

service reference guide

HP Compaq dc5750 Business PC
1st Edition

This document provides information on the removal and replacement of all parts as well as information on troubleshooting, Desktop Management, setup utilities, SATA drives, safety, routine care, connector pin assignments, POST error messages, and diagnostic indicator lights.

Document Part Number 437963-001



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Document Part Number: 437963-001

November 2006

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Installing the Operating System



CAUTION: Do not add optional hardware or third-party devices to your computer until the operating system is successfully installed. Doing so may cause errors and may prevent the operating system from installing properly.

Once the automatic installation has begun, **DO NOT TURN OFF THE COMPUTER UNTIL THE PROCESS IS COMPLETE.** Turning off the computer during the installation process might damage the software that runs the computer or prevent its proper installation.



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

The first time the computer is turned on, the operating system is automatically installed. This takes approximately 10 minutes, depending on the operating system being installed. Carefully read and follow the instructions that appear on the screen to complete the installation.



If the computer shipped with more than one operating system language on the hard drive, the installation process could take up to 60 minutes.

If the computer was not shipped with a Microsoft operating system, some portions of this documentation do not apply. For complete operating system installation and configuring instructions, refer to the operating system documentation. Additional information is available in online help.

Microsoft security updates are available on the Microsoft Web site.

1.1 Installing or Upgrading Device Drivers

To install optional hardware devices after the operating system installation is complete, the drivers for each of the devices must also be installed.

If prompted for the I386 directory, replace the path specification with **C:\i386**, or use the **Browse** button in the dialog box to locate the i386 folder. This action points the operating system to the appropriate drivers.

Obtain the latest support software, including support software for the operating system from www.hp.com/support. Select the appropriate country and language then, select **Download drivers and software**, enter the model number of the computer, and press **Enter**.

You can also obtain the latest support software on CDs. The following Web site provides information on how to purchase a support software CD subscription:

<http://h18000.www1.hp.com/support/files/desktops/us/purchase.html>.




If the computer has a writable optical drive, install the appropriate application to be able to write to the drive.


1.2 Transferring Files and Settings

Use the Microsoft Windows XP Files and Settings Transfer Wizard to move files and settings from an old computer to a new one. Click **Start > All Programs > Accessories > System Tools > Files and Settings Transfer Wizard**. Follow the wizard to transfer the files and settings to the new computer.

1.3 Creating a Disc Recovery Set

 **CAUTION:** HP no longer ships the *Restore Plus!* CD with PCs. Instead, HP Backup and Recovery Manager is pre-loaded on each system. HP recommends the creation of a recovery CD as soon as the computer has been set up. Creating the *Restore Plus!* CD set is important in the event that you ever need to restore the system hard drive to its factory installed state.


HP Backup and Recovery Manager can create the *Restore Plus* CD set. This set includes the *Restore Plus* CD, the Operating System CD, and any Supplemental Software CDs.


 **CAUTION:** The *Restore Plus* CD set will not include any system settings or user data created after the initial system setup.

To create the *Restore Plus* CD set:

1. Click **Start > HP Backup and Recovery > HP Backup and Recovery Manager** to open the Backup and Recovery Wizard, then click **Next**.
2. Select **Create factory software recovery CDs or DVDs to recover the system**.
3. Follow the instructions in the wizard.

The HP Backup and Recovery Manager can be used to back up data and system files to the hard drive, to network drives, or to removable media, such as CDs, DVDs, or flash media. If data or system files are lost, deleted, or corrupted, Backup and Recovery Manager allows you to retrieve data or restore the last good system image.

 **CAUTION:** HP recommends that a backup schedule be created immediately to ensure continued system and data protection. Automatic backups can be scheduled using the HP Backup and Recovery Wizard. Recovery Points, Entire Drive Backups, and File Backups can be automatically backed up without user intervention. HP recommends scheduling Recovery Points Backups to provide the most comprehensive coverage.

 If HP Backup and Recovery Manager is preinstalled, the *Restore Plus* CD set and the initial recovery point may be saved to disc as often as necessary, but only a single copy of the Microsoft Windows CD can be created, due to licensing constraints.

You can access a user manual at **Start > HP Backup and Recovery > HP Backup and Recovery Manager Manual**.

If **Create factory software recovery CDs or DVDs to recover the system** is unavailable on the system, the HP *Restore Plus* CD set can be obtained through product support on http://welcome/country/us/en/contact_us.html.

Setup Utilities and Diagnostics Features

Setup Utilities (F10) and diagnostic features provide information needed about the computer system when contacting Customer Support. These tools can also be used to:

- Change factory default settings and to set or change the system configuration, which may be necessary when you add or remove hardware.
- Determine if all of the devices installed on the computer are recognized by the system and functioning properly.
- Determine information about the operating environment of the computer.
- Solve system configuration errors detected but not automatically fixed during the Power-On Self-Test (POST).
- Establish and manage passwords and other security features.
- Establish and manage energy-saving timeouts.



All features identified in this chapter may not be available on all HP products.

2.1 Power-On Self-Test (POST)

POST is a series of diagnostic tests that runs automatically when the system is turned on. POST checks the following items to ensure that the computer system is functioning properly:

- Keyboard
- Memory modules
- All mass storage devices
- Processors
- Controllers



If the Power-On Password is set, a key icon appears on the screen while POST is running. You will need to enter the password before continuing. Refer to [Section 3.1, “Initial Configuration and Deployment”](#) for information on setting, deleting, or bypassing the password.

If POST finds an error in the system, an audible and/or visual message occurs. For POST error messages and their solutions refer to [Appendix C, “POST Error Messages.”](#)

2.2 Computer Setup Utilities

Use Computer Setup Utilities (F10) to:

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

2.2.1 Using Computer Setup (F10) Utilities

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

1. Turn on or restart the computer. If you are in Windows, click **Start >Shut Down >Restart**.
2. As soon as the computer is turned on, press **F10** when the monitor light turns green to enter Computer Setup. Press **Enter** to bypass the title screen, if necessary.



If you do not press the **F10** key at the appropriate time, you must restart the computer and again press **F10** when the monitor light turns green.

3. Select your language from the list and press the **Enter** key.
4. A choice of five headings appears in the Computer Setup Utilities menu: File, Storage, Security, Power, and Advanced.
5. Use the arrow (left and right) keys to select the appropriate heading. Use the arrow (up and down) keys to select the option you want, then press **Enter**. To return to the Computer Setup Utilities menu, press **Esc**.
6. To apply and save changes, select **File > Save Changes and Exit**.
 - If you have made changes that you do not want applied, select **Ignore Changes and Exit**.
 - To reset to factory settings or previously saved default settings, select **Set Defaults and Exit**. This option will restore the original factory system defaults.




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





2.2.2 Computer Setup Menu








Heading	Option	Description
File	System Information	Lists: <ul style="list-style-type: none"> • Product name • SKU number (some models) • Processor type/speed/stepping • Cache size (L1/L2) (dual core processors have this listed twice) • Installed memory size/speed and number of channels (single or dual) (if applicable) • Integrated MAC address for embedded, enabled NIC (if applicable) • System BIOS (includes family name and version) • Chassis serial number • Asset tracking number
	About	Displays copyright notice.
	Set Time and Date	Allows you to set system time and date.
	Flash System ROM (some models)	Allows you to select a drive containing a new BIOS.
	Replicated Setup	<p>Save to Removable Media Saves system configuration, including CMOS, to a formatted 1.44-MB diskette, a USB flash media device, or a diskette-like device (a storage device set to emulate a diskette drive).</p> <p>Restore from Removable Media Restores system configuration from a diskette, a USB flash media device, or a diskette-like device.</p>
	Default Setup	<p>Save Current Settings as Default Saves the current system configuration settings as the default.</p> <p>Restore Factory Settings as Default Restores the factory system configuration settings as the default.</p>
	Apply Defaults and Exit	Applies the currently selected default settings and clears any established passwords.
	Ignore Changes and Exit	Exits Computer Setup without applying or saving any changes.
	Save Changes and Exit	Saves changes to system configuration or default settings and exits Computer Setup.










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

Heading	Option	Description															
Storage	Device Configuration	<p>Lists all installed BIOS-controlled storage devices. When a device is selected, detailed information and options are displayed. The following options may be presented.</p> <hr/> <p>Diskette Type (Legacy Diskettes only) Identifies the highest capacity media type accepted by the diskette drive. Options are 3.5" 1.44 MB, and 5.25" 1.2 MB.</p> <hr/> <p>Drive Emulation Allows you to select a drive emulation type for a certain storage device. (For example, a Zip drive can be made bootable by selecting diskette emulation.)</p> <hr/> <table border="1"> <thead> <tr> <th>Drive Type</th> <th>Emulation Options</th> </tr> </thead> <tbody> <tr> <td rowspan="2">ATAPI Zip drive</td> <td>None (treated as Other)</td> </tr> <tr> <td>Diskette (treated as diskette drive)</td> </tr> <tr> <td>Legacy diskette</td> <td>No emulation options available</td> </tr> <tr> <td>CD-ROM drive</td> <td>No emulation options available</td> </tr> <tr> <td rowspan="2">ATAPI LS-120</td> <td>None (treated as Other).</td> </tr> <tr> <td>Diskette (treated as diskette drive).</td> </tr> <tr> <td rowspan="2">Hard disk</td> <td>None (prevents BIOS data accesses and disables it as a boot device)</td> </tr> <tr> <td>Hard disk (treated as hard drive)</td> </tr> </tbody> </table>	Drive Type	Emulation Options	ATAPI Zip drive	None (treated as Other)	Diskette (treated as diskette drive)	Legacy diskette	No emulation options available	CD-ROM drive	No emulation options available	ATAPI LS-120	None (treated as Other).	Diskette (treated as diskette drive).	Hard disk	None (prevents BIOS data accesses and disables it as a boot device)	Hard disk (treated as hard drive)
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ATAPI Zip drive	None (treated as Other)																
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		<p> Support for specific Computer Setup options may vary depending on the hardware configuration.</p>															

Heading	Option	Description
Storage (continued)	Device Configuration (continued)	<p>Multisector Transfers (ATA disks only) Specifies how many sectors are transferred per multi-sector PIO operation. Options (subject to device capabilities) are Disabled, 8, and 16.</p> <p>Transfer Mode (IDE devices only) Specifies the active data transfer mode. Options (subject to device capabilities) are PIO 0, Max PIO, Enhanced DMA, Ultra DMA 0, and Max UDMA.</p> <p>Translation Mode (ATA disks only) Lets you select the translation mode to be used for the device. This enables the BIOS to access disks partitioned and formatted on other systems and may be necessary for users of older versions of UNIX (e.g., SCO UNIX version 3.2). Options are Automatic, Bit-Shift, LBA Assisted, User, and None</p> <p> CAUTION: Ordinarily, the translation mode selected automatically by the BIOS should not be changed. If the selected translation mode is not compatible with the translation mode that was active when the disk was partitioned and formatted, the data on the disk will be inaccessible.</p> <p>Translation Parameters (ATA disks only)  This feature appears only when User translation mode is selected. Allows you to specify the parameters (logical cylinders, heads, and sectors per track) used by the BIOS to translate disk I/O requests (from the operating system or an application) into terms the hard drive can accept. Logical cylinders may not exceed 1024. The number of heads may not exceed 256. The number of sectors per track may not exceed 63. These fields are only visible and changeable when the drive translation mode is set to User.</p> <p>Default Values IDE/SATA Allows you to specify the default values for the Multisector Transfers, Transfer Mode, and Translation Mode for ATA devices.</p>
Storage Options		<p>Removable Media Boot Enables/disables ability to boot the system from removable media.</p> <p>Legacy Diskette Write Enables/disables ability to write data to legacy diskettes.</p> <p> After saving changes to Removable Media Write, the computer will restart. Turn the computer off, then on, manually.</p> <p>BIOS DMA Data Transfers Allows you to control how BIOS device I/O requests are serviced. When "Enable" is selected, the BIOS will service ATA device read and write requests with DMA data transfers. When "Disable" is selected, the BIOS will service ATA device read and write requests with PIO data transfers.</p>
 Support for specific Computer Setup options may vary depending on the hardware configuration.		

Heading	Option	Description
Storage (continued)	Storage Options (continued)	<p>SATA Emulation</p> <p>Allows you to choose how the SATA controller and devices are accessed by the operating system. There are up to two supported options: IDE and AHCI.</p> <p>IDE is the default option. Use this option for “normal” (non-AHCI) configurations.</p> <p>Select the ACHI option to enable DOS and boot accesses to SATA devices using the AHCI interface. Select this mode if the target operating system supports accessing the SATA devices via AHCI (e.g. Windows Vista) and AHCI accesses are desired.</p> <p> Windows 2000 and Windows XP require a third-party device driver to access SATA devices using the AHCI interface. If you attempt to boot with either of these operating systems in AHCI mode without the required device driver, the system will crash (blue screen).</p> <p>SATA 0 and 2</p> <p>Allows you to enable or disable DOS and boot accesses to the Primary channel of the first SATA controller. This feature only applies when SATA emulation = IDE.</p> <p> Advanced operating systems like Windows may reenable the channel.</p> <p>SATA 1 and 3</p> <p>Allows you to enable or disable DOS and boot accesses to the Secondary channel of the first SATA controller. This feature only applies when SATA emulation = IDE.</p> <p> Advanced operating systems like Windows may reenable the channel.</p> <p>SATA 4 (some models)</p> <p>Allows you to enable or disable DOS and boot accesses to the Primary channel of the second SATA controller. This feature only applies when SATA Emulation = IDE.</p> <p> Advanced operating systems like Windows may reenable the channel.</p> <p>SATA 5 (some models)</p> <p>Allows you to enable or disable DOS and boot accesses to the Secondary channel of the second SATA controller. This feature only applies when SATA Emulation = IDE.</p> <p> Advanced operating systems like Windows may reenable the channel.</p>
	DPS Self-Test	<p>Allows you to execute self-tests on ATA hard drives capable of performing the Drive Protection System (DPS) self-tests.</p> <p> This selection will only appear when at least one drive capable of performing the DPS self-tests is attached to the system.</p>
<p> Support for specific Computer Setup options may vary depending on the hardware configuration.</p>		




Heading	Option	Description
Storage (continued)	Boot Order	<p>Allows you to:</p> <ul style="list-style-type: none"> Specify the order in which attached devices (such as a USB flash media device, diskette drive, hard drive, optical drive, or network interface card) are checked for a bootable operating system image. Each device on the list may be individually excluded from or included for consideration as a bootable operating system source. Specify the order of attached hard drives. The first hard drive in the order will have priority in the boot sequence and will be recognized as drive C (if any devices are attached). <p> MS-DOS drive lettering assignments may not apply after a non-MS-DOS operating system has started.</p> <p>Shortcut to Temporarily Override Boot Order</p> <p>To boot one time from a device other than the default device specified in Boot Order, restart the computer and press F9 when the monitor light turns green. After POST is completed, a list of bootable devices is displayed. Use the arrow keys to select the preferred bootable device and press Enter. The computer then boots from the selected non-default device for this one time.</p>
Security	Smart Card Options (some models)	Allows you to enable/disable the Smart Card to be used in place of the Power-On Password.
	Setup Password	<p>Allows you to set and enables setup (administrator) password.</p> <p> If the setup password is set, it is required to change Computer Setup options, flash the ROM, and make changes to certain plug and play settings under Windows.</p>
	Power-On Password	<p>Allows you to set and enable power-on password. The power-on password prompt appears after a power cycle. If the user does not enter the correct power-on password, the unit will not boot.</p> <p> This password does not appear on warm boots, such as CTRL+ALT+DEL or Restart from Windows, unless enabled in Password Options, below.</p>
	Password Options (This selection will appear only if a power-on password or setup password is set.)	<p>Allows you to:</p> <ul style="list-style-type: none"> Lock legacy resources (appears if a setup password is set) Enable/disable network server mode (appears if a power-on password is set) Specify whether the password is required for warm boot (CTRL+ALT+DEL) (appears if a power-on password is set) Enable/Disable Setup Browse Mode (appears if a setup password is set) (allows viewing, but not changing, the F10 Setup Options without entering setup password)
<p> Support for specific Computer Setup options may vary depending on the hardware configuration.</p>		


Heading	Option	Description
Security (continued)	Embedded Security (This menu only appears after the Embedded Security Device is made available under Device Security)	<p>Allows you to:</p> <ul style="list-style-type: none"> • Enable/disable the Embedded Security device. • Reset the device to Factory Settings. • Enable/disable power-on authentication support (some models). • Reset authentication credentials (some models). <p>This feature is supported on some models only.</p>
	Device Security	Enables/disables serial ports, parallel port, all USB ports, front USB ports, system audio, network controllers (some models), and embedded security device (some models).
	Network Service Boot	Enables/disables the computer's ability to boot from an operating system installed on a network server. (Feature available on NIC models only; the network controller must reside on the PCI bus or be embedded on the system board.)
	System IDs	<p>Allows you to set:</p> <ul style="list-style-type: none"> • Asset tag (18-byte identifier) and ownership Tag (80-byte identifier displayed during POST). • Ownership Tag. This tag is a string that is displayed under the POST splash screen that can be used to identify the owner of the computer. • Chassis serial number or Universal Unique Identifier (UUID) number. The UUID can only be updated if the current chassis serial number is invalid. (These ID numbers are normally set in the factory and are used to uniquely identify the system.) • Keyboard locale setting (for example, English or German) for System ID entry.
	DriveLock Security	<p>Allows you to assign or modify a master or user password for hard drives. When this feature is enabled, the user is prompted to provide one of the DriveLock passwords during POST. If neither is successfully entered, the hard drive will remain inaccessible until one of the passwords is successfully provided during a subsequent cold-boot sequence.</p> <p> This selection will only appear when at least one drive that supports the DriveLock feature is attached to the system.</p>
	OS Security (some models)	<p> This selection is in effect only if the processor and operating system being used comprehend and utilize this feature.</p> <ul style="list-style-type: none"> • Data Execution Prevention (some models) (enable/disable). Helps prevent OS security breaches. • Intel Virtualization Technology (some models) (enable/disable). Changing this setting requires turning the computer off and then back on.
<p> Support for specific Computer Setup options may vary depending on the hardware configuration.</p>		

Heading	Option	Description
Security (continued)	Setup Security Level	Provides a method to allow end-users limited access to change specified setup options without having to know the Setup Password. This feature allows the administrator the flexibility to protect changes to essential setup options, while allowing the user to view system settings and configure nonessential options. The administrator specifies access rights to individual setup options in a case-by-case basis via the Setup Security Level menu. By default, all setup options are assigned Setup Password, indicating the user must enter the correct Setup Password during POST to make changes to any of the options. The administrator may set individual items to None, indicating the user can make changes to the specified options when setup has been accessed with invalid passwords. The choice, None, is replaced by Power-On Password if a Power-On Password is enabled.
Power	OS Power Management	<ul style="list-style-type: none"> • Runtime Power Management - Enable/Disable. Allows certain operating systems to reduce processor voltage and frequency when the current software load does not require the full capabilities of the processor. • Idle Power Savings - Extended/Normal. Allows certain operating systems to decrease the processors power consumption when the processor is idle. • ACPI S3 Hard Disk Reset - Enabling this causes the BIOS to ensure hard disks are ready to accept commands after resuming from S3 before returning control to the operating system. • ACPI S3 PS2 Mouse Wakeup - Enables or disables waking from S3 due to PS2 mouse activity. • USB Wake on Device Insertion (some models) - Allows system to wake from Standby on USB device insertion. • Unique Sleep Blink Rates - This feature is designed to give the user a visual indication of the sleep state the system is in. Each sleep state has a unique blink pattern: <ul style="list-style-type: none"> • S0 = Solid green LED • S3 = 3 blinks at 1 Hz (50% duty cycle) followed by a pause of 2 seconds (green LED), i.e., repeated cycles of 3 blinks and a pause. • S4 = 4 blinks at 1 Hz (50% duty cycle) followed by a pause of 2 seconds (green LED) i.e., repeated cycles of 4 blinks and a pause. • S5 = LED is off. <p>If this feature is disabled, S4 and S5 both have the LED off. S1 (no longer supported) and S3 use 1 blink per second.</p>
	Hardware Power Management	SATA power management enables or disables SATA bus and/or device power management.



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

Heading	Option	Description
Power (continued)	Thermal	<p>Fan idle mode - This bar graph controls the minimum permitted fan speed.</p> <p> This setting only changes the minimum fan speed. The fans are still automatically controlled.</p>
Advanced* *For advanced users only	Power-On Options	<p>Allows you to set:</p> <ul style="list-style-type: none"> • POST mode (QuickBoot, FullBoot, or FullBoot every 1-30 days). • POST messages (enable/disable). • F9 prompt (enable/disable or hidden/displayed). Enabling this feature will display the text F9=Boot Menu during POST. Disabling this feature prevents the text from being displayed but pressing F9 will still access the Shortcut Boot (Order) Menu screen. See Storage > Boot Order for more information. • F10 prompt (enable/disable or hidden/displayed). Enabling this feature will display the text F10=Setup during POST. Disabling this feature prevents the text from being displayed but pressing F10 will still access the Setup screen. • F12 prompt (enable/disable or hidden/displayed). Enabling this feature will display the text F12=Network Service Boot during POST. Disabling this feature prevents the text from being displayed but pressing F12 will still force the system to attempt booting from the network. • Option ROM prompt (enable/disable). Enabling this feature will cause the system to display a message before loading options ROMs. (This feature is supported on some models only.) • Remote wakeup boot source (remote server/local hard drive). • After Power Loss (off/on/previous state): Set this option to: <ul style="list-style-type: none"> • Off - causes the computer to remain powered off when power is restored. • On - causes the computer to power on automatically as soon as power is restored. • On - allows you to power on the computer using a power strip switch, if the computer is connected to an electric power strip. • Previous state - causes the computer to power on automatically as soon as power is restored, if it was on when power was lost. <p> If you turn off power to your computer using the switch on a power strip, you will not be able to use the suspend/sleep feature or the Remote Management features.</p> <ul style="list-style-type: none"> • POST Delay (None, 5, 10, 15, or 20 seconds) (enable/disable). Enabling this feature will add a user-specified delay to the POST process. This delay is sometimes needed for hard disks on some PCI cards that spin up very slowly; so slowly that they are not ready to boot by the time POST is finished. The POST delay also gives you more time to press F10 to enter Computer (F10) Setup.
<p> Support for specific Computer Setup options may vary depending on the hardware configuration.</p>		


Heading	Option	Description
Advanced* (continued) *For advanced users only	Power-On Options (continued)	Allows you to set: (continued) <ul style="list-style-type: none"> I/O APIC Mode (enable/disable). Enabling this feature will allow Microsoft Windows Operating Systems to run optimally. This feature must be disabled for certain non-Microsoft Operating Systems to work properly. Limit CPUID Maximum Value to 3 - Restricts the number of CPUID functions reported by the microprocessor. Enable this feature if booting to WinNT.
	Onboard Devices	Allows you to set resources for or disable onboard system devices (diskette controller, serial port, or parallel port).
	PCI Devices	<ul style="list-style-type: none"> Lists currently installed PCI devices and their IRQ settings. Allows you to reconfigure IRQ settings for these devices or to disable them entirely. These settings have no effect under an APIC-based operating system.
	PCI VGA Configuration	<p>Displayed only if there are multiple PCI video adapters in the system. Allows you to specify which VGA controller will be the "boot" or primary VGA controller.</p> <p> In order to see this entry, you must enable integrated video (Advanced > Device Options) and Save Changes and Exit.</p>



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


Heading	Option	Description
Advanced* (continued) *For advanced users only	Bus Options*	<p>On some models, allows you to enable or disable:</p> <ul style="list-style-type: none"> • PCI SERR# Generation. • PCI VGA palette snooping, which sets the VGA palette snooping bit in PCI configuration space; only needed when more than one graphics controller is installed.
	Device Options	<p>Allows you to set:</p> <ul style="list-style-type: none"> • Printer mode (Bi-Directional, EPP & ECP, Output Only). • Num Lock state at power-on (off/on). • S5 Wake on LAN (enable/disable). <ul style="list-style-type: none"> • To disable Wake on LAN during the off state (S5), use the arrow (left and right) keys to select the Advanced > Device Options menu and set the S5 Wake on LAN feature to "Disable." This obtains the lowest power consumption available on the computer during S5. It does not affect the ability of the computer to Wake on LAN from suspend or hibernation, but will prevent it from waking from S5 via the network. It does not affect operation of the network connection while the computer is on. • If a network connection is not required, completely disable the network controller (NIC) by using the arrow (left and right) keys to select the Security > Device Security menu. Set the Network Controller option to "Device Hidden." This prevents the network controller from being used by the operating system and reduces the power used by the computer in S5. • Processor cache (enable/disable). • Unique Sleep State Blink Patterns. Allows you to choose an LED blink pattern that uniquely identifies each sleep state. <ul style="list-style-type: none"> • 3 blinks followed by 2-sec. pause = S3 • 4 blinks followed by 2-sec. pause = S4 • Integrated Video (enable/disable) Allows you to use integrated video and PCI Up Solution video at the same time (available on some models only). <ul style="list-style-type: none"> ✎ After Integrated Video is enabled and changes saved, a new menu item appears under Advanced to allow you to select the primary VGA controller video device. Inserting a PCI or PCI Express video card automatically disables Integrated Video. When PCI Express video is on, Integrated Video must remain disabled. • Internal speaker (some models) (does not affect external speakers) • Monitor Tracking (enable/disable). Allows BIOS to save monitor asset information.
		<p>✎ Support for specific Computer Setup options may vary depending on the hardware configuration.</p>

Heading	Option	Description
Advanced* (continued) *For advanced users only	Device option (continued)	<ul style="list-style-type: none"> NIC PXE Option ROM Download (enable/disable). The BIOS contains an embedded NIC option ROM to allow the unit to boot through the network to a PXE server. This is typically used to download a corporate image to a hard drive. The NIC option ROM takes up memory space below 1MB commonly referred to as DOS Compatibility Hole (DCH) space. This space is limited. This F10 option will allow users to disable the downloading of this embedded NIC option ROM thus giving more DCH space for additional PCI cards which may need option ROM space. The default will be to have the NIC option ROM enabled.

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


2.2.3 Recovering the Configuration Settings

This method of recovery requires that you first perform the Save to Removable Media command with the Computer Setup (F10) Utility before Restore is needed.

 It is recommended that you save any modified computer configuration settings to a diskette, a USB flash media device, or a diskette-like device (a storage device set to emulate a diskette drive) and save the diskette or device for possible future use.

To restore the configuration, insert the diskette, USB flash media device, or other storage media emulating a diskette with the saved configuration and perform the Restore from Removable Media command with the Computer Setup (F10) Utility.

2.3 HP Insight Diagnostics


 HP Insight Diagnostics is included on the *Documentation and Diagnostics* CD with some computer models only.

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

The Survey tab is displayed when you invoke HP Insight Diagnostics. This tab shows the current configuration of the computer. From the Survey tab, there is access to several categories of information about the computer. Other tabs provide additional information, including diagnostic test options and test results. The information in each screen of the utility can be saved as an html file and stored on a diskette or USB HP Drive Key.

Use HP Insight Diagnostics to determine if all the devices installed on the computer are recognized by the system and functioning properly. Running tests is optional but recommended after installing or connecting a new device.

You should run tests, save the test results, and print them for reference.

 Third party devices may not be detected by HP Insight Diagnostics.

2.3.1 Accessing HP Insight Diagnostics

You must boot to the *Documentation and Diagnostics* CD, as described in the steps below, to access HP Insight Diagnostics.

1. While the computer is on, insert the *Documentation and Diagnostics* CD into an optical drive on the computer.
2. Shut down the operating system and turn off the computer.
3. Turn on the computer. The system will boot to the CD.



If the system does not boot to the CD in the optical drive, you may need to change the boot order in the Computer Setup (F10) utility so that the system attempts to boot to the optical drive before booting to the hard drive. Refer to the *Computer Setup (F10) Utility Guide* on the *Documentation and Diagnostics* CD for more information.

4. Select the appropriate language and click **Continue**.



It is recommended that you accept the assigned default keyboard for your language unless you want to test your specific keyboard.

5. In the End User License Agreement page, click **Agree** if you agree with the terms. The HP Insight Diagnostics utility launches with the Survey tab displayed.

2.3.2 Survey Tab

The **Survey** tab displays important system configuration information. In the **View level** field, you can select the **Summary** view to see limited configuration data or select the **Advanced** view to see all the data in the selected category.

In the **Category** field, you can select the following categories of information to display:

All—Gives a listing of all categories of information about the computer.

Overview—Gives you a listing of general information about the computer.

Architecture—Provides system BIOS and PCI device information.

Asset Control—Shows product name, asset tag, system serial number, and processor information.

Communication—Shows information about the computer parallel (LPT) and serial (COM) port settings, plus USB and network controller information.

Graphics—Shows information about the graphics controller of the computer.

Input Devices—Shows information about the keyboard, mouse, and other input devices connected to the computer.

Memory—Shows information about all memory in the computer. This includes memory slots on the system board and any memory modules installed.

Miscellaneous—Shows HP Insight Diagnostic version, computer configuration memory (CMOS) information, and system management BIOS data.

Storage—Shows information about storage media connected to the computer. This list includes all fixed disks, diskette drives, and optical drives.

System—Shows information about the computer model, processor, chassis, and BIOS, plus internal speaker and PCI bus information.

2.3.3 Test Tab

The Test tab allows you to choose various parts of the system to test. You can also choose the type of test and testing mode.

There are three types of tests to choose from:

- **Quick Test**—Provides a predetermined script where a sample of each hardware component is exercised and requires no user intervention in either Unattended or Interactive mode.
- **Complete Test**—Provides a predetermined script where each hardware component is fully tested. There are more tests available in the Interactive mode, but these require user intervention.
- **Custom Test**—Provides the most flexibility in controlling the testing of a system. The Custom Test mode allows you to specifically select which devices, tests, and test parameters are run.

There are two test modes to choose from:

- **Interactive Mode**—Provides maximum control over the testing process. The diagnostic software will prompt you for input during tests that require your interaction. You may also determine whether the test passed or failed.
- **Unattended Mode**—Does not display prompts and requires no interaction. If errors are found, they are displayed when testing is complete.

To begin testing:

1. Select the Test tab.
2. Select the tab for the type of test to be run: **Quick**, **Complete**, or **Custom**.
3. Select the Test Mode: **Interactive** or **Unattended**.
4. Choose how you want the test to be executed, either **Number of Loops** or **Total Test Time**. When choosing to run the test over a specified number of loops, enter the number of loops to perform. If you desire to have the diagnostic test for a specified time period, enter the amount of time in minutes.
5. If performing a Quick Test or Complete Test, select the device to be tested from the drop-down list. If performing a Custom Test, click the **Expand** button and select the devices to be tested or click the **Check All** button to select all devices.
6. Click **Begin Testing** to start the test. The Status tab, which allows you to monitor the progress of the test, is automatically displayed during the testing process. When the test is complete, the Status tab shows whether the device passed or failed.
7. If errors are found, go to the Log tab and click the **Error Log** to display more detailed information and recommended actions.

2.3.4 Status Tab

The Status tab displays the status of the selected tests. The type of test executed (**Quick**, **Complete**, or **Custom**) is also displayed. The main progress bar displays the percent complete of the current set of tests. While testing is in progress, a **Cancel Testing** button is displayed for use if you want to cancel the test.

After testing has completed, the **Cancel Testing** button is replaced with a **Retest** button. The **Retest** button will retest the last set of tests executed. This enables you to re-run the set of tests without having to re-enter the data in the Test tab.

The Status tab also shows:

- The devices being tested
- The test status (running, passed, or fail) of each device being tested
- The overall test progress of all devices being tested
- The test progress for each device being tested
- The elapsed test times for each device being tested

2.3.5 Log Tab

The Log tab contains a **Test Log** and an **Error Log** tab.

The **Test Log** displays all tests that have been executed, the number of times of execution, the number of times failed, and the time it took to complete each test. The **Clear Test Log** button will clear the contents of the **Test Log**.

The **Error Log** displays the tests for devices that have failed during the diagnostic testing and includes the following columns of information.

- The **Device** section displays the device tested.
- The **Test** section displays the type of test run.
- The **Description** section describes the error that the diagnostic test found.
- The **Recommended Repair** will give a recommended action that should be performed to resolve the failed hardware.
- The **Failed Count** is the number of times the test has failed.
- The **Error Code** provides a numerical code for the failure. The error codes are defined in the Help tab.

The **Clear Error Log** button will clear the contents of the Error Log.

2.3.6 Help Tab

The Help tab contains an **HP Insight Diagnostics** tab, an **Error Codes** tab, and a **Test Components** tab.

The **HP Insight Diagnostics** tab contains help topics and includes search and index features.

The **Error Codes** tab provides a description of each numerical error code that may appear in the **Error Log** tab located on the **Log** tab. Each code has a corresponding error **Message** and a **Recommended Repair** action that should help solve the problem. To find an error code description quickly, enter the code in the box at the top of the tab and click the **Find Error Codes** button.

The **Test Components** tab displays low level information on tests that are run.

2.3.7 Saving and Printing Information in HP Insight Diagnostics

You can save the information displayed in the HP Insight Diagnostics Status and Log tabs to a diskette or a USB 2.0 HP Drive Key (64MB or higher). You can not save to the hard drive. The system will automatically create an html file that has the same appearance as the information displayed on the screen.

1. Insert a diskette or USB 2.0 HP Drive Key (capacity must be 64MB or higher). USB 1.0 Drive Keys are not supported.
2. Click **Save** in the bottom right corner of the tab.
3. Select **Save to the floppy** or **Save to USB key**.
4. Enter a file name in the **File Name** box and click the **Save** button. An html file will be saved to the inserted diskette or USB HP Drive Key.



Do not remove the diskette or Drive Key until you see a message indicating that the total file has been written to the media.

5. Print the information from the storage device used to save it.



To exit HP Insight Diagnostics, click the Exit Diagnostics button in the bottom left corner of the screen then remove the *Documentation and Diagnostics* CD from the optical drive.

2.3.8 Downloading the Latest Version of HP Insight Diagnostics

1. Go to www.hp.com.
2. Click the **Software and Download driver** link.
3. Enter the product number (for example, dc5700) in the text box and press the **Enter** key.
4. Select the specific product.
5. Select the OS.
6. Click the **Diagnostics** link.
7. Select **HP Insight Diagnostics Offline Edition**.
8. Select the proper language and click **Download**.



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

Desktop Management

HP Client Management Solutions provides standards-based solutions for managing and controlling desktops, workstations, and notebook PCs in a networked environment.

The key capabilities and features of desktop management are:

- Initial configuration and deployment
- Remote system installation
- Software updating and management
- ROM flash
- Asset tracking and security
- Fault notification and recovery



Support for specific features described in this guide may vary by model or software version.

3.1 Initial Configuration and Deployment

HP computers come with a preinstalled system software image. After a brief software “unbundling” process, the computer is ready to be used.

A customized software image may be deployed by:

- Installing additional software applications after unbundling the preinstalled software image.
- Using software deployment tools, such as HP OpenView Client Configuration Manager, HP OpenView PC Configuration Management Solutions, or Altiris Deployment Solution, to replace the preinstalled software with a customized software image.
- Using a disk cloning process to copy the contents from one hard drive to another.

The best deployment method depends on your information technology environment and processes. The PC Deployment section of the HP Lifecycle Solutions Web site (<http://h20219.www2.hp.com/services/cache/80906-0-0-225-121.html>) provides information to help you select the best deployment method.

The *Restore Plus!* CD, ROM-based setup, and ACPI hardware provide further assistance with recovery of system software, configuration management and troubleshooting, and power management.

3.1.1 HP OpenView Agent

The Radia Management Agent (RMA) used by both HP OpenView Client Configuration Manager and HP OpenView PC Configuration Management Solutions (Radia) is pre-loaded on the computer. When installed, it enables communication with the HP OpenView management console.

To install the Radia Management Agent:

1. Click **Start**.
2. Click **All Programs**.
3. Click **HP Manageability**.
4. Click **Radia Management Agent Readme**.
5. Review and follow the instructions contained in the Readme file to install the Radia Management Agent.

3.1.2 Altiris Deployment Solution Agent

This program is pre-loaded on the computer. When installed, it enables communication with the administrator Altiris Deployment Solution console.

To install Altiris Deployment Solution Agent:

1. Click **Start**.
2. Click **All Programs**.
3. Click **Software Setup**.
4. Click **Next**.
5. Scroll down and click on the link to install Altiris AClient.

