.
Network controller is disabled.	<ol style="list-style-type: none"> <li>1. Run Computer Setup and enable network controller.</li> <li>2. Enable the network controller in the operating system using Device Manager.</li> </ol> Type <code>device manager</code> in the taskbar search box, and then select <b>Device Manager</b> 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.
The network controller is defective.	Contact an authorized service provider.

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

<b>Cause</b>	<b>Solution</b>
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 <b>Network and Sharing Center</b> icon in the <b>Control Panel</b> and configure the network controller.  Type <code>control panel</code> in the taskbar search box, and then select <b>Control Panel</b> from the list of applications.

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

<b>Cause</b>	<b>Solution</b>
The network controller requires drivers.	Verify that the drivers were not accidentally deleted when the drivers for a new expansion board were installed.

**Network controller stops working without apparent cause.**

<b>Cause</b>	<b>Solution</b>
The files containing the network drivers are corrupted.	Reinstall the network drivers using the Windows recovery tools.  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.**

<b>Cause</b>	<b>Solution</b>
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.**


<b>Cause</b>	<b>Solution</b>
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.

**Insufficient memory error during operation.**

<b>Cause</b>	<b>Solution</b>
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.

## 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.**

<b>Cause</b>	<b>Solution</b>
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).**

<b>Cause</b>	<b>Solution</b>
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 <b>Advanced &gt; Port Options</b> .

**System will not boot from USB flash drive.**

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

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

<b>Cause</b>	<b>Solution</b>
Flash drive is bootable.	Install the flash drive only after the operating system boots.

## 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.	<ol style="list-style-type: none"><li>1. Turn off the computer.</li><li>2. Reconnect the device to the front of the computer and restart the computer.</li></ol>
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.	<ol style="list-style-type: none"><li>1. Install the correct driver for the device.</li><li>2. You might need to reboot the computer.</li></ol>
The cable from the device to the computer does not work.	<ol style="list-style-type: none"><li>1. If possible, replace the cable.</li><li>2. Restart the computer.</li></ol>
The device is not working.	<ol style="list-style-type: none"><li>1. Replace the device.</li><li>2. Restart the computer.</li></ol>



## 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 computer'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.)	<ol style="list-style-type: none"><li>1. Type <code>control panel</code> in the taskbar search box, and then select <b>Control Panel</b> from the list of applications.</li><li>2. Click <b>Internet Options</b>.</li><li>3. In the <b>Browsing history</b> section, click the <b>Delete</b> button.</li><li>4. Select the <b>Cookies and website data</b> check box and click the <b>Delete</b> button.</li></ol>

### 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.**

<b>Cause</b>	<b>Solution</b>
ROM issue - POST error has occurred.	Observe the beeps and LED lights on the front of the computer. See <a href="#">Computer Setup (BIOS), TPM, and HP Sure Start on page 28</a> to determine possible causes.  See the Worldwide Limited Warranty for terms and conditions.

### **“Illegal Operation has Occurred” error message is displayed.**

<b>Cause</b>	<b>Solution</b>
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.

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# 7 POST error messages and diagnostic front panel LEDs and audible codes

This chapter 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.

Quick Boot is a fast startup process that does not run all of the system level tests, such as the memory test. Full Boot runs all of the ROM-based system tests and takes longer to complete.

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.



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**NOTE:** For more information on Computer Setup, see [Computer Setup \(BIOS\), TPM, and HP Sure Start on page 28](#).

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## 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.

Control panel message	Description	Recommended action
002-Option ROM Checksum Error	System ROM or expansion board option ROM checksum.	<ol style="list-style-type: none"><li>1. Verify the correct ROM.</li><li>2. Flash the ROM if needed.</li><li>3. If an expansion board was recently added, remove it to see if the problem remains.</li><li>4. Clear CMOS. (See <a href="#">Password security and resetting CMOS on page 67.</a>)</li><li>5. If the message disappears, there may be a problem with the expansion card.</li><li>6. Replace the system board.</li></ol>
003-System Board Failure	DMA or timers.	<ol style="list-style-type: none"><li>1. Clear CMOS. (See <a href="#">Password security and resetting CMOS on page 67.</a>)</li><li>2. Remove expansion boards.</li><li>3. Replace the system board.</li></ol>
005-Real-Time Clock Power Loss	Invalid time or date in configuration memory. RTC (real-time clock) battery may need to be replaced.	Reset the date and time under <b>Control Panel</b> (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.
008-Microcode Patch Error	Processor is not supported by the BIOS.	<ol style="list-style-type: none"><li>1. Upgrade BIOS to proper version.</li><li>2. Change the processor.</li></ol>
009-PMM Allocation Error during MEBx Download	Memory error during POST execution of the Management Engine (ME) BIOS Extensions option ROM.	<ol style="list-style-type: none"><li>1. Reboot the computer.</li><li>2. Unplug the power cord, re-seat the memory modules, and reboot the computer.</li><li>3. If the memory configuration was recently changed, unplug the computer, restore the original memory configuration, and reboot the computer.</li><li>4. If the error persists, replace the system board.</li></ol>
00A-Product Information Not Valid	The product information programmed into the system board is missing or invalid.	Use Computer Setup to update this information.
00B-MEBx Module did not checksum correctly	Memory error during POST execution of the Management Engine (ME) BIOS Extensions option ROM.	<ol style="list-style-type: none"><li>1. Reboot the computer.</li><li>2. Unplug the power cord, re-seat the memory modules, and reboot the computer.</li><li>3. If the memory configuration was recently changed, unplug the power cord, restore the original memory configuration, and reboot the computer.</li></ol>

Control panel message	Description	Recommended action
		<ol style="list-style-type: none"> <li>4. If the error persists, replace the system board.</li> </ol>
00C-PMM Deallocation Error during MEBx Cleanup	Memory error during POST execution of the Management Engine (ME) BIOS Extensions option ROM.	<ol style="list-style-type: none"> <li>1. Reboot the computer.</li> <li>2. Unplug the power cord, re-seat the memory modules, and reboot the computer.</li> <li>3. If the memory configuration was recently changed, unplug the power cord, restore the original memory configuration, and reboot the computer.</li> <li>4. If the error persists, replace the system board.</li> </ol>
00D-Setup Error during MEBx Execution	MEBx selection or exit resulted in a setup failure.	<ol style="list-style-type: none"> <li>1. Reboot the computer.</li> <li>2. Unplug the power cord, re-seat the memory modules, and reboot the computer.</li> <li>3. If the memory configuration was recently changed, unplug the power cord, restore the original memory configuration, and reboot the computer.</li> <li>4. If the error persists, replace the system board.</li> </ol>
00E-Inventory Error during MEBx Execution	BIOS information passed to the MEBx resulted in a failure.	<ol style="list-style-type: none"> <li>1. Reboot the computer.</li> <li>2. If the error persists, update to the latest BIOS version.</li> <li>3. If the error still persists, replace the system board.</li> </ol>
00F-Interface Error during MEBx Execution	MEBx operation experienced a hardware error during communication with the ME.	<ol style="list-style-type: none"> <li>1. Reboot the computer.</li> <li>2. If the error persists, update to the latest BIOS version.</li> <li>3. If the error still persists, replace the system board.</li> </ol>
100-Front Audio Not Connected	Front audio cable has been detached or unseated from system board.	Reconnect or replace front audio cable.
2E1-MemorySize Error	Memory amount has changed since the last boot (memory added or removed).	The system memory size is different from the last startup. The most common reason is the removal of memory from the system board. Press the <b>F1</b> key to save the memory changes. If this message persists, verify that the memory modules are installed correctly.
2E2-Memory Error	Memory module configuration failed during boot up.	<ol style="list-style-type: none"> <li>1. Ensure memory modules are correctly installed.</li> <li>2. Verify proper memory module type.</li> <li>3. Remove and replace the identified faulty memory module(s).</li> <li>4. If the error persists after replacing memory modules, replace the system board.</li> </ol>

