

Maintenance & Service Guide

HP Elite 7000 MT Series PCs

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Maintenance & Service Guide

HP Elite 7000 MT Series PCs

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About This Book

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- ⚠ **WARNING!** Text set off in this manner indicates that failure to follow directions could result in bodily harm or loss of life.
- ⚠ **CAUTION:** Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.
- 📝 **NOTE:** Text set off in this manner provides important supplemental information.
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Table of contents

1 Installing and Customizing the Software

Installing the Operating System	2
Downloading Microsoft Windows Updates	2
Installing or Upgrading Device Drivers (Windows systems)	2
Accessing Disk Image (ISO) Files	3
Protecting the Software	3

2 Product Features

Standard Configuration Features	4
Serviceability Features	4
Front Panel Components	5
Media Card Reader Components	6
Rear Panel Components	7

3 Computer Setup (F10) Utility

Computer Setup (F10) Utilities	8
Using Computer Setup (F10) Utilities	8
Computer Setup—Main	9
Computer Setup—Advanced	10
Computer Setup—Power	11
Computer Setup—Boot	11
Computer Setup—Exit	12
Recovering the Configuration Settings	12

4 Computer Diagnostic Features

Hewlett-Packard Vision Diagnostics	13
Accessing HP Vision Diagnostics	13
Survey Tab	14
Test Tab	14
Status Tab	15
History Tab	16
Errors Tab	16
Help Tab	16

Saving and Printing Information in HP Vision Diagnostics	17
Downloading the Latest Version of HP Vision Diagnostics	17
Protecting the Software	17

5 Serial ATA (SATA) Drive Guidelines and Features

SATA Hard Drives	18
SATA Hard Drive Cables	18
SATA Data Cable	18
SMART ATA Drives	19
Hard Drive Capacities	19

6 Identifying the Chassis, Routine Care, and Disassembly Preparation

Chassis Designations	20
Microtower (MT)	20
Electrostatic Discharge Information	20
Generating Static	21
Preventing Electrostatic Damage to Equipment	21
Personal Grounding Methods and Equipment	22
Grounding the Work Area	22
Recommended Materials and Equipment	22
Operating Guidelines	23
Routine Care	24
General Cleaning Safety Precautions	24
Cleaning the Computer Case	24
Cleaning the Keyboard	24
Cleaning the Monitor	25
Cleaning the Mouse	25
Service Considerations	25
Power Supply Fan	25
Tools and Software Requirements	25
Screws	26
Cables and Connectors	26
Hard Drives	26
Lithium Coin Cell Battery	27

7 Removal and Replacement Procedures Microtower (MT) Chassis

Serial Number Location	28
Preparation for Disassembly	29
Access Panel	30
Front Bezel	31
Bezel Blanks	32
Memory	33
DDR3-SDRAM DIMMs	33

Populating DIMM Sockets	34
Installing Memory Modules	35
Expansion Cards	37
Cable Management	41
Cable Connections	42
Drives	43
Drive Positions	43
Installing Additional Drives	44
System Board Drive Connections	45
Removing an Optical Drive	46
Installing an Optical Drive into the 5.25-inch Drive Bay	47
Removing an External 3.5-inch Drive	48
Installing a Drive into the 3.5-inch External Drive Bay	49
Removing an Internal 3.5-inch Hard Drive	51
Installing an Internal 3.5-inch Hard Drive	54
Front I/O and USB Panel Housing Assembly	57
Power Switch/LED Assembly	58
System Fan	59
Heat sink assembly	60
Processor	60
Power Supply	62
System Board	64
Battery	66
Type 1 Battery Holder	67
Type 2 Battery Holder	67
Type 3 Battery Holder	68
Installing a Security Lock	69
Cable Lock	69
Padlock	69
HP Business PC Security Lock	70

Appendix A Connector Pin Assignments

Ethernet BNC	72
USB	72
Microphone	72
Headphone	73
Line-in Audio	73
Line-out Audio	73
Monitor	74
24-Pin Power	74
PCI Express	75
PCI Express	76
4-Pin Power (for CPU)	77