3.1.3 HP Backup and Recovery Manager

HP Backup and Recovery Manager can create the *Restore Plus!* CD set. This set includes the *Restore Plus!* CD, the Operating system CD, and any Supplemental Software CDs.



CAUTION: The *Restore Plus!* CD set will not include any system settings or user data created after the initial system setup.

To create the *Restore Plus!* CD set:

1. Click **Start > HP Backup and Recovery > HP Backup and Recovery Manager** to open the Backup and Recovery Wizard, then click **Next**.
2. Select **Create factory software recovery CDs or DVDs to recover the system**.
3. Follow the instructions in the wizard.

In addition to allowing you to create the *Restore Plus!* CD set, HP Backup and Recovery Manager can be used to back up data and system files to the hard drive, to network drives, or to removable media, such as CDs, DVDs, or flash media. If data or system files are lost, deleted, or corrupted, Backup and Recovery Manager allows you to retrieve data or restore the last good system image.

3.2 Remote System Installation

Remote System Installation allows you to start and set up your system using the software and configuration information located on a network server by initiating the Preboot Execution Environment (PXE). The Remote System Installation feature is usually used as a system setup and configuration tool, and can be used for the following tasks:

- Formatting a hard drive.
- Deploying a software image on one or more new PCs.
- Remotely updating the system BIOS in flash ROM. See [Section 3.4.1, “Remote ROM Flash.”](#)
- Configuring the system BIOS settings.

To initiate Remote System Installation, press **F12** when the F12 = Network Service Boot message appears in the lower-right corner of the HP logo screen. Follow the instructions on the screen to continue the process. The default boot order is a BIOS configuration setting that can be changed to always attempt to PXE boot.

3.3 Software Updating and Management

HP provides several tools for managing and updating software on desktops, workstations, and notebooks:

- HP Client Manager Interface
- HP System Software Manager
- HP Client Manager
- HP ProtectTools Security Manager
- HP Client Premium Suite
- HP Client Foundation Suite
- HP OpenView Client Configuration Manager
- HP OpenView PC Configuration Management Solutions
- HP Proactive Change Notification
- HP Subscriber's Choice

3.3.1 HP Client Management Interface

HP Client Management Interface (HP CMI) provides an interface to simplify the integration of business computers with popular industry system management tools (including Microsoft Systems Management Server, IBM Tivoli Software, and HP OpenView Operations) and custom inhouse developed management applications. Using HP CMI, systems management tools and applications can request in-depth client inventory, receive health status information, and manage system BIOS settings by communicating directly with the client computer, reducing the need for agent or connector software to achieve integration.



Some scripts are needed to access the HP CMI interface.

When HP Client Management Interface is used in conjunction with system management software, it can:

- Request in-depth client inventory information - Capture detailed information about the processors, hard drives, memory, BIOS, drivers, and sensor information (such as fan speed, voltage, and temperature)
- Receive health status information - Subscribe for a wide range of client hardware alerts (such as over-temperature, fan stall, and hardware configuration changes) to be sent to the system management console, application, or to the local client computer. Alerts are sent real-time when triggered by hardware events.
- Manage system BIOS settings - Perform F10 functions including setting and changing the BIOS passwords and computer boot order remotely from the system management console of any or all of the client systems without having to visit each machine.

3.3.2 HP System Software Manager

HP System Software Manager (SSM) is a free utility that automates remote deployment of device drivers and BIOS updates for networked HP business PCs. When SSM runs, it silently (without user interaction) determines the revision levels of drivers and BIOS installed on each networked client system and compares this inventory against system software SoftPaqs that have been tested and stored in a central file store. SSM then automatically updates any down-revision system software on the networked PCs to the later levels available in the file store. Since SSM only allows distribution of SoftPaq updates to the correct client system models, administrators can confidently and efficiently use SSM to keep system software updated.

System Software Manager integrates with enterprise software distribution tools such as Microsoft Systems Management Server (SMS). Using SSM, you can distribute customer-created or third-party updates that have been packaged in the SSM-format.

SSM may be downloaded at no charge by visiting www.hp.com/go/ssm.

3.3.3 HP Client Manager

HP Client Manager, developed with Altiris, is available free for supported HP business desktop, notebook, and workstation models. SSM is integrated into HP Client Manager and enables central tracking, monitoring, and management of the hardware aspects of HP client systems.

Use HP Client Manager to:

- Get valuable hardware information such as CPU, memory, video, and security settings
- Monitor system health to fix problems before they occur
- Automatically acquire and install drivers and BIOS updates without visiting each PC
- Remotely configure BIOS and security settings
- Automate processes to quickly resolve hardware problems

Tight integration with HP Instant Support tools reduces hardware troubleshooting time.

- Diagnostics—remotely run & view reports on HP desktop, notebook, and workstation models
- System Health Scan—check for known hardware issues in your installed base of HP client systems
- Active Chat—connect to HP customer support to resolve issues

- HP Knowledgebase—link to expert information
- Automated SoftPaq collection and delivery process for fast resolution of hardware problems
- Identify, inventory, and initialize systems with HP ProtectTools embedded security chip
- Option for health alerts to display locally on the client system
- Report basic inventory information for non-HP clients

For more information on HP Client Manager, visit www.hp.com/go/clientmanager.

3.3.4 HP ProtectTools Security Manager

ProtectTools Security Manager software provides security features that help protect against unauthorized access to the computer, networks, and critical data. Enhanced security functionality is provided by the following modules:

- Smart Card Security for ProtectTools
- Embedded Security for ProtectTools
- BIOS Configuration for ProtectTools
- Credential Manager for ProtectTools

The modules available for your computer may vary depending on your model. For example, Embedded Security for ProtectTools requires that the Trusted Platform Module (TPM) embedded security chip (some models only) be installed on your computer, and Smart Card Security for ProtectTools requires an optional smart card and reader.

ProtectTools modules may be preinstalled, preloaded, or available for purchase from the HP Web site. Visit <http://www.hp.com/products/security> for more information.

3.3.5 HP Client Premium Suite

HP Client Premium Suite (HP CPS) is designed for organizations wanting full client hardware and software lifecycle management from a single, Web-based management console. It combines:

- HP Client Manager
- HP Systems Insight Manager Connector
- HP OpenView Connector
- Altiris Client Management Suite - Level 1
- Altiris Connector Solution
- Altiris Local Recovery Pro
- Altiris AuditExpress

For more information on HP Client Management Premium Suite, visit <http://www.hp.com/go/easydeploy>.

3.3.6 HP Client Foundation Suite

The HP Client Foundation Suite (HP CFS) is designed for organizations wanting essential client management functionality. It combines:

- HP Client Manager
- HP Systems Insight Manager Connector

- Altiris Migration Suite
- Altiris Local Recovery Pro

For more information about the HP Client Foundation Suite, visit <http://www.hp.com/go/easydeploy>.

3.3.7 HP OpenView Client Configuration Manager

HP OpenView Client Configuration Manager is a simplified, out-of-the-box, and easy-to-use solution that solves immediate PC software configuration management needs.

- Integrated software management
 - Inventory collection
 - Operating system deployment and settings migration
 - Patch management
 - Software distribution
 - Software usage metering
- Integrated hardware management
 - Remote control
 - HP alert monitoring
 - HP hardware driver and BIOS updates
 - Integration with HP ProtectTools
 - Free add-on support for Intel Active Management Technology (AMT)
 - Free version for basic hardware management of HP desktops and notebooks, and software and hardware management for HP Thin Clients.

For more information about the HP OpenView Client Configuration Manager, visit <http://www.managementsoftware.hp.com/products/ccm/index.html>.

3.3.8 HP OpenView PC Configuration Management Solutions

HP OpenView Configuration Management solutions automate the management of software such as operating systems, applications, patches, content, and configuration settings to ensure that each computing device is maintained in the right configuration.

Proven across enterprises of every size and complexity, HP's adaptive, policy-based model for software Configuration Management, automates the entire software lifecycle management process - from discovery, deployment, and ongoing management through to migration and retirement.

By substituting automation for manual intervention, HP helps its customers lower costs, significantly reduce software related problems, and ensure the software supporting their business operations is reliable and secure.

For more information on HP OpenView PC Configuration Management Solution, visit <http://h20229.www2.hp.com/solutions/ascm/index.html>.

3.3.9 Proactive Change Notification

The Proactive Change Notification program uses the Subscriber's Choice Web site in order to proactively and automatically:

- Send you Proactive Change Notification (PCN) e-mails informing you of hardware and software changes to most commercial computers and servers, up to 60 days in advance
- Send you e-mail containing Customer Bulletins, Customer Advisories, Customer Notes, Security Bulletins, and Driver alerts for most commercial computers and servers

You create your own profile to ensure that you only receive the information relevant to a specific IT environment. To learn more about the Proactive Change Notification program and create a custom profile, visit <http://h30046.www3.hp.com/subhub.php>.

3.3.10 Subscriber's Choice

Subscriber's Choice is a client-based service from HP.

Based on your profile, HP will supply you with personalized product tips, feature articles, and/or driver and support alerts/notifications.

Subscriber's Choice Driver and Support Alerts/Notifications will deliver e-mails notifying you that the information you subscribed to in your profile is available for review and retrieval. To learn more about Subscriber's Choice and create a custom profile, visit <http://h30046.www3.hp.com/subhub.php>.

3.3.11 Retired Solutions

Two software packages, Altiris Local Recovery, and Dantz Retrospect, will no longer be shipping on HP business desktops, notebooks, or workstations. Starting with new business desktops, notebooks, and workstations released in 2006, all will ship with HP Backup and Recovery Manager.

3.4 ROM Flash

The computer's BIOS is stored in a programmable flash ROM (read only memory). By establishing a setup password in the Computer Setup (F10) Utility, you can protect the ROM from being unintentionally updated or overwritten. This is important to ensure the operating integrity of the computer. Should you need or want to upgrade the BIOS, you may download the latest BIOS images from the HP driver and support page:

<http://h18000.www1.hp.com/support/files>.

CAUTION: For maximum ROM protection, be sure to establish a setup password. The setup password prevents unauthorized ROM upgrades. System Software Manager allows the system administrator to set the setup password on one or more PCs simultaneously. For more information, visit <http://www.hp.com/go/ssm>.

3.4.1 Remote ROM Flash

Remote ROM Flash allows the system administrator to safely upgrade the ROM on remote HP computers directly from the centralized network management console. Enabling the system administrator to perform this task remotely on multiple computers results in a consistent deployment of, and greater control over, HP PC BIOS images over the network. It also results in greater productivity and lower total cost of ownership.



The computer must be powered on, or turned on through Remote Wakeup, to take advantage of Remote ROM Flash.

For more information on Remote ROM Flash, refer to the HP Client Manager or System Software Manager at <http://h18000.www1.hp.com/im/prodinfo.html>.

3.4.2 HPQFlash

The HPQFlash utility is used to locally update or restore the system BIOS on individual PCs through a Windows operating system.

For more information on HPQFlash, visit <http://www.hp.com/support/files> and enter the product name/number of the computer when prompted.

3.4.3 Boot Block Emergency Recovery Mode

Boot Block Emergency Recovery Mode permits system recovery in the unlikely event of a ROM flash failure. For example, if a power failure were to occur during a BIOS upgrade, the ROM flash would be incomplete. This would render the system BIOS unusable. The Boot Block is a flash-protected section of the ROM that contains code that checks for a valid system BIOS image when the system is turned on.

- If the system BIOS image is valid, the system starts normally.
- If the system BIOS image is not valid, a failsafe Boot Block BIOS provides enough support to search removable media for BIOS image files. If an appropriate BIOS image file is found, it is automatically flashed into the ROM.

When an invalid system BIOS image is detected, the system power LED will blink red 8 times, one blink every second. Simultaneously, the speaker will beep 8 times. If the portion of the system ROM containing the video option ROM image is not corrupt, “Boot Block Emergency Recovery Mode” will be displayed on the screen.

To recover the system after it enters Boot Block Emergency Recovery Mode, complete the following steps:

1. Turn off the power.
2. Insert a diskette, CD, or USB flash device containing the desired BIOS image file in the root directory.



Note: The media must be formatted using the FAT12, FAT16, or FAT32 file system.

3. Turn on the computer.

If the system successfully reprograms the ROM, the system will automatically power off.

4. Remove the removable media used to upgrade the BIOS.
5. Turn the power on to restart the computer.

3.4.4 Replicating the Setup

The following procedures give an administrator the ability to easily copy one setup configuration to other computers of the same model. This allows for faster, more consistent configuration of multiple computers.



Both procedures require a diskette drive or a supported USB flash media device, such as an HP Drive Key.

Copying to Single Computer



CAUTION: A setup configuration is model-specific. File system corruption may result if source and target computers are not the same model. For example, do not copy the setup configuration from a dc7nnn PC to a dx7nnn PC.

1. Select a setup configuration to copy. Turn off the computer. If you are in Windows, click **Start > Shut Down > Shut Down**.
 2. If you are using a USB flash media device, insert it now.
 3. Turn on the computer.
 4. As soon as the computer is turned on, press **F10** when the monitor light turns green to enter Computer Setup. Press **Enter** to bypass the title screen, if necessary.
-



If you do not press **F10** at the appropriate time, you must restart the computer and again press **F10** when the monitor light turns green to access the utility.

5. If you are using a a diskette, insert it now.
6. Select **File > Replicated Setup > Save to Removable Media**. Follow the instructions on the screen to create the configuration diskette or USB flash media device.
7. Turn off the computer to be configured and insert the configuration diskette or USB flash media device.
8. Turn on the computer to be configured.
9. As soon as the computer is turned on, press **F10** when the monitor light turns green to enter Computer Setup. Press **Enter** to bypass the title screen, if necessary.
10. Select **File > Replicated Setup > Restore from Removable Media**, and follow the instructions on the screen.
11. Restart the computer when the configuration is complete.

Copying to Multiple Computers



CAUTION: A setup configuration is model-specific. File system corruption may result if source and target computers are not the same model. For example, do not copy the setup configuration from a dc7nnn PC to a dx7nnn PC.

This method takes a little longer to prepare the configuration diskette or USB flash media device, but copying the configuration to target computers is significantly faster.



A bootable diskette is required for this procedure or to create a bootable USB flash media device. If Windows XP is not available to use to create a bootable diskette, use the method for copying to a single computer instead (see “Copying to Single Computer”).

1. Create a bootable diskette or USB flash media device. See “Supported USB Flash Media Device” or “Unsupported USB Flash Media Device.”



CAUTION: Not all computers can be booted from a USB flash media device. If the default boot order in the Computer Setup (F10) Utility lists the USB device before the hard drive, the computer can be booted from a USB flash media device. Otherwise, a bootable diskette must be used.

2. Select a setup configuration to copy. Turn off the computer. If you are in Windows, click **Start > Shut Down > Shut Down**.
3. If you are using a USB flash media device, insert it now.
4. Turn on the computer.
5. As soon as the computer is turned on, press **F10** when the monitor light turns green to enter Computer Setup. Press **Enter** to bypass the title screen, if necessary.



If you do not press **F10** at the appropriate time, you must restart the computer and again press **F10** when the monitor light turns green to access the utility.

6. If you are using a diskette, insert it now.
7. Select **File > Replicated Setup > Save to Removable Media**. Follow the instructions on the screen to create the configuration diskette or USB flash media device.
8. Download a BIOS utility for replicating setup (repset.exe) and copy it onto the configuration diskette or USB flash media device. To obtain this utility, go to <http://www.hp.com>, click **Software and Driver Downloads**, and enter the model number of the computer.
9. On the configuration diskette or USB flash media device, create an autoexec.bat file containing the following command:
repset.exe
10. Turn off the computer to be configured. Insert the configuration diskette or USB flash media device and turn the computer on. The configuration utility will run automatically.
11. Restart the computer when the configuration is complete.


Creating a Bootable Device

Supported USB Flash Media Device

Supported devices have a preinstalled image to simplify the process of making them bootable. All HP or Compaq and most other USB flash media devices have this preinstalled image. If the USB flash media device being used does not have this image, use the procedure later in this section (see “[Unsupported USB Flash Media Device](#)”).


To create a bootable USB flash media device, you must have:

- A supported USB flash media device.
- A bootable DOS diskette with the FDISK and SYS programs. (If SYS is not available, FORMAT may be used, but all existing files on the USB flash media device will be lost.)
- A PC that is bootable from a USB flash media device.

 **CAUTION:** Some older PCs may not be bootable from a USB flash media device. If the default boot order in the Computer Setup (F10) Utility lists the USB device before the hard drive, the computer can be booted from a USB flash media device. Otherwise, a bootable diskette must be used.

1. Turn off the computer.
2. Insert the USB flash media device into one of the computer’s USB ports and remove all other USB storage devices except USB diskette drives.
3. Insert a bootable DOS diskette with FDISK.COM and either SYS.COM or FORMAT.COM into a diskette drive and turn on the computer to boot to the DOS diskette.
4. Run FDISK from the A:\ prompt by typing **FDISK** and pressing Enter. If prompted, click **Yes (Y)** to enable large disk support.
5. Enter Choice [**5**] to display the drives in the system. The USB flash media device will be the drive that closely matches the size of one of the drives listed. It will usually be the last drive in the list. Note the letter of the drive.

USB flash media device drive: _____

 **CAUTION:** If a drive does not match the USB flash media device, do not proceed. Data loss can occur. Check all USB ports for additional storage devices. If any are found, remove them, reboot the computer, and proceed from step 4. If none are found, either the system does not support the USB flash media device or the USB flash media device is defective. **DO NOT** proceed in attempting to make the USB flash media device bootable.

6. Exit FDISK by pressing the **Esc** key to return to the A:\ prompt.
7. If your bootable DOS diskette contains SYS.COM, go to step 8. Otherwise, go to step 9.
8. At the A:\ prompt, enter **SYS x:** where x represents the drive letter noted above.

 **CAUTION:** Be sure that you have entered the correct drive letter for the USB flash media device.

After the system files have been transferred, SYS will return to the A:\ prompt. Go to step 13.

9. Copy any files you want to keep from your USB flash media device to a temporary directory on another drive (for example, the system's internal hard drive).

10. At the A:\ prompt, enter **FORMAT /S X:** where X represents the drive letter noted before.



CAUTION: Be sure that you have entered the correct drive letter for the USB flash media device.

FORMAT will display one or more warnings and ask you each time whether you want to proceed. Enter **Y** each time. FORMAT will format the USB flash media device, add the system files, and ask for a Volume Label.

11. Press **Enter** for no label or enter one if desired.
 12. Copy any files you saved in step 9 back to your USB flash media device.
 13. Remove the diskette and reboot the computer. The computer will boot to the USB flash media device as drive C.
-



The default boot order varies from computer to computer, and it can be changed in the Computer Setup (F10) Utility.

If you have used a DOS version from Windows 9x, you may see a brief Windows logo screen. If you do not want this screen, add a zero-length file named LOGO.SYS to the root directory of the USB flash media device.

Return to [“Copying to Multiple Computers.”](#)

Unsupported USB Flash Media Device

To create a bootable USB flash media device, you must have:

- USB flash media device.
 - Bootable DOS diskette with the FDISK and SYS programs. (If SYS is not available, FORMAT may be used, but all existing files on the USB flash media device will be lost.)
 - PC that is bootable from a USB flash media device.
-



CAUTION: Some older PCs may not be bootable from a USB flash media device. If the default boot order in the Computer Setup (F10) Utility lists the USB device before the hard drive, the computer can be booted from a USB flash media device. Otherwise, a bootable diskette must be used.

1. If there are any PCI cards in the system that have SCSI, ATA RAID, or SATA drives attached, turn off the computer and unplug the power cord.
-



CAUTION: The power cord **MUST** be unplugged.

2. Open the computer and remove the PCI cards.
 3. Insert the USB flash media device into one of the computer's USB ports and remove all other USB storage devices except USB diskette drives. Close the computer cover.
 4. Plug in the power cord and turn on the computer.
 5. As soon as the computer is turned on, press **F10** when the monitor light turns green to enter Computer Setup. Press **Enter** to bypass the title screen, if necessary.
-



If you do not press **F10** at the appropriate time, you must restart the computer and again press **F10** when the monitor light turns green to access the utility.

6. Go to **Advanced > PCI Devices** to disable both the PATA and SATA controllers. When disabling the SATA controller, note the IRQ to which the controller is assigned. You will need to reassign the IRQ later. Exit setup, confirming the changes.

SATA IRQ: _____

7. Insert a bootable DOS diskette with FDISK.COM and either SYS.COM or FORMAT.COM into a diskette drive and turn on the computer to boot to the DOS diskette.
8. Run FDISK and delete any existing partitions on the USB flash media device. Create a new partition and mark it active. Exit FDISK by pressing the **Esc** key.
9. If the system did not automatically restart when exiting FDISK, press **Ctrl+Alt+Del** to reboot to the DOS diskette.
10. At the A:\ prompt, type **FORMAT C: /S** and press **Enter**. Format will format the USB flash media device, add the system files, and ask for a Volume Label.
11. Press **Enter** for no label or enter one if desired.
12. Turn off the computer and unplug the power cord. Open the computer and re-install any PCI cards that were previously removed. Close the computer cover.
13. Plug in the power cord, remove the diskette, and turn on the computer.
14. As soon as the computer is turned on, press **F10** when the monitor light turns green to enter Computer Setup. Press **Enter** to bypass the title screen, if necessary.
15. Go to **Advanced > PCI Devices** and re-enable the PATA and SATA controllers that were disabled in step 6. Put the SATA controller on its original IRQ.
16. Save the changes and exit. The computer will boot to the USB flash media device as drive C.



The default boot order varies from computer to computer, and it can be changed in the Computer Setup (F10) Utility. Refer to the *Computer Setup (F10) Utility Guide* on the *Documentation and Diagnostics* CD for instructions.

If you have used a DOS version from Windows 9x, you may see a brief Windows logo screen. If you do not want this screen, add a zero-length file named LOGO.SYS to the root directory of the USB flash media device.

Return to [“Copying to Multiple Computers.”](#)

3.4.5 Dual-State Power Button

With Advanced Configuration and Power Interface (ACPI) enabled, the power button can function either as an on/off switch or as a standby button. The stand-by feature does not completely turn off power, but instead causes the computer to enter a low-power standby state. This allows you to power down quickly without closing applications and to return quickly to the same operational state without any data loss.

To change the power button’s configuration, complete the following steps:

1. Left click on the **Start Button**, then select **Control Panel > Power Options**.
2. In the **Power Options Properties**, select the **Advanced** tab.
3. In the **Power Button** section, select **Stand by**.

After configuring the power button to function as a standby button, press the power button to put the system in a very low power state (standby). Press the button again to quickly bring the system out of standby to full power status. To completely turn off all power to the system, press and hold the power button for four seconds.



CAUTION: Do not use the power button to turn off the computer unless the system is not responding; turning off the power without operating system interaction could cause damage to or loss of data on the hard drive.

3.4.6 HP Web Site Support

When making the transition to new or revised operating systems, it is important to implement the support software designed for that operating system. If you plan to run a version of Microsoft Windows that is different from the version included with the computer, you must install corresponding device drivers and utilities to ensure that all features are supported and functioning properly.

HP has made the task of locating, accessing, evaluating, and installing the latest support software easier. You can download the software from <http://www.hp.com/support>.

The Web site contains the latest device drivers, utilities, and flashable ROM images needed to run the latest Microsoft Windows operating system on the HP computer.

3.4.7 Industry Standards

HP management solutions integrate with other systems management applications, and are based on industry standards, such as:

- Web-Based Enterprise Management (WBEM)
- Windows Management Interface (WMI)
- Wake on LAN Technology
- ACPI
- SMBIOS
- Pre-boot Execution (PXE) support

3.5 Asset Tracking and Security

Asset tracking features incorporated into the computer provide key asset tracking data that can be managed using HP Systems Insight Manager, HP Client Manager or other system management applications. Seamless, automatic integration between asset tracking features and these products enables you to choose the management tool that is best suited to the environment and to leverage the investment in existing tools.

HP also offers several solutions for controlling access to valuable components and information. HP Embedded Security for ProtectTools, if installed, prevents unauthorized access to data and checks system integrity and authenticates third-party users attempting system access. (For more information, refer to the *HP ProtectTools Security Manager Guide* at www.hp.com.) Security features such as HP Embedded Security for ProtectTools, the Smart Cover Sensor and the Smart Cover Lock, available on some models, help to prevent unauthorized access to the internal components of the personal computer. By disabling parallel, serial, or USB ports, or by disabling

removable media boot capability, you can protect valuable data assets. Memory Change and Smart Cover Sensor alerts can be automatically forwarded to system management applications to deliver proactive notification of tampering with a computer's internal components.






HP Embedded Security for ProtectTools, the Smart Cover Sensor, and the Smart Cover Lock are available as options on some systems.

Use the following utilities to manage security settings on the HP computer:



- Locally, using the Computer Setup Utilities. See the *Computer Setup (F10) Utility Guide* on the *Documentation and Diagnostics* CD included with the computer for additional information and instructions on using the Computer Setup Utilities. Some computers also have HP BIOS Configuration for ProtectTools, which is a Windows-based component of ProtectTools that allows administrators to configure BIOS security settings from within the running OS.
- Remotely, using HP Client Manager Software or System Software Manager. This software enables the secure, consistent deployment and control of security settings from a simple command-line utility.

The following table and sections refer to managing security features of the computer locally through the Computer Setup (F10) Utilities.

Security Features Overview

Option	Description
Setup Password	Allows you to set and enable setup (administrator) password.  If the setup password is set, it is required to change Computer Setup options, flash the ROM, and make changes to certain plug and play settings under Windows.
Power-On Password	Allows you to set and enable power-on password.
Password Options (This selection will appear only if a power-on password is set.)	Allows you to specify whether the password is required for warm boot (CTRL+ALT+DEL) (appears if a power-on password is set).
Pre-Boot Authorization	Allows you to enable/disable the Smart Card to be used in place of the Power-On Password.
Smart Cover	Allows you to: <ul style="list-style-type: none"> • Enable/disable the Cover Lock. • Enable/disable the Cover Removal Sensor.  <i>Notify User</i> alerts the user that the sensor has detected that the cover has been removed. <i>Setup Password</i> requires that the setup password be entered to boot the computer if the sensor detects that the cover has been removed. This feature is supported on some models only and will only appear if a Smart Card reader is attached to the system.
Embedded Security	Allows you to: <ul style="list-style-type: none"> • Enable/disable the Embedded Security device. • Reset the device to Factory Settings.
	For more information about Computer Setup, see the <i>Computer Setup (F10) Utility Guide</i> . Support for security features may vary depending on your specific computer configuration.

Security Features Overview (Continued)

Option	Description
Device Security	Enables/disables serial ports, parallel port, front USB ports, system audio, network controllers (some models), and SCSI controllers (some models).
Network Service Boot	Enables/disables the computer's ability to boot from an operating system installed on a network server. (Feature available on NIC models only; the network controller must reside on the PCI bus or be embedded on the system board.)
System IDs	<p>Allows you to set:</p> <ul style="list-style-type: none"> • Asset tag (18-byte identifier) and ownership Tag (80-byte identifier displayed during POST). • Chassis serial number or Universal Unique Identifier (UUID) number. The UUID can only be updated if the current chassis serial number is invalid. (These ID numbers are normally set in the factory and are used to uniquely identify the system.) • Keyboard locale setting (for example, English or German) for System ID entry.
DriveLock (some models)	<p>Allows you to assign or modify a master or user password for certain ATA hard drives. When this feature is enabled, the user is prompted to provide one of the DriveLock passwords during POST. If neither is successfully entered, the hard drive will remain inaccessible until one of the passwords is successfully provided during a subsequent cold-boot sequence.</p> <p> This selection will only appear when at least one drive that supports ATA Security is attached to the system.</p>
	<p>For more information about Computer Setup, see the <i>Computer Setup (F10) Utility Guide</i>. Support for security features may vary depending on your specific computer configuration.</p>

Mechanical Security Features

Feature	Purpose	How It Is Established
Memory Change Alerts	Detects when memory modules have been added, moved, or removed; notifies user and system administrator.	This feature is automatic.
Cable Lock Provision	Inhibits access to the interior of the computer to prevent unwanted configuration changes or component removal. Can also be used to secure the computer to a fixed object to prevent theft.	Install a cable lock to secure the computer to a fixed object.
Security Loop Provision	Inhibits access to the interior of the computer to prevent unwanted configuration changes or component removal.	Install a lock in the security loop to prevent unwanted configuration changes or component removal.

3.5.1 Password Security

The power-on password prevents unauthorized use of the computer by requiring entry of a password to access applications or data each time the computer is turned on or restarted. The setup password specifically prevents unauthorized access to Computer Setup, and can also be used as an override to the power-on password. That is, when prompted for the power-on password, entering the setup password instead will allow access to the computer.

A network-wide setup password can be established to enable the system administrator to log in to all network systems to perform maintenance without having to know the power-on password, even if one has been established.

3.5.2 Establishing a Setup Password Using Computer Setup

If the system is equipped with an embedded security device, refer to the *HP ProtectTools Security Manager Guide* at www.hp.com. Establishing a setup password through Computer Setup prevents reconfiguration of the computer (use of the Computer Setup (F10) utility) until the password is entered.

1. Turn on or restart the computer. If you are in Windows, click **Start > Shut Down > Restart**.
2. As soon as the computer is turned on, press **F10** when the monitor light turns green to enter Computer Setup. Press **Enter** to bypass the title screen, if necessary.



If you do not press **F10** at the appropriate time, you must restart the computer and again press **F10** when the monitor light turns green to access the utility.

3. Select **Security**, then select **Setup Password** and follow the instructions on the screen.
4. Before exiting, Select **File > Save Changes and Exit**.

3.5.3 Establishing a Power-On Password Using Computer Setup

Establishing a power-on password through Computer Setup prevents access to the computer when power is turned on, unless the password is entered. When a power-on password is set, Computer Setup presents Password Options under the Security menu. Password options include Password Prompt on Warm Boot. When Password Prompt on Warm Boot is enabled, the password must also be entered each time the computer is rebooted.

1. Turn on or restart the computer. If you are in Windows, click **Start > Shut Down > Restart**.
2. As soon as the computer is turned on, press **F10** when the monitor light turns green to enter Computer Setup. Press **Enter** to bypass the title screen, if necessary.



If you do not press **F10** at the appropriate time, you must restart the computer and again press **F10** when the monitor light turns green to access the utility.

3. Select **Security**, then **Power-On Password** and follow the instructions on the screen.
4. Before exiting, select **File > Save Changes and Exit**.

Entering a Power-On Password

To enter a power-on password, complete the following steps:

1. Turn on or restart the computer. If you are in Windows, click **Start > Shut Down > Restart**.
2. When the key icon appears on the monitor, type the current password, then press **Enter**.



Type carefully; for security reasons, the characters you type do not appear on the screen.

If you enter the password incorrectly, a broken key icon appears. Try again. After three unsuccessful tries, you must turn off the computer, then turn it on again before you can continue.

Entering a Setup Password

If the system is equipped with an embedded security device, refer to the *HP ProtectTools Security Manager Guide* at www.hp.com.

If a setup password has been established on the computer, you will be prompted to enter it each time you run Computer Setup.

1. Turn on or restart the computer. If you are in Windows, click **Start > Shut Down > Restart**.
2. As soon as the computer is turned on, press **F10** when the monitor light turns green to enter Computer Setup. Press **Enter** to bypass the title screen, if necessary.



If you do not press **F10** at the appropriate time, you must restart the computer and again press **F10** when the monitor light turns green to access the utility.

3. When the key icon appears on the monitor, type the setup password, then press **Enter**.



Type carefully; for security reasons, the characters you type do not appear on the screen.


If you enter the password incorrectly, a broken key icon appears. Try again. After three unsuccessful tries, you must turn off the computer, then turn it on again before you can continue.

Changing a Power-On or Setup Password


If the system is equipped with an embedded security device, refer to the *HP ProtectTools Security Manager Guide* at www.hp.com.

1. Turn on or restart the computer. If you are in Windows, click **Start > Shut Down > Restart**.
2. To change the Power-On password, go to step 3.

To change the Setup password, as soon as the computer is turned on, press **F10** when the monitor light turns green to enter Computer Setup. Press **Enter** to bypass the title screen, if necessary.


 If you do not press **F10** at the appropriate time, you must restart the computer and again press **F10** when the monitor light turns green to access the utility.

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

 Type carefully; for security reasons, the characters you type do not appear on the screen.

4. Press **Enter**.

The new password takes effect the next time you turn on the computer.


 Refer to “[National Keyboard Delimiter Characters](#)” for information about the alternate delimiter characters. The power-on password and setup password may also be changed using the Security options in Computer Setup.

Deleting a Power-On or Setup Password

If the system is equipped with an embedded security device, refer to the *HP ProtectTools Security Manager Guide* at www.hp.com.


1. Turn on or restart the computer. If you are in Windows, click **Start > Shut Down > Restart**.
2. To delete the Power-On password, go to step 3.

To delete the Setup password, as soon as the computer is turned on, press **F10** when the monitor light turns green to enter Computer Setup. Press **Enter** to bypass the title screen, if necessary.

 If you do not press **F10** at the appropriate time, you must restart the computer and again press **F10** when the monitor light turns green to access the utility.

3. When the key icon appears, type the current password followed by a slash (/) or alternate delimiter character as shown:
current password/

4. Press **Enter**.
-

 Refer to the National Keyboard Delimiter Character table below for information about the alternate delimiter characters. The power-on password and setup password may also be changed using the Security options in Computer Setup.

National Keyboard Delimiter Characters

Each keyboard is designed to meet country-specific requirements. The syntax and keys that you use for changing or deleting your password depend on the keyboard that came with your computer.

National Keyboard Delimiter Characters					
Arabic	/	Greek	-	Russian	/
Belgian	=	Hebrew	.	Slovakian	-
BHCSY*	-	Hungarian	-	Spanish	-
Brazilian	/	Italian	-	Swedish/Finnish	/
Chinese	/	Japanese	/	Swiss	-
Czech	-	Korean	/	Taiwanese	/
Danish	-	Latin American	-	Thai	/
French	!	Norwegian	-	Turkish	.
French Canadian	é	Polish	-	U.S. English	/
German	-	Portuguese	-		

* For Bosnia-Herzegovina, Croatia, Slovenia, and Yugoslavia

Clearing Passwords

If you forget the password, you cannot access the computer. Refer to the *Troubleshooting Guide* on the *Documentation and Diagnostics* CD for instructions on clearing passwords.

If the system is equipped with an embedded security device, refer to the *HP ProtectTools Security Manager Guide* at www.hp.com.

3.5.4 DriveLock

DriveLock is an industry-standard security feature that prevents unauthorized access to the data on ATA hard drives. DriveLock has been implemented as an extension to Computer Setup. It is only available when hard drives that support the ATA Security command set are detected.

DriveLock is intended for HP customers for whom data security is the paramount concern. For such customers, the cost of the hard drive and the loss of the data stored on it is inconsequential when compared with the damage that could result from unauthorized access to its contents. In order to balance this level of security with the practical need to accommodate a forgotten password, the HP implementation of DriveLock employs a two-password security scheme. One password is intended to be set and used by a system administrator while the other is typically set and used by the end-user. There is no “back-door” that can be used to unlock the drive if both passwords are lost. Therefore, DriveLock is most safely used when the data contained on the hard drive is replicated on a corporate information system or is regularly backed up.

In the event that both DriveLock passwords are lost, the hard drive is rendered unusable. For users who do not fit the previously defined customer profile, this may be an unacceptable risk. For users who do fit the customer profile, it may be a tolerable risk given the nature of the data stored on the hard drive.

Using DriveLock

When one or more hard drives that support the ATA Security command set are detected, the DriveLock option appears under the Security menu in Computer Setup. The user is presented with options to set the master password or to enable DriveLock. A user password must be provided in order to enable DriveLock. Since the initial configuration of DriveLock is typically performed by a system administrator, a master password should be set first. HP encourages system administrators to set a master password whether they plan to enable DriveLock or keep it disabled. This will give the administrator the ability to modify DriveLock settings if the drive is locked in the future. Once the master password is set, the system administrator may enable DriveLock or choose to keep it disabled.

If a locked hard drive is present, POST will require a password to unlock the device. If a power-on password is set and it matches the device's user password, POST will not prompt the user to re-enter the password. Otherwise, the user will be prompted to enter a DriveLock password. On a cold boot, either the master or the user password may be used. On a warm boot, enter the same password used to unlock the drive during the preceding cold-boot. Users will have two attempts to enter a correct password. On a cold boot, if neither attempt succeeds, POST will continue but the drive will remain inaccessible. On a warm boot or restart from Windows, if neither attempt succeeds, POST will halt and the user will be instructed to cycle power.