Control panel message	Description	Recommended action
2E3-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.	<ol style="list-style-type: none"> <li>1. Verify proper memory module type.</li> <li>2. Try another memory socket.</li> <li>3. Replace with a supported module.</li> </ol>
2E4-DIMM Configuration Warning	The current memory configuration is not optimized.	Rearrange the DIMMs so that each channel has the same amount of memory.
2E5-ECC Memory Module Detected on Unsupported Platform	Recently added memory module(s) support ECC memory error correction.	<ol style="list-style-type: none"> <li>1. If additional memory was recently added, remove it to see if the problem remains.</li> <li>2. Check product documentation for memory support information.</li> </ol>
2E6-Memory Not Configured Correctly for Proper MEBx Execution	DIMM1 is not installed.	Make sure there is a memory module in the DIMM1 socket and that it is properly seated.
300-Configuration Change Warning	The storage device configuration will be updated as shown.	Not applicable
301-Hard Disk 1: 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.)	<ol style="list-style-type: none"> <li>1. Determine if hard drive is giving correct error message. Run the Drive Protection System test under using F2 Diagnostics when booting the computer.</li> <li>2. Apply hard drive firmware patch if applicable. (Available at <a href="http://www.hp.com/support">http://www.hp.com/support</a>.)</li> <li>3. Back up contents and replace hard drive.</li> </ol>
302-Hard Disk 2: 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.)	<ol style="list-style-type: none"> <li>1. Determine if hard drive is giving correct error message. Run the Drive Protection System test under using F2 Diagnostics when booting the computer.</li> <li>2. Apply hard drive firmware patch if applicable. (Available at <a href="http://www.hp.com/support">http://www.hp.com/support</a>.)</li> <li>3. Back up contents and replace hard drive.</li> </ol>
309 – 30C: Hard Disk 3–6: 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.)	<ol style="list-style-type: none"> <li>1. Determine if hard drive is giving correct error message. Run the Drive Protection System test under using F2 Diagnostics when booting the computer.</li> <li>2. Apply hard drive firmware patch if applicable. (Available at <a href="http://www.hp.com/support">http://www.hp.com/support</a>.)</li> <li>3. Back up contents and replace hard drive.</li> </ol>
3F0-Boot Device Not Found	Boot device not found.	Insert boot device or load operating system.
3F1-Hard Disk 1 Error	Hard disk 1 error.	<ol style="list-style-type: none"> <li>1. Check and/or replace cables.</li> <li>2. Clear CMOS. (See <a href="#">Password security and resetting CMOS on page 67</a>.)</li> <li>3. Replace the hard disk drive.</li> </ol>
3F2-Hard Disk 2 Error	Hard disk 2 error.	<ol style="list-style-type: none"> <li>1. Check and/or replace cables.</li> <li>2. Clear CMOS. (See <a href="#">Password security and resetting CMOS on page 67</a>.)</li> </ol>

Control panel message	Description	Recommended action
		<ol style="list-style-type: none"> <li>3. Replace the hard disk drive.</li> </ol>
400-Serial Port A Address Conflict Detected	Both external and internal serial ports are assigned to the same resources.	<ol style="list-style-type: none"> <li>1. Remove any serial port expansion cards.</li> <li>2. Clear CMOS. (See <a href="#">Password security and resetting CMOS on page 67.</a>)</li> <li>3. Reconfigure card resources and/or run Computer Setup or Windows utilities.</li> </ol>
401-Serial Port B Address Conflict Detected	Both external and internal serial ports are assigned to the same resources.	<ol style="list-style-type: none"> <li>1. Remove any serial port expansion cards.</li> <li>2. Clear CMOS. (See <a href="#">Password security and resetting CMOS on page 67.</a>)</li> <li>3. Reconfigure card resources and/or run Computer Setup or Windows utilities.</li> </ol>
402-Serial Port C Address Conflict Detected	Both external and internal serial ports are assigned to the same resources.	<ol style="list-style-type: none"> <li>1. Remove any serial port expansion cards.</li> <li>2. Clear CMOS. (See <a href="#">Password security and resetting CMOS on page 67.</a>)</li> <li>3. Reconfigure card resources and/or run Computer Setup or Windows utilities.</li> </ol>
403-Serial Port D Address Conflict Detected	Both external and internal serial ports are assigned to the same resources.	<ol style="list-style-type: none"> <li>1. Remove any serial port expansion cards.</li> <li>2. Clear CMOS. (See <a href="#">Password security and resetting CMOS on page 67.</a>)</li> <li>3. Reconfigure card resources and/or run Computer Setup or Windows utilities.</li> </ol>
419-Out of Memory Space for Option ROMs	Recently added PCI expansion card contains an option ROM too large to download during POST.	▲ If a PCI expansion card was recently added, remove it to see if the problem remains.
41A-Front USB3 Not Connected	Front USB cable has been detached or unseated from system board.	Reconnect or replace front USB cable.
41B-Device in PCI Express Slot Failed To Initialize	There is an incompatibility or problem with a PCIe device and the system or PCIe link could not be configured to a valid bus width or speed.	Try rebooting the system. If the error reoccurs, the device may not work with this system
43A-USB Type-C I2C Not Connected	Cable is required between FIOUI-P (OCUlink) on I/O panel and OCUlink connector on the system board.	Install cable between I2C on card and USB-C on the system board.
43B-More Than One USB type-C Cards Are Installed	More than one USB type-C card is installed.	Remove USB type-C card so only one is installed.
500-BIOS Recovery	A system BIOS recovery has occurred.	Not applicable.
70x-Wireless Mode Not Supported	The system has detected a wireless module installed in the system that is not supported and has been disabled.	Replace with a supported module.
800-Keyboard Error	Keyboard failure.	<ol style="list-style-type: none"> <li>1. Reconnect keyboard with computer turned off.</li> <li>2. Check connector for bent or missing pins.</li> <li>3. Ensure that none of the keys are depressed.</li> <li>4. Replace keyboard.</li> </ol>