Appendix B Power Cord Set Requirements

General Requirements	78
Japanese Power Cord Requirements	78
Country-Specific Requirements	79

Appendix C Troubleshooting Without Diagnostics


Safety and Comfort	80
Before You Call for Technical Support	80
Helpful Hints	81
Solving General Problems	83
Solving Power Problems	86
Solving Hard Drive Problems	87
Solving Media Card Reader Problems	88
Solving Display Problems	90
Solving Audio Problems	94
Solving Printer Problems	95
Solving Keyboard and Mouse Problems	97
Solving Hardware Installation Problems	99
Solving Network Problems	101
Solving Memory Problems	104
Solving CD-ROM and DVD Problems	105
Solving USB Flash Drive Problems	107
Solving Front Panel Component Problems	108
Solving Internet Access Problems	109
Solving Software Problems	111
Interpreting POST Audible Codes	112
Resetting the Password Jumper	113
Resetting the CMOS Jumper	114
Contacting Customer Support	115


Appendix D Specifications


Index	118
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1 Installing and Customizing the Software

If your computer was not shipped with a Microsoft operating system, some portions of this documentation do not apply. Additional information is available in online help after you install the operating system.

 **NOTE:** If the computer was shipped with Windows Vista or Windows 7 loaded, you will be prompted to register the computer with HP Total Care before installing the operating system. You will see a brief movie followed by an online registration form. Fill out the form, click the **Begin** button, and follow the instructions on the screen.

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

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

Installing the Operating System

The first time you turn on the computer, the operating system is installed automatically. This process takes about 5 to 10 minutes, depending on which operating system is being installed. Carefully read and follow the instructions on the screen to complete the installation.

△ **CAUTION:** 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 may damage the software that runs the computer or prevent its proper installation.

📝 **NOTE:** 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 your computer was not shipped with a Microsoft operating system, some portions of this documentation do not apply. Additional information is available in online help after you install the operating system.

Downloading Microsoft Windows Updates

1. To set up your Internet connection, click **Start > Internet Explorer** and follow the instructions on the screen.
2. Once an Internet connection has been established, click the **Start** button.
3. Select the **All Programs** menu.
4. Click on the **Windows Update** link.

In Windows Vista and Windows 7, the **Windows Update** screen appears. Click **view available updates** and make sure all critical updates are selected. Click the **Install** button and follow the instructions on the screen.

In Windows XP, you will be directed to the **Microsoft Windows Update Web site**. If you see one or more pop-up windows that ask you to install a program from <http://www.microsoft.com>, click **Yes** to install the program. Follow the instructions on the Microsoft Web site to scan for updates and install critical updates and service packs.

It is recommended that you install all of the critical updates and service packs.

5. After the updates have been installed, Windows will prompt you to reboot the machine. Be sure to save any files or documents that you may have open before rebooting. Then select **Yes** to reboot the machine.

Installing or Upgrading Device Drivers (Windows systems)

When installing optional hardware devices after the operating system installation is complete, you must also install the drivers for each of the devices.

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 <http://www.hp.com/support>. Select your country and language, select **Download drivers and software (and firmware)**, enter the model number of the computer, and press **Enter**.

Accessing Disk Image (ISO) Files

There are disk image files (ISO files) included on your PC that contain the installation software for additional software. These CD image files are located in the folder C:\SWSetup\ISOs. Each .iso file can be burned to CD media to create an installation CD. It is recommended that these disks be created and the software installed in order to get the most from your PC. The software and image file names are:

- Corel WinDVD SD and BD – installation software for WinDVD – used to play DVD movies
- HP Insight Diagnostics OR Vision Diagnostics – software to perform diagnostic activities on your PC

Protecting the Software

To protect the software from loss or damage, keep a backup copy of all system software, applications, and related files stored on the hard drive. Refer to the operating system or backup utility documentation for instructions on making backup copies of your data files.

2 Product Features

Standard Configuration Features

The Elite 7000 MT Series PC features may vary depending on the model. For a complete listing of the hardware and software installed in the computer, run the diagnostic utility (included on some computer models only). Instructions for using the utility are provided in the *Troubleshooting Guide*.