DriveLock Applications

The most practical use of the DriveLock security feature is in a corporate environment. The system administrator would be responsible for configuring the hard drive which would involve, among other things, setting the DriveLock master password and a temporary user password. In the event that the user forgets the user password or the equipment is passed on to another employee, the master password can always be used to reset the user password and regain access to the hard drive.


HP recommends that corporate system administrators who choose to enable DriveLock also establish a corporate policy for setting and maintaining master passwords. This should be done to prevent a situation where an employee intentionally or unintentionally sets both DriveLock passwords before leaving the company. In such a scenario, the hard drive would be rendered unusable and require replacement. Likewise, by not setting a master password, system administrators may find themselves locked out of a hard drive and unable to perform routine checks for unauthorized software, other asset control functions, and support.

For users with less stringent security requirements, HP does not recommend enabling DriveLock. Users in this category include personal users or users who do not maintain sensitive data on their hard drives as a common practice. For these users, the potential loss of a hard drive resulting from forgetting both passwords is much greater than the value of the data DriveLock has been designed to protect. Access to Computer Setup and DriveLock can be restricted through the Setup password. By specifying a Setup password and not giving it to end users, system administrators are able to restrict users from enabling DriveLock.

3.5.5 Smart Cover Sensor

Cover Removal Sensor, available on some models, is a combination of hardware and software technology that can alert you when the computer cover or side panel has been removed. There are three levels of protection, as described in the following table.


Smart Cover Sensor Protection Levels		
Level	Setting	Description
Level 0	Disabled	Smart Cover Sensor is disabled (default).
Level 1	Notify User	When the computer is restarted, the screen displays a message indicating that the computer cover or side panel has been removed.
Level 2	Setup Password	When the computer is restarted, the screen displays a message indicating that the computer cover or side panel has been removed. You must enter the setup password to continue.

 These settings can be changed using Computer Setup. For more information about Computer Setup, see the *Computer Setup (F10) Utility Guide*.

Setting the Smart Cover Sensor Protection Level

To set the Smart Cover Sensor protection level, complete the following steps:


1. Turn on or restart the computer. If you are in Windows, click **Start > Shut Down > Restart**.
2. As soon as the computer is turned on, press **F10** when the monitor light turns green to enter Computer Setup. Press **Enter** to bypass the title screen, if necessary.

 If you do not press **F10** at the appropriate time, you must restart the computer and again press **F10** when the monitor light turns green to access the utility.

3. Select **Security > Smart Cover > Cover Removal Sensor**, and select the desired security level.
4. Before exiting, select **File > Save Changes and Exit**.

Smart Cover Lock

The Smart Cover Lock is a software-controllable cover lock featured on some HP computers. This lock prevents unauthorized access to the internal components. Computers ship with the Smart Cover Lock in the unlocked position.

 **CAUTION:** For maximum cover lock security, be sure to establish a setup password. The setup password prevents unauthorized access to the Computer Setup utility.

 The Smart Cover Lock is available as an option on some systems.

Locking the Smart Cover Lock

To activate and lock the Smart Cover Lock, complete the following steps:

1. Turn on or restart the computer. If you are in Windows, click **Start > Shut Down > Restart**.
2. As soon as the computer is turned on, press **F10** when the monitor light turns green to enter Computer Setup. Press **Enter** to bypass the title screen, if necessary.



If you do not press **F10** at the appropriate time, you must restart the computer and again press **F10** when the monitor light turns green to access the utility.

3. Select **Security > Smart Cover > Cover Lock > Lock** option.
4. Before exiting, select **File > Save Changes and Exit**.

Unlocking the Smart Cover Lock

1. Turn on or restart the computer. If you are in Windows, click **Start > Shut Down > Restart**.
2. As soon as the computer is turned on, press **F10** when the monitor light turns green to enter Computer Setup. Press **Enter** to bypass the title screen, if necessary.



If you do not press **F10** at the appropriate time, you must restart the computer and again press **F10** when the monitor light turns green to access the utility.

3. Select **Security > Smart Cover > Cover Lock > Unlock**.
4. Before exiting, select **File > Save Changes and Exit**.

Using the Smart Cover FailSafe Key

If you enable the Smart Cover Lock and cannot enter your password to disable the lock, you will need a Smart Cover FailSafe Key to open the computer cover. You will need the key in any of the following circumstances:

- Power outage
- Startup failure
- PC component failure (such as processor or power supply)
- Forgotten password



CAUTION: The Smart Cover FailSafe Key is a specialized tool available from HP. Be prepared; order this key before you need one (Tamper-resistant wrench PN 166527-001 or tamper-resistant bits PN 166527-002).

For more information about using the Smart Cover FailSafe Key, please see the Removal and Replacement chapter for the specific chassis.

3.5.6 Cable Lock Provision

The rear panel of the computer accommodates a cable lock so that the computer can be physically secured to a work area. For illustrated instructions, please see the Removal and Replacement chapter for the specific chassis.

3.5.7 Fingerprint Identification Technology

Eliminating the need to enter user passwords, HP Fingerprint Identification Technology tightens network security, simplifies the login process, and reduces the costs associated with managing corporate networks. Affordably priced, it is not just for high-tech, high-security organizations anymore.



Support for Fingerprint Identification Technology varies by model.

For more information, visit <http://h18004.www1.hp.com/products/security/>.

3.6 Fault Notification and Recovery

Fault Notification and Recovery features combine innovative hardware and software technology to prevent the loss of critical data and minimize unplanned downtime.

If the computer is connected to a network managed by HP Client Manager, the computer sends a fault notice to the network management application. With HP Client Manager, you can also remotely schedule diagnostics to automatically run on all managed PCs and create a summary report of failed tests.

3.6.1 Drive Protection System

The Drive Protection System (DPS) is a diagnostic tool built into the hard drives installed in some HP computers. DPS is designed to help diagnose problems that might result in unwarranted hard drive replacement.

When HP computers are built, each installed hard drive is tested using DPS, and a permanent record of key information is written onto the drive. Each time DPS is run, test results are written to the hard drive. Your service provider can use this information to help diagnose conditions that caused you to run the DPS software. Refer to the *Troubleshooting Guide* for instructions on using DPS.

3.6.2 Surge-Tolerant Power Supply

An integrated surge-tolerant power supply provides greater reliability when the computer is hit with an unpredictable power surge. This power supply is rated to withstand a power surge of up to 2000 volts without incurring any system downtime or data loss.

3.6.3 Thermal Sensor

The thermal sensor is a hardware and software feature that tracks the internal temperature of the computer. This feature displays a warning message when the normal range is exceeded, which gives you time to take action before internal components are damaged or data is lost.

Serial and Parallel ATA Drive Guidelines and Features



Serial ATA = SATA
Parallel ATA = PATA

HP only supports the use of SATA drives on these models of computer. No PATA drives are supported on these models.

4.1 SATA Hard Drives

Serial ATA Hard Drive Characteristics	
Number of pins/conductors in data cable	7/7
Number of pins in power cable	15
Maximum data cable length	39.37 in (100 cm)
Data interface voltage differential	400-700 mV
Drive voltages	3.3 V, 5V, 12 V
Jumpers for configuring drive	N/A
Data transfer rate	3.0 Gb/s

SATA connectors on the system board are color coded to make identification easier.

SATA Identification	Color	Port	Attachment Sequence
Primary channel, device 0	Dark blue	SATA 0	1
Primary channel, device 1	Light Blue	SATA 2	4
Secondary channel, device 0	White	SATA 1	2
Secondary channel, device 1	Orange	SATA 3	3



If there is an error on the application of the attach rules, a POST error message may be displayed.

4.2 SATA Hard Drive Cables

4.2.1 SATA Data Cable

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

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

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

The SATA data cable is a thin, 7-pin cable designed to transmit data for only a single drive. As shown in the table, each cable has 3 grounds, and 4 transmit/receive pins.

Pin Number	Usage	Device Plug	Host Plug
P1	Ground	Ground	Ground
P2*	A+	Transmit data	Receive data
P3*	A-	Transmit data	Receive data
P4	Ground	Ground	Ground
P5**	B-	Receive data	Transmit data
P6**	B+	Receive data	Transmit data
P7	Ground	Ground	Ground

*P2 and P3 differential signal pair

**P5 and P6 differential signal pair

4.2.2 SATA Power Cable

Pin	Usage	Notes	Pin	Usage	Notes
P1	V3.3	3.3 V power	P9	V5	5 V power
P2	V3.3	3.3 V power	P10	Ground	
P3	V3.3	3.3 V power	P11	Ground	
P4	Ground		P12	Ground	
P5	Ground		P13	V 12	12 V power
P6	Ground		P14	V12	12 V power
P7	V5	5 V power	P15	V12	12 V power
P8	V5	5 V power			

4.3 PATA Device Information

No PATA drives are supported on these models.

4.4 ATA SMART Drives

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

4.5 Hard Drive Capacities

The combination of the file system and the operating system used in the computer determines the maximum usable size of a drive partition. A drive partition is the largest segment of a drive that may be properly accessed by the operating system. A single hard drive may therefore be subdivided into a number of unique drive partitions in order to make use of all of its space.

Because of the differences in the way that drive sizes are calculated, the size reported by the operating system may differ from that marked on the hard drive or listed in the computer specification. Drive size calculations by drive manufacturers are bytes to the base 10 while calculations by Microsoft are bytes to the base 2.

Drive/Partition Capacity Limits				
File System	Controller Type	Operating System	Maximum Size	
			Partition	Drive
FAT 32	ATA	Windows 2000/ XP	32 GB	2 TB
NTFS	ATA	Windows NT/2000/XP	2 TB	2 TB

Identifying the Chassis, Routine Care, and Disassembly Preparation

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



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

5.1 Chassis Designations

5.1.1 Small Form Factor (SFF)



5.1.2 Microtower (MT)



5.2 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.

5.2.1 Generating Static

The following table shows that:

- 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

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



700 volts can degrade a product.

5.2.2 Preventing Electrostatic Damage to Equipment

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

- To avoid hand contact, transport products in static-safe containers such as tubes, bags, or boxes.
- Protect all electrostatic parts and assemblies with conductive or approved containers or packaging.
- Keep electrostatic sensitive parts in their containers until they arrive at static-free stations.
- Place items on a grounded surface before removing them from their container.
- Always be properly grounded when touching a sensitive component or assembly.
- Avoid contact with pins, leads, or circuitry.
- Place reusable electrostatic-sensitive parts from assemblies in protective packaging or conductive foam.

5.2.3 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 snug against bare skin. The ground cord must be connected and fit snugly into the banana plug connector on the grounding mat or workstation.
- **Heel straps/Toe straps/Boot straps** can be used at standing workstations and are compatible with most types of shoes or boots. On conductive floors or dissipative floor mats, use them on both feet with a maximum of one-megohm \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

5.2.4 Grounding the Work Area

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

- Cover the work surface with approved static-dissipative material. Provide a wrist strap connected to the work surface and properly grounded tools and equipment.
- Use static-dissipative mats, foot straps, or air ionizers to give added protection.
- Handle electrostatic sensitive components, parts, and assemblies by the case or PCB laminate. Handle them only at static-free work areas.
- Turn off power and input signals before inserting and removing connectors or test equipment.
- Use fixtures made of static-safe materials when fixtures must directly contact dissipative surfaces.
- Keep work area free of nonconductive materials such as ordinary plastic assembly aids and Styrofoam.
- Use field service tools, such as cutters, screwdrivers, and vacuums, that are conductive.

5.2.5 Recommended Materials and Equipment

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

- Antistatic tape
- Antistatic smocks, aprons, or sleeve protectors
- Conductive bins and other assembly or soldering aids
- Conductive foam
- Conductive tabletop workstations with ground cord of one-megohm \pm 10% resistance
- Static-dissipative table or floor mats with hard tie to ground
- Field service kits

- Static awareness labels
- Wrist straps and footwear straps providing one-megohm +/- 10% resistance
- Material handling packages
- Conductive plastic bags
- Conductive plastic tubes
- Conductive tote boxes
- Opaque shielding bags
- Transparent metallized shielding bags
- Transparent shielding tubes

5.3 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.



If operating in a dusty environment, periodic cleaning of heatsink and fans is recommended to prevent overheating.

- 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.

5.4 Routine Care

5.4.1 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.

5.4.2 Cleaning the Computer Case

Follow all safety precautions in [Section 5.4.1](#) before cleaning the computer.

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

- To remove light stains or dirt, use plain water with a clean, lint-free cloth or swab.
- For stronger stains, use a mild dishwashing liquid diluted with water. Rinse well by wiping it with a cloth or swab dampened with clear water.
- For stubborn stains, use isopropyl (rubbing) alcohol. No rinsing is needed as the alcohol will evaporate quickly and not leave a residue.
- After cleaning, always wipe the unit with a clean, lint-free cloth.
- Occasionally clean the air vents on the computer. Lint and other foreign matter can block the vents and limit the airflow.

5.4.3 Cleaning the Keyboard

Follow all safety precautions in [Section 5.4.1](#) before cleaning the keyboard.

To clean the tops of the keys or the keyboard body, follow the procedures described in [Section 5.4.2](#).

When cleaning debris from under the keys, review all rules in [Section 5.4.1](#) before following these procedures:



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

- Visible debris underneath or between the keys may be removed by vacuuming or shaking.
 - Canned, pressurized air may be used to clean debris from under the keys. Caution should be used as too much air pressure can dislodge lubricants applied under the wide keys.
 - If you remove a key, use a specially designed key puller to prevent damage to the keys. This tool is available through many electronic supply outlets.
-



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

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

5.4.4 Cleaning the Monitor

- Wipe the monitor screen with a clean cloth moistened with water or with a towelette designed for cleaning monitors. 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 [Section 5.4.2](#).

5.4.5 Cleaning the Mouse

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

- Clean the mouse ball by first removing the retaining plate and the ball from the housing. Pull out any debris from the ball socket and wipe the ball with a clean, dry cloth before reassembly.
- To clean the mouse body, follow the procedures in [Section 5.4.2](#).

5.5 Service Considerations

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

5.5.1 Power Supply Fan

The power supply fan is a variable-speed fan based on the temperature in the power supply.



CAUTION: The cooling fan is always on when the computer is in the "On" mode. The cooling fan is off when the computer is in "Standby," "Suspend," or "Off" modes.

You must disconnect the power cord from the power source before opening the computer to prevent system board or component damage.

5.5.2 Tools and Software Requirements

To service the computer, you need the following:

- Torx T-15 screwdriver (HP screwdriver with bits, PN 161946-001)
- Torx T-15 screwdriver with small diameter shank (for certain front bezel removal)
- Flat-bladed screwdriver (may sometimes be used in place of the Torx screwdriver)
- Phillips #2 screwdriver
- Diagnostics software
- HP tamper-resistant T-15 wrench (Smart Cover FailSafe Key, PN 166527-001) or HP tamper-resistant bits (Smart Cover FailSafe Key, PN 166527-002)

5.5.3 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.



Metric screws have a black finish.
U.S. screws have a silver finish and are used on hard drives only.



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

5.5.4 Cables and Connectors

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



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

5.5.5 Hard Drives

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

- If a drive must be mailed, place the drive in a bubble-pack mailer or other suitable protective packaging and label the package “Fragile: Handle With Care.”
- Do not remove hard drives from the shipping package for storage. Keep hard drives in their protective packaging until they are actually mounted in the CPU.
- Avoid dropping drives from any height onto any surface.
- If you are inserting or removing a hard drive, turn off the computer. Do not remove a hard drive while the computer is on or in standby mode.
- Before handling a drive, ensure that you are discharged of static electricity. While handling a drive, avoid touching the connector. For more information about preventing electrostatic damage, refer to [Section 5.2, “Electrostatic Discharge Information.”](#)
- 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 monitors or speakers.

5.5.6 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.



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

Removal and Replacement Procedures— Microtower (MT) Chassis

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.



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

6.1 Preparation for Disassembly

See [Chapter 5, “Identifying the Chassis, Routine Care, and Disassembly Preparation”](#) for initial safety procedures.

1. Remove/disengage any security devices that prohibit opening the computer (See [Section 6.2, “External Security Devices”](#)).
2. Close any open software applications.
3. Exit the operating system.
4. Remove any diskette or compact disc from the computer.
5. Turn off the computer and any peripheral devices that are connected to it.



CAUTION: Turn off the computer before disconnecting any cables.



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. In some systems the cooling fan is on even when the computer is in the “Standby,” or “Suspend” modes. The power cord should always be disconnected before servicing a unit.

6. Disconnect the power cord from the electrical outlet and then from the computer.
7. Disconnect all peripheral device cables from the computer.



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



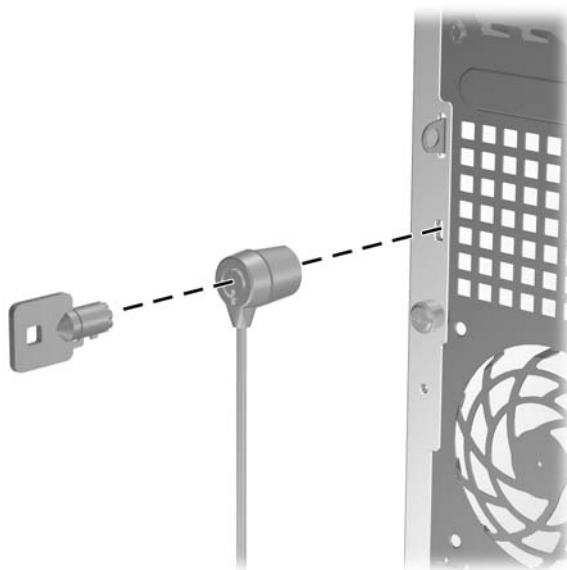
CAUTION: The screws used in the computer are of different thread sizes and lengths; using the wrong screw in an application may damage the unit.

6.2 External Security Devices

6.2.1 Installing a Cable Lock

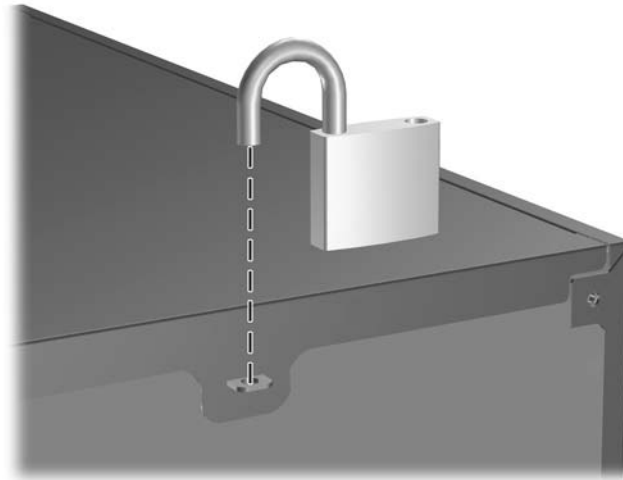
The cable lock may be used to secure the computer access panel to the chassis and, at the same time, secure the computer to a fixed object.

Insert the cable lock in the location shown below.




6.2.2 Installing a Padlock

A padlock may be used by itself to secure the access panel to the computer chassis. A padlock may also be used with a security cable to secure the computer to a fixed object.




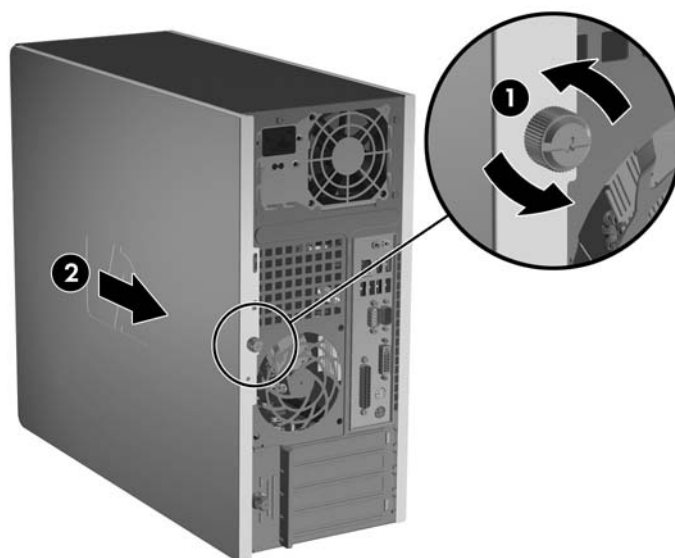
6.3 Access Panel

1. Prepare the computer for disassembly ([Section 6.1](#)).

 **CAUTION:** Before removing the computer access panel, ensure that the computer is turned off and that the power cord is disconnected from the electrical outlet.

2. Loosen the captive thumbscrew **1** that secures the access panel to the computer chassis.
3. Slide the access panel **2** back about 1.3 cm (1/2 inch), then lift it off the unit.

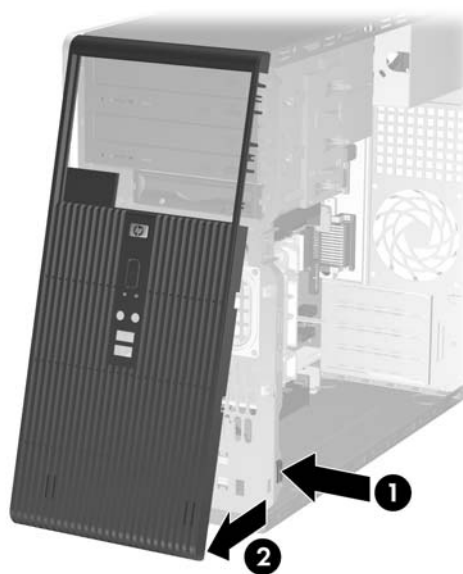
 You may want to lay the computer on its side to install internal parts. Be sure the side with the access panel is facing up.



To install the access panel, reverse the removal procedure.

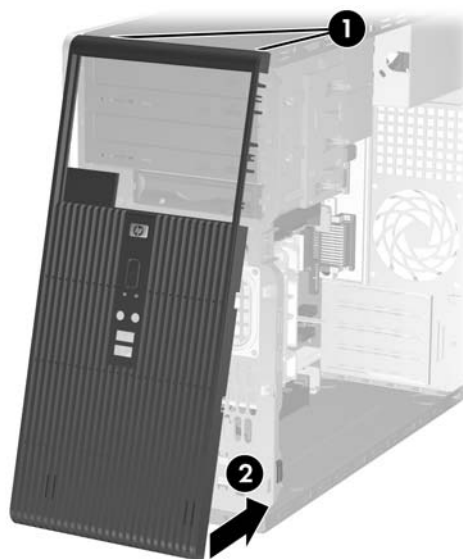
6.4 Front Bezel

1. Prepare the computer for disassembly (Section 6.1).
2. Remove the access panel (Section 6.3).
3. To remove the front bezel, press the green latch on the bottom right of the chassis ❶ to release the bottom of the bezel, then swing the bottom of the bezel away from the chassis ❷ to release the top of the bezel.



To reinstall the front bezel:

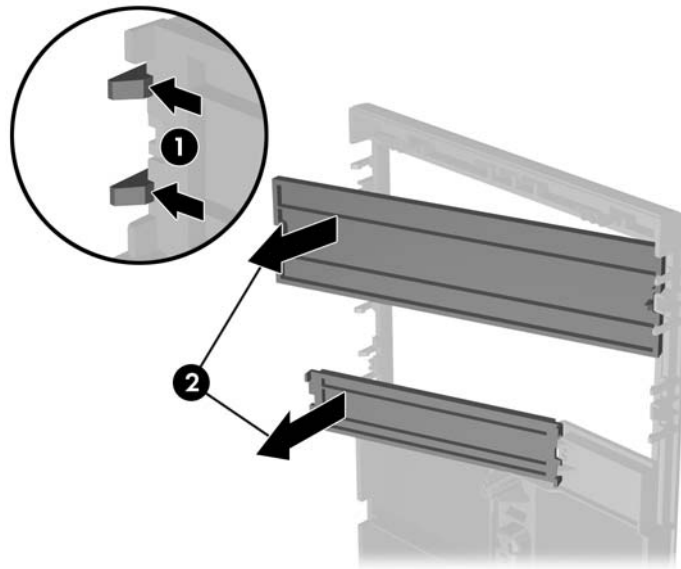
1. Position the chassis in the upright position.
2. Insert the two hooks on the top of the bezel into the rectangular holes on the chassis ❶ then rotate the bottom of the bezel onto the chassis ❷ so that the bottom two hooks on the bezel snap into place.



6.5 Front Drive Bezels

Follow these steps before removing or installing a front drive bezel.

1. Prepare the computer for disassembly ([Section 6.1](#)).
2. Remove the access panel ([Section 6.3](#)).
3. Remove the front bezel ([Section 6.4](#)).
4. Press the two retaining tabs on the inside of the bezel towards the outer edge of the bezel **1** and pull the bezel blank inwards to remove it **2**.



To install a bezel blank, reverse the removal procedure.


6.6 Cable Management

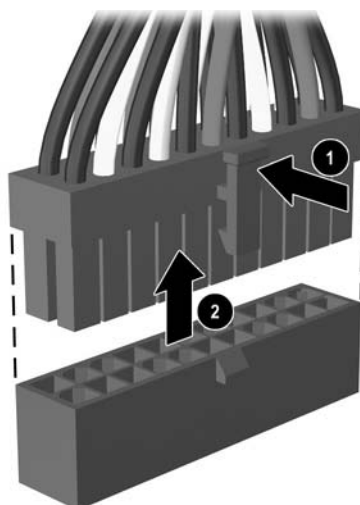
Always follow good cable management practices when working inside the computer.

- Keep cables away from major heat sources like the heatsink.
- Do not jam cables on top of expansion cards or memory modules. Printed circuit cards like these are not designed to take excessive pressure on them.
- Keep cables clear of sliding or moveable parts to prevent them from being cut or crimped when the parts are moved.
- When folding a flat ribbon cable, never fold to a sharp crease. Sharp creases may damage the wires.
- Some flat ribbon cables come prefolded. Never change the folds on these cables.
- Do not bend any cable sharply. A sharp bend can break the internal wires.
- Never bend a SATA data cable tighter than a 30 mm (1.18 in) radius.
- Never crease a SATA data cable.
- Do not rely on components like the drive cage, power supply, or computer cover to push cables down into the chassis. Always position the cables to lay properly by themselves.

When removing the power supply power cables from the P1 or P3 connectors on the system board, always follow these steps:

1. Squeeze on the top of the retaining latch attached to the cable end of the connector ❶.
2. Grasp the cable end of the connector and pull it straight up ❷.

 **CAUTION:** Always pull the connector - NEVER pull on the cable. Pulling on the cable could damage the cable and result in a failed power supply.



6.6.1 Cable Connections

System board connectors are color-coded to make it easier to find the proper connection.

Cable	To	Cable Designator
Power Supply	System board	P1
Power Supply	CPU power	P3
Power Supply	2nd SATA Hard drive	P4
Power Supply	1st SATA Hard drive	P5
Power Supply	1st Optical drive	P7
Power Supply	2nd Optical drive	P8
Power Supply	Diskette drive	P9
Cable	To	PCA Designator
Front power button/LED	System board	P5
Speaker	System board	P6 (White)
Chassis fan	System board	P9 (Red)
Diskette drive	System board	P10, FLOPPY (Black)
Second ODD Audio cable	System board	P11 AUX (if required)
Front I/O USB	System board	P24 (Yellow)
Serial port B	System board	P52
1st SATA Hard drive	System board	P60, SATA 0 (Dark Blue)
1st ODD or 2nd Hard drive if no ODD present	System board	P61, SATA 1 (White)
2nd or 4th Hard drive if no ODD present	System board	P62, SATA 2 (Light blue)
2nd ODD or 3rd HDD if no ODD present	System board	P63, SATA 3 (Orange)
Heatsink fan	System board	P70
Media Card Reader	System board	P150

6.7 Memory

CAUTION: The memory module sockets have gold metal contacts. When upgrading the memory, it is important to use memory modules with gold metal contacts to prevent corrosion and/or oxidation resulting from having incompatible metals in contact with each other.

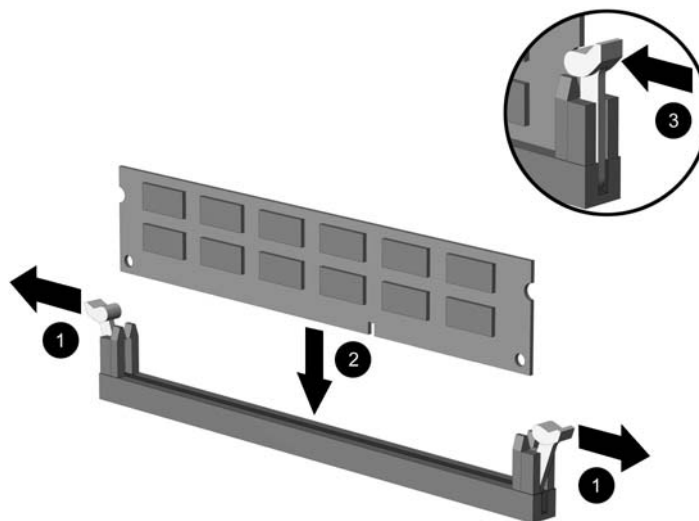
Static electricity can damage the electronic components of the computer or optional cards. Before beginning these procedures, ensure that you are discharged of static electricity by briefly touching a grounded metal object. Refer to [Section 5.2, “Electrostatic Discharge Information”](#) for more information.


When handling a memory module, be careful not to touch any of the contacts. Doing so may damage the module.

1. Prepare the computer for disassembly ([Section 6.1](#)).
2. Remove the access panel and rotate the computer so the system board is parallel to the table to make it easier to work on ([Section 6.3](#)).

WARNING: To reduce risk of personal injury from hot surfaces, allow the internal system components to cool before touching.

3. Open both latches of the memory module socket ❶, and insert the memory module into the socket ❷. Refer to [Appendix F, “Memory”](#) for the correct sequence for installing memory modules to get optimal performance.



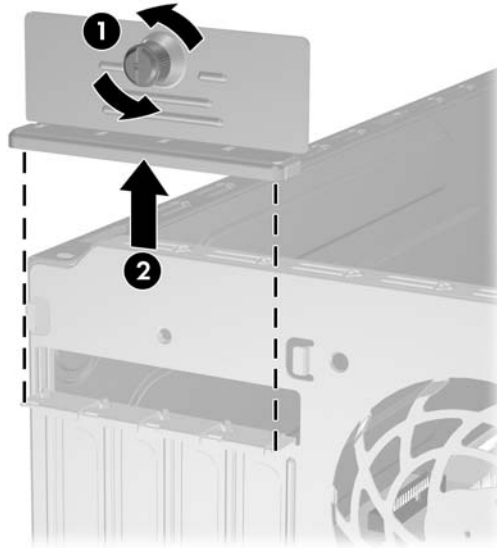
 A memory module can be installed in only one way. Match the notch on the module with the tab on the memory socket. It may be easier to install a memory module in some cases if the main power cable from the power supply to the system board is temporarily disconnected. The computer automatically recognizes the additional memory when the computer is turned on.

4. Push the module down into the socket, ensuring that the module is fully inserted and properly seated. Make sure the latches are in the closed position ❸.

To reassemble the computer, reverse the removal procedure.

6.8 Expansion Cards

1. Prepare the computer for disassembly (Section 6.1).
2. Remove the access panel and rotate the computer so the system board is parallel to the table to make it easier to work on (Section 6.3).
3. On the rear of the computer, a sliding slot cover lock secures the expansion card brackets and expansion slot covers in place. Remove the captive thumbscrew that holds the slot cover lock in place ❶ and slide the slot cover lock up and off the chassis ❷.

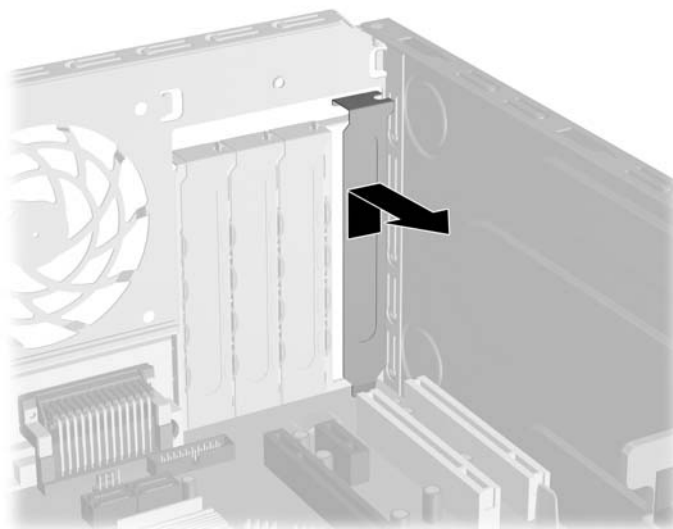


4. Before installing an expansion card, remove the expansion slot cover or the existing expansion card.

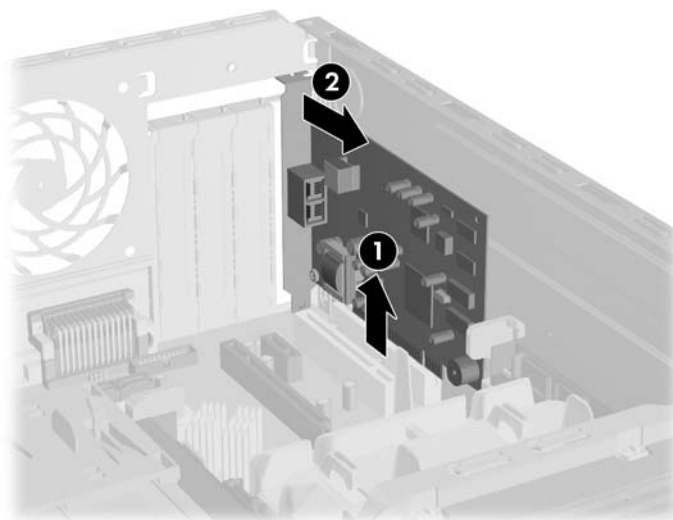


Before removing an installed expansion card, disconnect any cables that may be attached to the expansion card.

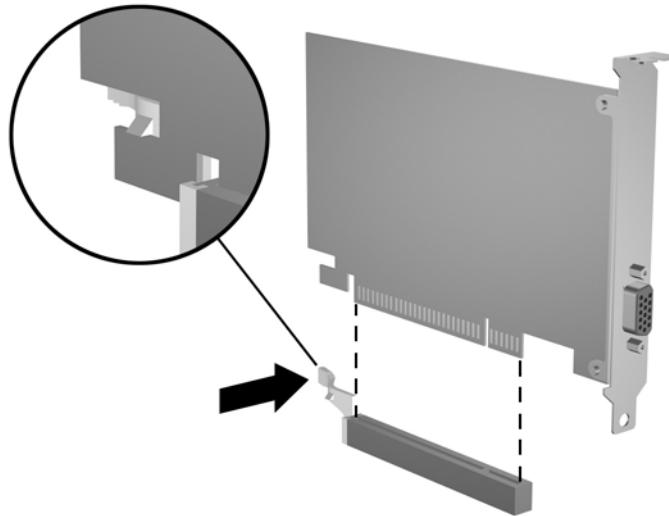
- a. If you are installing an expansion card in a vacant socket, remove the appropriate expansion slot cover on the back of the chassis. Pull the slot cover straight up from the socket then away from the inside of the chassis.



- b. If removing a standard PCI expansion card, hold the card at each end, and carefully rock it back and forth until the connectors pull free from the socket. Pull the expansion card straight up from the socket ❶ then away from the inside of the chassis ❷ to release it from the chassis frame. Be sure not to scrape the card against the other components.