<b>Control panel message</b>	<b>Description</b>	<b>Recommended action</b>
801-Keyboard or System Unit Error	Keyboard failure.	<ol style="list-style-type: none"> <li>1. Reconnect the keyboard with computer turned off.</li> <li>2. Ensure that none of the keys are depressed.</li> <li>3. Replace the keyboard.</li> <li>4. Replace the system board.</li> </ol>
900-CPU Fan Not Detected	CPU fan is not connected or may have malfunctioned.	<ol style="list-style-type: none"> <li>1. Reseat CPU fan.</li> <li>2. Reseat fan cable.</li> <li>3. Replace CPU fan.</li> </ol>
901-Chassis, Rear Chassis, or Front Chassis Fan not Detected	Chassis, rear chassis, or front chassis fan is not connected or may have malfunctioned.	<ol style="list-style-type: none"> <li>1. Reseat chassis, rear chassis, or front chassis fan.</li> <li>2. Reseat fan cable.</li> <li>3. Replace chassis, rear chassis, or front chassis fan.</li> </ol>
903-Computer Cover Has Been Removed Since Last System Startup		N/A
904-SATA Cabling Error	One or more SATA devices are improperly attached. For optimal performance, the SATA 0 and SATA 1 ports should be used for hard drives before other ports.	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.
90B-Fan Failure	The system has detected that a cooling fan is not operating correctly.	<ol style="list-style-type: none"> <li>1. Reseat fan.</li> <li>2. Reseat fan cable.</li> <li>3. Replace fan.</li> </ol>
90D-System Temperature	Thermal shutdown occurred. The system BIOS has detected your machine was previously shut down to avoid overheating. Overheating may occur if the cooling vents are blocked or the operating temperature exceeds the system specifications. The machine should return to normal operation once the situation is resolved.	<p>Make sure system has proper airflow.</p> <p>Make sure all fans are connected and operational.</p> <p>Make sure a CPU cooler is properly installed for each processor.</p>



# Interpreting system validation diagnostic front panel LEDs and audible codes

During the system validation phase that occurs at system startup, the BIOS validates the functionality of the following subsystems and conditions:

- System board power
- Processor failure
- BIOS corruption
- Memory failure
- Graphics failure
- System board failure
- BIOS authentication failure

If an error is detected, specific patterns of long and short blinks, accompanied by long and short beeps (where applicable) are used to identify the error. These patterns will make up a two part code:


- Major – the category of the error
- Minor – the specific error within the category

 **NOTE:** Single beep/blink codes are not used.

Number of long beeps/blinks	Error category
1	Not used
2	BIOS
3	Hardware
4	Thermal
5	System board

Patterns of blink/beep codes are determined by using the following parameters:

- 1 second pause occurs after the last major blink.
- 2 second pause occurs after the last minor blink.
- Beep error code sequences occur for the first 5 iterations of the pattern and then stop.
- Blink error code sequences continue until the computer is unplugged or the power button is pressed.

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

The red LED blinks to represent the major error category (long blinks). The white LED blinks to represent the minor error category (short blinks). For example, '3.5' indicates 3 long red blinks and 5 short white blinks to communicate the processor is not detected.

Category	Major/minor code	Description
BIOS	2.2	The main area (DXE) of BIOS has become corrupted and there is no recovery binary image available.

<b>Category</b>	<b>Major/minor code</b>	<b>Description</b>
	2.3	The embedded controller policy requires the user to enter a key sequence.
	2.4	The embedded controller is checking or recovering the boot block.
Hardware	3.2	The embedded controller has timed out waiting for BIOS to return from memory initialization.
	3.3	The embedded controller has timed out waiting for BIOS to return from graphics initialization.
	3.4	The system board displays a power failure (crowbar).*
	3.5	The processor is not detected.*
	3.6	The processor does not support an enabled feature.
Thermal	4.2	A processor over temperature condition has been detected.*
	4.3	An ambient temperature over temperature condition has been detected.
System board	5.2	The embedded controller cannot find valid firmware.
	5.3	The embedded controller has timed out waiting for the BIOS.
	5.4	The embedded controller has timed out waiting for BIOS to return from system board initialization.
	5.5	The embedded controller rebooted the system after a possible lockup condition had been detected through the use of a System Health Timer, Automated System Recovery Timer, or other mechanism.
* Indicates hardware triggered event; all other events are controlled by the BIOS.		

---

## 8 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: administrator password and power-on password. When you establish only an administrator 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 administrator password will give you access to Computer Setup.

When both passwords are set, the administrator 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 one or both passwords, you can clear all passwords by powering off the system, opening the cover, temporarily removing the CLR\_PSWD jumper, and booting once. This jumper is located at the bottom of the chassis and is labeled PSWD on the system board. This will erase the administrator and power-on passwords. You must restore the jumper to create new passwords.

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


---

 **CAUTION:** Resetting the CMOS with power removed will reset the BIOS settings to factory defaults. It may be useful to back up the BIOS settings or save them as custom defaults before resetting them in case they are needed later. Back up can be performed in Computer Setup or using the BiosConfigUtility tool available from [www.hp.com](http://www.hp.com). See [Computer Setup \(BIOS\), TPM, and HP Sure Start on page 28](#) for information on backing up the BIOS settings.

---


Resetting CMOS resets BIOS settings to default, but does not clear the passwords or affect any of the other Security settings. On Intel systems with advanced manageability features, resetting CMOS will also partially unprovision AMT.


---

 **CAUTION:** Stringent security is a mode where there is no physical bypass of the password function. If enabled, removing the password jumper will be ignored. To enable this mode, change the security setting **Clear Password Jumper** in Password Policies to **Ignore**.

If you lose or forget the password when in stringent security mode, the system can only be reset by System Management Command. This is a way for HP Service and Support to provide a secure method to access the BIOS and command a password reset for a specifically identified unit under the direction of the owner. This scenario may not be covered under warranty.

To prevent needing a customer service event to restore access to the system, record your configured administrator and power-on passwords in a safe place away from your computer.

 **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.

 **CAUTION:** 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 \(BIOS\), TPM, and HP Sure Start on page 28](#) for information on backing up the CMOS settings.

---

## Changing a Setup or Power-on password

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

1. Turn on or restart the computer.

To change the Setup password, go to step 2.

To change the Power-on password, go to step 3.

2. To change the Setup password, as soon as the computer turns on:

- Press the Esc key while “Press the ESC key for Startup Menu” message is displayed.

- Press the F10 key to enter Computer Setup.

3. When the key icon appears, type your current password, a slash (/) or alternate delimiter character, your new password, another slash (/) or alternate delimiter character, and your new password again as shown:

*current password/new password/new password*



**NOTE:** Type the new password carefully since the characters do not appear on the screen.

4. Press **Enter**.

The new password will take effect the next time the computer is restarted.

## Deleting a Setup or Power-on password

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

1. Turn on or restart the computer.

To delete the Setup password, go to step 2.

To delete the Power-on password, go to step 3.

2. To delete the Setup password, as soon as the computer turns on:

- Press the Esc key while “Press the ESC key for Startup Menu” message is displayed.

- Press the F10 key to enter Computer Setup.

3. When the key icon appears, type your current password, a slash (/) or alternate delimiter character, your new password, another slash (/) or alternate delimiter character, and your new password again as shown:

*current password//*

4. Press **Enter**.

## 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.

1. Turn off the computer and any external devices, and disconnect the power cord from the AC outlet.
2. Disconnect the keyboard, monitor, and any other 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 AC 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 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.

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

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



5. Replace the 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.

---

# 9 Using HP PC Hardware Diagnostics

## Using HP PC Hardware Diagnostics Windows (select products only)

HP PC Hardware Diagnostics Windows is a Windows-based utility that allows you to run diagnostic tests to determine whether the computer hardware is functioning properly. The tool runs within the Windows operating system in order to diagnose hardware failures.

If HP PC Hardware Diagnostics Windows is not installed on your computer, first you must download and install it. To download HP PC Hardware Diagnostics Windows, see [Downloading HP PC Hardware Diagnostics Windows on page 70](#).