Figure 2-1 HP Elite 7000 MT Series PC



 **NOTE:** The drive configuration shown above may be different than your computer model.

The illustration shown above may look different than your computer model.

Serviceability Features

The microtower computer includes features that make it easy to upgrade and service. A Torx T-15 or flat blade screwdriver is needed for many of the installation procedures described in this chapter.

Front Panel Components

Drive configuration may vary by model.

Figure 2-2 Front Panel Components

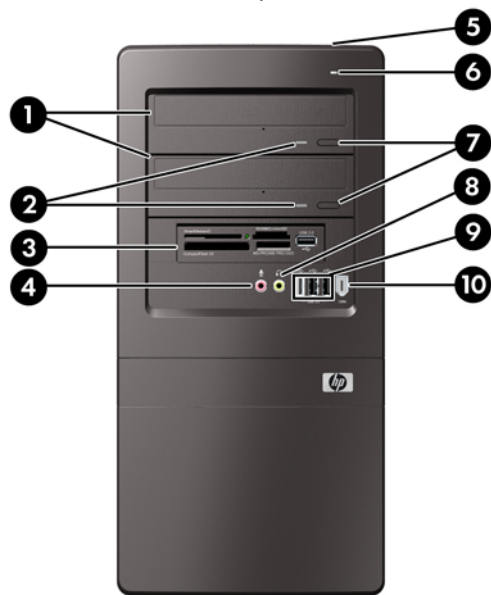


Table 2-1 Front Panel Components

1	5.25-inch Optical Drives ¹	6	Hard Drive Activity Light
2	Optical Drive Activity Lights	7	Optical Drive Eject Buttons
3	3.5-inch Media Card Reader (optional) ²	8	Headphone Connector
4	Microphone Connector	9	USB (Universal Serial Bus) 2.0 Ports
5	Dual-State Power Button	10	1394 Port

¹ Some models have bezel blanks covering one or both of the 5.25-inch drive bays.

² Some models have a bezel blank covering the 3.5-inch drive bay.

Media Card Reader Components

The media card reader is an optional device available on some models only. Refer to the following illustration and table to identify the media card reader components.

Figure 2-3 Media Card Reader Components

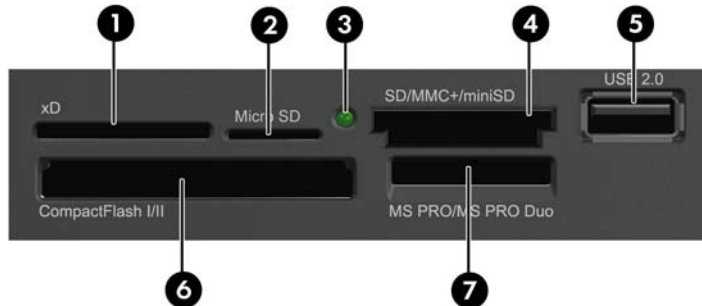


Table 2-2 Media Card Reader Components

No.	Slot	Media			
1	xD	<ul style="list-style-type: none"> xD-Picture Card (xD) 			
2	MicroSD	<ul style="list-style-type: none"> MicroSD (T-Flash) MicroSDHC 			
3	Media Card Reader Activity Light				
4	SD/MMC+/miniSD	<ul style="list-style-type: none"> Secure Digital (SD) Secure Digital High Capacity (SDHC) MiniSD MiniSDHC MultiMediaCard (MMC) Reduced Size MultiMediaCard (RS MMC) MultiMediaCard 4.0 (MMC Plus) Reduced Size MultiMediaCard 4.0 (MMC Mobile) MMC Micro (adapter required) 			
5	USB	<ul style="list-style-type: none"> USB (Universal Serial Bus) Port 			
6	CompactFlash I/II	<ul style="list-style-type: none"> CompactFlash Card Type 1 CompactFlash Card Type 2 MicroDrive 			
7	MS PRO/MS PRO DUO	<ul style="list-style-type: none"> Memory Stick (MS) MagicGate Memory Stick (MG) MagicGate Memory Duo Memory Stick Select Memory Stick Duo (MS Duo) Memory Stick PRO (MS PRO) Memory Stick PRO Duo (MS PRO Duo) Memory Stick PRO-HG Duo Memory Stick Micro (M2) (adapter required) 			