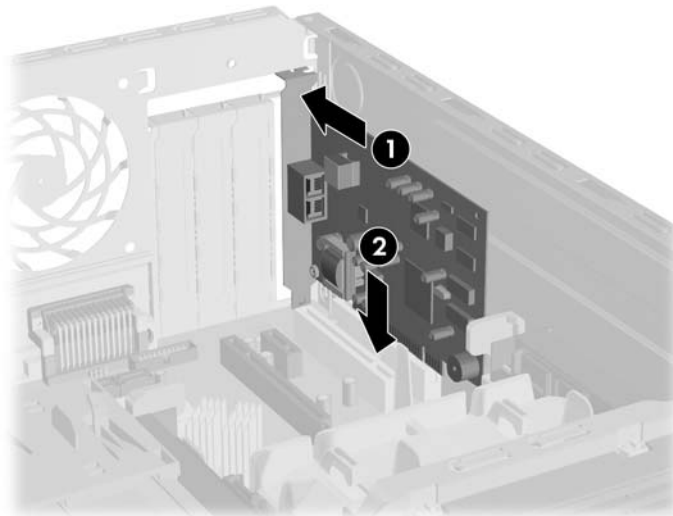
- c. If removing a PCI Express x16 card, pull the retention arm on the back of the expansion socket away from the card and carefully rock the card back and forth until the connectors pull free from the socket. Pull the expansion card straight up from the socket then away from the inside of the chassis to release it from the chassis frame. Be sure not to scrape the card against the other components.



5. Store the removed card in anti-static packaging.
6. If not replacing the old expansion card with a new expansion card, install an expansion slot cover to close the open slot. Insert the metal slot cover in the opened slot and slide the slot cover lock down to secure the slot cover in place.

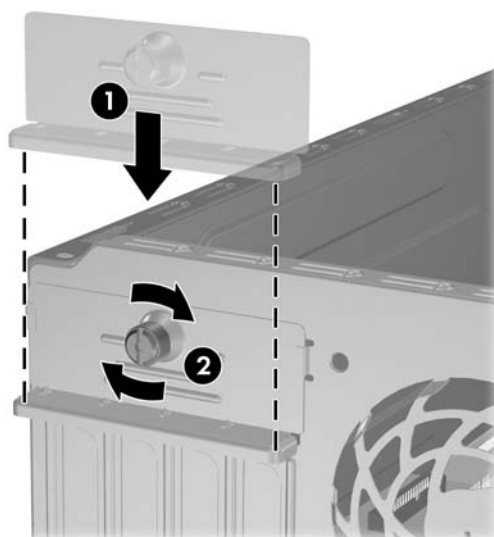
CAUTION: After removing an expansion card, you must replace it with a new card or expansion slot cover for proper cooling of internal components during operation.

7. If replacing or adding a new expansion card, hold the card just above the expansion slot on the system board then move the card toward the rear of the chassis **1** so that the bracket on the card is aligned with the open slot on the rear of the chassis. Press the card straight down into the expansion slot on the system board **2**.



When installing an expansion card, press firmly on the card so that the whole connector seats properly in the expansion card slot.

8. If you are replacing an expansion card, store the old card in the anti-static packaging that contained the new card.
9. While holding the expansion card bracket against the chassis, slide the slot cover lock down toward the expansion card brackets and slot covers **1** to secure them in place and replace the thumbscrew **2** that secures the slot cover lock.



10. Connect external cables to the installed card, if needed. Connect internal cables to the system board, if needed.

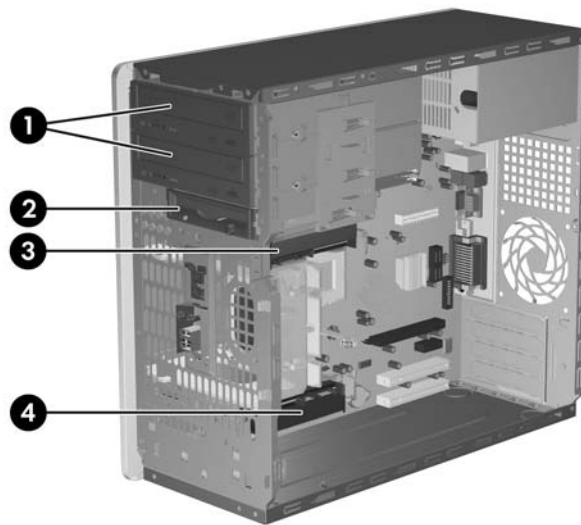
6.9 Drives

The computer supports up to five drives that may be installed in various configurations.

This Section describes the procedure for replacing or upgrading the storage drives. A Torx T-15 screwdriver is needed to remove and install the guide screws on a drive.

CAUTION: Make sure personal files on the hard drive are backed up to an external storage device before removing the hard drive. Failure to do so will result in data loss. After replacing the primary hard drive, you will need to run the *Restore Plus! CD* to load the HP factory-installed files.

6.9.1 Drive Positions



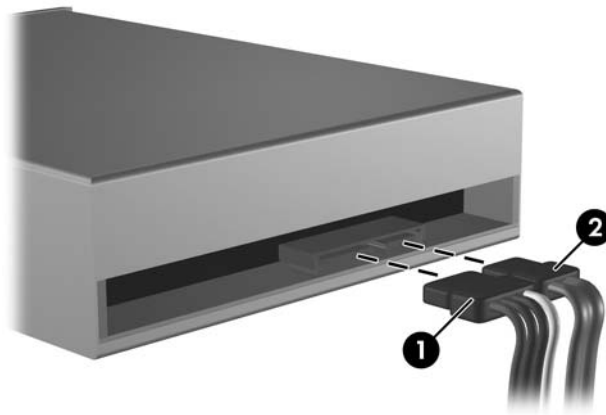
Drive Positions

Item	Description
①	Two 5.25-inch, half-height bays for optional drives (optical drives shown)
②	One 3.5-inch external drive bay for optional drive (1.44-MB diskette drive shown)
③	Secondary internal hard drive bay for optional hard drive
④	Primary 3.5-inch internal hard drive bay

6.9.2 Removing an External Drive

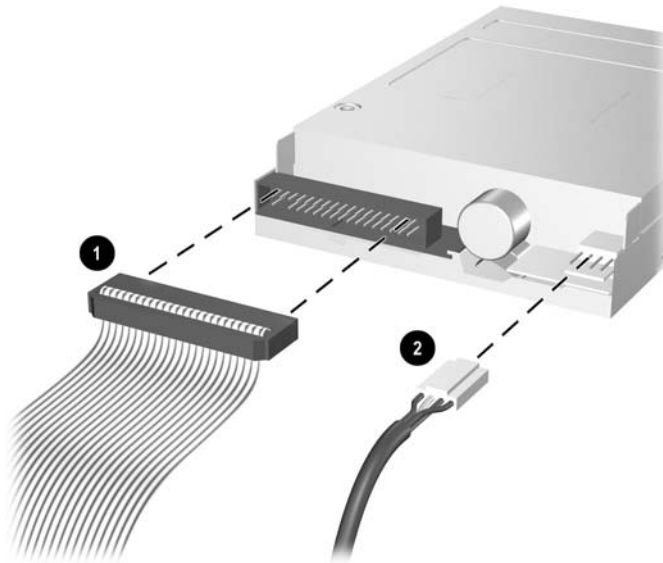
1. Remove any removable media, such as a compact disc or diskette, from the drive.
2. Prepare the computer for disassembly ([Section 6.1](#)).
3. Remove the access panel and rotate the computer so the system board is parallel to the table to make it easier to work on ([Section 6.3](#)).
4. Remove the front bezel ([Section 6.4](#)).
5. Disconnect the power and data cables from the back of the drive, as shown in the following illustrations.

Disconnecting Optical Drive Cables



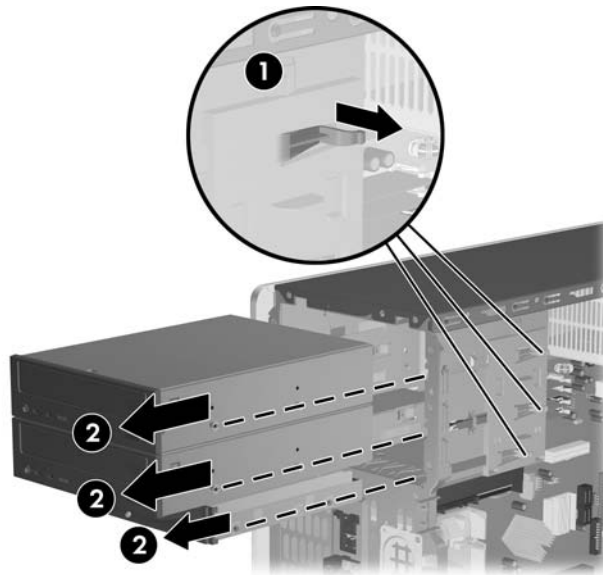
Some products use straight cable connectors while others use right angle connectors.

Disconnecting Diskette Drive Cables



Releasing the Drives

6. A latch drive bracket with release tabs secures the drives in the drive bay. Lift the release tab on the latch drive bracket ❶ for the drive you want to remove, then slide the drive from its drive bay ❷.



7. Remove the four guide screws (two on each side) from the old drive. You will need these screws to install a new drive.

6.9.3 Installing an External Drive



CAUTION: To prevent loss of work and damage to the computer or drive:

- If you are inserting or removing a hard drive, shut down the operating system properly, then 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. Refer to [Section 5.2, "Electrostatic Discharge Information"](#) for more information about preventing electrostatic damage.
- Handle a drive carefully; do not drop it.
- 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 monitors or speakers.



An optical drive is a CD-ROM, CD-R/RW, DVD-ROM, DVD+R/RW, or CD-RW/DVD Combo drive.

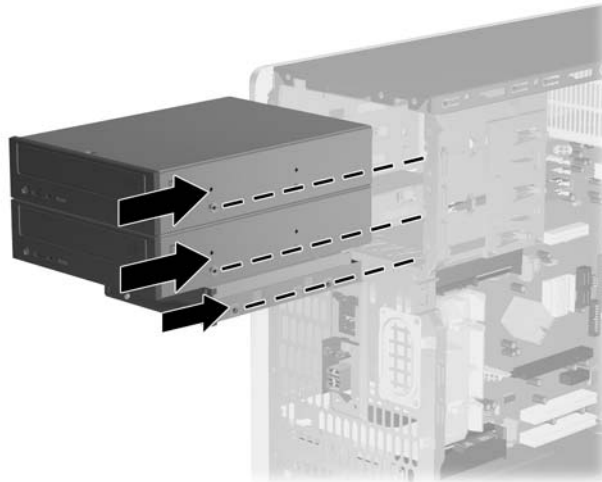
The system does not support Parallel ATA (PATA) optical drives.

1. Install four guide screws (two on each side) into the new drive. The screws help guide the drive into its proper position in the bay.
 - If this is a new installation, guide screws are provided on the front of the chassis under the front bezel.
 - If this is a replacement drive, use the screws removed from the old drive.



There are a total of eight extra guide screws on the front of the chassis. Four have 6-32 standard threads and four have M3 metric threads. Standard screws are used for hard drives and have a silver finish. Metric screws are used for all other drives and have a black finish. Make sure to install the appropriate guide screws into the drive.

- Slide the drive into the drive bay, making sure to align the guide screws with the guide slots, until the drive snaps into place.

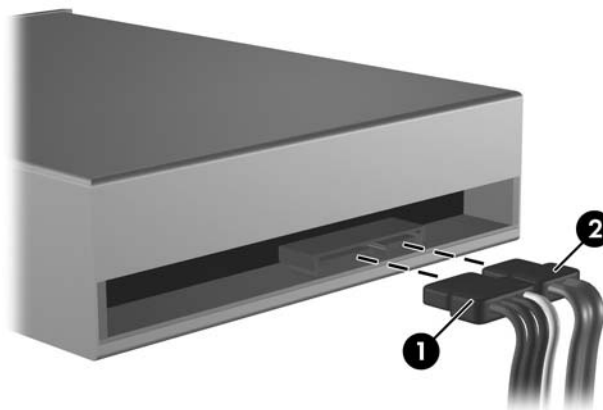


- Reconnect the power and data cables to the drive as shown in the following illustrations.



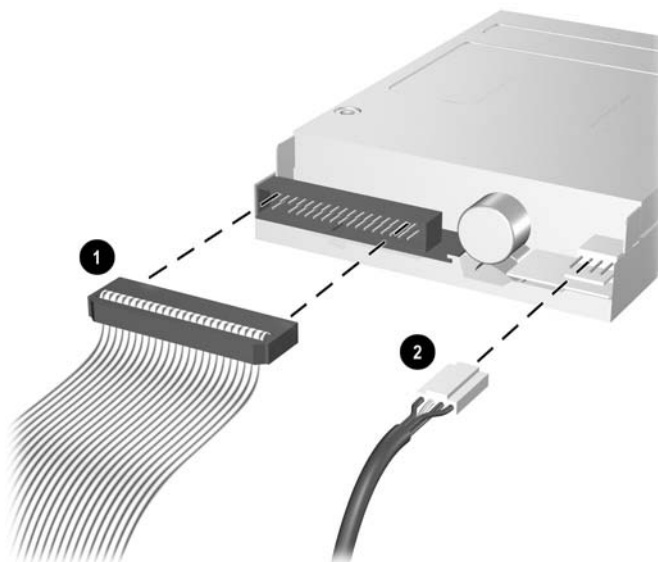
Refer to [Chapter 4, “Serial and Parallel ATA Drive Guidelines and Features”](#) for information on attaching the cabling to get optimum performance.

Connecting Optical Drive Cables



Some products use straight cable connectors while others use right angle connectors.

Connecting Diskette Drive Cables



4. Install the front bezel ([Section 6.4](#)).
5. Install the access panel ([Section 6.3](#)).
6. Turn on the computer.



If you replaced the primary hard drive, the *Restore Plus!* CD may be used to restore the operating system, software drivers, and/or any software applications that were preinstalled on the computer. Follow the instructions in the guide included with the *Restore Plus!* CD. When the restore process has completed, reinstall any personal files that were backed up before replacing the hard drive.

6.9.4 Replacing an Internal Hard Drive

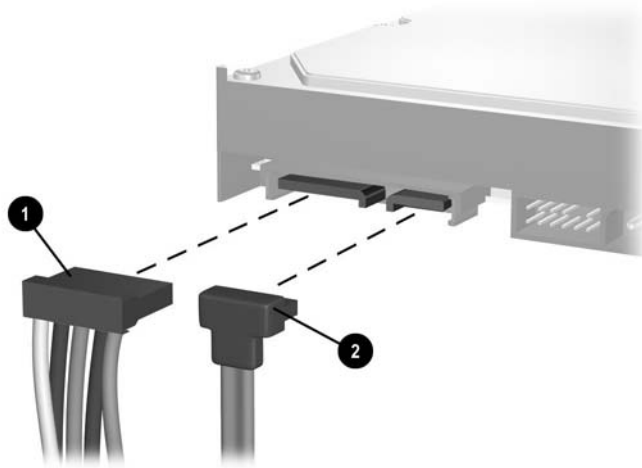


CAUTION: To prevent loss of work and damage to the computer or drive:

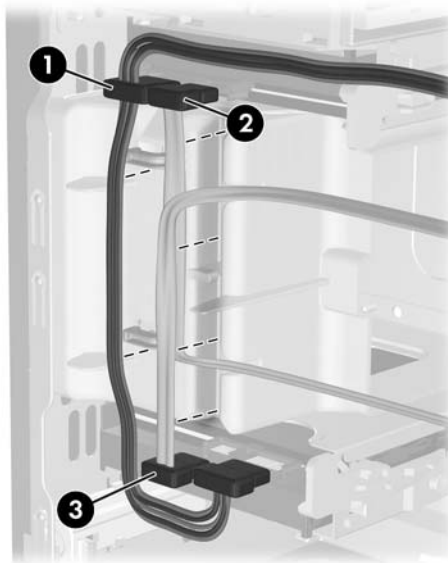
- If you are inserting or removing a hard drive, shut down the operating system properly, then turn off the computer. Do not remove a hard drive while the computer is on or in standby mode.
 - Before handling a drive, ensure that you are discharged of static electricity. While handling a drive, avoid touching the connector. Refer to [Section 5.2, "Electrostatic Discharge Information"](#) for more information about preventing electrostatic damage.
 - Handle a drive carefully; do not drop it.
 - 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 monitors or speakers.
-

1. Remove any removable media, such as a compact disc or diskette, from the drive.
2. Prepare the computer for disassembly ([Section 6.1](#)).
3. Remove the access panel and rotate the computer so the system board is parallel to the table to make it easier to work on ([Section 6.3](#)).

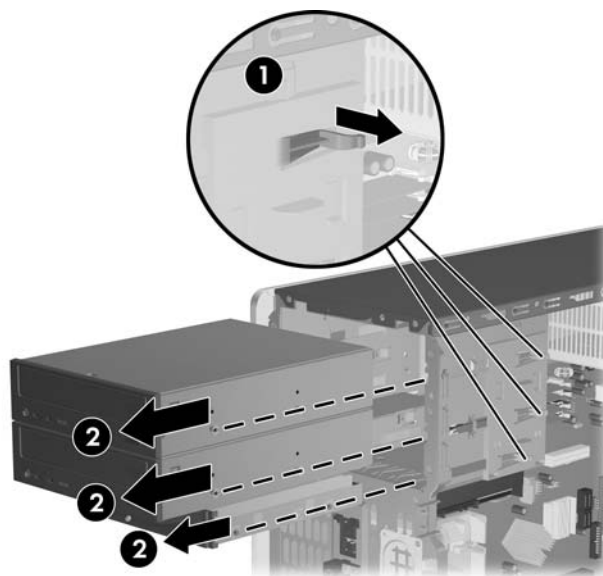
4. Remove the front bezel ([Section 6.4](#)).
5. Disconnect the power **1** and data **2** cables from the back of the drive.



6. Remove the power cable **1** and primary data cable **2** and secondary data cable (if necessary) **3** from the cable retainers to make it easier to access the drive.



7. Release the drive by pulling the green release tab away from the drive ❶ and sliding the drive out of the bay ❷.

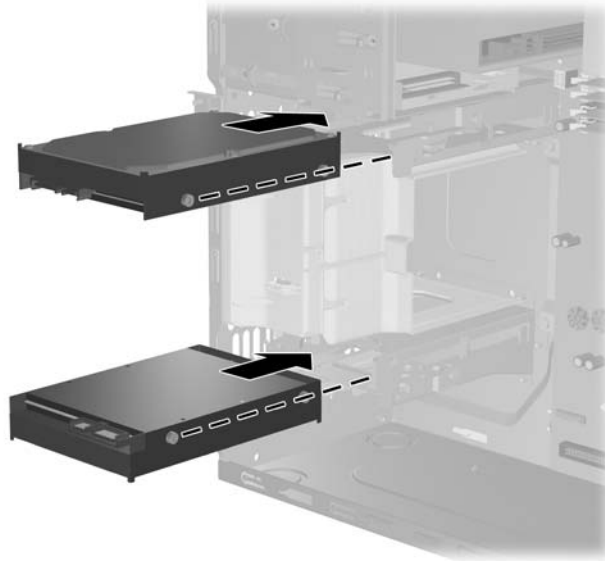


8. Remove the four guide screws (two on each side) from the old drive. You will need these screws to install a new drive.
9. Install the four guide screw (two on each side) that were removed from the old drive into the new drive. The screws help guide the drive into its proper position in the bay. Extra guide screws are provided on the front of the chassis under the front bezel.



There are a total of eight extra guide screws on the front of the chassis. Four have 6-32 standard threads and four have M3 metric threads. Standard screws are used for hard drives and have a silver finish. Metric screws are used for all other drives and have a black finish. Make sure to install the appropriate guide screws into the drive.

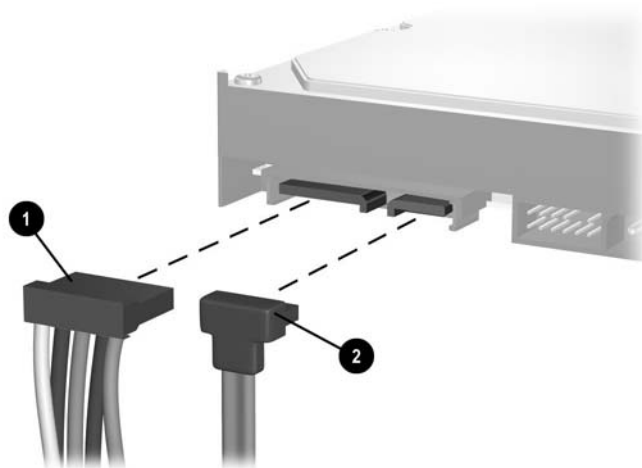
- Slide the drive into the drive bay, making sure to align the guide screws with the guide slots, until the drive snaps into place. The upper bay is for the primary hard drive. The bottom bay is for the optional secondary hard drive.



- Connect the power 1 and data 2 cables to the back of the hard drive.



If you are installing a primary hard drive, use the power connector labeled P5. If you are installing a secondary hard drive use the power cable labeled P4.



- If installing a new drive, connect the opposite end of the data cable to the appropriate system board connector.



If your system only has one SATA hard drive, you must connect the hard drive cable to the dark blue connector labeled SATA0 to avoid any hard drive performance problems. If you are adding a second hard drive, connect the data cable to the next available (unpopulated) SATA connector in the system board in the following order: SATA0, SATA1, SATA3, SATA2.

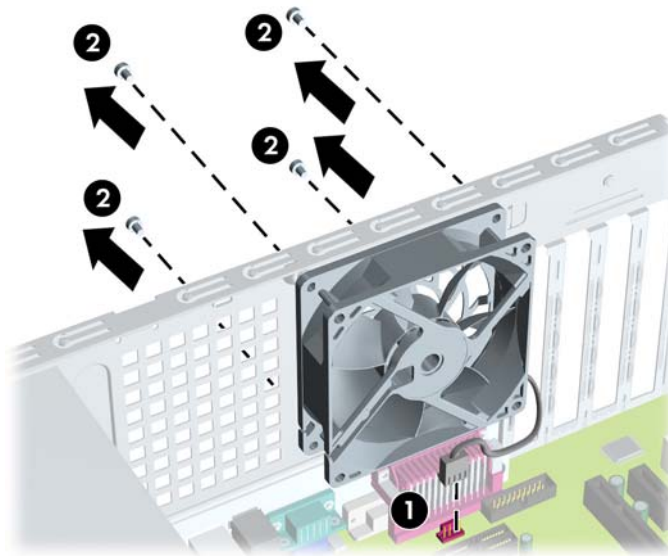
13. Route the power and data cables into their cable retainers.
 14. Replace the front bezel and computer access panel.
 15. Reconnect the power cord and any external devices, then turn on the computer.
-



If you replaced the primary hard drive use the *Restore Plus!* CD set that was created when starting the computer for the first time. When the restore process has completed, reinstall any personal files that were backed up before replacing the hard drive.

6.10 Chassis Fan

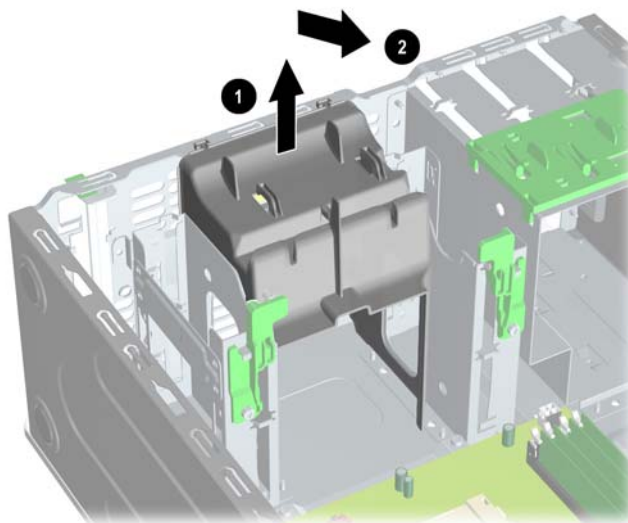
1. Prepare the computer for disassembly (Section 6.1).
2. Remove the access panel and rotate the computer so the system board is parallel to the table to make it easier to work on (Section 6.3).
3. Disconnect the power cable that connects the chassis fan to the system board ❶.
4. Remove the four screws from the exterior rear of the chassis that secure the fan ❷.
5. Remove the fan from the chassis.



To install the chassis fan, reverse the removal procedure.

6.11 Front Shroud

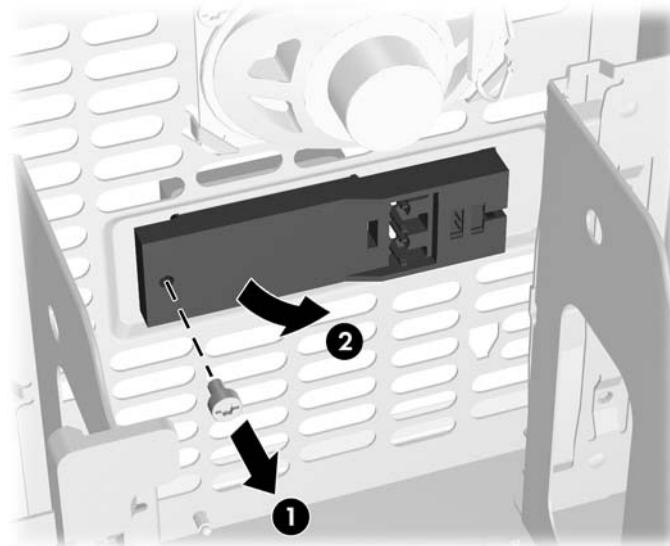
1. Prepare the computer for disassembly ([Section 6.1](#)).
2. Remove the access panel and rotate the computer so the system board is parallel to the table to make it easier to work on ([Section 6.3](#)).
3. Remove the hard drive cables from the plastic shroud at the front of the chassis and from the hard drives.
4. Lift the shroud straight up **1** about 5-mm (3/16-in) before pulling it into the chassis **2** to remove it.



To install the shroud, reverse the removal process.

6.12 Front I/O Panel Housing Assembly

1. Prepare the computer for disassembly (Section 6.1).
2. Remove the access panel and rotate the computer so the system board is parallel to the table to make it easier to work on (Section 6.3).
3. Remove the hard drive cables from the plastic shroud at the front of the chassis and from the hard drives.
4. Remove the shroud from the chassis (Section 6.11).
5. Disconnect the power switch/LED cable, the front USB cable, and the front audio cable from the system board.
6. Remove the single screw that secure the housing to the chassis ❶, then push the housing to the inside of the chassis ❷.



To install the housing assembly, reverse the removal procedures.



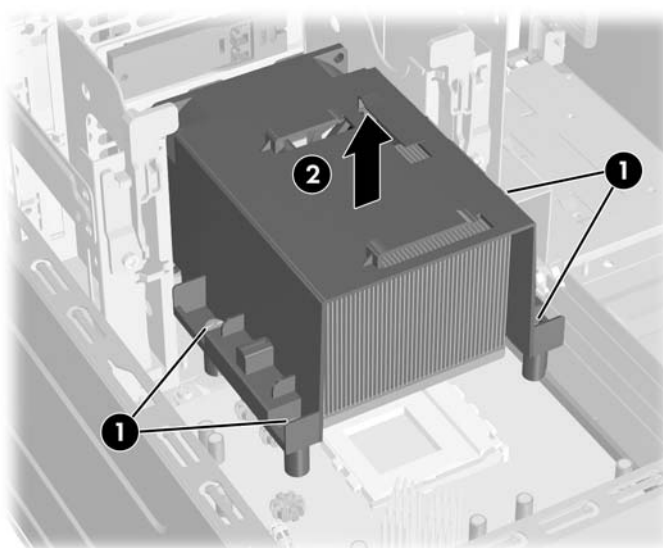
When installing the housing, insert the power-button end into the opening and then rotate the USB end into position before inserting the retaining screw.

6.13 Heatsink

1. Prepare the computer for disassembly (Section 6.1).
2. Remove the access panel and rotate the computer so the system board is parallel to the table to make it easier to work on (Section 6.3).
3. Disconnect the heatsink fan cable from the system board.
4. Loosen the four captive screws ❶ that secure the heatsink to the system board tray.

CAUTION: Heatsink retaining screws should be removed in diagonally opposite pairs (as in an X) to evenly distribute the downward forces on the processor. This is especially important as the pins on the socket are very fragile and any damage to them may require replacing the system board.

5. Lift the heatsink from atop the processor ❷ and set it on its side to keep from contaminating the work area with thermal grease.



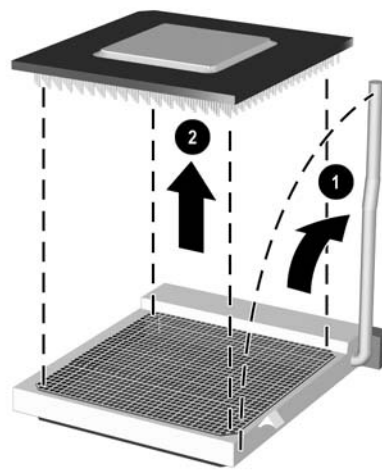
When reinstalling the heatsink, make sure that its bottom has been cleaned with an alcohol wipe and fresh thermal grease has been applied to the top of the processor.

CAUTION: Heatsink retaining screws should be tightened in diagonally opposite pairs (as in an X) to evenly seat the heatsink on the processor. This is especially important as the pins on the socket are very fragile and any damage to them may require replacing the system board.

6.14 Processor

1. Prepare the computer for disassembly (Section 6.1).
2. Remove the computer cover (Section 6.3).
3. Disconnect the heatsink control cable from the system board and remove the heatsink (Section 6.13).
4. Rotate the locking lever to its full open position ❶.
5. Carefully lift the processor from the socket ❷.

CAUTION: Do NOT handle the pins on the processor. These pins are very fragile and handling them could cause irreparable damage. Once pins are damaged it may be necessary to replace the processor.



To install a new processor reverse the removal procedure.


If reusing the existing heatsink, go to step 1.


If using a new heatsink, go to step 4.

1. If reusing the existing heatsink, clean the bottom of the heatsink with the alcohol pad provided in the spares kit.

CAUTION: Before reinstalling the heatsink you must clean the top of the processor and the bottom of the heatsink with an alcohol pad supplied in the spares kit. After the alcohol has evaporated, apply thermal grease to the top of the processor from the syringe supplied in the spares kit.

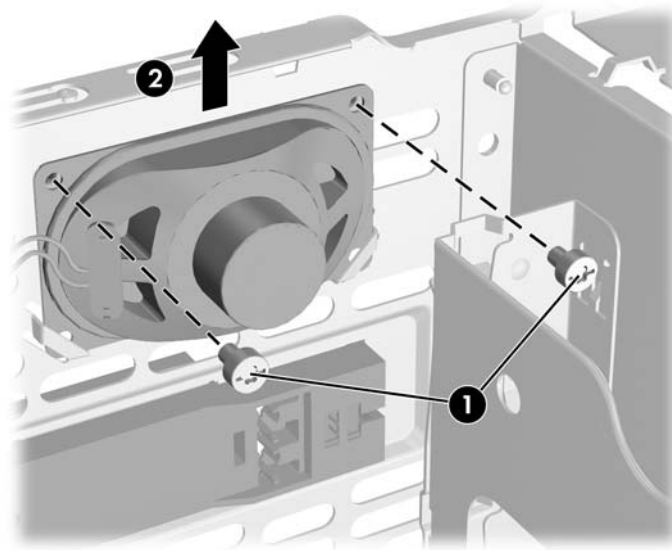
2. Apply the thermal grease provided in the spares kit to the top of the processor and install the heatsink atop the processor.
3. Go to step 5.
4. If using a new heatsink, remove the protective covering from the bottom of the heatsink and place it in position atop the processor.
5. Secure the heatsink to the system board and system board tray with the four captive screws and attach the heatsink control cable to the system board.

 **CAUTION:** Heatsink retaining screws should be tightened in diagonally opposite pairs (as in an X) to evenly seat the heatsink on the processor. This is especially important as the pins on the socket are very fragile and any damage to them may require replacing the system board.

 After installing a new processor onto the system board, always update the system ROM to ensure that the latest version of the BIOS is being used on the computer. The latest system BIOS can be found on the Web at: <http://h18000.www1.hp.com/support/files>.

6.15 Speaker

1. Prepare the computer for disassembly ([Section 6.1](#)).
2. Remove the access panel and rotate the computer so the system board is parallel to the table to make it easier to work on ([Section 6.3](#)).
3. Remove the hard drive cables from the plastic shroud at the front of the chassis and from the hard drives.
4. Remove the shroud from the chassis ([Section 6.11](#)).
5. Disconnect the speaker wire from the system board connector.
6. Remove the two screws **1** that secure the speaker to the chassis.
7. Remove the speaker by lifting it up **2** and out of the retaining clips.

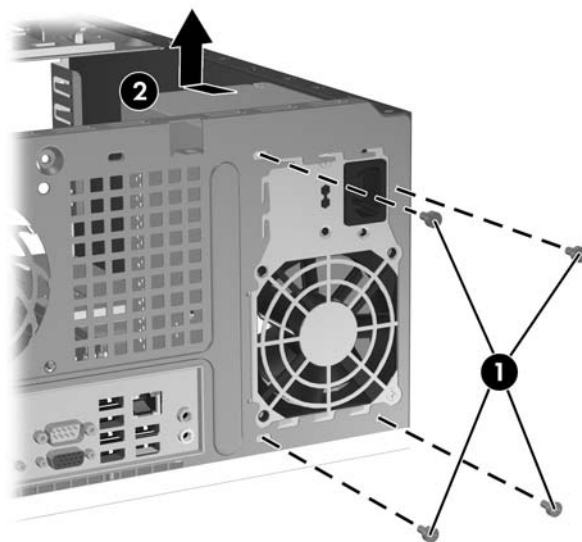


To install the speaker, reverse the removal procedures making sure that the speaker wire is at the upper left of the speaker when viewed from inside the chassis..

6.16 Power Supply

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.

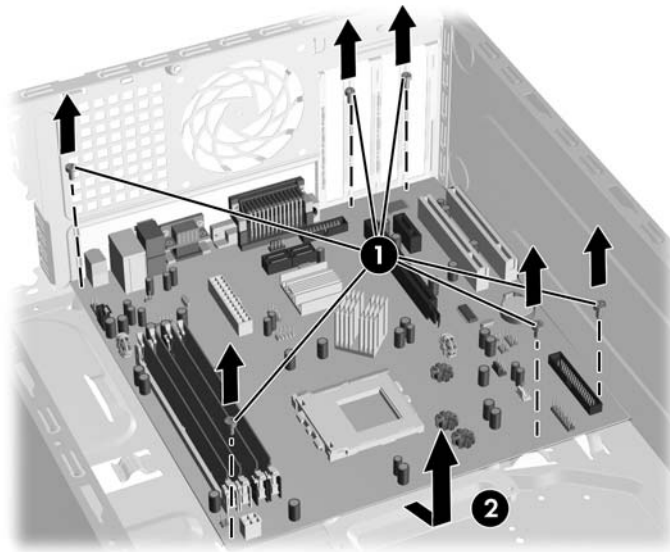
1. Prepare the computer for disassembly ([Section 6.1](#)).
2. Remove the access panel and rotate the computer so the system board is parallel to the table to make it easier to work on ([Section 6.3](#)).
3. Disconnect all power cables from the mass storage devices and from the system board.
4. Remove the screws that connect the power supply to the chassis ❶.
5. Pull the power supply towards the front of the chassis then, lift the power supply from the chassis ❷.



To install the power supply, reverse the removal procedure.

6.17 System Board

1. Prepare the computer for disassembly (Section 6.1).
2. Remove the access panel and rotate the computer so the system board is parallel to the table to make it easier to work on (Section 6.3).
3. Remove all PCI expansion cards (Section 6.8).
4. Disconnect all cables connected to the system board, noting their location for reinstallation.
5. Remove the six screws that secure the system board to the chassis **1**, then slide the system board towards the front of the chassis to remove it **2**.



To install the system board, reverse the removal procedures.

6.18 Battery

The battery that comes with your computer provides power to the real-time clock and has a lifetime of about three years. When replacing the battery, use a battery equivalent to the battery originally installed on the computer. The computer comes with a 3-volt lithium coin cell battery.



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.



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

- Do not attempt to recharge the battery.
- Do not expose to temperatures higher than 140°F (60°C)
- Do not disassemble, crush, puncture, short external contacts, or dispose of in fire or water.
- Replace the battery only with the HP spare designated for this product.



CAUTION: Before replacing the battery, it is important to back up the computer CMOS settings. When the battery is removed or replaced, the CMOS settings will be cleared. Refer to the *Computer Setup (F10) Utility Guide* for information on backing up the CMOS settings.



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



CAUTION: 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.

1. Prepare the computer for disassembly ([Section 6.1](#)).
2. Remove the access panel and rotate the computer so the system board is parallel to the table to make it easier to work on ([Section 6.3](#)).