After HP PC Hardware Diagnostics Windows is installed, follow these steps to access it from HP Help and Support or HP Support Assistant.


1. To access HP PC Hardware Diagnostics Windows from HP Help and Support:
  - a. Select the **Start** button, and then select **HP Help and Support**.
  - b. Right-click **HP PC Hardware Diagnostics Windows**, select **More**, and then select **Run as administrator**.

– or –

To access HP PC Hardware Diagnostics Windows from HP Support Assistant:

- a. Type `support` in the taskbar search box, and then select the **HP Support Assistant** app.
    - or –
    - Select the question mark icon in the taskbar.
  - b. Select **Troubleshooting and fixes**.
  - c. Select **Diagnostics**, and then select **HP PC Hardware Diagnostics Windows**.
2. When the tool opens, select the type of diagnostic test you want to run, and then follow the on-screen instructions.

---

 **NOTE:** If you need to stop a diagnostic test at any time, select **Cancel**.

---

3. When HP PC Hardware Diagnostics Windows detects a failure that requires hardware replacement, a 24-digit Failure ID code is generated. For assistance in correcting the problem, contact support, and then provide the Failure ID code.

## Downloading HP PC Hardware Diagnostics Windows

- The HP PC Hardware Diagnostics Windows download instructions are provided in English only.
- You must use a Windows computer to download this tool because only .exe files are provided.

## Downloading the latest HP PC Hardware Diagnostics Windows version


To download HP PC Hardware Diagnostics Windows, follow these steps:

1. Go to <http://www.hp.com/go/techcenter/pcdiags>. The HP PC Diagnostics home page is displayed.
2. In the **HP PC Hardware Diagnostics** section, select **Download**, and then select a location on your computer or a USB flash drive.

The tool is downloaded to the selected location.

## Downloading HP Hardware Diagnostics Windows by product name or number (select products only)

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 **NOTE:** For some products, it may be necessary to download the software to a USB flash drive by using the product name or number.

---

To download HP PC Hardware Diagnostics Windows by product name or number, follow these steps:

1. Go to <http://www.hp.com/support>.
2. Select **Get software and drivers**, select your type of product, and then enter the product name or number in the search box that is displayed.
3. In the **HP PC Hardware Diagnostics** section, select **Download**, and then select a location on your computer or a USB flash drive.

The tool is downloaded to the selected location.


## Installing HP PC Hardware Diagnostics Windows

To install HP PC Hardware Diagnostics Windows, follow these steps:

- ▲ Navigate to the folder on your computer or the USB flash drive where the .exe file was downloaded, double-click the .exe file, and then follow the on-screen instructions.

## Using HP PC Hardware Diagnostics UEFI

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 **NOTE:** For Windows 10 S computers, you must use a Windows computer and a USB flash drive to download and create the HP UEFI support environment because only .exe files are provided. For more information, see [Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive on page 72](#).


---

HP PC Hardware Diagnostics UEFI (Unified Extensible Firmware Interface) allows you to run diagnostic tests to determine whether the computer hardware is functioning properly. The tool runs outside the operating system so that it can isolate hardware failures from issues that are caused by the operating system or other software components.

If your PC will not boot into Windows, you can use HP PC Hardware Diagnostics UEFI to diagnose hardware issues.

When HP PC Hardware Diagnostics UEFI detects a failure that requires hardware replacement, a 24-digit Failure ID code is generated. For assistance in correcting the problem, contact support, and provide the Failure ID code.

---

 **NOTE:** To start diagnostics on a convertible computer, your computer must be in notebook mode, and you must use the attached keyboard.

---

 **NOTE:** If you need to stop a diagnostic test, press `esc`.

---

## Starting HP PC Hardware Diagnostics UEFI

To start HP PC Hardware Diagnostics UEFI, follow these steps:

1. Turn on or restart the computer, and quickly press *esc*.
2. Press *f2*.

The BIOS searches three places for the diagnostic tools, in the following order:

- a. Connected USB flash drive



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**NOTE:** To download the HP PC Hardware Diagnostics UEFI tool to a USB flash drive, see [Downloading the latest HP PC Hardware Diagnostics UEFI version on page 72](#).

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- b. Hard drive

- c. BIOS

3. When the diagnostic tool opens, select a language, select the type of diagnostic test you want to run, and then follow the on-screen instructions.

## Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive

Downloading HP PC Hardware Diagnostics UEFI to a USB flash drive can be useful in the following situations:

- HP PC Hardware Diagnostics UEFI is not included in the preinstall image.
- HP PC Hardware Diagnostics UEFI is not included in the HP Tool partition.
- The hard drive is damaged.



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**NOTE:** The HP PC Hardware Diagnostics UEFI download instructions are provided in English only, and you must use a Windows computer to download and create the HP UEFI support environment because only .exe files are provided.

---

## Downloading the latest HP PC Hardware Diagnostics UEFI version

To download the latest HP PC Hardware Diagnostics UEFI version to a USB flash drive:

1. Go to <http://www.hp.com/go/techcenter/pcdiags>. The HP PC Diagnostics home page is displayed.
2. In the **HP PC Hardware Diagnostics UEFI** section, select **Download UEFI Diagnostics**, and then select **Run**.

## Downloading HP PC Hardware Diagnostics UEFI by product name or number (select products only)



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**NOTE:** For some products, it may be necessary to download the software to a USB flash drive by using the product name or number.

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To download HP PC Hardware Diagnostics UEFI by product name or number (select products only) to a USB flash drive:


1. Go to <http://www.hp.com/support>.
2. Enter the product name or number, select your computer, and then select your operating system.
3. In the **Diagnostics** section, follow the on-screen instructions to select and download the specific UEFI Diagnostics version for your computer.



# Using Remote HP PC Hardware Diagnostics UEFI settings (select products only)

Remote HP PC Hardware Diagnostics UEFI is a firmware (BIOS) feature that downloads HP PC Hardware Diagnostics UEFI to your computer. It can then execute the diagnostics on your computer, and it may upload results to a preconfigured server. For more information on Remote HP PC Hardware Diagnostics UEFI, go to <http://www.hp.com/go/techcenter/pcdiags>, and then select **Find out more**.

## Downloading Remote HP PC Hardware Diagnostics UEFI


 **NOTE:** HP Remote PC Hardware Diagnostics UEFI is also available as a Softpaq that can be downloaded to a server.

### Downloading the latest Remote HP PC Hardware Diagnostics UEFI version

To download the latest Remote HP PC Hardware Diagnostics UEFI version, follow these steps:

1. Go to <http://www.hp.com/go/techcenter/pcdiags>. The HP PC Diagnostics home page is displayed.
2. In the **HP PC Hardware Diagnostics UEFI** section, select **Download Remote Diagnostics**, and then select **Run**.

### Downloading Remote HP PC Hardware Diagnostics UEFI by product name or number

 **NOTE:** For some products, it may be necessary to download the software by using the product name or number.

To download HP Remote PC Hardware Diagnostics UEFI by product name or number, follow these steps:

1. Go to <http://www.hp.com/support>.
2. Select **Get software and drivers**, select your type of product, enter the product name or number in the search box that is displayed, select your computer, and then select your operating system.
3. In the **Diagnostics** section, follow the on-screen instructions to select and download the **Remote UEFI** version for the product.