Rear Panel Components

Figure 2-4 Rear Panel Components

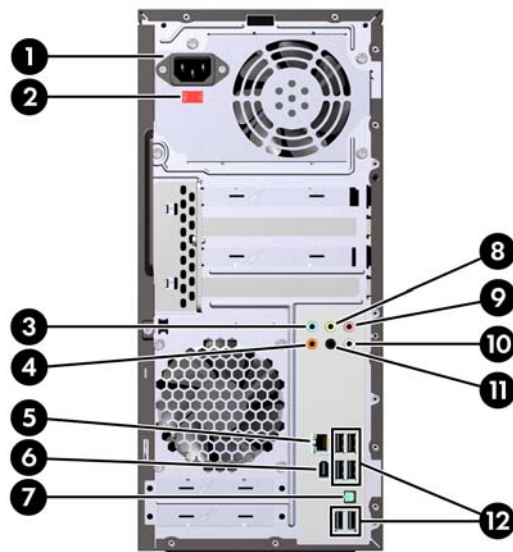


Table 2-3 Rear Panel Components

1	Power Cord Connector	7	Sony/Philips Digital Interconnect Format (S/PDIF) Connector (green)
2	Voltage Select Switch	8	Line-Out Connector for powered audio devices (green)
3	Line-In Audio Connector (blue)	9	Microphone Connector (pink)
4	Rear Center Channel/Subwoofer Audio Connector (orange)	10	Surround Side Channel Audio Connector (gray)
5	RJ-45 Network Connector	11	Surround Rear Channel Audio Connector (black)
6	1394 Port	12	Universal Serial Bus (USB) Ports

NOTE: Arrangement and number of connectors may vary by model.

Installation of a PCI Express x16 graphics card is required for video support.

When a device is plugged into the blue Line-In Audio Connector, a dialog box will pop up asking if you want to use the connector for a line-in device or a microphone. You can reconfigure the connector at any time by double-clicking the Realtek HD Audio Manager icon in the Windows taskbar.

3 Computer Setup (F10) Utility

Computer Setup (F10) Utilities

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

- Change factory default settings.
- Set the system date and time.
- Set, view, change, or verify the system configuration, including settings for graphics, audio, storage, communications, and input devices.
- View settings for processor and memory.
- Modify the boot order of bootable devices such as hard drives, optical drives, or USB flash media devices.
- Run hard drive self-tests.
- Establish a supervisor password that controls access to Computer Setup (F10) Utility and the settings described in this section.

Using Computer Setup (F10) Utilities

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

1. Turn on or restart the computer.
2. As soon as the computer is turned on, press **F10** before the computer boots to the operating system to enter Computer Setup.



NOTE: 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. The Computer Setup Utility screen is divided into menu headings and actions.

Five menu headings appear on the Computer Setup Utility screen:

- Main
- Advanced
- Power
- Boot
- Exit

Use the arrow keys to select the appropriate heading, then press **Enter**. Use the arrow (up and down) keys to select the option you want, then press **Enter**. To return to the previous screen, press **Esc**.

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


Computer Setup—Main

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

Table 3-1 Computer Setup—Main

Option	Description
System Time	Allows you to set system time.
System Date	Allows you to set system date.
Language	Allows you to select language.
1st Drive	For each, allows you to:
2nd Drive	<ul style="list-style-type: none">• (view only)
3rd Drive	<ul style="list-style-type: none">◦ Capacity (Size - HDD only)
4th Drive	<ul style="list-style-type: none">• Smart Support - run HDD self-test for selected channel:<ul style="list-style-type: none">◦ SMART Status Check◦ SMART Short Self-Test◦ SMART Extended Self-Test
System Information	(view only) <ul style="list-style-type: none">• Installed Memory• Memory Bank 1• Memory Bank 2• Memory Bank 3• Memory Bank 4• BIOS Revision• Core Version
Model Number	Allows you to modify the model number.
Serial Number	Allows you to manually enter the serial number.
Asset Tag	Allows you to manually enter the Asset Tag.
Product Number	(view only)