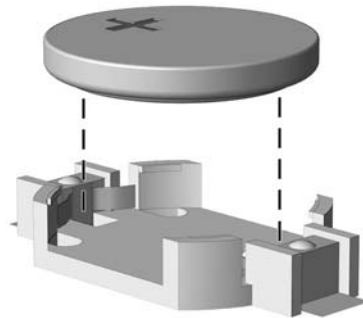


It may be necessary to remove an expansion card to gain access to the battery.

3. Locate the battery and battery holder on the system board.
4. Depending on the type of battery holder on your system board, complete the following instructions to replace the battery:

6.18.1 Type 1 Battery Holder

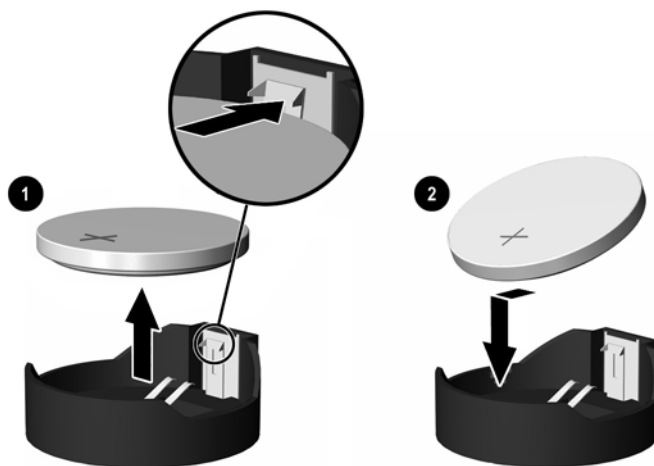
1. Lift the battery out of its holder.



2. Slide the replacement battery into position, positive side up.
3. The battery holder automatically secures the battery in the proper position.
4. Replace the computer access panel ([Section 6.3](#)).
5. Plug in the computer and turn on power to the computer.
6. Reset the date and time, your passwords, and any special system setups, using Computer Setup. Refer to the *Computer Setup (F10) Utility Guide*.

6.18.2 Type 2 Battery Holder

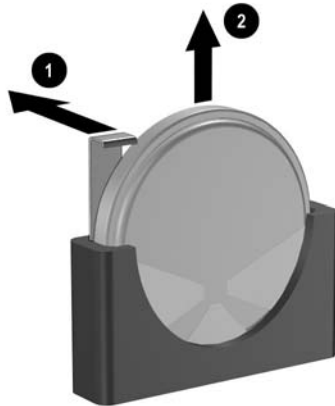
1. To release the battery from its holder, squeeze the metal clamp that extends above one edge of the battery. When the battery pops up, lift it out ❶.
2. To insert the new battery, slide one edge of the replacement battery under the holder's lip with the positive side up ❷. Push the other edge down until the clamp snaps over the other edge of the battery.



3. Replace the computer cover or access panel ([Section 6.3](#)).
4. Plug in the computer and turn on power to the computer.
5. Reset the date and time, your passwords, and any special system setups, using Computer Setup. Refer to the *Computer Setup (F10) Utility Guide*.

6.18.3 Type 3 Battery Holder

1. Pull back on the clip ❶ that holds the battery in place, then remove the battery ❷.
2. Insert the new battery and position the clip back in place.



3. Replace the computer access panel ([Section 6.3](#)).
4. Plug in the computer and turn on power.
5. Reset the date and time, your passwords, and any special system setups, using Computer Setup. Refer to the *Computer Setup (F10) Utility Guide*.

Removal and Replacement Procedures— Small Form Factor (SFF) Chassis

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.



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

7.1 Preparation for Disassembly

See [Chapter 5, “Identifying the Chassis, Routine Care, and Disassembly Preparation,”](#) for initial safety procedures.

1. Close any open software applications.
2. Exit the operating system.
3. Remove/disengage any security devices that prohibit opening the computer.
4. Remove any diskette or compact disc from the computer.
5. Turn off the computer and any peripheral devices that are connected to it.



CAUTION: Turn off the computer before disconnecting any cables.



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. In some systems the cooling fan is on even when the computer is in the “Standby,” or “Suspend” modes. The power cord should always be disconnected before servicing a unit.

6. Disconnect the power cord from the electrical outlet and then from the computer.
7. Disconnect all peripheral device cables from the computer.



During disassembly, label each cable as you remove it, noting its position and routing.



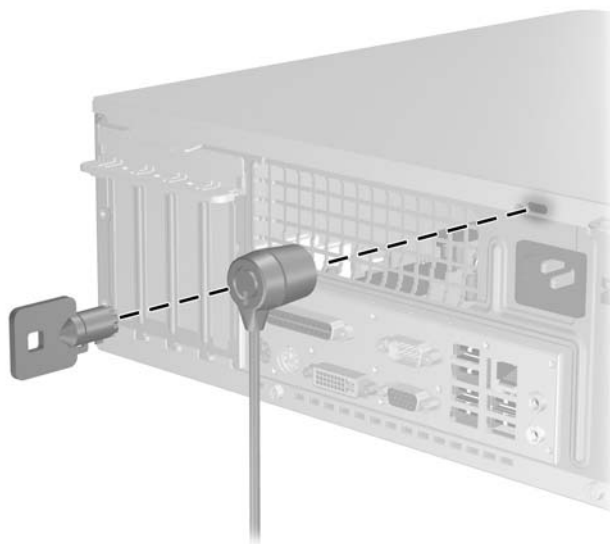
CAUTION: The screws used in the computer are of different thread sizes and lengths; using the wrong screw in an application may damage the unit.

7.2 External Security Devices

7.2.1 Cable Lock

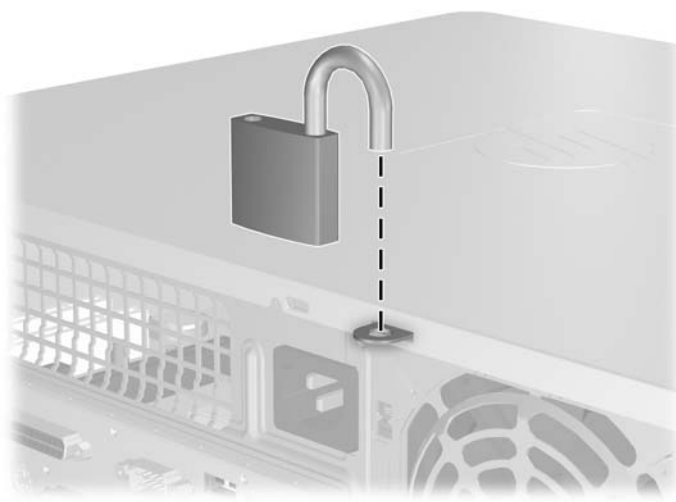
The cable lock may be used to secure the access panel to the chassis and, at the same time, secure the computer to a fixed object.

Insert the cable lock in the location shown below.



7.2.2 Padlock

A padlock may be used by itself to secure the access panel to the computer chassis. A padlock may also be used with a security cable to secure the computer to a fixed object.



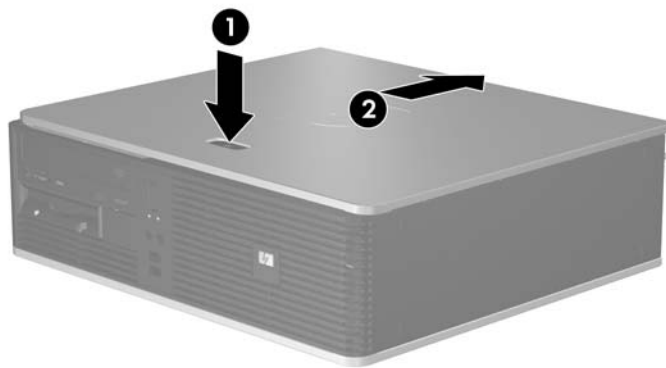
7.3 Access Panel

1. Prepare the computer for disassembly ([Section 7.1](#)).



CAUTION: Before removing the access panel, ensure that the computer is turned off and that the power cord is disconnected from the electrical outlet.

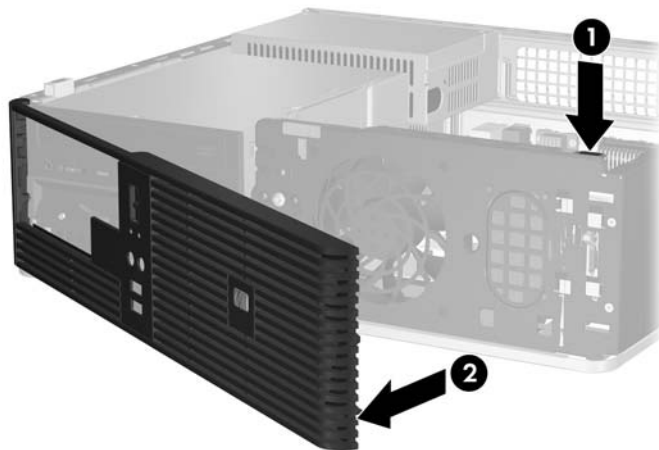
1. Push down on the button **1** to release the latch that secures the access panel to the computer chassis.
2. Slide the access panel back **2** about 1.3-cm (1/2-inch), then lift it off the chassis.



To install the access panel, reverse the removal procedure.

7.4 Front Bezel

1. Prepare the computer for disassembly (Section 7.1).
2. Remove the access panel (Section 7.4).
3. Press the green latch behind the upper right side of the bezel ❶ and pull the right side of the bezel off the chassis ❷, then the left side.



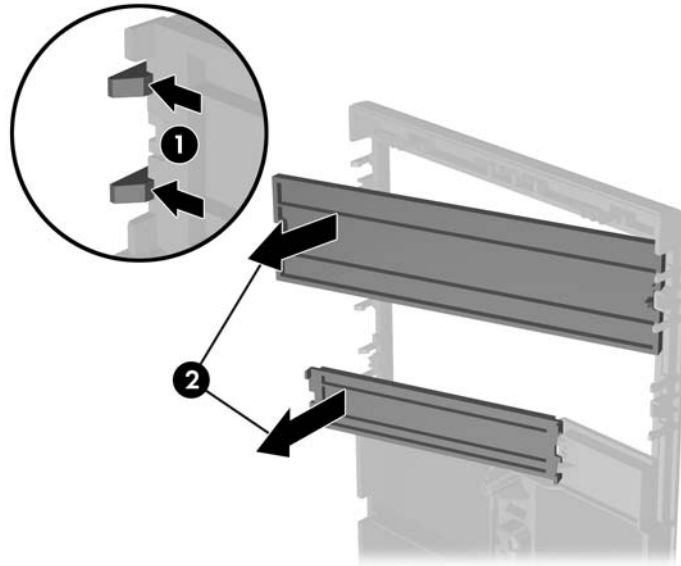
To install the front bezel, reverse the removal procedure.

7.5 Front Drive Bezels

1. Prepare the computer for disassembly (Section 7.1).
2. Remove the access panel (Section 7.3).
3. Remove the drive bezel by pushing the two retaining tabs that hold the bezel in place towards the outer left edge of the bezel ❶ and pull the bezel blank inwards to remove it ❷.



The drive bezel will vary depending on the computer configuration.



Install a bezel or a bezel blank by pushing the bezel into place.


7.6 Cable Management

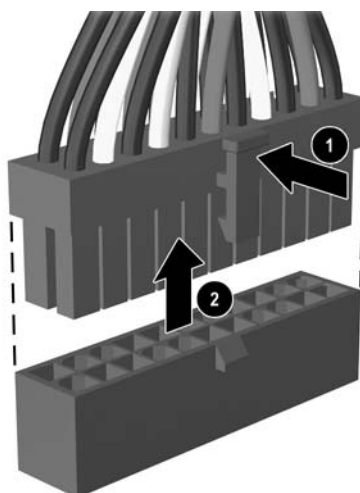
The Small Form Factor chassis is a very compact computer and proper routing of the internal cables is critical to the operation of the computer. Follow good cable management practices when working inside the computer.

- Keep cables away from major heat sources like the heatsink.
- Do not jam cables on top of expansion cards or memory modules. Printed circuit cards like these are not designed to take excessive pressure on them.
- Keep cables clear of movable or rotating parts like the power supply and drive cage to prevent them from being cut or crimped when the component is lowered into its normal position.
- When folding a flat ribbon cable, never fold to a sharp crease. Sharp creases may damage the wires.
- Some flat ribbon cables come prefolded. Never change the folds on these cables.
- Do not bend any cable sharply. A sharp bend can break the internal wires.
- Never bend a SATA data cable tighter than a 30 mm (1.18 in) radius.
- Never crease a SATA data cable.
- Do not rely on components like the drive cage, power supply, or access panel to push cables down into the chassis. Always position the cables to lay properly by themselves.

When removing the power supply power cables from the P1 connector on the system board, always follow these steps:

1. Squeeze on the top of the retaining latch attached to the cable end of the connector ❶.
2. Grasp the cable end of the connector and pull it straight up ❷.

 **CAUTION:** Always pull the connector - NEVER pull on the cable. Pulling on the cable could damage the cable and result in a failed power supply.



7.6.1 Cable Connections

System board connectors are color-coded to make it easier to find the proper connection.

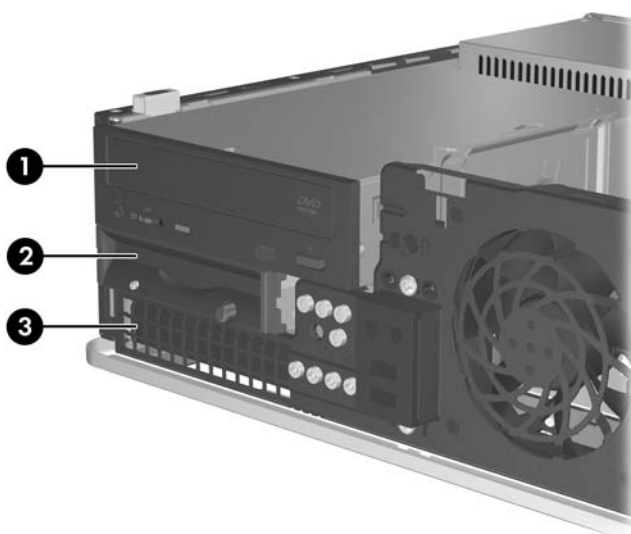
Cable	To	Cable Designator
Power Supply	Main power, P1	P1
Power Supply	1st SATA Hard drive	P2
Power Supply	CPU power	P3
Power Supply	2nd SATA Hard drive	P4
Power Supply	SATA Optical drive	P6
Power Supply	Diskette drive	P7
Power Supply	SATA Optical drive	P6
Cable	To	PCA Designator
Front LED/Power	System board	P5
Speaker	System board	P6, SPKR
Chassis fan	System board	P8, F CHASSIS FAN
Diskette drive	System board	P10, FLOPPY (Black)
Front audio	System board	P23, FRNT AUD, (Blue)
Front I/O USB	System board	P24, FRONT USB (Yellow)
Serial port B	System board	P52, COM B
1st SATA Hard drive	System board	P60, SATA0 (Dark Blue)
1st ODD or 2nd SATA Hard drive if no ODD	System board	P61, SATA1 (White)
ODD if 2nd SATA Hard drive present	System board	P62, SATA4 (Light blue)

7.7 Drives

A Torx T-15 screwdriver is needed to remove and install the guide screws on a drive.

CAUTION: Make sure personal files on the hard drive are backed up to an external storage device before removing the hard drive. Failure to do so will result in data loss. After replacing the primary hard drive, you will need to run the *Restore Plus!* CD to load the HP factory-installed files.

7.7.1 Drive Positions




Drive Positions

Item	Description	Item	Description
❶	5.25-inch, external drive bay for optional drives (Optical drive shown)	❸	3.5-inch internal hard drive bay
❷	3.5-inch external drive bay for optional drives (diskette drive shown)*		

*A 3.5-inch diskette drive, hard drive, or media card reader may be installed in this bay but the correct bezel must be installed to ensure proper air flow.

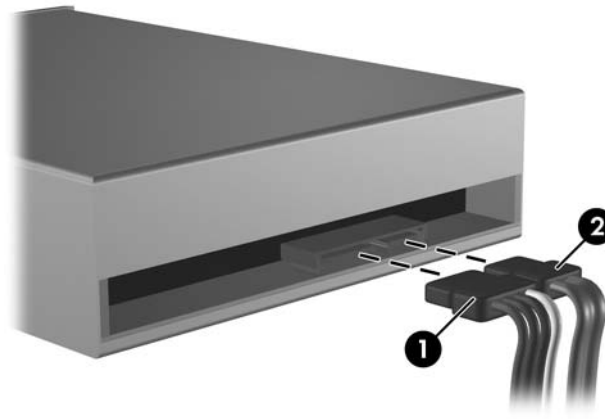
To verify the type and size of the storage device installed in the computer, run Computer Setup.

7.7.2 Optical Drive

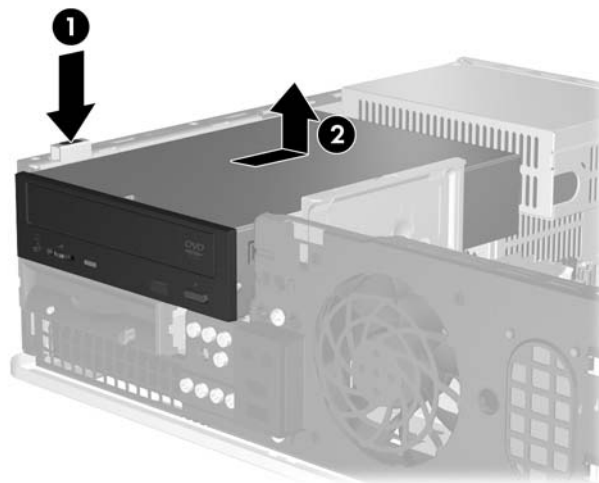
 **CAUTION:** All removable media should be taken out of the drives before removing the drive from the computer.

 An optical drive is a CD-ROM, CD-R/RW, DVD-ROM, DVD+R/RW, or CD-RW/DVD Combo drive.


1. Prepare the computer for disassembly ([Section 7.1](#)).
2. Remove the access panel ([Section 7.3](#)).
3. Remove the front bezel ([Section 7.4](#)).
4. Disconnect the power **1** cable and data **2** cables from the rear of the optical drive.




5. Press down on the lever to the left of the drive **1**, slide the drive back until it stops, and lift it straight up and out of the drive bay **2**.



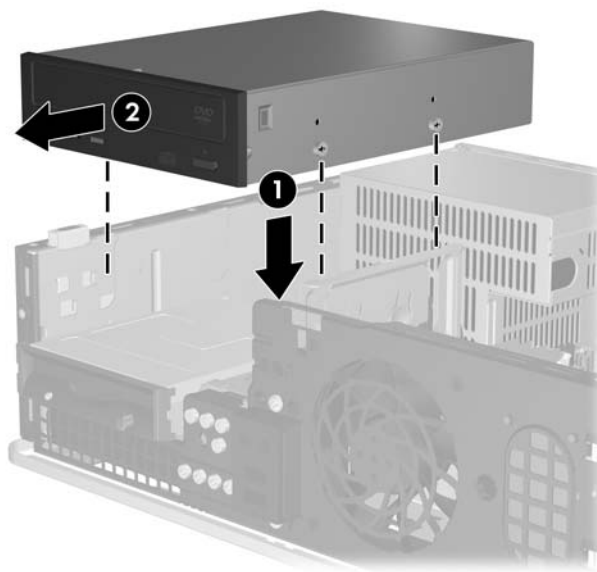
6. Remove the two M3 metric guide screws in the lower holes on each side of the drive. HP has provided four extra M3 metric guide screws on the front of the chassis, under the front bezel. The M3 metric guide screws are black.

 **CAUTION:** Use only 5-mm long screws as guide screws. Longer screws can damage the internal components of the drive.

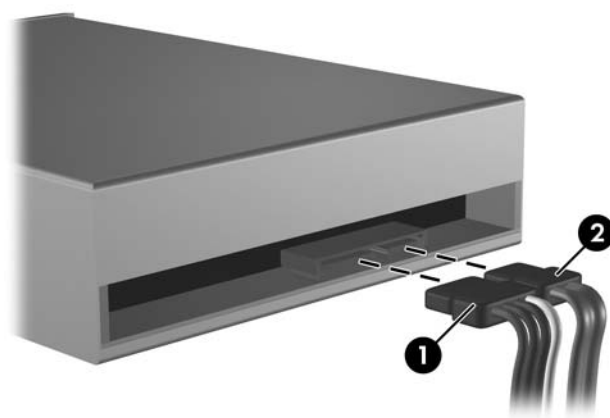
 When replacing the drive, transfer the four M3 metric guide screws from the old drive to the new one.



7. Align the guide screws on the drive with the slots on the chassis. Slide the drive all the way down **1** then slide it forward **2** until it locks into place.



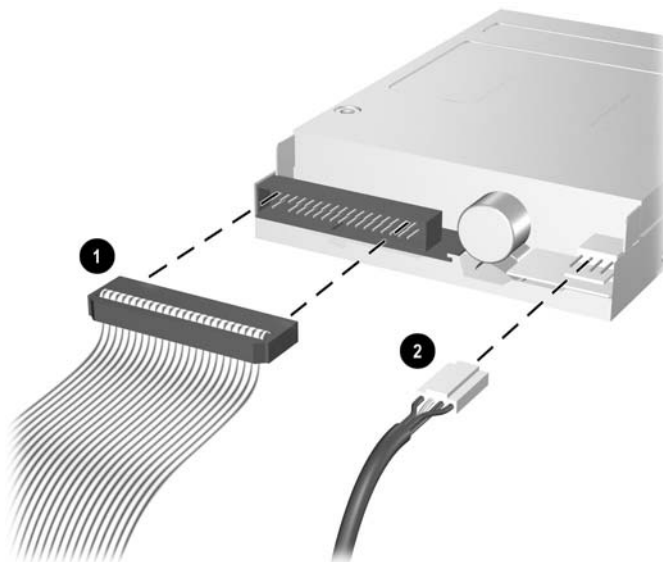
8. Connect the power ❶ cable and data ❷ cables to the rear of the optical drive.



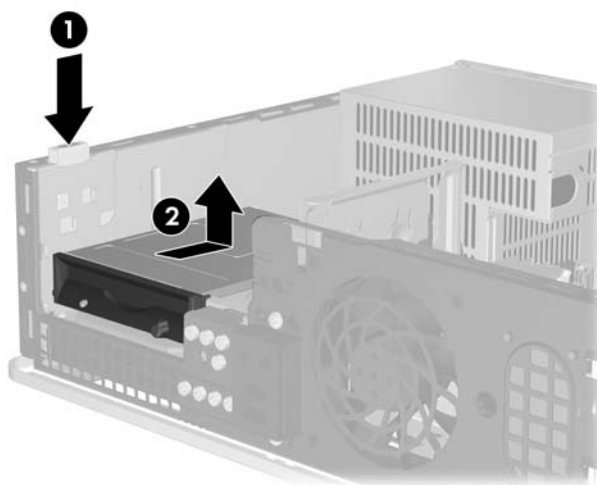
9. Complete the installation of the drive by reversing the remainder of the removal process.

7.7.3 External 3.5-inch Drive

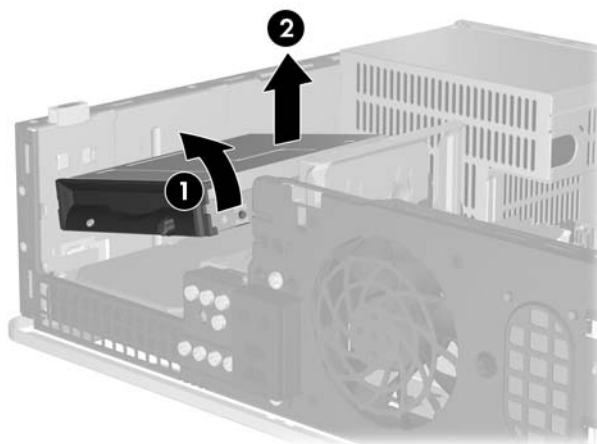
1. Prepare the computer for disassembly ([Section 7.1](#)).
2. Remove the access panel ([Section 7.3](#)).
3. Remove the front bezel ([Section 7.4](#)).
4. Remove the optical drive ([Section 7.7.2](#)).
5. .Disconnect the data **1** and power **2** cables from the drive. The other end of the cables should remain connected to the system board. (Diskette drive is shown.)



6. Press down on the lever to the left of the drive **1**, slide the drive back until it stops, and lift it straight up **2**.



7. Tilt the left side of the drive down slightly ❶ so that the top lip of the guide screws are not caught behind the metal frame, then pull the drive out of the drive bay ❷.



To replace the drive, reverse the removal procedure.



When replacing the drive, transfer the four metric screws from the old drive to the new one. The screws take the place of drive rails.

7.7.4 Hard Drive

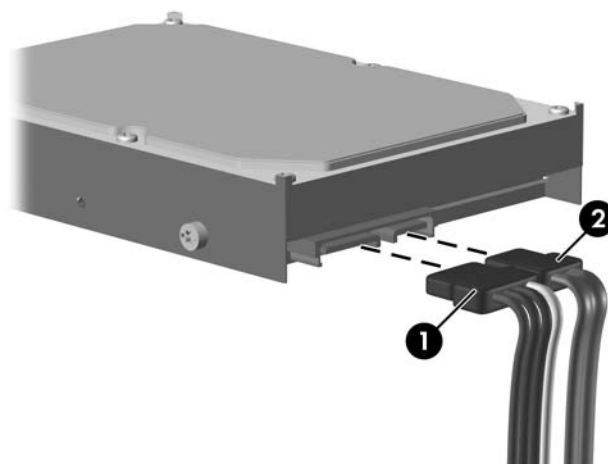
A Torx T-15 screwdriver is needed to remove and install the guide screws on a hard drive.

CAUTION: Make sure personal files on the hard drive are backed up to an external storage device before removing the hard drive. Failure to do so will result in data loss. After replacing the primary hard drive, you will need to run the *Restore Plus!* CD to load the HP factory-installed files.

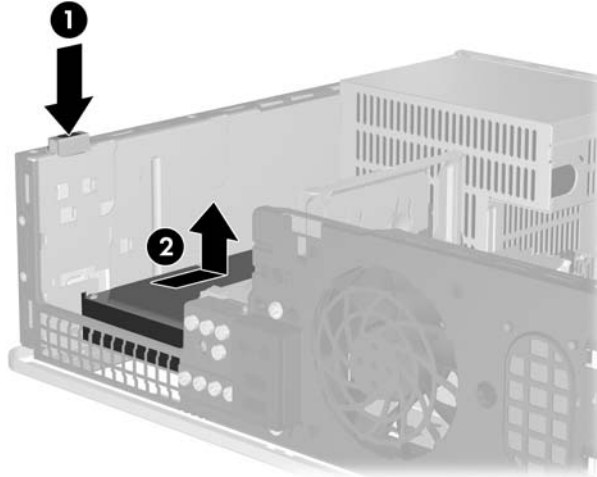
CAUTION: To prevent loss of work and damage to the computer or drive:

- If you are inserting or removing a hard drive, shut down the operating system properly, then 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. Refer to [Section 5.2, "Electrostatic Discharge Information"](#) for more information about preventing electrostatic damage.
- Handle a drive carefully; do not drop it.
- 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 monitors or speakers.

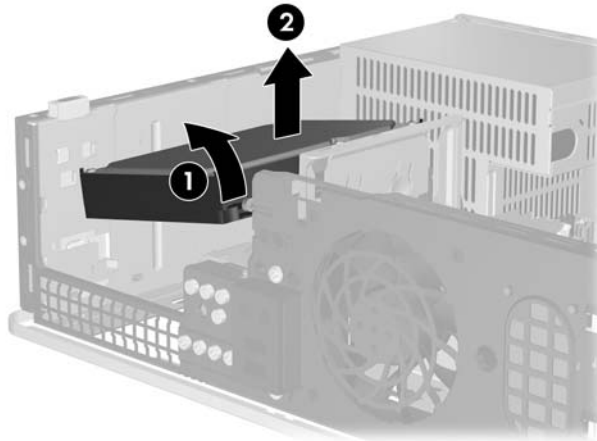
1. Prepare the computer for disassembly ([Section 7.1](#)).
2. Remove the access panel ([Section 7.3](#)).
3. Remove the front bezel ([Section 7.4](#)).
4. Remove the optical drive if present ([Section 7.7.2](#)).
5. Remove the external 3.5-inch drive if present ([Section 7.7.3](#)).
6. Disconnect the power ❶ and data ❷ cables from the back of the hard drive.



7. Press down on the lever to the left of the hard drive ❶, slide the drive back until it stops, and lift it straight up ❷.



8. Tilt the left side of the hard drive down slightly ❶ so that the top lips of the guide screws are not caught behind the metal frame, then pull the drive out of the drive bay ❷.



To install a hard drive, reverse the removal procedure.



If the system has only one SATA hard drive, the data cable must be connected to the **dark blue** connector labeled SATA0 on the system board to avoid any hard drive performance problems. If you are adding a second drive, connect the other end of the data cable to the next available SATA connector on the system board in the following order: SATA0, SATA1, SATA3, SATA2.

When replacing the hard drive, transfer the four screws from the old drive to the new one. You will need a Torx -T15 screwdriver to remove and re-install the guide screws. HP has provided four extra 6-32 standard guide screws on the front of the chassis under the front bezel. The 6-32 standard guide screws are silver.

If you replaced the primary hard drive, insert the *Restore Plus!* CD to restore the operating system, software drivers, and any software applications that were preinstalled on the computer. Follow the instructions in the guide included with the *Restore Plus!* CD. When the restore process has completed, reinstall any personal files that you backed up before replacing the hard drive.

7.8 Memory

CAUTION: The memory module sockets have gold metal contacts. When upgrading the memory, it is important to use memory modules with gold metal contacts to prevent corrosion and/or oxidation resulting from having incompatible metals in contact with each other.

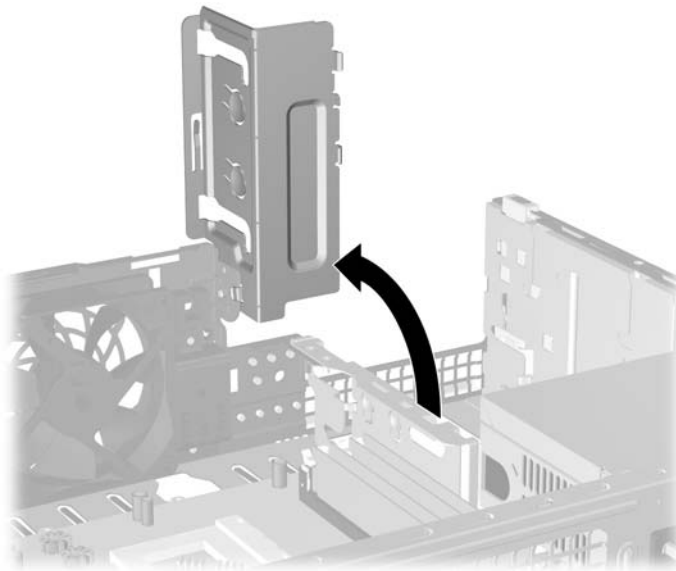
CAUTION: Static electricity can damage the electronic components of the computer or optional cards. Before beginning these procedures, ensure that you are discharged of static electricity by briefly touching a grounded metal object. Refer to [Section 5.2, “Electrostatic Discharge Information”](#) for more information.

CAUTION: When handling a memory module, be careful not to touch any of the contacts. Doing so may damage the module.

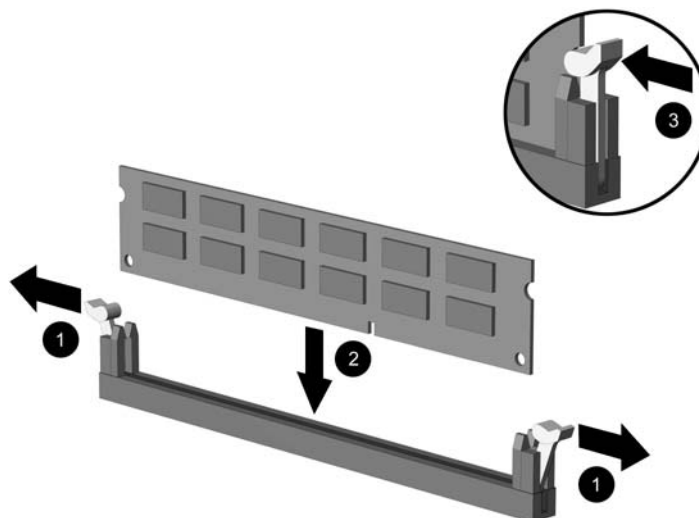
1. Prepare the computer for disassembly ([Section 7.1](#)).
2. Remove the access panel ([Section 7.3](#)).
3. Remove the front bezel ([Section 7.4](#)).
4. Remove the ODD ([Section 7.7.2](#)).


WARNING: To reduce risk of personal injury from hot surfaces, allow the internal system components to cool before touching.

5. Rotate the optical drive retainer to its upright position to access the memory module sockets.




6. Open both latches of the memory module socket ❶, and insert the memory module into the socket ❷. Refer to [Appendix F, “Memory”](#) for the correct sequence for installing memory modules to get optimal performance.




 A memory module can be installed in only one way. Match the notch on the module with the tab on the memory socket.

7. Push the module down into the socket, ensuring that the module is fully inserted and properly seated. Make sure the latches are in the closed position ③.
 8. Repeat steps 4 and 5 for any additional modules that you want to install.
-

 The computer automatically recognizes the additional memory when the computer is turned on.

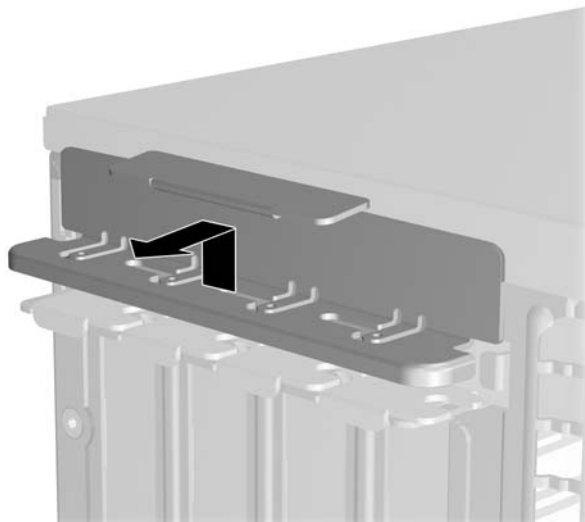
To reassemble the computer, reverse the removal procedure.

 If you normally lock the Smart Cover Lock, use Computer Setup to relock the lock and enable the Smart Cover Sensor.

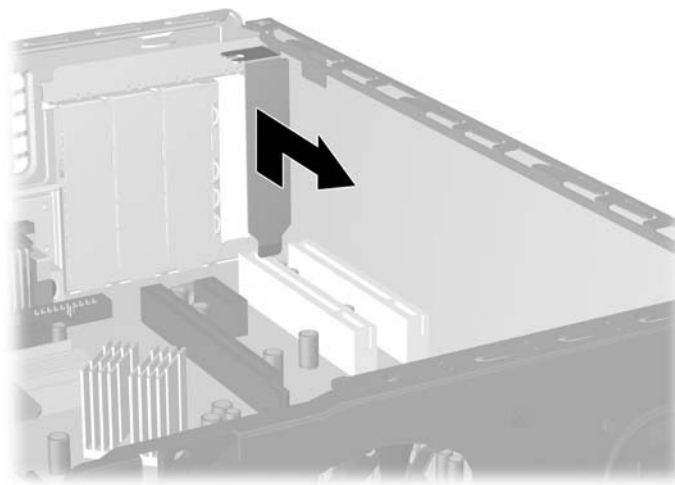
7.9 Expansion Card

7.9.1 Expansion Card Retainer

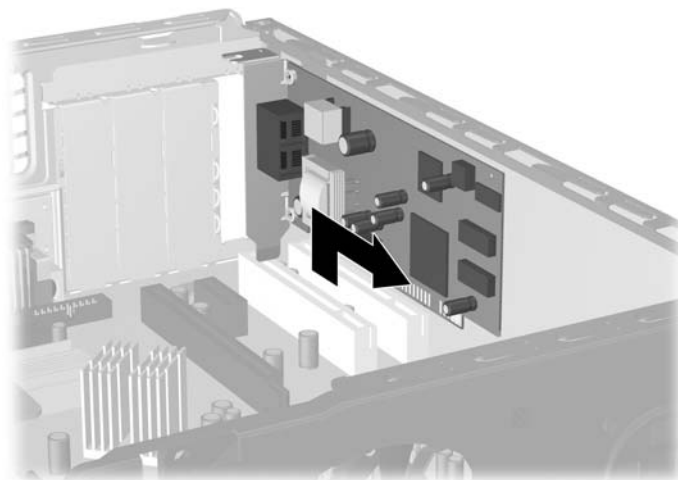
1. Turn off the computer properly through the operating system, then turn off any external devices.
2. Disconnect the power cord from the power outlet and disconnect any external devices.
3. Remove the access panel ([Section 7.3](#)).
4. Remove the slot cover retainer that secures the slot covers by lifting the retainer up then out and away from the chassis.