## Customizing Remote HP PC Hardware Diagnostics UEFI settings

Using the Remote HP PC Hardware Diagnostics setting in Computer Setup (BIOS), you can perform the following customizations:

- Set a schedule for running diagnostics unattended. You can also start diagnostics immediately in interactive mode by selecting **Execute Remote HP PC Hardware Diagnostics**.
- Set the location for downloading the diagnostic tools. This feature provides access to the tools from the HP website or from a server that has been preconfigured for use. Your computer does not require the traditional local storage (such as a disk drive or USB flash drive) to run remote diagnostics.
- Set a location for storing the test results. You can also set the user name and password settings used for uploads.
- Display status information about the diagnostics run previously.

To customize Remote HP PC Hardware Diagnostics UEFI settings, follow these steps:

1. Turn on or restart the computer, and when the HP logo appears, press **f10** to enter Computer Setup.
2. Select **Advanced**, and then select **Settings**.

3. Make your customization selections.
4. Select **Main**, and then **Save Changes and Exit** to save your settings.

Your changes take effect when the computer restarts.

---


# 10 Backing up, restoring, and recovering

This chapter provides information about the following processes, which are standard procedure for most products:

- **Backing up your personal information**—You can use Windows tools to back up your personal information (see [Using Windows tools on page 75](#)).
- **Creating a restore point**—You can use Windows tools to create a restore point (see [Using Windows tools on page 75](#)).
- **Creating recovery media** (select products only)—You can use HP Recovery Manager or HP Cloud Recovery Download Tool (select products only) to create recovery media (see [Creating HP Recovery media \(select products only\) on page 75](#)).
- **Restoring and recovery**—Windows offers several options for restoring from backup, refreshing the computer, and resetting the computer to its original state (see [Using Windows tools on page 75](#)).
- **Removing the Recovery Partition**—To remove the Recovery partition to reclaim hard drive space (select products only), select the **Remove Recovery Partition** option of HP Recovery Manager. For more information, see [Removing the HP Recovery partition \(select products only\) on page 79](#).

## Using Windows tools

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 **IMPORTANT:** Windows is the only option that allows you to back up your personal information. Schedule regular backups to avoid information loss.

---

You can use Windows tools to back up personal information and create system restore points and recovery media, allowing you to restore from backup, refresh the computer, and reset the computer to its original state.

---


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

---

For more information and steps, see the Get Help app.

1. Select the **Start** button, and then select the **Get Help** app.
2. Enter the task you want to perform.

---

 **NOTE:** You must be connected to the Internet to access the Get Help app.


---

## Creating HP Recovery media (select products only)

After you have successfully set up the computer, use HP Recovery Manager to create a backup of the HP Recovery partition on the computer. This backup is called HP Recovery media. In cases where the hard drive is corrupted or has been replaced, the HP Recovery media can be used to reinstall the original operating system.

To check for the presence of the Recovery partition in addition to the Windows partition, right-click the **Start** button, select **File Explorer**, and then select **This PC**.

---

 **NOTE:** If your computer does not list the Recovery partition in addition to the Windows partition, contact support to obtain recovery discs. Go to <http://www.hp.com/support>, select your country or region, and then follow the on-screen instructions.

---

On select products, you can use the HP Cloud Recovery Download Tool to create HP Recovery media on a bootable USB flash drive. For more information, see [Using the HP Cloud Recovery Download Tool to create recovery media on page 77](#).

## Using HP Recovery Manager to create recovery media



**NOTE:** If you cannot create recovery media yourself, contact support to obtain recovery discs. Go to <http://www.hp.com/support>, select your country or region, and then follow the on-screen instructions.

### Before you begin

Before you begin, note the following:

- 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 media storage capacity.
- To create recovery media, use one of the following options:



**NOTE:** If the computer does not have a recovery partition, HP Recovery Manager displays the Windows Create a Recovery Drive feature. Follow the on-screen instructions to create a recovery image on a blank USB flash drive or hard drive.

- If your computer has an optical drive with DVD writer capability, be sure to 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, which are not compatible with HP Recovery Manager software.
- If your computer does not include an integrated optical drive with DVD writer capability, you can use an external optical drive (purchased separately) to create recovery discs, as described above. If an external optical drive is used, you must connect it directly to a USB port on the computer. It cannot be connected to a USB port on an external device, such as a USB hub.
- To create a recovery USB flash drive, use a high-quality blank USB flash drive.
- 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 this process.
- If necessary, you can exit the program before you have finished creating all of the recovery media. HP Recovery Manager will finish the current DVD or USB flash drive. The next time you start HP Recovery Manager, you will be prompted to continue.

### Creating the recovery media

To create HP Recovery media using HP Recovery Manager:



**IMPORTANT:** For a tablet with a detachable keyboard, connect the tablet to the keyboard base before beginning these steps.

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 need to recover the system, see [Recovering using HP Recovery Manager on page 77](#).

## Using the HP Cloud Recovery Download Tool to create recovery media


To create HP Recovery media using the HP Cloud Recovery Download Tool:

1. Go to <http://www.hp.com/support>.
2. Select **Software and Drivers**, and then follow the on-screen instructions.

## Restoring and recovery

Restoring and recovery can be performed using one or more of the following options: Windows tools, HP Recovery Manager, or the HP Recovery partition.

---

 **IMPORTANT:** Not all methods are available on all products.

---

### Restoring, resetting, and refreshing using Windows tools


Windows offers several options for restoring, resetting, and refreshing the computer. For details, see [Using Windows tools on page 75](#).

### Restoring using HP Recovery Manager and the HP Recovery partition

You can use HP Recovery Manager and the HP Recovery partition (select products only) to restore the computer to the original factory state:

- **Resolving problems with preinstalled applications or drivers**—To correct a problem with a preinstalled application or driver:
  1. Type `recovery` in the taskbar search box, and then select **HP Recovery Manager**.
  2. Select **Reinstall drivers and/or applications**, and then follow the on-screen instructions.
- **Using System Recovery**—To recover the Windows partition to original factory content, select 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 77](#). If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 75](#).
- **Using Factory Reset** (select products only)—Restores the computer to its original factory state by deleting all information from the hard drive and recreating the partitions and then reinstalling the operating system and the software that was installed at the factory (select products only). To use the **Factory Reset** option, you must use HP Recovery media. If you have not already created recovery media, see [Creating HP Recovery media \(select products only\) on page 75](#).

---

 **NOTE:** If you have replaced the hard drive in the computer, you can use the Factory Reset option to install the operating system and the software that was installed at the factory.


---

### Recovering using HP Recovery Manager

You can use HP Recovery Manager software 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 HP Recovery media, see [Creating HP Recovery media \(select products only\) on page 75](#).

---

 **IMPORTANT:** HP Recovery Manager does not automatically provide backups of your personal data. Before beginning recovery, back up any personal data that you want to retain. See [Using Windows tools on page 75](#).

---

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

 **NOTE:** When you start the recovery process, only the options available for your computer are displayed.

---

Before you begin, note the following:


- 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.
- If the computer hard drive fails, HP Recovery media must be used. This media is created using HP Recovery Manager. See [Creating HP Recovery media \(select products only\) on page 75](#).
- If your computer does not allow the creation of HP Recovery media or if the HP Recovery media does not work, contact support to obtain recovery media. Go to <http://www.hp.com/support>, select your country or region, and then follow the on-screen instructions.