Computer Setup—Advanced

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


 **WARNING!** Setting items on this menu to incorrect values may cause your system to malfunction.

Table 3-2 Computer Setup—Advanced

Option	Description
CPU Type	(view only)
CPU Speed	(view only)
Cache RAM(L2)	(view only)
Cache RAM(L3)	(view only)
Primary Video Adapter	Allows you to select the boot display device when more than 2 video options are offered by the system: <ul style="list-style-type: none">• PCIe-x1• PCIe-x16
SATA Controller Mode	If SATA Controller is enabled, allows you to set the mode to: <ul style="list-style-type: none">• IDE• AHCI• RAID
SATA Controller	Allows you to disable/enable the SATA Controller.
Onboard LAN	Allows you to disable/enable onboard LAN controller.
Onboard LAN Boot ROM	Allows you to disable/enable the boot ROM of the onboard LAN chip.
USB Ports	Allows you to individually disable/enable USB ports.
Onboard 1394	Allows you to enable/disable all 1394 ports.
Supervisor Password	Allows you to establish, disable, or change the supervisor password.
User Password	Allows you to establish, disable, or change the user password. NOTE: Only displays if a Supervisor password is set.
Onboard Audio	Allows you to set the onboard audio to: <ul style="list-style-type: none">• Auto• Disabled• Enabled
ESC:Boot Menu	Allows you to enable/disable the option to press the Esc key to access the Boot menu during computer startup.
F9:Diagnostics	Allows you to enable/disable the option to press the F9 key to access the Diagnostics menu during computer startup.
F10:Setup	Allows you to enable/disable the option to press the F10 key to access the Setup menu during computer startup.

Table 3-2 Computer Setup—Advanced (continued)

F11:Recovery	Allows you to enable/disable the option to press the F11 key to access the Recovery menu during computer startup.
F12:Boot from LAN	Allows you to enable/disable the option to press the F12 key to access the Boot from LAN option during computer startup.

Computer Setup—Power


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

Table 3-3 Computer Setup—Power

Option	Description
After AC Power Failure	Allows you to select system restart behavior after power loss: <ul style="list-style-type: none"> Stay Off Power On Auto
Hyper-Threading	Allows you to enable/disable hyperthreading.
XD(Execute Disable)	Disables/enables XD bit.
Virtualization Technology	Allows you to enable/disable Virtualization Technology.
WOL from S5	Allows you to enable/disable Limited (normal shutdown) WOL from S5 support.

Computer Setup—Boot


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

Table 3-4 Computer Setup—Boot

Option	Description
Boot-time Diagnostic Screen	Disables/enables POST diagnostic messages display.
Boot Device Priority	Allows you to specify which device groups will boot first, second, third, and fourth or to disable any of the four:
1st Boot Device	<ul style="list-style-type: none"> Floppy Group
2nd Boot Device	<ul style="list-style-type: none"> CD-ROM Group
3rd Boot Device	<ul style="list-style-type: none"> Hard Drive Group
4th Boot Device	<ul style="list-style-type: none"> Network Boot Group <p>NOTE: MS-DOS drive lettering assignments may not apply after a non-MS-DOS operating system has started.</p>
Floppy Group Boot Priority	Specifies boot device priority within removable devices. <p>NOTE: This computer does not support floppy drives.</p>

Table 3-4 Computer Setup—Boot (continued)

CD-ROM Group Boot Priority	Specifies boot device priority within CD/DVD drives.
Hard Drive Group Boot Priority	Specifies boot device priority within hard drives.
Network Group Boot Priority	Specifies boot device priority within bootable network devices.

Computer Setup—Exit


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

Table 3-5 Computer Setup—Exit

Option	Description
Exit Saving Changes	Press Enter to exit saving changes.
Exit Discarding Changes	Press Enter to exit discarding changes.
Load Setup Defaults	Press Enter to load setup defaults.
Discard Changes	Press Enter to discard changes.
Save Changes	Press Enter to save changes.