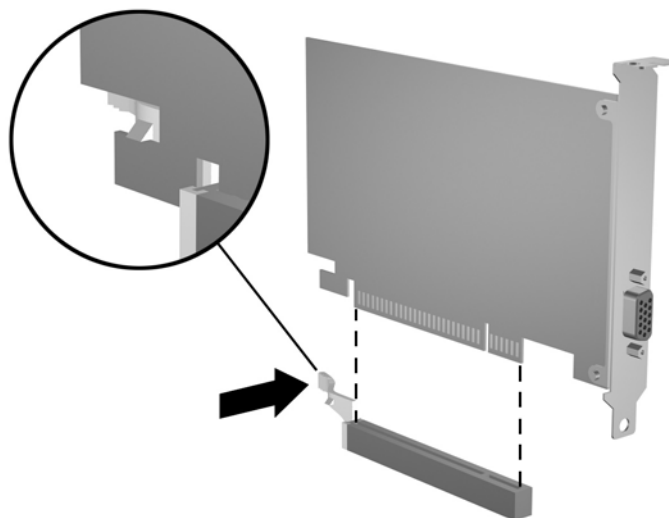
5. Remove the slot cover by pulling it straight up and then back towards the inside of the chassis.



6. If you are removing an existing PCI card, hold the card at each end, and carefully rock it back and forth until the connectors pull free from the socket. Pull the card straight up from the socket then back towards the inside of the chassis to release it from the chassis frame. Be sure not to scrape the card against the other components.



7. If you are removing a PXCI Express x16 crd, pull the retention arm on the back of the expansion socket away from the card and carefully rock it back and forth until the connectors pull free from the socket. Pull the card straight up from the socket then back towards the inside of the chassis to release it from the chassis frame. Be sure not to scrape the card against the other components..

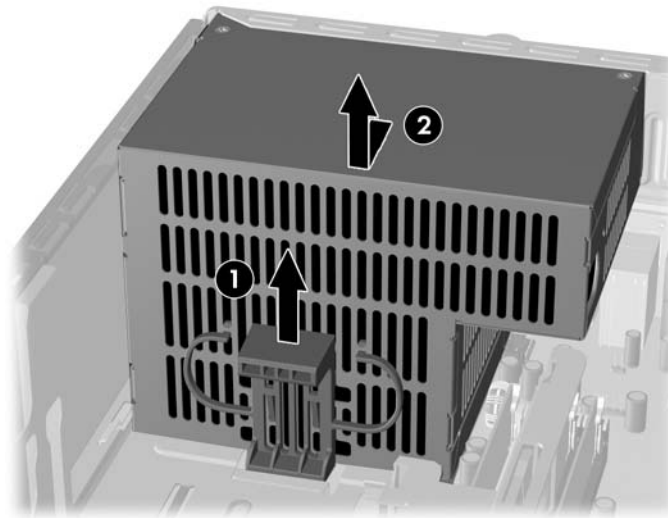


To complete the installation, reverse the removal procedures.

7.10 Power Supply

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.

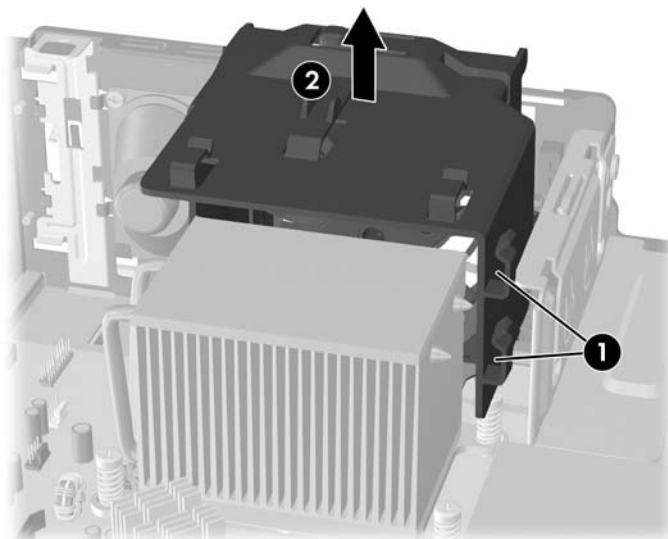
1. Prepare the computer for disassembly ([Section 7.1](#)).
2. Remove the access panel([Section 7.3](#)).
3. Disconnect the power cables from all of the drives.
4. Disconnect the power cables from the system board.
5. Disconnect the data cable from the rear of the optical drive.
6. Lift the green locking lever **1** and slide the power supply towards the front of the chassis then lift the power supply straight up .



To install the power supply, reverse the removal procedure.

7.11 Fan Shroud

1. Prepare the computer for disassembly (Section 7.1).
2. Remove the access panel (Section 7.3).
3. Remove all cables that are attached to the fan shroud ❶.
4. Lift up on the fan shroud ❷ to remove it from the computer.



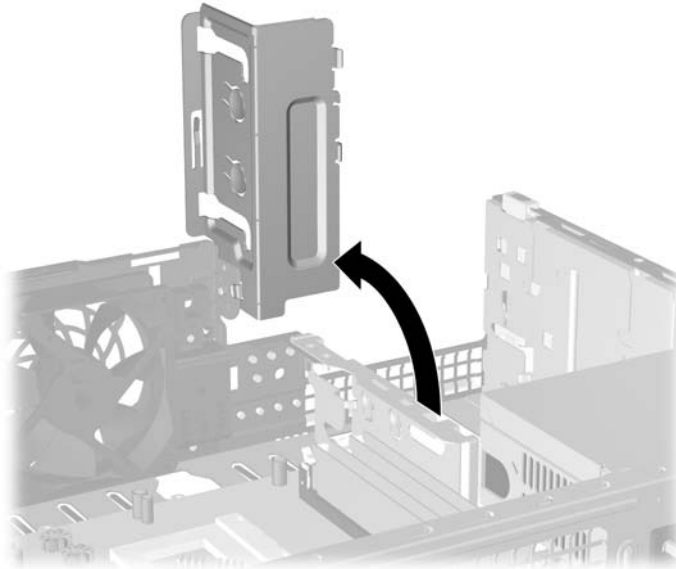
To replace the shroud, reverse the removal procedures.



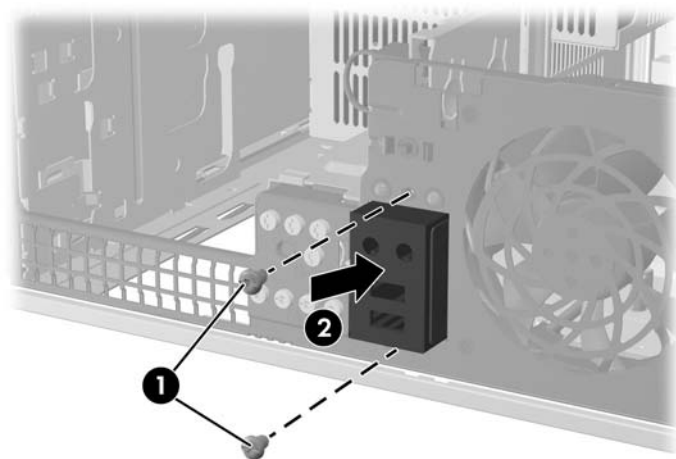
When replacing the shroud, make sure that it does not get caught on any wires.

7.12 Front I/O Device

1. Prepare the computer for disassembly (Section 7.1).
2. Remove the access panel (Section 7.3).
3. Remove the fan shroud (Section 7.11).
4. Remove the optical drive (Section 7.7.2).
5. Rotate the optical drive retainer to its upright position to access the memory module sockets.



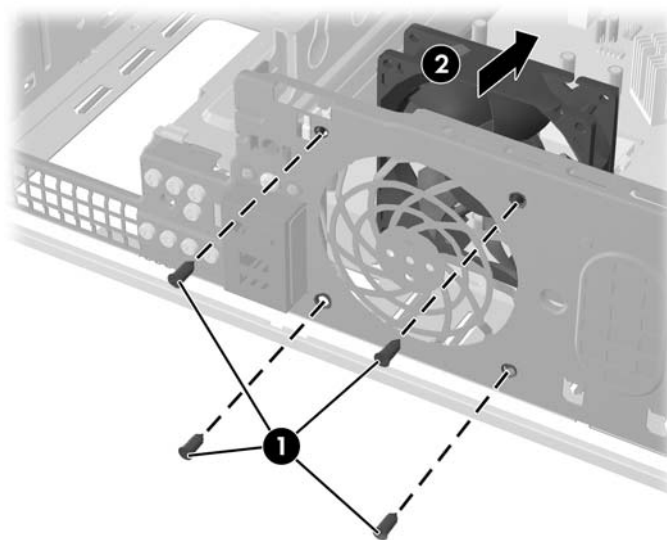
6. Remove the two screws that secure the front I/O device to the chassis ❶.
7. Push the front I/O device into the chassis ❷ and disconnect the cables from the system board.



To reinstall the front I/O device, reverse the removal procedure.

7.13 Chassis Fan

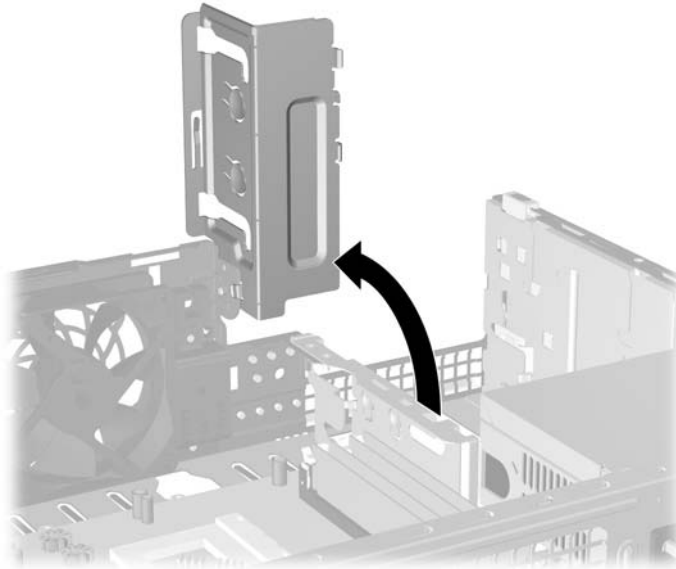
1. Prepare the computer for disassembly (Section 7.1).
2. Remove the access panel (Section 7.3).
3. Remove the fan shroud (Section 7.11).
4. Disconnect the chassis fan power cable from the system board.
5. Remove the four screws that secure the chassis fan to the front of the chassis **1** then, remove the fan **2**.



To install the chassis fan, reverse the removal procedures.

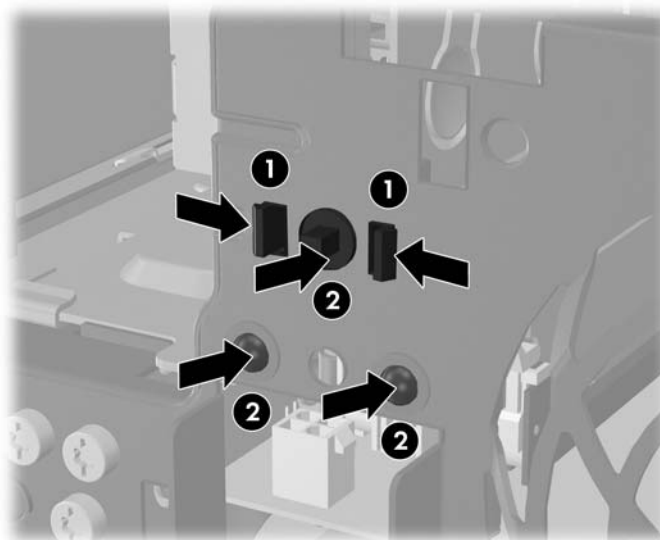
7.14 Power Switch Assembly

1. Prepare the computer for disassembly ([Section 7.1](#)).
2. Remove the access panel ([Section 7.3](#)).
3. Remove the fan shroud ([Section 7.11](#)).
4. Remove the optical drive ([Section 7.7.2](#)).
5. Rotate the optical drive retainer to its upright position.



6. Disconnect the power switch/LED cable from the system board.

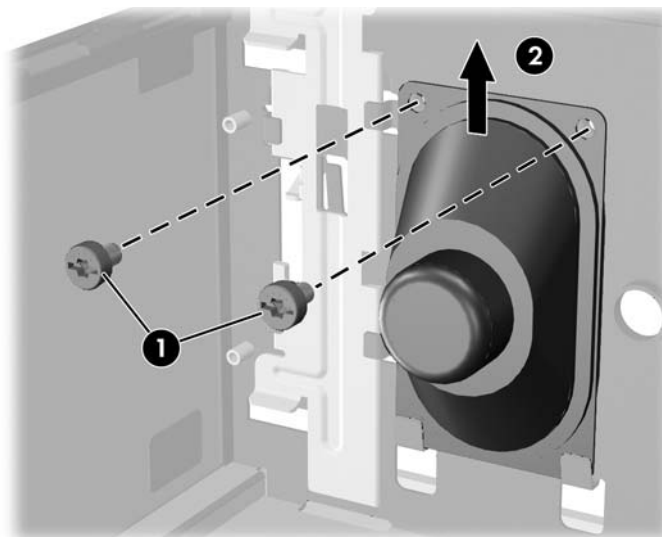
7. Squeeze the switch holder retaining clips together at the front of the chassis ❶ and push the switch assembly out of the chassis ❷. Push the two LEDs out of the chassis ❸.



To install the power switch and LEDs, reverse the removal procedure.

7.15 Speaker

1. Prepare the computer for disassembly (Section 7.1).
2. Remove the access panel (Section 7.3).
3. Remove the fan shroud (Section 7.11).
4. Disconnect the speaker wire from the system board.
5. Remove the two screws that secure the speaker to the chassis ❶, then lift the speaker up and out of the chassis ❷.



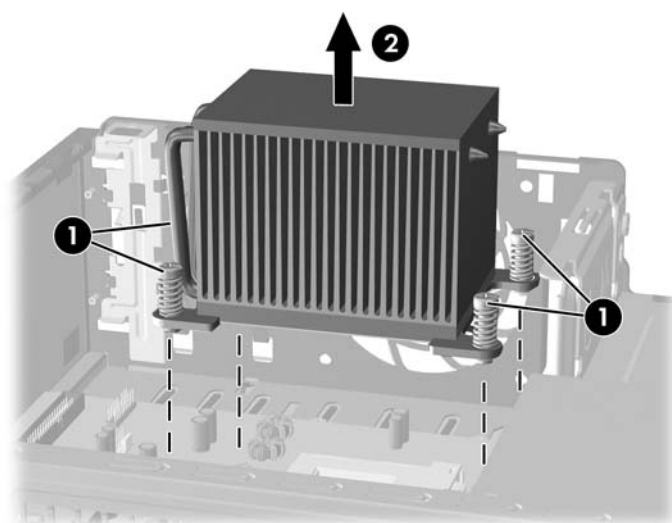
To install the speaker, reverse the removal procedures.

7.16 Heatsink

1. Prepare the computer for disassembly (Section 7.1).
2. Remove the access panel (Section 7.3).
3. Remove the fan shroud (Section 7.11).
4. Loosen the four captive screws ❶ that secure the heatsink to the system board tray.

CAUTION: Heatsink retaining screws should be removed in diagonally opposite pairs (as in an X) to even the downward forces on the processor. This is especially important as the pins on the socket are very fragile and any damage to them may require replacing the system board.

5. Lift the heatsink from atop the processor ❷ and set it on its side to keep from contaminating the work area with thermal grease.



When reinstalling the heatsink, make sure that its bottom has been cleaned with an alcohol wipe and fresh thermal grease has been applied to the top of the processor.

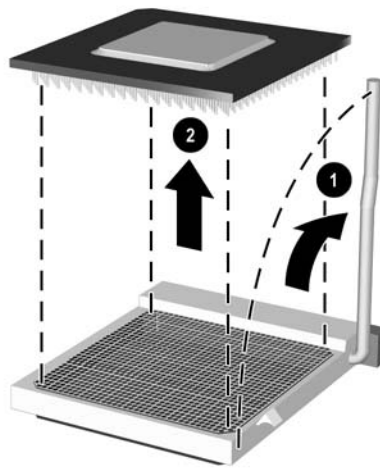
CAUTION: Heatsink retaining screws should be tightened in diagonally opposite pairs (as in an X) to evenly seat the heatsink on the processor. This is especially important as the pins on the socket are very fragile and any damage to them may require replacing the system board.

CAUTION: Failure to install the fan shroud may cause the computer to overheat.

7.17 Processor

1. Prepare the computer for disassembly (Section 7.1).
2. Remove the access panel (Section 7.3).
3. Remove the fan shroud (Section 7.11).
4. Remove the heatsink (Section 7.16).
5. Raise the locking lever to its fully open position ❶.
6. Carefully lift the processor from the socket ❷.

CAUTION: Do NOT handle the pins in the processor. These pins are very fragile and handling them could cause irreparable damage. Once pins are damaged it may be necessary to replace the processor.



To install a new processor reverse the removal process.


If reusing the existing heatsink, go to step 1.


If using a new heatsink, go to step 4.

1. If reusing the existing heatsink, clean the bottom of the heatsink with the alcohol pad provided in the spares kit.

CAUTION: Before reinstalling the heatsink you must clean the top of the processor and the bottom of the heatsink with an alcohol pad supplied in the spares kit. After the alcohol has evaporated, apply thermal grease to the top of the processor from the syringe supplied in the spares kit.

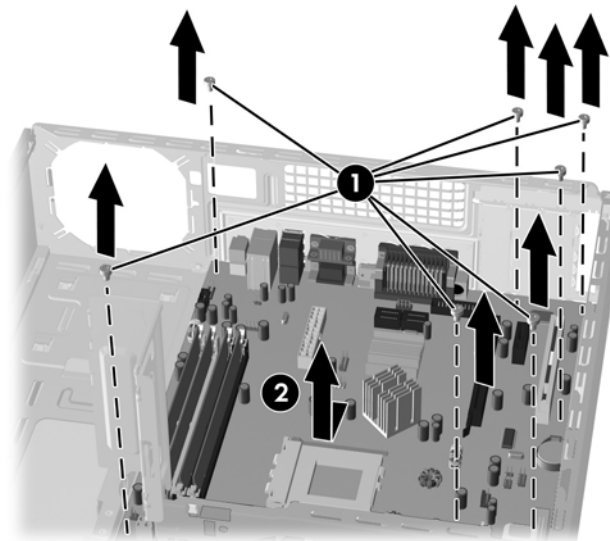
2. Apply the thermal grease provided in the spares kit to the top of the processor and install the heatsink atop the processor.
3. Go to step 5.
4. If using a new heatsink, remove the protective covering from the bottom of the heatsink and place it in position atop the processor.
5. Secure the heatsink to the system board and system board tray with the 4 captive screws and attach the heatsink control cable to the system board.

 **CAUTION:** Heatsink retaining screws should be tightened in diagonally opposite pairs (as in an X) to evenly seat the heatsink on the processor. This is especially important as the pins on the socket are very fragile and any damage to them may require replacing the system board.

 After installing a new processor onto the system board, always update the system ROM to ensure that the latest version of the BIOS is being used on the computer. The latest system BIOS can be found on the Web at: <http://h18000.www1.hp.com/support/files>.

7.18 System Board

1. Prepare the computer for disassembly (Section 7.1).
2. Remove the access panel (Section 7.3).
3. Remove all PCI and PCI Express expansion boards (Section 7.9).
4. Remove the fan shroud from the chassis (Section 7.11).
5. Remove the optical drive (Section 7.7.2).
6. Rotate the optical drive retainer to its upright position.
7. Remove all memory modules (Section 7.8).
8. Disconnect all data and power cables from the system board.
9. Remove the power supply (Section 7.10).
10. Remove the system board retaining screws ❶, slide the board towards the front of the chassis, then lift the board from the chassis ❷.



To install the system board, reverse the removal procedure.

CAUTION: Before reinstalling the heatsink you must clean the top of the processor and the bottom of the heatsink with an alcohol pad supplied in the spares kit. After the alcohol has evaporated, apply thermal grease to the top of the processor from the syringe supplied in the spares kit.

NOTE: When reinstalling the system board it is important to secure the system board and tray to the chassis with the long retaining screw before performing any subsequent steps.

CAUTION: When reconnecting the cables it is important that they be positioned so they do not interfere with the rotation of the drive cage or power supply.

7.19 Battery

The battery that comes with this computer provides power to the real-time clock and has a lifetime of about three years. When replacing the battery, use a battery equivalent to the battery originally installed on the computer. The computer comes with a 3-volt lithium coin cell battery.



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.



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

- Do not attempt to recharge the battery.
- Do not expose to temperatures higher than 140°F (60°C).
- Do not disassemble, crush, puncture, short external contacts, or dispose of in fire or water.
- Replace the battery only with the HP spare designated for this product.



CAUTION: Before replacing the battery, it is important to back up the computer CMOS settings. When the battery is removed or replaced, the CMOS settings will be cleared. Refer to the *Computer Setup (F10) Utility Guide* for information on backing up the CMOS settings.



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



CAUTION: 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.

1. Prepare the computer for disassembly ([Section 7.1](#)).
2. Remove the computer access panel ([Section 7.3](#)).

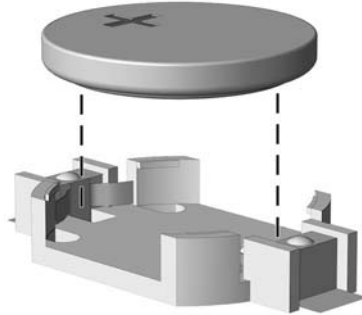


It may be necessary to remove an expansion card to gain access to the battery.

3. Locate the battery and battery holder on the system board.
4. Carefully pull the cable bundle out of the way to access the battery.
5. Depending on the type of battery holder on your system board, complete the following instructions to replace the battery:

7.19.1 Type 1 Battery Holder

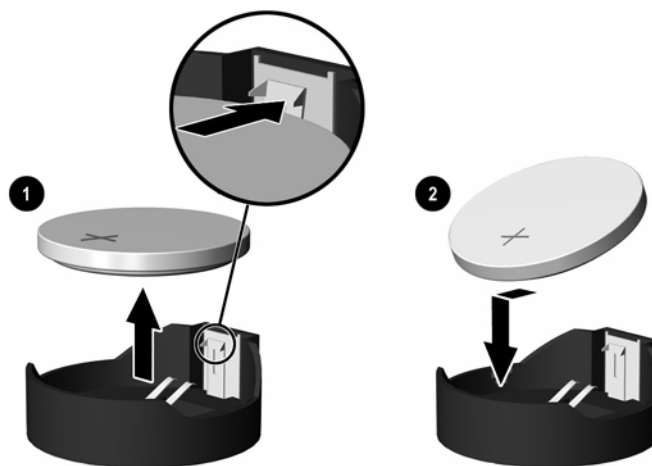
1. Lift the battery out of its holder.



2. Slide the replacement battery into position, positive side up.
3. The battery holder automatically secures the battery in the proper position.
4. Replace the computer access panel.
5. Plug in the computer and turn on power to the computer.
6. Reset the date and time, your passwords, and any special system setups, using Computer Setup. Refer to the *Computer Setup (F10) Utility Guide*.

7.19.2 Type 2 Battery Holder

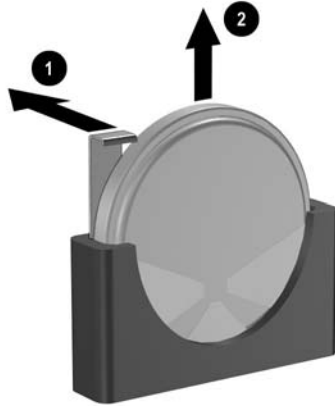
1. To release the battery from its holder, squeeze the metal clamp that extends above one edge of the battery. When the battery pops up, lift it out ❶.
2. To insert the new battery, slide one edge of the replacement battery under the holder's lip with the positive side up ❷. Push the other edge down until the clamp snaps over the other edge of the battery.



3. Replace the computer access panel.
4. Plug in the computer and turn on power to the computer.
5. Reset the date and time, your passwords, and any special system setups, using Computer Setup. Refer to the *Computer Setup (F10) Utility Guide*.

7.19.3 Type 3 Battery Holder

1. Pull back on the clip ❶ that holds the battery in place, then remove the battery ❷.
2. Insert the new battery and position the clip back in place.




3. Replace the computer access panel.
4. Plug in the computer and turn on power to the computer.
5. Reset the date and time, your passwords, and any special system setups, using Computer Setup. Refer to the *Computer Setup (F10) Utility Guide*.


Connector Pin Assignments

This appendix contains the pin assignments for many computer and workstation connectors. Some of these connectors may not be used on the product being serviced.


Keyboard

Connector and Icon	Pin	Signal
	1	Data
	2	Unused
	3	Ground
	4	+5 VDC
	5	Clock
	6	Unused


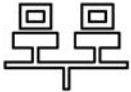
Mouse

Connector and Icon	Pin	Signal
	1	Data
	2	Unused
	3	Ground
	4	+5 VDC
	5	Clock
	6	Unused

Ethernet BNC

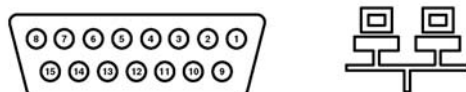
Connector and Icon	Pin	Signal
	1 (Center)	Data
	2 (Shield)	Ground

Ethernet RJ-45

Connector and Icon		Pin	Signal
 		1	(+) Transmit Data
		2	(-) Transmit Data
		3	(+) Receive Data
		4	Unused
		5	Unused
		6	(-) Receive Data
		7	Unused
		8	Unused

Ethernet AUI

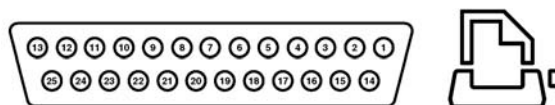
Connector and Icon



Pin	Signal	Pin	Signal
1	Ground	9	Positive AUI Differential Receive
2	Negative AUI Differential Collision	10	+12V
3	Positive AUI Differential Collision	11	Ground
4	Negative AUI Differential Transmit	12	Ground
5	Positive AUI Differential Transmit	13	Unused
6	Ground	14	Unused
7	Ground	15	Unused
8	Negative AUI Differential Receive	16	Unused


Parallel Interface

Connector and Icon




Pin	Signal	Pin	Signal	Pin	Signal
1	Strobe	7	Data Bit 5	13	Select
2	Data Bit 0	8	Data Bit 6	14	Auto Linefeed
3	Data Bit 1	9	Data Bit 7	15	Error
4	Data Bit 2	10	Acknowledge	16	Initialize Printer
5	Data Bit 3	11	Busy	17	Select IN
6	Data Bit 4	12	Paper End	18-25	Signal Ground

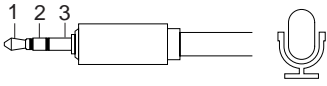
Serial Interface, Powered and Non-Powered

Connector and Icon	Pin	Signal
	1	Carrier Detect (12V if powered)
	2	Receive Data
	3	Transmit Data
	4	Data Terminal Ready
	5	Signal Ground
	6	Data Set Ready
	7	Request to Send
	8	Clear to Send
	9	Ring Indicator (5V if powered)

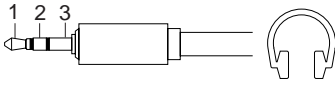
USB

Connector and Icon	Pin	Signal
	1	+5 VDC
	2	- Data
	3	+ Data
	4	Ground

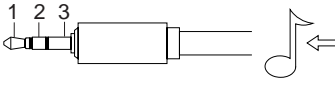
Microphone

Connector and Icon (1/8" miniphone)	Pin	Signal
	1 (Tip)	Left audio and power
	2 (Ring)	Right audio and power
	3 (Shield)	Ground

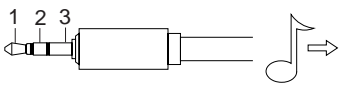
Headphone

Connector and Icon (1/8" miniphone)	Pin	Signal
	1 (Tip)	Audio_Left
	2 (Ring)	Audio_Right
	3 (Shield)	Ground

Line-In Audio

Connector and Icon (1/8" miniphone)	Pin	Signal
	1 (Tip)	Audio_In_Left
	2 (Ring)	Audio_In_Right
	3 (Shield)	Ground

Line-Out Audio

Connector and Icon (1/8" miniphone)	Pin	Signal
	1 (Tip)	Audio_Out_Left
	2 (Ring)	Audio_Out_Right
	3 (Shield)	Ground

External Infrared Transceiver

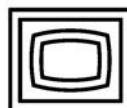
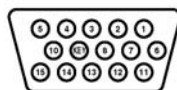
Connector and Icon



Pin	Signal	Pin	Signal	Pin	Signal
1	Transmit	4	5V	7	Not Used
2	Receive	5	Mode	8	Not Used
3	Ground	6	Not Used		

Monitor

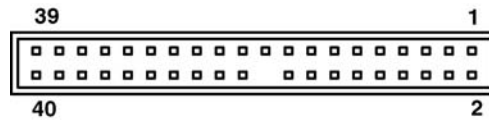
Connector and Icon



Pin	Signal	Pin	Signal	Pin	Signal
1	Red Analog	6	Ground	11	Not used
2	Green Analog	7	Ground	12	DDC Serial Data
3	Blue Analog	8	Ground	13	Horizontal Sync
4	Not used	9	+5V (fused)	14	Vertical Sync
5	Ground	10	Ground	15	DDC Serial Clock

ATA/ATAPI (IDE) Standard Drive Cable

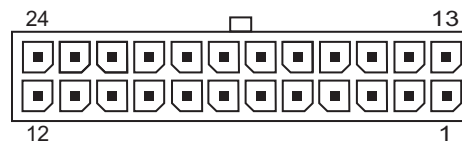
Connector



Pin	Signal	Pin	Signal	Pin	Signal
1	Reset	15	DD1	29	DMAK
2	Ground	16	DD14	30	Ground
3	DD7	17	DD0	31	INTRQ
4	DD8	18	DD15	32	IOCS16
5	DD6	19	Ground	33	DA1
6	DD9	20	(Key)	34	PDIAG (cable detect)
7	DD5	21	DMARQ	35	DA0
8	DD10	22	Ground	36	DA2
9	DD4	23	DIOW	37	CS1FX
10	DD11	24	Ground	38	CS3FX
11	DD3	25	DIOR	39	DASP
12	DD12	26	Ground	40	Ground
13	DD2	27	IORDY		
14	DD13	28	CSEL		

24-Pin Power (CMT and MT models)

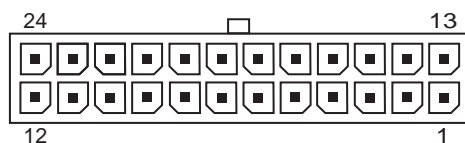
Connector



Pin	Signal	Pin	Signal	Pin	Signal	Pin	Signal
1	+3.3 V	7	GND	13	+3.3 V	19	GND
2	+3.3 V	8	POK	14	-12 V	20	open
3	GND	9	+5 V _{aux}	15	GND	21	+5 V
4	+5 V	10	+12 V	16	PSON	22	+5 V
5	GND	11	+12 V	17	GND	23	+5 V
6	+5 V	12	+3.3 V	18	GND	24	GND

24-Pin MicroFit Power (USDT, SFF, and ST models)

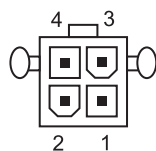
Connector



Pin	Signal	Pin	Signal	Pin	Signal	Pin	Signal
1	+5 Vaux	7	PWRGD	13	+12 V	19	GND
2	GND	8	+3.3 V	14	+5 V Sense	20	+3.3 Sense
3	+5 V	9	+3.3 V	15	GND	21	+3.3 V
4	+5 V	10	Tach	16	+5 V	22	+3.3 V
5	PS_ON	11	GND	17	+5 V	23	GND
6	GND	12	Fan-CMD	18	+3.3 V	24	-12 V

4-Pin Power (for CPU) (MT and CMT models)

Connector and Icon

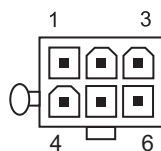


Pin CMT and MT Signal

1	GND
2	GND
3	+12 V CPU
4	-12 V CPU

6-Pin Power (for CPU) (USDT, SFF, and ST models)

Connector and Icon

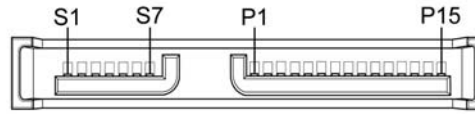


Pin Signal

1	GND
2	GND
3	GND
4	12 V CPU
5	12 V CPU
6	+12 V

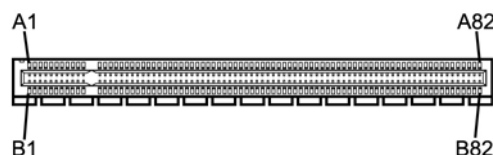
SATA Data and Power

Drive Connector



Pin	Signal	Pin	Signal	Pin	Signal	Pin	Signal
S1	Ground	S2	A+	S3	A-	S4	Ground
S5	B-	S6	B+	S7	Ground		
P1	V 3.3	P2	V 3.3	P3	V 3.3	P4	Ground
P5	Ground	P6	Ground	P7	V 5	P8	V 5
P9	V 5	P10	Ground	P11	Reserved	P12	Ground
P13	V 12	P14	V 12	P15	V 12		

*S = Data, P = Power

PCI Express**x1, x4, x8, and x16 PCI Express Connector****Pin A**

Pin	Signal	Pin	Signal	Pin	Signal	Pin	Signal	Pin	Signal
1	PRSNT1#	6	JTAG3	11	PERST#	16	PERp0	21	PERp1
2	+12V	7	JTAG4	12	GND	17	PERn0	22	PERn1
3	+12V	8	JTAG5	13	REFCLK+	18	GND	23	GND
4	GND	9	+3.3v	14	REFCLK-	19	RSVD	24	GND
5	JTAG2	10	+3.3v	15	GND	20	GND	25	PERp2
26	PERn(2)	31	GND	36	PERn4	41	GND	46	GND
27	GND	32	RSVD	37	GND	42	GND	47	PERp7
28	GND	33	RSVD	38	GND	43	PERp6	48	PERn7
29	PERp3	34	GND	39	PERp5	44	PERn6	49	GND
30	PERn3	35	PERp4	40	PERn5	45	GND	50	RSVD
51	GND	56	PERp9	61	PERn10	66	GND	71	GND
52	PERp8	57	PERn9	62	GND	67	GND	72	PERp13
53	PERn8	58	GND	63	GND	68	PERp12	73	PERn13
54	GND	59	GND	64	PERp11	69	PERn12	74	GND
55	GND	60	PERp10	65	PERn11	70	GND	75	GND
76	PERp14	81	PERn15						
77	PERn14	82	GND						
78	GND								
79	GND								
80	PERp15								

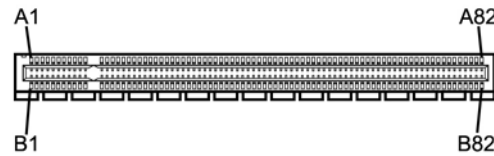
Pin B information is on the next page

Notes:

- x1 PCI Express uses pins 1-18
- x4 PCI Express uses pins 1-32
- x8 PCI Express uses pins 1-49
- x16 PCI Express uses pins 1-8

PCI Express

x1, x4, x8, and x16 PCI Express Connector



Pin B

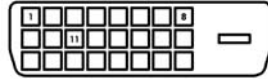
Pin	Signal	Pin	Signal	Pin	Signal	Pin	Signal	Pin	Signal
1	+12V	6	SMDAT	11	WAKE#	16	GND	21	GND
2	+12V	7	GND	12	RSVD	17	PRSNT2#	22	GND
3	RSVD	8	+3.3v	13	GND	18	GND	23	PETp2
4	GND	9	JTAG1	14	PETp0	19	PETp1	24	PETn2
5	SMCLK	10	3.3vAux	15	PETn0	20	PETn1	25	GND
26	GND	31	PRSNT2#	36	GND	41	PETp6	46	PETn7
27	PETp3	32	GND	37	PETp5	42	PRTn6	47	GND
28	PETn3	33	PETp4	38	PETn5	43	GND	48	PRSNT2#
29	GND	34	PETn4	39	GND	44	GND	49	GND
30	RSVD	35	GND	40	GND	45	PETp7	50	PETp8
51	PETn8	56	GND	61	GND	66	PETp12	71	PETn13
52	GND	57	GND	62	PETp11	67	PETn12	72	GND
53	GND	58	PETp10	63	PETn11	68	GND	73	GND
54	PETp9	59	PETn10	64	GND	69	GND	74	PETp14
55	PETn9	60	GND	65	GND	70	PETp13	75	PETn14
76	GND	81	PRSNT2#						
77	GND	82	RSVD						
78	PETp15								
79	PETn15								
80	GND								

Notes:

- x1 PCI Express uses pins 1-18
- x4 PCI Express uses pins 1-32
- x8 PCI Express uses pins 1-49
- x16 PCI Express uses pins 1-82

DVI Connector

Connector and Icon



Pin	Signal	Pin	Signal
1	T.M.D.S. Data2-	13	T.M.D.S. Data3+
2	T.M.D.S. Data2+	14	+5V Power
3	T.M.D.S. Data2/4 Shield	15	Ground (for +5V)
4	T.M.D.S. Data4-	16	Hot Plug Detect
5	T.M.D.S. Data4+	17	T.M.D.S. Data0-
6	DDC Clock	18	T.M.D.S. Data0+
7	DDC Data	19	T.M.D.S. Data0/5 Shield
8	No Connect	20	T.M.D.S. Data5-
9	T.M.D.S. Data1-	21	T.M.D.S. Data5+
10	T.M.D.S. Data1+	22	T.M.D.S. Data Shield
11	T.M.D.S. Data1/3 Shield	23	T.M.D.S. Clock+
12	T.M.D.S. Data3-	24	T.M.D.S. Clock-

Power Cord Set Requirements

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

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

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

General Requirements

The requirements listed below are applicable to all countries:

1. The power cord must be approved by an acceptable accredited agency responsible for evaluation in the country where the power cord set will be installed.
2. The power cord set must have a minimum current capacity of 10A (7A Japan only) and a nominal voltage rating of 125 or 250 volts AC, as required by each country's power system.
3. The diameter of the wire must be a minimum of 0.75 mm² or 18AWG, and the length of the cord must be between 1.8 m (6 feet) and 3.6 m (12 feet).