## Recovering using the HP Recovery partition (select products only)

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

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

To start HP Recovery Manager from the HP Recovery partition:

 **IMPORTANT:** For a tablet with a detachable keyboard, connect the tablet to the keyboard base before beginning these steps (select products only).

---

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

– or –


For computers or tablets with keyboards attached:

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

For tablets without keyboards:

- ▲ Turn on or restart the tablet, quickly hold down the volume up button, and then select **f11**.

2. Select **Troubleshoot** from the boot options menu.
3. Select **Recovery Manager**, and then follow the on-screen instructions.

 **NOTE:** If your computer does not automatically restart in HP Recovery Manager, change the computer boot order, and then follow the on-screen instructions. See [Changing the computer boot order on page 79](#).


---

## Recovering using HP Recovery media

If your computer does not have an HP Recovery partition or if the hard drive is not working properly, you can use HP Recovery media to recover the original operating system and software programs that were installed at the factory.

- ▲ Insert the HP Recovery media, and then restart the computer.

---

 **NOTE:** If your computer does not automatically restart in HP Recovery Manager, change the computer boot order, and then follow the on-screen instructions. See [Changing the computer boot order on page 79](#).


---

## Changing the computer boot order

If your computer does not restart in HP Recovery Manager, you can change the computer boot order. This 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, depending on the location of your HP Recovery media.

To change the boot order:

---

 **IMPORTANT:** For a tablet with a detachable keyboard, connect the tablet to the keyboard base before beginning these steps.

---

1. Insert the HP Recovery media.
2. Access the system **Startup** menu.

For computers or tablets with keyboards attached:

- ▲ Turn on or restart the computer, quickly press **esc**, and then press **f9** for boot options.

For tablets without keyboards:

- ▲ Turn on or restart the tablet, quickly hold down the volume up button, and then select **f9**.

– or –


Turn on or restart the tablet, quickly hold down the volume down button, and then select **f9**.

3. Select the optical drive or USB flash drive from which you want to boot, and then 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 (select products only) 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. Before removing the Recovery partition, create HP Recovery media. See [Creating HP Recovery media \(select products only\) on page 75](#).

---















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.


---

# A Battery replacement

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 product may contain an internal lithium manganese dioxide, vanadium pentoxide, or alkaline battery or battery pack. There is risk of fire and burns if the battery pack is not handled properly.
-  **WARNING!** Do not attempt to recharge the battery.
-  **WARNING!** Do not expose to temperatures higher than 60° C (140° F).
-  **WARNING!** Do not disassemble, crush, puncture, short external contacts, or dispose of in fire or water.
-  **WARNING!** Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.
-  **WARNING!** Replace only with the HP spare designated for this product.
-  **WARNING!** Do not ingest battery, a Chemical Burn Hazard.
-  **WARNING!** This product contains a coin/button cell battery. If the coin/button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.
-  **WARNING!** Keep new and used batteries away from children.
-  **WARNING!** If the battery compartment does not close securely, stop using the product and keep it away from children.
-  **WARNING!** If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.
-  **WARNING!** Leaving a battery in an extremely high temperature surrounding environment can result in an explosion or the leakage of flammable liquid or gas.
-  **WARNING!** A battery subjected to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas.
-  **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. Remove/disengage any security devices that prohibit opening the computer.
2. Remove all removable media, such as compact discs or USB flash drives, from the computer.
3. Turn off the computer properly through the operating system, then turn off any external devices.
4. Disconnect the power cord from the AC outlet and disconnect any external devices.



**CAUTION:** Regardless of the power-on state, voltage is always present on the system board as long as the system is plugged into an active AC outlet. You must disconnect the power cord to avoid damage to the internal components of the computer.

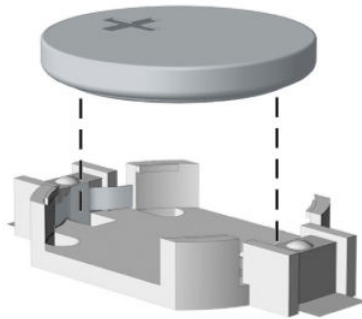
5. Remove the access panel.
6. Locate the battery and battery holder on the system board.

**NOTE:** On some computer models, it may be necessary to remove an internal component to gain access to the battery.

7. Depending on the type of battery holder on the system board, complete the following instructions to replace the battery.

#### Type 1

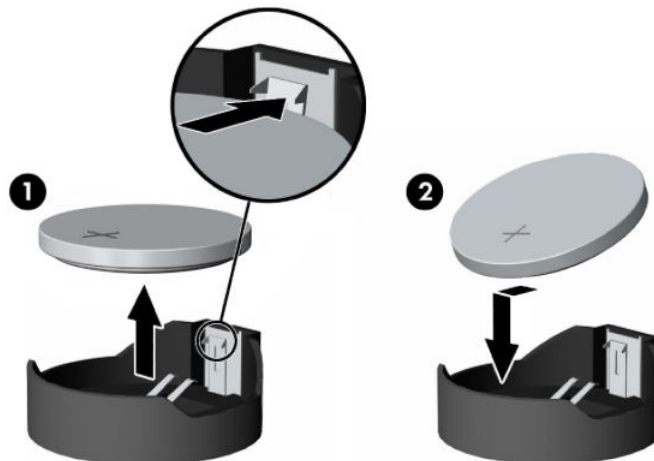
- a. Lift the battery out of its holder.



- b. Slide the replacement battery into position, positive side up. The battery holder automatically secures the battery in the proper position.

#### Type 2

- a. 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).
- b. 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).





---

**NOTE:** After the battery has been replaced, use the following steps to complete this procedure.

---

8. Replace the access panel.
9. Plug in the computer and turn on power to the computer.
10. Reset the date and time, your passwords, and any special system setups using Computer Setup.
11. Lock any security devices that were disengaged when the access panel was removed.

---

## B Statement of memory volatility

The purpose of this chapter is to provide general information regarding nonvolatile memory in HP Business PCs. This chapter also provides general instructions for restoring nonvolatile memory that can contain personal data after the system has been powered off and the hard drive has been removed.

HP Business PC products that use Intel®-based or AMD®-based system boards contain volatile DDR memory. The amount of nonvolatile memory present in the system depends upon the system configuration. Intel-based and AMD-based system boards contain nonvolatile memory subcomponents as originally shipped from HP, assuming that no subsequent modifications have been made to the system and assuming that no applications, features, or functionality have been added to or installed on the system.


Following system shutdown and removal of all power sources from an HP Business PC system, personal data can remain on volatile system memory (DIMMs) for a finite period of time and will also remain in nonvolatile memory. Use the steps below to remove personal data from the PC, including the nonvolatile memory found in Intel-based and AMD-based system boards.


### Current BIOS steps

Follow these steps to restore or erase the motherboard memory that can contain personal data. Restoring or re-programming non-volatile memory that does not store personal data is neither necessary nor recommended.