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



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

Japanese Power Cord Requirements

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



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

Country-Specific Requirements

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

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

1. The flexible cord must be <HAR> Type HO5VV-F, 3-conductor, 0.75mm² conductor size. Power cord set fittings (appliance coupler and wall plug) must bear the certification mark of the agency responsible for evaluation in the country where it will be used.
2. The flexible cord must be Type SVT or equivalent, No. 18 AWG, 3-conductor. The wall plug must be a two-pole grounding type with a NEMA 5-15P (15A, 125V) or NEMA 6-15P (15A, 250V) configuration.
3. Appliance coupler, flexible cord, and wall plug must bear a "T" mark and registration number in accordance with the Japanese Dentori Law. Flexible cord must be Type VCT or VCTF, 3-conductor, 0.75 mm² conductor size. Wall plug must be a two-pole grounding type with a Japanese Industrial Standard C8303 (7A, 125V) configuration.

POST Error Messages

POST Error Messages

An error message results if the Power-On Self-Test (POST) encounters a problem. This test runs when the system is turned on, checking assemblies within the computer and reporting any errors found.

Not all computers use all of the codes listed.

POST Error Messages

Screen Message	Probable Cause	Recommended Action
101-Option ROM Checksum Error	System ROM or expansion board option ROM checksum.	<ol style="list-style-type: none"> 1. Verify the correct ROM. 2. Flash the ROM if needed. 3. If an expansion card was recently added, remove it and see if the problem remains. 4. Clear CMOS. 5. If the message disappears, there may be a problem with the expansion card. 6. Replace the system board.
103-System Board Failure	DMA or timers.	<ol style="list-style-type: none"> 1. Clear CMOS. 2. Remove expansion boards. 3. Replace the system board.
110-Out of Memory Space for Option ROMs	Recently added PCI expansion card contains an option ROM too large to download during POST.	<ol style="list-style-type: none"> 1. If a PCI expansion card was recently added, remove it to see if the problem remains. 2. In Computer Setup, set Advanced > Device Options > NIC PXE Option ROM Download to Disable to prevent PXE option ROM for the internal NIC from being downloaded during POST to free more memory for an expansion card's option ROM. Internal PXE option ROM is used for booting from the NIC to a PXE server. 3. Ensure that the ACPI/USB Buffers @ Top of Memory setting in Computer Setup is enabled.

POST Error Messages (Continued)

Screen Message	Probable Cause	Recommended Action
162-System Options Not Set	Configuration incorrect. RTC (real-time clock) battery may need to be replaced.	Run Computer Setup and check configuration in Advanced > Onboard Devices . Reset the date and time under Control Panel . If the problem persists, replace the RTC battery.
163-Time & Date Not Set	Invalid time or date in configuration memory. RTC (real-time clock) battery may need to be replaced.	Reset the date and time under Control Panel (Computer Setup can also be used). If the problem persists, replace the RTC battery.
	CMOS jumper may not be properly installed.	Check for proper placement of the CMOS jumper, if applicable.
164-Memory Size Error	Memory amount has changed since the last boot (memory added or removed).	Press the F1 key to save the memory changes.
	Memory configuration is incorrect.	<ol style="list-style-type: none"> 1. Run Computer Setup (F10 Setup) or Windows utilities. 2. Make sure memory module(s) are installed properly. 3. If third party memory has been added, test using HP-only memory. 4. Verify proper memory module type.
201-Memory Error	RAM failure.	<ol style="list-style-type: none"> 1. Run Computer Setup (F10 Setup) or Windows utilities. 2. Ensure memory modules are installed correctly. 3. Verify proper memory module type. 4. Remove and replace the identified faulty memory module(s). 5. If the error persists after replacing memory modules, replace the system board.
213-Incompatible memory Module in memory Socket(s) X,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"> 1. Verify proper memory module type. 2. Try another memory socket. 3. Replace memory with a module conforming to the SPD standard.
214-DIMM Configuration Warning	Populated DIMM configuration is not optimized.	Rearrange the DIMMS so that each channel has the same amount of memory.

POST Error Messages (Continued)

Screen Message	Probable Cause	Recommended Action
219-ECC Memory Module Detected. ECC Modules not supported on this platform	Recently added memory module(s) support ECC memory error correction.	<ol style="list-style-type: none"> 1. If additional memory was recently added, remove it to see if the problem remains. 2. Check product documentation for memory support information.
301-Keyboard Error	Keyboard failure.	<ol style="list-style-type: none"> 1. Reconnect keyboard with computer turned off. 2. Check connector for bent or missing pins. 3. Ensure that none of the keys are depressed. 4. Replace keyboard.
303-Keyboard Controller Error	I/O board keyboard controller.	<ol style="list-style-type: none"> 1. Reconnect keyboard with computer turned off. 2. Replace the system board.
304-Keyboard or System Unit Error	Keyboard failure.	<ol style="list-style-type: none"> 1. Reconnect the keyboard with computer turned off. 2. Ensure that none of the keys are depressed. 3. Replace keyboard. 4. Replace system board.
404-Parallel Port Address Conflict Detected	Both external and internal ports are assigned to parallel port X.	<ol style="list-style-type: none"> 1. Remove any parallel port expansion cards. 2. Clear CMOS. 3. Reconfigure card resources and/or run Computer Setup.
410-Audio Interrupt Conflict	IRQ address conflicts with another device.	Enter Computer Setup and reset the IRQ in Advanced > Onboard Devices .
411-Network Interface Card Interrupt Conflict	IRQ address conflicts with another device.	Enter Computer Setup and reset the IRQ in Advanced > Onboard Devices .
501-Display Adapter Failure	Graphics display controller.	<ol style="list-style-type: none"> 1. Reseat the graphics card (if applicable). 2. Clear CMOS. 3. Verify that the monitor is attached and turned on. 4. Replace the graphics card (if applicable).
510-Flash Screen image corrupted	Flash Screen image has errors.	Reflash the system ROM with the latest BIOS image

POST Error Messages (Continued)

Screen Message	Probable Cause	Recommended Action
511-CPU, CPUA, or CPUB Fan not detected	CPU fan is not connected or may have malfunctioned.	<ol style="list-style-type: none"> 1. Reseat the CPU fan. 2. Reseat fan cable. 3. Replace the CPU fan.
512-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"> 1. Reseat chassis, rear chassis, or front chassis fan. 2. Reseat fan cable. 3. Replace chassis, rear chassis, or front chassis fan.
514-CPU or Chassis Fan not detected.	CPU or chassis fan is not connected or may have malfunctioned.	<ol style="list-style-type: none"> 1. Reseat CPU or chassis fan. 2. Reseat fan cable. 3. Replace CPU or chassis fan.
601-Diskette Controller Error	Diskette controller circuitry or floppy drive circuitry incorrect.	<ol style="list-style-type: none"> 1. Run Computer Setup (F10 Setup). 2. Check and/or replace cables. 3. Clear CMOS. 4. Replace diskette drive. 5. Replace the system board.
605-Diskette Drive Type Error	Mismatch in drive type.	<ol style="list-style-type: none"> 1. Run Computer Setup (F10 Setup). 2. Disconnect any other diskette controller devices (tape drives). 3. Clear CMOS.
610-External Storage Device Failure	External tape drive not connected.	Reinstall tape drive or press F1 and allow system to reconfigure without the drive.
611-Primary Floppy Port Address Assignment Conflict	Configuration error.	Run Computer Setup and check the configuration in Advanced > Onboard Devices .
660-Display cache is detected unreliable	Integrated graphics controller display cache is not working properly and will be disabled.	Replace system board if minimal graphics degrading is an issue.
912-Computer Cover Has Been Removed Since Last System Start Up	Computer cover/access panel was removed since the last system startup.	No action required.
917-Front Audio not Connected	Front audio harness has been detached or unseated from the system board.	Reconnect or replace front audio harness.

POST Error Messages (Continued)

Screen Message	Probable Cause	Recommended Action
918-Front USB Not Connected	Front USB harness has been detached or unseated from system board.	Reconnect or replace front USB harness.
921-Device in PCI Express slot failed to initialize.	There is an incompatibility/problem with this device and the system or PCI Express Link could not be retrained to an x1.	Try rebooting the system. If the error reoccurs, the device may not work with this system.
1151-Serial Port A Address Conflict Detected	Both external and internal serial ports are assigned to COM1.	<ol style="list-style-type: none"> 1. Remove any serial port expansion cards. 2. Clear CMOS. 3. Reconfigure card resources and/or run Computer Setup or Windows utilities.
1152-Serial Port B Address Conflict Detected	Both external and internal serial ports are assigned to COM2.	<ol style="list-style-type: none"> 1. Remove any serial port expansion cards. 2. Clear CMOS. 3. Reconfigure card resources and/or run Computer Setup or Windows utilities.
1155-Serial Port Address Conflict Detected	Both external and internal serial ports are assigned to same IRQ.	<ol style="list-style-type: none"> 1. Remove any serial port expansion cards. 2. Clear CMOS. 3. Reconfigure card resources and/or run Computer Setup or Windows utilities.
1201-System Audio Address Conflict Detected	Device IRQ address conflicts with another device.	Enter Computer Setup and reset the IRQ in Advanced > Onboard Devices .
1202-MIDI Port Address Conflict Detected	Device IRQ address conflicts with another device.	Enter Computer Setup and reset the IRQ in Advanced > Onboard Devices .
1203-Game Port Address Conflict Detected	Device IRQ address conflicts with another device.	Enter Computer Setup and reset the IRQ in Advanced > Onboard Devices .

POST Error Messages (Continued)

Screen Message	Probable Cause	Recommended Action
1720-SMART Hard Drive Detects Imminent Failure	Hard drive is about to fail. (Some hard drives have a firmware patch that will fix an erroneous error message.)	<ol style="list-style-type: none"> 1. Determine if hard drive is giving correct error message. Enter Computer Setup and run the Drive Protection System test under Storage > DPS Self-test. 2. Apply firmware patch if applicable (available at www.hp.com/support). 3. Back up contents and replace hard drive.
1796-SATA Cabling Error	One or more SATA devices are improperly attached. For optimal performance, the SATA 0 and SATA 1 connectors must be used before SATA 2 and SATA 3.	Ensure SATA connectors are used in ascending order. For one device, use SATA 0. For two devices, use SATA 0 and SATA 1. For three devices, use SATA 0, SATA 1, and SATA 2.
1797-SATA Drivelock is not supported in RAID mode.	Drivelock is enabled on one or more SATA hard drives, and they cannot be accessed while the system is configured for RAID mode.	Either remove the Drivelocked SATA device or disable the Drivelock feature. To disable the Drivelock feature, enter Computer Setup, change Storage > Storage Options > SATA Emulation to IDE , and select File > Save Changes and Exit . Reenter Computer Setup and select Security > Drivelock . For each listed Drivelock-capable SATA device, ensure Drivelock is Disabled . Lastly, change Storage > Storage Options > SATA Emulation back to RAID and select File > Save Changes and Exit .
1801-Microcode Patch Error	Processor not supported by ROM BIOS.	<ol style="list-style-type: none"> 1. Upgrade BIOS to proper version. 2. Change the processor.
Invalid Electronic Serial Number.	Electronic serial number has become corrupted.	<ol style="list-style-type: none"> 1. Run Computer Setup. If Setup already has data in the field or will not allow the serial number to be entered, download from http://www.hp.com and run SP5572.EXE (SNZERO.EXE). 2. Run Computer Setup and try to enter serial number under Security, System ID, then save changes.

POST Error Messages (Continued)

Screen Message	Probable Cause	Recommended Action
Network Server Mode Active and No Keyboard Attached	Keyboard failure while Network Server Mode enabled.	<ol style="list-style-type: none"> 1. Reconnect keyboard with computer turned off. 2. Check connector for bent or missing pins. 3. Ensure that none of the keys are depressed. 4. Replace keyboard.
Parity Check 2	Parity RAM failure.	Run Computer Setup and diagnostic utilities.
System will not boot without fan.	CPU fan not installed or disconnected in VSFF chassis.	<ol style="list-style-type: none"> 1. Remove the access panel, press the power button, and see if the processor fan spins. If not spinning, make sure the fan cable is plugged onto the system board header. Ensure the heatsink is properly seated and installed. 2. If the fan is plugged in and the heatsink is properly seated but the fan does not spin, then replace the heatsink-fan assembly.

POST Diagnostic Front Panel LEDs and Audible Codes

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



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

Look for the LED between the DIMM sockets. If the LED is illuminated, the system still has power. Power off the computer and remove the power cord before proceeding.



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


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

No all diagnostic lights and audible codes are available on all models.

POST Diagnostic Front Panel LEDs and Audible Codes

Activity	Beeps	Possible Cause	Recommended Action
Green Power LED On.	None	Computer on.	None
Green Power LED flashes every two seconds.	None	Computer in Suspend to RAM mode (some models only) or normal Suspend mode.	None required. Press any key or move the mouse to wake the computer.
Red Power LED flashes two times, once every second, followed by a two second pause. Beeps stop after fifth iteration but LEDs continue until problem is solved.	2	Processor thermal protection activated: A fan may be blocked or not turning. OR The heatsink/fan assembly is not properly attached to the processor.	<ol style="list-style-type: none"> 1. Ensure that the computer air vents are not blocked and the processor cooling fan is running. 2. Open hood, press power button, and see if the processor fan spins. If the processor fan is not spinning, make sure the fan's cable is plugged onto the system board header. 3. If fan is plugged in, but is not spinning, then replace heatsink-fan assembly.

POST Diagnostic Front Panel LEDs and Audible Codes (Continued)

Activity	Beeps	Possible Cause	Recommended Action
Red Power LED flashes three times, once every second, followed by a two second pause. Beeps stop after fifth iteration but LEDs continue until problem is solved.	3	Processor not installed (not an indicator of bad processor).	<ol style="list-style-type: none"> 1. Check to see that the processor is present. 2. Reseat the processor.
Red Power LED flashes four times, once every second, followed by a two second pause. Beeps stop after fifth iteration but LEDs continue until problem is solved.	4	Power failure (power supply is overloaded).	<ol style="list-style-type: none"> 1. Open the hood and ensure the 4 or 6-wire power supply cable is seated into the connector on the system board. 2. Check if a device is causing the problem by removing ALL attached devices (such as hard, diskette, or optical drives, and expansion cards). Power on the system. If the system enters the 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. 3. Replace the power supply. 4. Replace the system board.
Red Power LED flashes five times, once every second, followed by a two second pause. Beeps stop after fifth iteration but LEDs continue until problem is solved.	5	Pre-video memory error.	<p> 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"> 1. Reseat DIMMs. 2. Replace DIMMs one at a time to isolate the faulty module. 3. Replace third-party memory with HP memory. 4. Replace the system board.

POST Diagnostic Front Panel LEDs and Audible Codes (Continued)

Activity	Beeps	Possible Cause	Recommended Action
Red Power LED flashes six times, once every second, followed by a two second pause. Beeps stop after fifth iteration but LEDs continue until problem is solved.	6	Pre-video graphics error.	For systems with a graphics card: <ol style="list-style-type: none"> 1. Reseat the graphics card. 2. Replace the graphics card. 3. Replace the system board. For systems with integrated graphics, replace the system board.
Red Power LED flashes seven times, once every second, followed by a two second pause. Beeps stop after fifth iteration but LEDs continue until problem is solved.	7	System board failure (ROM detected failure prior to video).	Replace the system board.
Red Power LED flashes eight times, once every second, followed by a two second pause. Beeps stop after fifth iteration but LEDs continue until problem is solved.	8	Invalid ROM based on bad checksum.	<ol style="list-style-type: none"> 1. Reflash the ROM with the latest BIOS image. See the "Boot Block Emergency Recovery Mode" section of the <i>Desktop Management Guide</i> on the <i>Documentation and Diagnostics</i> CD. 2. Replace the system board.

POST Diagnostic Front Panel LEDs and Audible Codes (Continued)

Activity	Beeps	Possible Cause	Recommended Action
Red Power LED flashes nine times, once every second, followed by a two second pause. Beeps stop after fifth iteration but LEDs continue until problem is solved.	9	System powers on but is unable to boot.	<ol style="list-style-type: none"> 1. Check that the voltage selector, located on the rear of the power supply (some models), is set to the appropriate voltage. Proper voltage setting depends on your region. 2. Replace the processor. 3. Replace the system board.
Red Power LED flashes ten times, once every second, followed by a two second pause. Beeps stop after fifth iteration but LEDs continue until problem is solved.	10	Bad option card.	<ol style="list-style-type: none"> 1. Check each option card by removing the card (one at a time if multiple cards), then power on the system to see if fault goes away. 2. Once a bad card is identified, remove and replace the bad option card. 3. Replace the system board.

POST Diagnostic Front Panel LEDs and Audible Codes (Continued)

Activity	Beeps	Possible Cause	Recommended Action
System does not power on and LEDs are not flashing.	None	System unable to power on.	<p>Press and hold the power button for less than 4 seconds. If the hard drive LED turns green, the power button is working correctly. Try the following:</p> <ol style="list-style-type: none"> 1. Check that the voltage selector (some models), located on the rear of the power supply, is set to the appropriate voltage. Proper voltage setting depends on your region. 2. Replace the system board. <p>OR</p> <p>Press and hold the power button for less than 4 seconds. If the hard drive LED does not turn on green then:</p> <ol style="list-style-type: none"> 1. Check that the unit is plugged into a working AC outlet. 2. Open hood and check that the power button harness is properly connected to the system board. 3. Check that both power supply cables are properly connected to the system board. 4. Check to see if the 5 V_{aux} light on the system board is turned on. If it is turned on, then replace the power button harness. 5. If the 5 V_{aux} light on the system board is not turned on, remove the expansion cards one at a time until the 5 V_{aux} light on the system board turns on. If the problem persists, replace the power supply.

Troubleshooting Without Diagnostics



Preliminary Checklist

This section describes some simple, preliminary tests and guidelines for troubleshooting the computer without using the diagnostics.

- Are the computer and monitor connected to a working electrical outlet?
- Is the voltage select switch is set to the appropriate voltage for your region (115V or 230V)?
- Is the computer turned on?
- Is the green power light illuminated?
- Is the monitor turned on?
- Is the green monitor light illuminated?
- Turn up the monitor brightness and contrast controls if the monitor is dim.
- If the system has multiple video sources (embedded, PCI, or PCI-Express adapters) installed (embedded video on some models only) and a single monitor, the monitor must be plugged into the monitor connector on the source selected as the primary VGA adapter. During boot, the other monitor connectors are disabled and if the monitor is connected into these ports, the monitor will not function. You can select which source will be the default VGA source in Computer (F10) Setup.
- Press and hold any key. If the system beeps, then the keyboard is operating correctly.
- Check all cables for loose or incorrect connections.
- Reconfigure the computer after installing a non-Plug and Play expansion board or other option, such as a diskette drive.
- Are all of the necessary device drivers installed?
- Have all printer drivers been installed for each application?
- Remove all bootable media (diskette, CD, or USB device) from the system before turning on the system.
- Are all switches set correctly?
- Is the NIC Remote Wakeup cable (featured on some models) connected between the NIC and the riser/system board?

Solving Minor Problems

Solving Minor Problems

Problem	Cause	Possible Solution
Computer appears locked up and will not turn off when the power button is pressed.	Software control of the power switch is not functional.	<ol style="list-style-type: none"> 1. Press and hold the power button for at least four seconds until the computer turns off. 2. Disconnect electrical plug from outlet.
Computer will not respond to USB keyboard or mouse.	Computer is in standby mode.	<p>Press the power button or press any key to resume from standby mode.</p> <p> When attempting to resume from standby mode, 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.	<p>RTC (real-time clock) battery may need to be replaced.</p> <p> Connecting the computer to a live AC outlet prolongs the life of the RTC battery.</p>	<ol style="list-style-type: none"> 1. Reset the date and time under Control Panel. Computer Setup can also be used. 2. Replace the RTC battery.
Computer appears to pause periodically.	Network driver is loaded and no network connection is established.	Establish a network connection, or use Computer Setup or Microsoft Windows Device Manager to disable the network controller.
Cursor will not move using the arrow keys on the keypad.	The Num Lock key may be on.	Press the Num Lock key. The Num Lock key can be disabled (or enabled) in Computer Setup.
There is no sound or sound volume is too low.	System volume may be set too low or mute.	<ol style="list-style-type: none"> 1. Check the F10 BIOS settings to make sure the internal system speaker is not muted (this setting does not affect the external speakers). 2. Make sure the external speakers are properly connected and powered on and that the speakers' volume control is set correctly. 3. Use the system volume control available in the operating system to make sure the speakers are not muted or to increase the volume.

Solving Minor Problems *(Continued)*

Problem	Cause	Possible Solution
Poor performance is experienced.	Processor is hot.	<ol style="list-style-type: none"> 1. Ensure airflow to the computer is not blocked. Leave a 10.2-cm (4-inch) clearance on all vented sides of the computer and above the monitor to permit the required airflow. 2. Ensure the fans are connected and working properly (some fans only operate when needed). 3. Ensure the processor heatsink is installed properly.
	Hard drive is full.	Transfer data from the hard drive to create more space on the hard drive.
	Low on memory.	Add more memory.
	Hard drive fragmented.	Defragment hard drive.
	Program previously accessed did not release reserved memory back to the system	Restart the computer.
	Virus resident of the hard drive.	Run virus protection program.
	Too many applications running.	<ol style="list-style-type: none"> 1. Close unnecessary applications. 2. Add more memory.
	Some software applications, especially games, are stressful on the graphics subsystem.	<ol style="list-style-type: none"> 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. 2. Add more memory. 3. Upgrade the graphics solution.
	Cause unknown.	Restart the computer.

Solving Minor Problems (Continued)

Problem	Cause	Possible Solution
<p>Computer powered off automatically and the Power LED flashes Red two times, once every second, followed by a two second pause, and the computer beeps two times. Beeps continue for five iterations after which the LED flashes will continue until the problem is resolved.</p>	<p>Processor thermal protection activated: A fan may be blocked or not turning. OR The heatsink is not properly attached to the processor.</p>	<ol style="list-style-type: none"> 1. Ensure computer air vents are not blocked and the cooling fan is running. 2. Open hood, press power button, and see if the processor fan spins. If not spinning, make sure the fan's cable is plugged onto the system board header. 3. Replace the processor heatsink-fan assembly.
<p>System does not power on and the LEDs on the front of the computer are not flashing.</p>	<p>System unable to power on.</p>	<p>Press and hold the power button for less than 4 seconds. If the hard drive LED turns green, then:</p> <ol style="list-style-type: none"> 1. Check that the voltage selector, located on the rear of the power supply on some models, is set to the appropriate voltage. Proper voltage setting depends on your region. 2. Remove the expansion cards one at a time until the 5V_aux light on the system board turns on. 3. Replace the system board. <p>OR</p> <p>Press and hold the power button for less than 4 seconds. The hard drive LED does not turn on green.</p> <ol style="list-style-type: none"> 1. Check that the unit is plugged into a working AC outlet. 2. Open hood and check that the power button harness is properly connected to the system board. 3. Check that both power supply cables are properly connected to the system board. 4. Check to see if the 5V_aux light on the system board is turned on. If it is turned on, then replace the power button harness. 5. If the 5V_aux light on the system board is off, then replace the power supply. 6. Replace the system board.

Solving Power Supply Problems

Solving Power Supply Problems

Problem	Cause	Solution
Power supply shuts down intermittently.	Voltage selector switch on rear of computer chassis (some models) is not switched to correct line voltage (115V or 230V).	Select the proper AC voltage using the selector switch.
	Power supply will not turn on because of internal power supply fault.	Replace the power supply.
Computer powered off automatically and the Power LED flashes Red two times, once every second, followed by a two second pause, and the computer beeps two times. Beeps continue for five iterations after which the LED flashes will continue until the problem is resolved.	Processor thermal protection activated: A fan may be blocked or not turning. OR The heatsink/fan assembly is not properly attached to the processor.	<ol style="list-style-type: none"> 1. Ensure that the computer air vents are not blocked and the cooling fan is running. 2. Open hood, press the power button, and see if the processor fan spins. If the processor fan is not spinning, make sure the fan's cable is plugged onto the system board header. 3. If the fan is pugged in and seated but not spinning, replace the processor fan.

Solving Power Supply Problems *(Continued)*


Problem	Cause	Solution
<p>Power LED flashes Red, four times, once every second, followed by a two second pause, and the computer beeps four times. Beeps continue for five iterations after which the LED flashes will continue until the problem is resolved.</p>	<p>Power failure (power supply is overloaded).</p>	<ol style="list-style-type: none"> 1. Check that the voltage selector (some models), is set to the appropriate voltage. Proper voltage depends on the region. 2. Open the hood and ensure the 4- or 6-wire power supply cable is seated into the connector on the system board. 3. Check if a device is causing the problem by removing ALL attached devices (such as hard, diskette or optical drives, and expansion cards). Power on the system. If the system enters the POST, then power off and replace one device at a time and repeat this procedure until failure occurs. Replace the device causing the failure. Continue adding devices one at a time to ensure all devices are functioning properly. 4. Replace the power supply. 5. Replace the system board.

Solving Diskette Problems

Solving Diskette Problems

Problem	Cause	Solution	
Diskette drive light stays on.	Diskette is damaged.	In Microsoft Windows XP, right-click Start , click Explore , and select a drive. Select File > Properties > Tools . Under Error-checking , click Check Now .	
	Diskette is incorrectly inserted.	Remove diskette and reinsert.	
	Drive cable is not properly connected.	Reconnect power cable. Ensure that all four pins are connected.	
Drive not found.	Cable is loose.	Reseat diskette drive data and power cables.	
	Removable drive is not seated properly.	Reseat the drive.	
Diskette drive cannot write to a diskette.	Diskette is not formatted.	Format the diskette. <ol style="list-style-type: none"> From Windows Explorer select the disk (A) drive. Right-click the drive letter and select Format. Select the desired options, and click Start to begin formatting the diskette. 	
	Diskette is write-protected.	Use another diskette or remove the write protection.	
	Writing to the wrong drive.	Check the drive letter in the path statement.	
	Not enough space is left on the diskette.	<ol style="list-style-type: none"> Use another diskette. Delete unneeded files from diskette. 	
	Legacy diskette writes are disabled in Computer Setup.	Enter Computer Setup and enable Legacy Diskette Write in Storage > Storage Options .	
	Diskette is damaged.	Replace the damaged diskette.	
	Cannot format diskette.	Invalid media reported.	When formatting a disk in MS-DOS, you may need to specify diskette capacity. For example, to format a 1.44-MB diskette, type the following command at the MS-DOS prompt: FORMAT A: /F:1440
		Disk may be write-protected.	Open the locking device on the diskette.

Solving Diskette Problems (Continued)

Problem	Cause	Solution
Cannot format diskette. (continued)	Legacy diskette writes are disabled in Computer Setup.	Enter Computer Setup and enable Legacy Diskette Write in Storage > Storage Options .
A problem has occurred with a disk transaction.	The directory structure is bad, or there is a problem with a file.	In Windows XP, right-click Start , click Explore , and select a drive. Select File > Properties > Tools . Under Error-checking , click Check Now .
Diskette drive cannot read a diskette.	You are using the wrong diskette type for the drive type.	Check the type of drive that you are using and use the correct diskette type.
	You are reading the wrong drive.	Check the drive letter in the path statement.
	Diskette is damaged.	Replace the diskette with a new one.
"Invalid system disk" message is displayed.	A diskette that does not contain the system files needed to start the computer has been inserted in the drive.	When drive activity stops, remove the diskette and press the Spacebar . The computer should start up.
	Diskette error has occurred.	Restart the computer by pressing the power button.
Cannot Boot to Diskette.	Diskette is not bootable.	Replace with a bootable diskette.
	Diskette boot has been disabled in Computer Setup.	<ol style="list-style-type: none"> 1. Run Computer Setup and enable diskette boot in Storage > Boot Order. 2. Run Computer Setup and enable diskette boot in Storage > Storage Options > Removable Media Boot. <p> Both steps should be used as the Removable Media Boot function overrides the Boot Order enable command.</p>
	Network server mode is enabled in Computer Setup.	Run Computer Setup and disable Network Server Mode in Security > Password Options .

Solving Hard Drive Problems

Solving Hard Drive Problems

Problem	Cause	Solution
Hard drive error occurs.	Hard disk has bad sectors or has failed.	Use a utility to locate and block usage of bad sectors. If necessary, reformat the hard disk. In Windows XP, right-click Start , click Explore , and select a drive. Select File > Properties > Tools . Under Error-checking , click Check Now .
Disk transaction problem.	Either the directory structure is bad or there is a problem with a file.	In Windows XP, right-click Start , click Explore , and select a drive. Select File > Properties > Tools . Under Error-checking , click Check Now .
Drive not found (identified).	Cable could be loose.	Check cable connections.
	The system may not have automatically recognized a newly installed device.	<ol style="list-style-type: none"> 1. See reconfiguration directions in the Solving Hardware Installation Problems 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. 2. If this is a newly installed drive, enter Setup and try adding a POST delay under Advanced > Power-On.
	The device is attached to a SATA port that has been disabled in Computer Setup.	Run Computer Setup and ensure the device's SATA port is enabled in Storage > Storage Options .
	Drive responds slowly immediately after power-up.	Run Computer Setup and increase the POST Delay in Advanced > Power-On Options .
Nonsystem disk/NTLDR missing message	System is trying to start from a non bootable diskette.	Remove the diskette from the diskette drive.

Solving Hard Drive Problems (Continued)

Problem	Cause	Solution
Nonsystem disk/NTLDR missing message (continued)	System is trying to start from the hard drive, but the hard drive may have been damaged.	<ol style="list-style-type: none"> 1. Insert a bootable diskette into the diskette drive and restart the computer. 2. Check hard drive format using fdisk: If NTFS formatting, use a third party reader to evaluate the drive. If FAT32 formatting, the hard drive cannot be accessed.
	System files missing or not properly installed.	<ol style="list-style-type: none"> 1. Insert a bootable system diskette and restart. 2. Check hard drive format using fdisk: If NTFS formatting, use a third party reader to evaluate the drive. If FAT32 formatting, the hard drive cannot be accessed. 3. Install system files for the appropriate operating system.
	Hard drive boot disabled in Computer Setup.	Run the Computer Setup utility and enable the hard drive entry in the Storage > Boot Order list.
	Bootable hard drive is not attached as first in a multi-hard drive configuration.	If attempting to boot from a hard drive, ensure it is attached to system board connector labeled P60 SATA 0.
	Bootable hard drive's controller is not listed first in the Boot Order.	Run the Computer Setup utility and select Storage > Boot Order and ensure the bootable hard drive's controller is listed immediately under the Hard Drive entry.
Computer will not boot from hard drive.	The device is attached to a SATA port that has been disabled in Computer Setup.	Run the Computer Setup utility and ensure the device's SATA port is enabled in Storage > Storage Options .
	Boot order is not correct.	Run the Computer Setup utility and change boot sequence in Storage > Boot Order .
	Hard Drive's "Emulation Type" is set to "None."	Run the Computer Setup utility and change the "Emulation Type" to "Hard Disk" in the device's details under Storage > Device Configuration .

Solving Hard Drive Problems (Continued)


Problem	Cause	Solution
Computer will not boot from hard drive. (continued)	The device is attached to a SATA port that has been disabled in Computer Setup.	Run the Computer Setup utility and ensure the device's SATA port is enabled in Storage > Storage Options .
	Hard drive is damaged.	Observe if the front panel Power LED is blinking RED and if any beeps are heard. See the Worldwide Limited Warranty for terms and conditions.
Computer seems to be locked up.	Program in use has stopped responding to commands.	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.

Solving Media Card Reader Problems

Solving Media Card Reader Problems


Problem	Cause	Solution
Media card will not work in a digital camera after formatting it in Microsoft Windows XP.	By default, Windows XP will format any media card with a capacity greater than 32MB with the FAT32 format. Most 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 XP.
A write-protected or locked error occurs when attempting to write to the media card.	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.
Cannot write to the media card.	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.

Solving Media Card Reader Problems

Unable to access data on the media card after inserting it into a slot.	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.	The computer's software is used to safely eject the card.	Open My Computer , right-click on the corresponding drive icon, and select Eject . Then pull the card out of the slot.  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.	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 whatever media is inserted in the reader.
After inserting a media card in the reader, the computer attempts to boot from the media card.	The inserted media card has boot capability.	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.
Computer will not boot from a USB removable drive or media that is inserted in the USB port on the media card reader.	The media card reader is connected to the computer via the PCI card, which is not supported on the HP Desktop BIOS.	The bootable USB device will have boot support if you connect the media card reader to an available USB connector on the computer's system board. If no connector is available, plug the bootable device into a different USB port on the computer.
After installing the media card reader, the front USB ports on the computer do not work.	The USB cable for the front USB ports was disconnected so that the system board connector could be used for the reader.	Reconnect the cable for the front USB ports. Install the PCI card and connect the media reader to the USB connector on the PCI card.

Solving Display Problems

Solving Display Problems

Problem	Cause	Solution
Blank screen (no video).	Monitor is not turned on and 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 connections from the monitor to the computer and to the electrical outlet.
	Screen blanking utility installed or energy saver features enabled.	Press any key or click the mouse button and, if set, type your password.
	System ROM is corrupted; system is running in Boot Block Emergency Recovery Mode (indicated by eight red blinks from the power LED and eight simultaneous beeps).	Reflash the system ROM with the latest BIOS image.
	Fixed-sync monitor will not sync at the resolution chosen.	Ensure that the monitor can accept the same horizontal scan rate as the resolution chosen.
	Computer is in standby mode.	Press the power button to resume from standby mode.
		 When attempting to resume from standby mode, do not hold down the power button for more than four seconds. Otherwise, the computer will shut down and you will lose any unsaved data.
Monitor cable plugged into the wrong connector.	If the computer system has both an integrated graphics connector and an add-in graphics card connector, plug the monitor cable into the graphics card connector on the back of the computer.	


Solving Display Problems (Continued)

Problem	Cause	Solution
Blank screen (no video). (continued)	Monitor settings in the computer are not compatible with the monitor.	<ol style="list-style-type: none"> 1. Restart the computer and press F8 during startup when you see "Press F8" in the bottom right corner of the screen. 2. Using the keyboard arrow keys, select Enable VGA Mode and press Enter. 3. In Windows Control Panel, double-click the Display icon and select the Settings tab. 4. Use the sliding control to reset the resolution.
Cannot enable integrated graphics after installing a PCI Express graphics card.	On systems with Intel integrated graphics, the integrated graphics cannot be enabled after installing a PCI Express graphics card.	The integrated graphics can be enabled in Computer Setup if a standard PCI graphics card is installed.
Blank screen and the power LED flashes Red five times, once every second, followed by a two second pause, and the computer beeps five times. Beeps continue for five iterations after which the LED flashes will continue until the problem is resolved.	Pre-video memory error.	<ol style="list-style-type: none"> 1. Reseat DIMMs. Power on the system. 2. Replace DIMMs one at a time to isolate the faulty module. 3. Replace third-party memory with HP memory. 4. Replace the system board.
Blank screen and the power LED flashes Red six times, once every second, followed by a two second pause, and the computer beeps six times. Beeps continue for five iterations after which the LED flashes will continue until the problem is resolved.	Pre-video graphics error.	<p>For systems with a graphics card:</p> <ol style="list-style-type: none"> 1. Reseat the graphics card. Power on the system. 2. Replace the graphics card. 3. Replace the system board. <p>For systems with integrated graphics, replace the system board.</p>

Solving Display Problems (Continued)

Problem	Cause	Solution
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 continue for five iterations after which the LED flashes will continue until the problem is resolved.	System board failure (ROM detected failure prior to video.)	Replace the system board.
Monitor does not function properly when used with energy saver features.	Monitor without energy saver capabilities is being used with energy saver features enabled.	Disable monitor energy saver feature.
Dim characters.	The brightness and contrast controls are not set properly.	Adjust the monitor brightness and contrast controls.
	Cables are not properly connected.	Check that the graphics cable is securely connected to the graphics card and the monitor.
Blurry video or requested resolution cannot be set.	If the graphics controller was upgraded, the correct video drivers may not be loaded.	Install the video drivers included in the upgrade kit.
	Monitor is not capable of displaying requested resolution.	Change requested resolution.
	Graphics card is bad.	Replace the graphics card.
The picture is broken up, rolls, jitters, or flashes.	The monitor connections may be incomplete or the monitor may be incorrectly adjusted.	<ol style="list-style-type: none"> 1. Be sure the monitor cable is securely connected to the computer. 2. In a two-monitor system or if another monitor is in close proximity, be sure the monitors are not interfering with each other's electromagnetic field by moving them apart. 3. Fluorescent lights or fans may be too close to the monitor.
	Monitor needs to be degaussed.	Degauss the monitor.

Solving Display Problems (Continued)

Problem	Cause	Solution
Image is not centered.	Position may need adjustment.	Press the Menu button to access the OSD menu. Select ImageControl/Horizontal Position or VerticalPosition to adjust the horizontal or vertical position of the image.
"No Connection, Check Signal Cable" displays on screen.	Monitor video cable is disconnected.	Connect the video cable between the monitor and computer.  Ensure the computer power is off while connecting the video cable.
"Out of Range" displays on screen.	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.
Vibrating or rattling noise coming from inside a CRT monitor when powered on.	Monitor degaussing coil has been activated.	None. It is normal for the degaussing coil to be activated when the monitor is powered on.
Clicking noise coming from inside a CRT monitor.	Electronic relays have been activated inside the monitor.	None. It is normal for some monitors to make a clicking noise when turned on and off, when going in and out of standby mode, and when changing resolutions.
High pitched noise coming from inside a flat panel monitor.	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)	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"> 1. Select the monitor's Auto-Adjustment option in the monitor's on-screen display menu. 2. Manually synchronize the Clock and Clock Phase on-screen display functions. To download a SoftPkg that will assist you with the synchronization, go to the following Web site, select the appropriate monitor, and download either SP32347 or SP32202: http://www.hp.com/support
	Graphics card is not seated properly or is bad.	<ol style="list-style-type: none"> 1. Reseat the graphics card. 2. Replace the graphics card.

Solving Display Problems (Continued)

Problem	Cause	Solution
Certain typed symbols do not appear correct.	The font you are using does not support that particular symbol.	Use the Character Map to locate the and select the appropriate symbol. Click Start > All Programs > Accessories > System Tools > Character Map . You can copy the symbol from the Character Map into a document.

Solving Audio Problems


Solving Audio Problems

Problem	Cause	Solution
Sound cuts in and out.	Processor resources are being used by other applications.	Shut down all open processor-intensive applications.
	Direct sound latency, common in many media player applications.	In Windows XP: <ol style="list-style-type: none"> 1. From the Control Panel, select Sounds and Audio Devices. 2. On the Audio tab, select a device from the Sound Playback list. 3. Click the Advanced button and select the Performance tab. 4. Set the Hardware acceleration slider to None and the Sample rate conversion quality slider to Good and retest the audio. 5. Set the Hardware acceleration slider to Full and the Sample rate conversion quality slider to Best and retest the audio.
Sound does not come out of the speaker or headphones.	Software volume control is turned down.	Double-click the Speaker icon on the taskbar, then make sure that Mute is not selected and use the volume slider to adjust the volume.
	Audio is hidden in Computer Setup.	Enable the audio in Computer Setup: Security > Device Security > Audio .
	The external speakers are not turned on.	Turn on the external speakers.

Solving Audio Problems (Continued)

Problem	Cause	Solution
Sound does not come out of the speaker or headphones. (continued)	Audio device may be connected to the wrong jack on the rear of the computer or the jack has been retasked to perform a different function.	Ensure that the device is connected to the correct jack on the rear of the computer. If the correct jack is being used and the problem persists, the jack may have been retasked to perform a function that is different from the default function. Open the Realtek control panel by clicking the Realtek HD Audio Manager icon in the task tray or the Realtek entry in the operating system's Control Panel and set the jack to the desired function.
	External speakers plugged into the wrong audio jack.	See the sound card documentation for proper speaker connection.
	Digital CD audio is not enabled.	Enable digital CD audio: <ol style="list-style-type: none"> 1. From the Control Panel, select System. 2. On the Hardware tab, click the Device Manager button. 3. Right-click on the CD/DVD device and select Properties. 4. On the Properties tab, make sure "Enable digital CD audio for this CD-ROM device" is checked.
	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.
	Volume is muted.	<ol style="list-style-type: none"> 1. From the Control Panel program, click Sound, Speech and Audio Devices, then click Sounds and Audio Devices. 2. Click the Mute check box to remove the check mark from the box.

Solving Audio Problems (Continued)

Problem	Cause	Solution
Sound does not come out of the speaker or headphones. (continued)	Computer is in standby mode.	Press the power button to resume from standby mode.  When attempting to resume from standby mode, do not hold down the power button for more than four seconds. Otherwise, the computer will shut down and any unsaved data will be lost.
Sound from headphones is not clear or muffled.	Headphones are plugged into the rear audio output connector. The rear audio connector is for powered audio devices and is not designed for headphone use.	Plug the headphones into the headphone connector on the front of the computer.
Computer appears to be locked up while recording audio.	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, Line-out, headphone, or microphone jacks are not functioning properly.	Jacks have been reconfigured in the audio driver or application software.	In the audio driver or application software, reconfigure the jacks or set the jacks to their default values.

Solving Printer Problems

Solving Printer Problems

Problem	Cause	Solution
Printer will not print.	Printer is not turned on and online.	Turn the printer on and make sure it is online.
	The correct printer driver for the application are not installed.	<ol style="list-style-type: none"> 1. Install the correct printer driver for the application. 2. Try printing using the MS-DOS command: DIR C:\ > [printer port] where [printer port] is the address of the printer being used. If the printer works, reload the printer driver.
	If you are on a network, you may not have made the connection to the printer.	Make the proper network connections to the printer.

Solving Printer Problems (Continued)


Problem	Cause	Solution
	Printer may have failed.	Run printer self-test.
Printer will not turn on.	The cables may not be connected properly.	Reconnect all cables and check the power cord and electrical outlet.
Printer prints garbled information.	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 is offline.	The printer may be out of paper.	Check the paper tray and refill it if it is empty. Select online .

Solving Keyboard and Mouse Problems


Solving Keyboard and Mouse Problems

Problem	Cause	Solution
Keyboard commands and typing are not recognized by the computer.	Keyboard connector is not properly connected.	<ol style="list-style-type: none"> 1. On the Windows Desktop, click Start. 2. Click Shut Down. The Shut Down Windows dialog box is displayed. 3. Select Shut down. 4. After the shutdown is complete, reconnect the keyboard to the back of the computer and restart the computer.
	Program in use has stopped responding to commands.	Shut down the computer using the mouse and then restart the computer.
Keyboard needs repairs.		See the Worldwide Limited Warranty for terms and conditions.
Wireless device error.		<ol style="list-style-type: none"> 1. Check software, if available, for device status. 2. Check/replace device batteries. 3. Reset receiver and keyboard.

Solving Keyboard and Mouse Problems (Continued)

Problem	Cause	Solution
	Computer is in standby mode.	<p>Press the power button to resume from standby mode.</p> <p> When attempting to resume from standby mode, do not hold down the power button for more than four seconds. Otherwise, the computer will shut down and any unsaved data will be lost.</p>
Cursor will not move using the arrow keys on the keypad.	The Num Lock key may be on.	Press the Num Lock key. The Num Lock light should not be on if you want to use the arrow keys. The Num Lock key can be disabled (or enabled) in Computer Setup.
Mouse does not respond to movement or is too slow.	Mouse connector is not properly plugged into the back of the computer.	<ol style="list-style-type: none"> 1. Press Ctrl and Esc at the same time (or press the Windows logo key) to display the Start menu. 2. Use the up or down arrow key to select Shut Down and then press Enter. 3. Use the up or down arrow key to select the Shut Down option and then press Enter. 4. After the shutdown is complete, plug the mouse connector into the back of the computer (or the keyboard) and restart.
	Program in use has stopped responding to commands.	Shut down the computer using the keyboard and then restart the computer.
	Mouse may need cleaning.	Remove the roller ball cover on the mouse and clean the internal components.
	Mouse may need repair.	See the Worldwide Limited Warranty for terms and conditions.
	Wireless device error.	<ol style="list-style-type: none"> 1. Check software, if available, for device status. 2. Check/replace device batteries. 3. Reset receiver and mouse.

Solving Keyboard and Mouse Problems *(Continued)*

Problem	Cause	Solution
	Computer is in standby mode.	Press the power button to resume from standby mode. <div data-bbox="972 390 1349 642">  When attempting to resume from standby mode, 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. </div>
Mouse will only move vertically or horizontally, or movement is jerky.	Mouse roller ball or the rotating encoder shafts that make contact with the ball are dirty.	Remove roller ball cover from the bottom of the mouse and clean the internal components with a mouse cleaning kit.

Solving Hardware Installation Problems

You may need to reconfigure the computer when you add or remove hardware, such as an additional diskette drive. If you install a plug and play device, Windows XP 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 XP, use the **Add Hardware Wizard** and follow the instructions that appear on the screen.




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

Look for the LED between the DIMM sockets. If the LED is illuminated, the system still has power. Power off the computer and remove the power cord before proceeding.

Solving Hardware Installation Problems

Problem	Cause	Solution
A new device is not recognized as part of the system.	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 XP 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.
	USB ports on the computer are disabled in Computer Setup.	Enter Computer Setup (F10) and enable the USB ports.


Solving Hardware Installation Problems *(Continued)*

Problem	Cause	Solution
Computer will not start.	Wrong memory modules were used in the upgrade or memory modules were installed in the wrong location.	<ol style="list-style-type: none"> 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. 2. Observe the beeps and LED lights on the front of the computer. See Appendix C "POST Error Messages" to determine possible causes.
Power LED flashes Red five times, once every second, followed by a two second pause, and the computer beeps five times. Beeps continue for five iterations after which the LED flashes will continue until the problem is resolved.	Memory is installed incorrectly or is bad.	<p> 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"> 1. Reseat DIMMs. Power on the system. 2. Replace DIMMs one at a time to isolate the faulty module. 3. Replace third-party memory with HP memory. 4. Replace the system board.
Power LED flashes Red six times, once every second, followed by a two second pause, and the computer beeps six times. Beeps continue for five iterations after which the LED flashes will continue until the problem is resolved.	Graphics card is not seated properly or is bad, or system board is bad.	<p>For systems with a graphics card:</p> <ol style="list-style-type: none"> 1. Reseat the graphics card. Power on the system. 2. Replace the graphics card. 3. Replace the system board. <p>For systems with integrated graphics, replace the system board.</p>
Power LED flashes Red ten times, once every second, followed by a two second pause, and the computer beeps ten times. Beeps continue for five iterations after which the LED flashes will continue until the problem is resolved	Bad option card.	<ol style="list-style-type: none"> 1. Check each option card by removing the cards one at time (if multiple cards), then power on the system to see if fault goes away. 2. Once bad card is identified, remove and replace bad option card. 3. Replace the system board.

Solving Network Problems

These guidelines do not discuss the process of debugging the network cabling.

Solving Network Problems

Problem	Cause	Solution
Wake-on-LAN feature is not functioning.	Wake-on-LAN is not enabled.	<p>Enable Wake-on-LAN.</p> <ol style="list-style-type: none"> 1. Select Start > Control Panel. 2. Double-click Network Connections. 3. Double-click Local Area Connection. 4. Click Properties. 5. Click Configure. 6. Click the Power Management tab, then select the check box to Allow this device to bring the computer out of standby.
Network driver does not detect network controller.	Network controller is disabled.	<ol style="list-style-type: none"> 1. Run Computer Setup and enable network controller. 2. Enable the network controller in the operating system via the Device Manager.
	Incorrect network driver.	Check the network controller documentation for the correct driver or obtain the latest driver from the manufacturer's Web site.
<p>Network status link light never flashes.</p> <p> The network status light should flash when there is network activity.</p>	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.
	Network controller is disabled.	<ol style="list-style-type: none"> 1. Run Computer Setup and enable network controller. 2. Enable the network controller in the operating system via Device Manager.
	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.


Solving Network Problems (Continued)

Problem	Cause	Solution
Diagnostics reports a failure.	The cable is not securely connected.	Ensure that the cable is securely attached to the network connector and that the other end of the cable is securely attached to the correct device.
	The cable is attached to the incorrect connector.	Ensure that the cable is attached to the correct connector.
	There is a problem with the cable or a device at the other end of the cable.	Ensure that the cable and device at the other end are operating correctly.
	Network controller interrupt is shared with an expansion board.	Under the Computer Setup Advanced menu, change the resource settings for the board.
	The network controller is defective.	Replace the system board (NIC is integral to the system board).
Diagnostics passes, but the computer does not communicate with the network.	Network drivers are not loaded, or driver parameters do not match current configuration.	Make sure the network drivers are loaded and that the driver parameters match the configuration of the network controller. Make sure the correct network client and protocol is installed.
	The network controller is not configured for this computer.	Select the Network icon in the Control Panel and configure the network controller.
Network controller stopped working when an expansion board was added to the computer.	Network controller interrupt is shared with an expansion board.	Under the Computer Setup Advanced menu, change the resource settings for the board.
	The network controller requires drivers.	Verify that the drivers were not accidentally deleted when the drivers for a new expansion board were installed.
	The expansion board installed is a network card (NIC) and conflicts with the embedded NIC.	Under the Computer Setup Advanced menu, change the resource settings for the board.
Network controller stops working without apparent cause.	The files containing the network drivers are corrupted.	Reinstall the network drivers, using the <i>Restore Plus!</i> CD.
	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.

Solving Network Problems *(Continued)*

Problem	Cause	Solution
Network controller stops working without apparent cause. <i>(continued)</i>	The network controller is defective.	Replace the system board.
New network card will not boot.	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.	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.	Unprogrammed EEPROM.	Flash the ROM.

Solving Memory Problems

 **CAUTION:** Power may still be supplied to the DIMMs when the computer is turned off. 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.

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

Solving Memory Problems

Problem	Cause	Solution
System will not boot or does not function properly after installing additional memory modules.	Memory module is not the correct type or speed grade for this 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.	Memory configuration may not be set up correctly.	Use the Device Manager to check memory configuration.
	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.	The memory modules may not be installed correctly.	Check that the memory modules have been installed correctly and that proper modules are used.
	Integrated graphics may use system memory.	No action required.
Insufficient memory error during operation.	Too many Terminate and Stay Resident programs (TSRs) are installed.	Delete any TSRs that you do not need.
	You have run out of memory for the application.	Check the memory requirements for the application or add more memory to the computer.
Power LED flashes Red five times, once every second, followed by a two second pause, and the computer beeps five times. Beeps continue for five iterations after which the LED flashes will continue until the problem is resolved.	Memory is installed incorrectly or is bad.	<ol style="list-style-type: none"> 1. Reseat DIMMs. Power on the system. 2. Replace DIMMs one at a time to isolate the faulty module. 3. Replace third-party memory with HP memory. 4. Replace the system board.

Solving Processor Problems

Solving Processor Problems

Problem	Cause	Solution
Poor performance is experienced.	Processor is hot.	<ol style="list-style-type: none"> 1. Make sure the airflow to the computer is not blocked. 2. Make sure the fans are connected and working properly (some fans only operate when needed). 3. Make sure the processor heatsink is installed properly.
Power LED flashes Red three times, once every second, followed by a two second pause, and the computer beeps three times. Beeps continue for five iterations after which the LED flashes will continue until the problem is resolved.	Processor is not seated properly or not installed.	<ol style="list-style-type: none"> 1. Check to see that the processor is present. 2. Reseat the processor.

Solving CD-ROM and DVD Problems

Solving CD-ROM and DVD Problems

Problem	Cause	Solution
System will not boot from CD-ROM or DVD drive.	The device is attached to a SATA port that has been disabled in the Computer Setup utility.	Run the Computer Setup utility and ensure the device's SATA port is enabled in Storage > Storage Options .
	Removable Media Boot is disabled through the Computer Setup utility.	Run the Computer Setup utility and enable booting to removable media in Storage > Storage Options . Ensure CDROM is enabled in Storage > Boot Order .
	Network Server Mode is enabled in Computer Setup.	Run the Computer Setup utility and disable Network Server Mode in Security > Password Options .
	Non-bootable CD in drive.	Try a bootable CD in the drive.
	Boot order not correct.	Run Computer Setup and change boot sequence in Storage > Boot Order .
Drive not found (identified).	Cable could be loose.	Check cable connections.
	The system may not have automatically recognized a newly installed device.	See reconfiguration directions in the Solving Hardware Installation Problems section. If the system still does not recognize the new device, check to see if the device is listed within Computer Setup. If it is listed, the probable cause is a driver problem. If it is not listed, the probable cause is a hardware problem. If this is a newly installed drive, run the Computer Setup utility and try adding a POST delay under Advanced > Power-On .
	The device is attached to a SATA port that has been disabled in Computer Setup.	Run the Computer Setup utility and ensure the device's SATA port is enabled in Storage > Storage Options .
	Drive responds slowly immediately after power-up.	Run Computer Setup and increase the POST Delay in Advanced > Power-On Options .
CD-ROM or DVD devices are not detected or driver is not loaded.	Drive is not connected properly or not properly configured.	See the documentation that came with the optional device.

Solving CD-ROM and DVD Problems (Continued)

Problem	Cause	Solution
Movie will not play in the DVD drive.	Movie may be regionalized for a different country.	See the documentation that came with the DVD drive.
	Decoder software is not installed.	Install decoder software.
	Damaged media.	Replace media.
	Movie rating locked out by parental lock.	Use DVD software to remove parental lock.
	Media installed upside down.	Reinstall media.
Cannot eject compact disc (tray-load unit).	Disc not properly seated in the drive.	<ol style="list-style-type: none"> 1. Turn off the computer and insert a thin metal rod into the emergency eject hole and push firmly. 2. Slowly pull the tray out from the drive until the tray is fully extended, then remove the disc.
CD-ROM, CD-RW, DVD-ROM, or DVD-R/RW drive cannot read a disc or takes too long to start.	Media has been inserted upside down.	Re-insert the Media with the label facing up.
	The DVD-ROM drive takes longer to start because it has to determine the type of media played, such as audio or video.	Wait at least 30 seconds to let the DVD-ROM drive determine the type of media being played. If the disc still does not start, read the other solutions listed for this topic.
	CD or DVD disc is dirty.	Clean CD or DVD with a CD cleaning kit.
	Windows does not detect the CD-ROM or DVD-ROM drive.	<ol style="list-style-type: none"> 1. Use Device Manager to remove or uninstall the device in question. 2. Restart the computer and let Windows detect the device.
Recording audio CDs is difficult or impossible.	Wrong or poor quality media type.	<ol style="list-style-type: none"> 1. Try using a slower recording speed. 2. Verify that you are using the correct media for the drive. 3. Try a different brand of media. Quality varies widely between manufacturers.
USDT computer boots too slowly after removing a CD-ROM or DVD drive.	The system is searching for the drive during boot because the drive cable is still attached to the system board.	Disconnect the drive cable from the system board.

Solving Drive Key Problems

Solving Drive Key Problems

Problem	Cause	Solution
Drive Key is not seen as a drive letter in Windows XP.	The drive letter after the last physical drive is not available.	Change the default drive letter for the Drive Key in Windows XP.
USB Drive Key not found (identified).	The device is attached to a USB port that has been hidden in Computer Setup.	Run the Computer Setup utility and ensure that Device available is selected for All USB Ports and Front USB Ports under Security > Device Security .
	The device was not properly seated before power-up.	Ensure the device is fully inserted into the USB port before applying power to the system.
System will not boot from USB Drive Key.	Boot order is not correct.	Run the Computer Setup utility and change boot sequence in Storage > Boot Order .
	Removable Media Boot is disabled in the Computer Setup utility.	Run the Computer Setup utility and enable booting to removable media in Storage > Storage Options . Ensure USB is enabled in Storage > Boot Order .
	The image on the device is not bootable.	Follow the procedures described in the "ROM Flash: Replicating the Setup: Creating a Bootable Device: Supported USB Flash Media Device" section of the Service Reference Guide.
The computer boots to DOS after making a bootable Drive Key.	Drive Key is bootable.	Install the Drive Key after the operating system boots.

Solving Front Panel Component Problems

Solving Front Panel Component Problems		
Problem	Cause	Solution
A USB device, headphone, or microphone is not recognized by the computer.	It is not properly connected.	<ol style="list-style-type: none"> 1. Turn off the computer. 2. Reconnect the device to the front of the computer and restart the computer.
	The device does not have power.	If the USB device requires AC power, be sure one end is connected to the device and one end is connected to a live outlet.
	The correct device driver is not installed.	<ol style="list-style-type: none"> 1. Install the correct driver for the device. 2. You might need to reboot the computer.
	The cable from the device to the computer does not work.	<ol style="list-style-type: none"> 1. If possible, replace the cable. 2. Restart the computer.
	The device is not working.	<ol style="list-style-type: none"> 1. Replace the device. 2. Restart the computer.

Solving Internet Access Problems

Solving Internet Access Problems

Problem	Cause	Solution
Unable to connect to the Internet.	Internet Service Provider (ISP) account is not set up properly.	Verify Internet settings or contact the ISP for assistance.
	Modem is not set up properly.	Reconnect the modem. Verify the connections are correct using the quick setup documentation.
	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 the ISP for the correct IP address.
Cookies are corrupted.		<i>Windows XP</i>
		<ol style="list-style-type: none"> 1. Select Start > Control Panel. 2. Double-click Internet Options. 3. On the General tab, click the Delete Cookies button.
Cannot automatically launch Internet programs.	You must log on to the ISP before some programs will start.	<i>Windows 2000</i>
		<ol style="list-style-type: none"> 1. Select Start > Settings > Control Panel. 2. Double-click Internet Options. 3. On the General tab, click the Delete Cookies button.

Solving Internet Access Problems *(Continued)*

Problem	Cause	Solution
Internet takes too long to download Web sites.	Modem is not set up properly.	<p>Verify that the correct modem speed and COM port are selected.</p> <p><i>For Windows XP</i></p> <ol style="list-style-type: none"> 1. Select Start > Control Panel. 2. Double-click System. 3. Click the Hardware tab. 4. In the Device Manager area, click the Device Manager button. 5. Double-click Ports (COM & LPT). 6. Right-click the COM port your modem uses, then click Properties. 7. Under Device status, verify that the modem is working properly. 8. Under Device usage, verify the modem is enabled. 9. If there are further problems, click the Troubleshoot button and follow the on-screen instructions. <p><i>Windows 2000</i></p> <ol style="list-style-type: none"> 1. Select Start > Settings > Control Panel. 2. Double-click System. 3. Click the Hardware tab. 4. In the Device Manager area, click the Device Manager button. 5. Double-click Ports (COM & LPT). 6. Right-click the COM port the modem uses, then click Properties. 7. Under Device status, verify that the modem is working properly.

Solving Internet Access Problems *(Continued)*

Problem	Cause	Solution
Internet takes too long to download Web sites. <i>(continued)</i>	Modem is not set up properly. <i>(continued)</i>	8. Under Device usage , verify the modem is enabled. 9. If there are further problems, click the Troubleshoot button and follow the on-screen instructions.

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.

Solving Software Problems

Problem	Cause	Solution
Computer will not continue and no HP logo screen has appeared.	POST error has occurred.	Observe the beeps and LED lights on the front of the computer. See Appendix C, POST Error Messages to determine possible causes. See the Restore Kit or the Worldwide Limited Warranty for terms and conditions.
Computer will not continue after HP logo screen has appeared.	System files may be damaged.	Use recovery diskette to scan hard drive for errors.
"Illegal Operation has Occurred" error message is displayed.	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.

System Board and Riser Board Reference Designators

These reference designators are used on most but not all HP system and riser boards.

Designator	Component
BAT	Battery socket/Battery
CR1	LED - 5V_Aux (on)
CR2	Health-LED
CR3	UID LED
CR4	Power LED
CR35	Hard drive activity LED
E14	Boot block header/jumper
E15	Boot block recovery header
E16	ROM recovery header
E25	CPLD programming header
E49/JP49	Clear Password header/jumper
E50	Clear CMOS header
J7	RJ45 jack
J9	Stacked RJ45/Dual USB
J10	Quad stacked USB
J11	First IEEE 1394 connector
J12	Second IEEE 1394 connector
J13	SPDIF input
J14	SPDIF output
J20 - 29	PCI slots
J30	PCI extender slot (male)
J31 - J35	PCI Express slots
J37	Primary SCSI connector
J38	Secondary SCSI connector
J39	Stacked parallel/SCSI connector
J40	AGP slot
J41	x16 PCI Express slot for graphics
J50	First parallel port
J51	Second parallel port
J52	Double-stacked parallel port, Top = Port B, Bottom = Port A
J53	Parallel port over single Serial Port
J54	Parallel port over Serial Port and Video Port
J55	Parallel port over dual VGA ports
J65	DVI connector
J66	Keyboard connector, PS/2 (Closest to power supply)
J67	Mouse connector, PS/2

Designator	Component <i>(Continued)</i>
J68	Stacked mouse (Top)/keyboard (Bottom) connector
J69	Video connector, VGA
J70	Primary single USB connector
J71	Secondary single USB port
J72	Microphone jack
J73	Line-in jack
J74	Line-out jack
J75	Headphone jack
J76	Volume control
J77	Double-stacked headphone (Bottom)/microphone (Top) connector
J78	Double-stacked line-in (Top)/line-out (Bottom) connector
J80	Stacked serial/audio connector
J81	Primary double-stack USB, Top = Port 2, Bottom = Port 1
J82	Secondary double-stack USB, Top = Port 4, Bottom = Port 3
J83	Triple-stacked audio jack (line in, line out/headphone, microphone)
J101	Security board connector - for security card
J9020-J9029	PCI slots on riser card
J9030-J9034	PCI express slots on riser card
JP49/E49	Clear password header/jumper
L1	USB front port choke (1st)
L2	USB rear port choke (1st)
L3	USB rear port choke (2nd)
L4	USB rear port choke (3rd)
L5	USB front port choke (2nd)
P1	P/S connector (20 or 24 pin)
P2	Second P/S connector (as required)
P3	Processor 12V header
P4	Secondary Processor 12V header
P5	Main Power/HDD LED connector
P6	Speaker connector
P7	Analog audio connector (from CD-ROM)
P8	Primary chassis fan header or primary CPU heatsink fan
P9	Secondary chassis fan header
P10	Diskette drive connector
P11	Auxiliary Audio connector
P12	Alert on LAN connector
P13	VRM module footprint
P15	AUI connector
P16	Fan command/fan sink header (may be 2 or 4 pin)
P17	Digital audio expansion header
P18	SPDIF internal input header
P19	SPDIF internal output header
P20	Primary IDE connector
P21	Secondary IDE/MultiBay connector
P22	Header for NEWCARD

Designator	Component <i>(Continued)</i>
P23	Header for front panel audio
P24	Header for front panel USB
P25	Internal USB connector 1
P26	Internal USB connector 2
P27	MultiBay header
P29	SCSI LED connector
P30	PCI extender slot (female)
P40	Blade PC graphics connector (outboard)
P41	Blade PC graphics connector (inboard)
P52	Second serial port
P54	Primary serial port
P55	Double stack serial port, Top = Serial B, Bottom = Serial A
P58	Riser edge connector (male-mates with J30)
P60	Primary Serial ATA (SATA) connector
P61	Second Serial ATA (SATA) connector
P62	Third Serial ATA (SATA) connector
P63	Fourth Serial ATA (SATA) connector
P64	VSFF expansion connector
P65	Graphics option connector
P66	Fifth Serial ATA (SATA) connector
P67	Sixth Serial ATA (SATA) connector
P68	Seventh Serial ATA (SATA) connector
P69	Eighth Serial ATA (SATA) connector
P70	Primary (CPU) fan header for fansink
P71	Secondary CPU fan header for fansink
P80	Primary Serial Attached SCSI (SAS) connector
P81	Second Serial Attached SCSI (SAS) connector
P82	Third Serial Attached SCSI (SAS) connector
P83	Fourth Serial Attached SCSI (SAS) connector
P84	Fifth Serial Attached (SAS) connector
P85	Sixth Serial Attached (SAS) connector
P86	Seventh Serial Attached (SAS) connector
P87	Eighth Serial Attached (SAS) connector
P101	Security board connector, system board
P106	Secondary speaker connector
P124	Hood lock header
P125	Hood sensor header
P126	Flying parallel port header
P150	Media reader header
P216	White box chassis fan header
SW2	Security hood switch on riser card
SW50	Clear CMOS switch/push button
U2	Single chip solution (combined northbridge/southbridge)
U3	North bridge
U4	South bridge
U5	Super I/O

Designator	Component <i>(Continued)</i>
U6	Clock chip
U7	64 bit Bridge
U10	LOM1
U11	LOM1 EEPROM
U12	LOM1 PHY
U13	Audio Codec
U14	Audio amplifier
U16	LOM2
U17	LOM2 EEPROM
U18	LOM2 PHY
U19	SPI ROM - SOIC-8 footprint
U20	Fan controller
U21	SPI ROM - SO16 footprint
U29	TMDS controller
U30	Parallel port diode array
U31	First serial port transceiver
U32	Second serial port transceiver
U46	VRM controller
U50	USB front port power switch
U51	First USB rear port power switch
U52	Second USB rear port power switch
U53	Third USB rear port power switch
XBT	Battery retainer
XMM1	Memory slot. DIMM1 or RIMM1 populated and tested
XMM2 - XMM5	Following memory slots
XU1	Primary processor socket
XU2	Secondary processor socket
XU15/U15	System ROM and Socket (Socket = XU15, ROM = U15)
XU19/U19	SPI ROM and socket (XU19 = socket, U19 = SPI ROM)
Y1	Primary (TH) system clock crystal
Y2	Secondary (SMT) system clock crystal
Y3	Primary NIC clock crystal
Y4	Secondary NIC clock crystal
Y5/H5	RTC clock crystal/tie-down

The dc5750 series computers with AMD-based processors come with double data rate 2 synchronous dynamic random access memory (DDR2-SDRAM) dual inline memory modules (DIMMs).



CAUTION: DDR and DDR2 memory modules are not interchangeable.

DDR2-SDRAM DIMMs

The memory sockets on the system board can be populated with up to four industry-standard DIMMs. These memory module sockets are populated with at least one preinstalled memory module. To achieve the maximum memory support, you can populate the system board with up to 8GB of memory configured in a high-performing dual channel mode.

For proper system operation, the DDR2-SDRAM DIMMs must be:

- industry-standard 240-pin
- unbuffered PC2-4300 533 MHz-compliant, PC2-5300 667 MHz-compliant, or PC2-6400 800 MHz-compliant
- 1.8volt DDR2-SDRAM DIMMs

The DDR2-SDRAM DIMMs must also:

- support CAS latency 4 (DDR2/533 MHz and DDR2/667 MHz) and CAS latency 5 (DDR2/667 MHz and DDR2/800 MHz)
- contain the mandatory JEDEC SPD information

In addition, the computer supports:

- 256Mbit, 512Mbit, AND 1 Gbit non-ECC memory technologies
- single-sided and double-sided DIMMS
- DIMMs constructed with x8 and x16 DDR devices; DIMMs constructed with x4 SDRAM are not supported

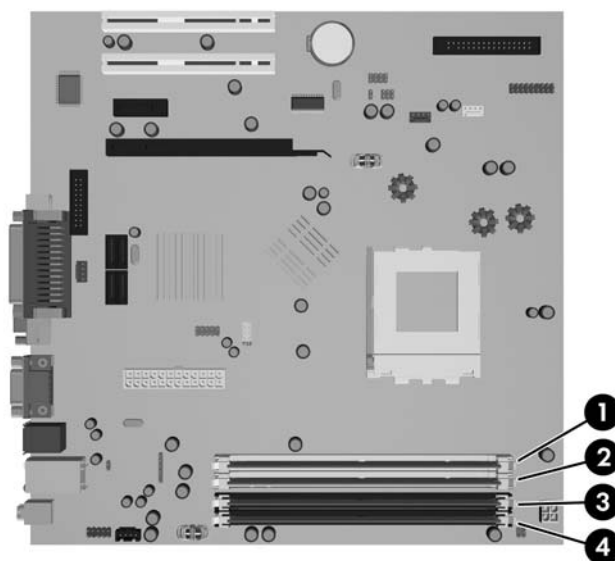


The system will not start if you install unsupported DIMMs.

DIMM Sockets

There are four DIMM sockets on the system board, with two sockets per channel. The sockets are labeled XMM1, XMM2, XMM3, and XMM4. Sockets XMM1 and XMM2 operate in memory channel A. Sockets XMM3 and XMM4 operate in memory channel B.

The system board shown may differ from the one in your product.



Item	Description	Socket Color
❶	DIMM socket XMM1, Channel A	White
❷	DIMM socket XMM2, Channel B	White
❸	DIMM socket XMM3, Channel A (populate first)	Black
❹	DIMM socket XMM4, Channel B (populate second)	Black

The system will automatically operate in single channel mode, dual channel mode, or flex mode, depending on how the DIMMs are installed.

- The system will operate in single channel mode if the DIMM sockets are populated in one channel only.
- The system will operate in a higher-performing dual channel mode if the total memory capacity of the DIMMs in Channel A is equal to the total memory capacity of the DIMMs in Channel B. The technology and device width can vary between the channels. For example, if Channel A is populated with two 256MB DIMMs and Channel B is populated with one 512MB DIMM, the system will operate in dual channel mode.
- The system will operate in flex mode if the total memory capacity of the DIMMs in Channel A is not equal to the total memory capacity of the DIMMs in Channel B. In flex mode, the channel populated with the least amount of memory describes the total amount of memory assigned to dual channel and the remainder is assigned to single channel. For optimal speed, the channels should be balanced so that the largest amount of memory is spread between the two channels. For example, if you are populating the sockets with one 1GB DIMM, two 512MB DIMMs, and one 256MB DIMM, one channel should be populated with the 1GB DIMM and one 256MB DIMM and the other channel should be populated with the two 512MB DIMMs. With this configuration, 2 GB will run as dual channel and 256 MB will run as single channel.
- In any mode, the maximum operational speed is determined by the slowest DIMM in the system.

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