1. Enter the F10 BIOS Setup menu by powering on the system and pressing F10 as soon as the HP logo appears. If the system has a BIOS administrator password, enter the password at the prompt.
  - a. In the **Main** menu, select **Apply Factory Defaults and Exit**. The system will reboot. Upon reboot, custom BIOS settings will be cleared.
  - b. Enter the BIOS (F10) setup menu. Select the **Security** tab, then **Restore Security Settings to Factory Defaults**. The system will automatically reboot. Upon reboot, you may be asked to press F1 to proceed with clearing the TPM. The following data will be cleared after this step is complete:
    - BIOS Administrator password
    - POST Power-On password
    - TPM memory
    - Virtualization and TXT setting
    - Sure Start settings
  - c. Remove AC power and the 3 V system battery for at least 5 minutes. After this, the following memories will be cleared:
    - System RAM memory from the installed DIMMs
    - Battery-backed SIO RAM
    - Real Time Clock (RTC) battery backed-up CMOS configuration memory (CMOS)
2. Remove and retain the storage drives.
3. If drive contents must be cleared, use the Secure Erase BIOS feature:

---

 **NOTE:** A third-party application that, ideally, is U.S. Department of Defense (DOD) 5220.22-M approved can also be used.

 **NOTE:** The Secure Erase process will take a long time. The amount of time varies based on the hard drive capacity and write speed.

---

- a. Enter the F10 BIOS Setup menu by powering on the system and pressing F10 as soon as the HP logo appears.
- b. Select the **Security** menu and scroll down to the **Hard Drive Utilities** menu.
- c. Select **Secure Erase**, and then select the desired drive.
- d. Select **Continue**. The estimated time to complete secure erase is displayed along with a final warning not to remove power.
- e. Select **Continue**. The elapsed time will be displayed until “Secure Erase Complete” is displayed.
- f. To erase additional drives, press **Esc** twice to return to the drive selection menu and then repeat step 3.
- g. Exit BIOS Setup if done.

# Nonvolatile memory usage

Nonvolatile memory type	Amount (Size)	Does this memory store customer data?	Does this memory retain data when power is removed?	What is the purpose of this memory?
Real Time Clock (RTC) battery backed-up CMOS configuration memory	256 bytes	Yes	Yes	Stores system date and time, LAN settings, and limited security settings.
Battery-backed SIO RAM	64 bytes	Yes	Yes	Stores basic power management firmware settings and power loss error reporting.
DIMM Serial Presence Detect (SPD) configuration data	256 bytes per memory module, 128 bytes programmable	No	Yes	Stores memory module information.
System BIOS ROM	16 Mbytes	Yes	Yes	Stores system BIOS code and PC configuration data.

Nonvolatile memory type	How is data input into this memory?	How is this memory write-protected?	How is this memory reset or cleared?
Real Time Clock (RTC) battery backed-up CMOS configuration memory	Using the F10 Setup utility or changing the Microsoft Windows date & time.	This memory is not write-protected. HP recommends password-protecting the F10 Setup utility.	The CMOS configuration memory is cleared by removing the 3 V battery from the motherboard for at least 5 minutes.
Battery-backed SIO RAM	Programmed at the factory. Code is updated when the system BIOS is updated.	A utility is required for writing data to this memory and is available on the HP website. Writing data to this ROM in an inappropriate manner can render the PC non-functional.	The SIO RAM memory is cleared by removing the 3V battery from the motherboard for at least 5 minutes.
DIMM Serial Presence Detect (SPD) configuration data	Programmed by the memory vendor.	The memory does not get changed under standard operating conditions.	Third-party tools may be used to write to this memory region.
System BIOS ROM	System BIOS code is programmed at the factory. Code is updated when the system BIOS is updated. Configuration data and settings are input using the F10 setup utility or a custom utility.	A utility is required for writing data to this memory and is available on the HP website. Writing data to this ROM in an inappropriate manner can render the PC non-functional.	An F10 menu “Apply Factory Defaults” combined with a “Restore Security Settings To Factory Defaults” will clear any custom user data and settings retained in this memory.

## Questions and answers

**1. How can the BIOS settings be restored (returned to factory settings)?**

- a. Turn on or restart the computer, and then press **F10** as soon as the HP logo appears.
- b. Select the **Main** menu, and then select **Apply Factory Defaults and Exit**.

**2. What kind of configuration data is stored on the DIMM Serial Presence Detect (SPD) memory board? How would this data be written?**

The DIMM SPD memory contains information about the memory module such as size, serial number, data width, speed/timing, voltage and thermal information. This information is written by the module manufacturer and stored on an EEPROM. There are various third party tools available to read and write SPD memory.

**3. Does the DIMM SPD memory need to be cleared?**

The DIMM SPD memory will not be modified during standard operation of the workstation system. It will not hold any user data or settings. This NVM memory could potentially be vulnerable due to the fact that it can be modified freely using third party tools. If there is a possibility that the DIMM SPD region has been tampered with HP recommends either re-writing the DIMM SPD with third party tools or destroying the DIMM modules.

**4. What information does the NIC EEPROM hold?**

The only system-specific data that the NIC EEPROM will hold are the system MAC addresses. The other information in the EEPROM is the LAN settings which are not able to be modified outside of the HP factory. The NIC EEPROM will not contain user settings or data.

**5. Does resetting the CMOS configuration memory return the PC back to factory defaults?**

The process of resetting the CMOS will return certain system settings to factory default but will not reset many of the system data and configuration defaults to their factory settings. To return these system data and configuration defaults to factory settings, refer to question and answer 1 and follow the instructions for returning the BIOS settings to factory defaults.

## Using HP Sure Start

Select computer models are configured with HP Sure Start, a technology that continuously monitors your computer's BIOS for attacks or corruption. If the BIOS becomes corrupted or is attacked, HP Sure Start restores the BIOS to its previously safe state, without user intervention. Those select computer models ship with HP Sure Start configured and enabled. HP Sure Start is configured and already enabled so that most users can use the HP Sure Start default configuration. The default configuration can be customized by advanced users.

To access the latest documentation on HP Sure Start, go to <http://www.hp.com/support>, and select your country. Select **Drivers & Downloads**, and then follow the on-screen instructions.

# C Specifications

## Computer specifications

<b>Computer dimensions</b>		
Width	16.9 cm	6.7 in
Depth	43.5 cm	17.1 in
Height	35.6 cm	14.0 in
Weight	11.4 kg maximum, 7.0 kg minimum, 8.2 kg typical (exact weights depend on configuration)	25.2 lbs maximum, 15.4 lbs minimum, 18.0 lbs typical (exact weights depend on configuration)
<b>Temperature</b>		
Operating	5° to 35°C	41° to 95°F
Nonoperating	-40° to 60°C	-40° to 140°F
<b>NOTE:</b> Above 1524 m (5,000 feet) altitude, the maximum operating temperature is reduced by 1°C (1.8°F) for every 305 m (1,000 feet) increase in elevation. Maximum rate of change: 10°C/hr.		
<b>Relative Humidity (noncondensing)</b>		
Operating (35°C [95°F] max wet bulb)	10-85%	10-85%
Non-operating (35°C [95°F] max wet bulb)	10-90%	10-90%
<b>Maximum Altitude (unpressurized)</b>		
Operating (with solid-state drives)	5,000 m	16,404 ft
Operating (with hard drives)	3,048 m	10,000 ft
Nonoperating	15,240 m	50,000 ft
<b>NOTE:</b> Maximum operating temperature is reduced as altitude increases. See “Temperature” for details.		
<b>Shock (non-repetitive)</b>		
Operating ½-sine	40 g, 2-3 ms (~62 cm/sec)	
Non-operating ½-sine	160 cm/s, 2-3 ms (~105 g)	
Non-operating square	422 cm/s, 20 g	
<b>Vibration</b>		
Operating random	0.5 g (rms), 5-300 Hz, up to 0.0025 g <sup>2</sup> /Hz	
Non-operating random	2.0 g (rms), 5-500 Hz, up to 0.0150 g <sup>2</sup> /Hz	

<b>Power supply</b>						
<b>Power Supply</b>	<b>465 W</b>		<b>750 W</b>		<b>1000 W</b>	
Operating Voltage Range	90-269 VAC		90-269 VAC		90-269 VAC	
Rated Voltage Range	100-240 VAC	118 VAC	100-240 VAC	118 VAC	100-127 VAC 200-240 VAC	118 VAC
Rated Line Frequency	50-60 HZ	400 Hz	50-60 HZ	400 Hz	50-60 HZ	400 Hz
Operating Line Frequency	47-66 HZ	393-407 HZ	47-66 HZ	393-407 HZ	47-66 HZ	393-407 HZ
Rated Input Current	100-240V@6A	118V@6A	100-240V@6A	118V@10A	100-127 VAC@12A 200-240 VAC@6.3A	118V@12A



## SATA hard drives

The Self Monitoring Analysis and Recording Technology (SMART) ATA drives for HP personal computers have built-in drive failure prediction that warns the user or network administrator of an impending failure (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.

<b>Serial ATA Hard Drive Characteristics</b>	
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

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## D Linux technical notes


HP offers a variety of Linux solutions for HP workstation customers:


- HP supports Ubuntu on some HP workstations.
- HP supports Red Hat Enterprise Linux (RHEL) on HP workstations.
- HP certifies and supports SUSE Linux Enterprise Desktop (SLED) on HP workstations.

For Linux setup and restore procedures, see the user guide for your workstation at [http://www.hp.com/support/workstation\\_manuals](http://www.hp.com/support/workstation_manuals).

- [System RAM on page 90](#)
- [Audio on page 91](#)
- [Hyper-Threading Technology on page 91](#)
- [NVIDIA graphics workstations on page 92](#)

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 **NOTE:** After you set up the operating system, make sure that the latest BIOS, drivers, and software updates are installed.

 **CAUTION:** Do not add optional hardware or third-party devices to the workstation until the operating system is successfully installed. Adding hardware might cause errors and prevent the operating system from installing correctly.

---

### System RAM

HP supports different amounts of total RAM in various HP workstations, based on the number of hardware DIMM slots and the capabilities of the system. The total memory supported for each configuration is listed in the *Hardware Support Matrix for HP Linux Workstations* at [http://www.hp.com/support/linux\\_hardware\\_matrix](http://www.hp.com/support/linux_hardware_matrix).

## Audio

All HP workstations come with built-in audio hardware. The audio hardware is supported by the *Advanced Linux Sound Architecture* (ALSA) drivers included with all modern Linux distributions.

The audio hardware provides basic playback and recording features. The ability to simultaneously play audio from multiple sources, such as applications and CDs, is provided in the ALSA driver that provides audio mixing. The performance of software audio mixing and playback is greatly improved in ALSA version 1.0.13 and later.

After the driver is installed, the optional NVIDIA and AMD graphics cards that are supported in HP workstations also provide audio functionality over HDMI. The signal can be passed through the DisplayPort connector to a monitor with audio capabilities. The vendor driver must be installed. Such a configuration might present two audio hardware choices. If you do not hear sound through the speakers, one possible reason is that the graphics card (default) is selected for audio output instead of the DisplayPort. Check the audio settings (for example, **Sound** in gnome-control-center).

In some systems, embedded Intel HD graphics may also present a similar HDMI audio device that can be used through the DisplayPort interface. No proprietary driver is needed for this device, just a sufficiently recent kernel.

## Hyper-Threading Technology

The Z Series Workstations support Hyper-Threading Technology (HTT), an Intel technology that improves processor performance by enabling the processor to simultaneously perform multiple tasks. The operating system treats an HTT-enabled processor as two virtual processors and shares the workload between them when possible. This feature can be used only if the operating system support multiple processors and is specifically optimized for HTT.

To enable HTT:

1. During startup, press **F10** to enter Computer Setup (F10) Utility.
2. Select **Advanced > Performance Options**.
3. Set **Intel Hyperthreading** to **Enable**, and then press **F10** to exit the menu.
4. Select **Main > Save Changes and Exit**.
5. Restart the system to enable HTT.



---

**NOTE:** On most recent Linux distributions, the kernel automatically detects that HTT is enabled and works correctly.

---

## NVIDIA graphics workstations

Some workstation configurations come with NVIDIA Quadro graphics hardware. HP recommends the use of NVIDIA drivers for best results on Linux systems.

HP provides recommended versions of the drivers with RPM-compatible installers for RHEL and SLED distributions. These are available from the HP Installer Kit for Linux and from workstation driver repositories on [hp.com](http://hp.com). When HP installers are used, their contents and documentation links are located in the `/opt/hp/nvidia` folder.

When installing Linux on a workstation that contains an NVIDIA card, administrators should select a VESA-compatible driver to avoid the instability that is experienced with some open-source versions of the Nouveau and DRM drivers.

Open-source versions of Nouveau drivers and NVIDIA drivers cannot coexist in the same runtime environment because they use the same hardware resources. If administrators create their own Linux environments using NVIDIA drivers but choose not to use HP-packaged versions, HP recommends that they manually append the following boot loader parameters to properly suppress the Nouveau driver at runtime (grub example below):

```
kernel /vmlinuz ... rdblacklist=nouveau nouveau.modeset=0
```

This action is applied by HP installers but must be applied/restored under other circumstances.

To customize display characteristics and resolutions when the computer is using an NVIDIA driver, execute the following command:

```
/usr/bin/nvidia-settings
```

To create and manipulate the `/etc/X11/xorg.conf` file, execute:

```
/usr/bin/nvidia-xconfig
```

## AMD graphics workstations

Some workstation configurations include AMD graphics hardware. The supported Linux distributions should all have some “in-box” driver that supports the hardware well enough for the X server to run.

Here are some of the Xorg drivers that may be loaded as the server starts:

- The **Radeon** in-box X driver will associate with some older GPUs.
- The **fbdev** or **vesa** X driver may activate for certain other cards.
- The newer **amdgpu** driver may be present in some distributions but it does not support all AMD GPUs.
- There is also a generic **modesetting** driver in some distributions.

You may see a kernel DRM module activated for AMD graphics. The **Radeon** kernel module is loaded in many distributions. The older proprietary module name is **fglrx**, and would only be present after installing the AMD vendor driver. The newer module is **amdgpu** and may be present in newer kernels even without the vendor driver because it is an open-source **modesetting** module.

In order to achieve the best hardware acceleration for OpenGL and other APIs, the AMD advanced vendor driver (usually called **amdgpu-pro**) is recommended. AMD packages this driver for specific Linux releases and posts them on their website. For enterprise Linux distributions that require subscriptions, the installation process requires that either you have the installation media at hand or have registered to access online repositories. The access to repositories allows the installer to satisfy dependencies, including the basic build environment (compilers and linkers) needed to build the **amdgpu-pro** version of the kernel driver.

HP may at some time post a particular tested version of the **amdgpu-pro** driver on support pages at hp.com.

The **amdgpu-pro** driver lacks a settings application similar to the Catalyst Control Center that was associated with the **fglrx** driver.

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