Recovering the Configuration Settings

To reset all BIOS Setup options to their default values (including options for [Ctrl+F10](#)), you must enter F10 Setup mode and press [F5](#).

This does not include updates to **system date**, **system time**, **supervisor password**, **user password**, and **CPU frequency multiplier**.

4 Computer Diagnostic Features

Hewlett-Packard Vision Diagnostics


 **NOTE:** HP Vision Diagnostics is included on CD with some computer models only.

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

The Survey tab is displayed when you invoke HP Vision 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 USB flash drive.


Use HP Vision 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 so that you have printed reports available before placing a call to the Customer Support Center.

 **NOTE:** Third party devices may not be detected by HP Vision Diagnostics.


Accessing HP Vision Diagnostics

To access HP Vision Diagnostics, you must create a Recovery Disc Set then boot to the CD containing the utility. It can also be downloaded from <http://www.hp.com> and either burned to CD or installed to a USB flash drive. See [Downloading the Latest Version of HP Vision Diagnostics on page 17](#) for more information.


 **NOTE:** HP Vision Diagnostics is included as part of the Recovery Disk Set with some computer models only.

If you have already downloaded HP Vision Diagnostics to either CD or USB Flash drive, then begin the following procedure at step 2.

1. In Windows Explorer, go to **C:\SWSetup\ISOs** and burn the file **Vision Diagnostics.ISO** to a CD or copy it to a USB flash drive.
2. While the computer is on, insert the CD in the Optical Drive or USB flash drive in a USB port on the computer.
3. Shut down the operating system and turn off the computer.
4. Turn on the computer. The system will boot into HP Vision Diagnostics.

 **NOTE:** If the system does not boot to the CD in the optical drive or to the USB flash drive, you may need to change the boot order in the Computer Setup (F10) utility. Refer to the *Computer Setup (F10) Utility Guide* for more information.

5. At the boot menu, select either the **HP Vision Diagnostics** utility to test the various hardware components in the computer or the **HP Memory Test** utility to test memory only.

 **NOTE:** The HP Memory Test is a comprehensive memory diagnostic utility that is run as a stand-alone application, outside of HP Vision Diagnostics.

6. If running **HP Vision Diagnostics**, select the appropriate language and click **Continue**.
7. In the End User License Agreement page, select **Agree** if you agree with the terms. The HP Vision Diagnostics utility launches with the Survey tab displayed.

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. By default, the View Level is set to **Overview** which displays general information about all of the component categories.

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.

Architecture—Provides system BIOS and PCI device information.

Asset Control—Shows product name, system serial number, asset tag and universal unique ID information.

Audio—Displays information about the audio controllers present in the system, including PCI audio cards.

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.

Processors—Shows information about the processor(s) installed in the computer, including clock speeds and cache sizes.

Storage—Shows information about storage media connected to the computer. This list includes all hard drives and optical drives.

System—Shows information about the computer model, internal fans, chassis, and BIOS.

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. You may further modify which of the Quick tests are executed by selecting or deselecting individual tests in the hardware component check list.
- **Complete Test**—Provides a predetermined script where each hardware component is fully tested. You may further modify which of the Complete tests are executed by selecting or deselecting individual tests in the hardware component check list.
- **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.

By default, the three test modes do not display prompts and require no interaction. If errors are found, they are displayed when testing is complete.

However, for each test type, you may also optionally add interactive tests by clicking the **Include interactive tests** box under **Test mode**. Selecting interactive tests provides the maximum control over the testing process. The diagnostic software will prompt you for input during tests.

 **NOTE:** Memory can not be tested from within the HP Vision Diagnostics application. To test the memory in your computer, you must exit HP Vision Diagnostics, boot to either the CD or USB flash drive and select **HP Memory Test** from the boot menu.

To begin testing:

1. Select the Test tab.
2. Select the type of tests you want to run: **Quick**, **Complete**, or **Custom**.
3. Include optional interactive tests by selecting **Include interactive tests**.
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 want the diagnostic test for a specified time period, enter the amount of time in minutes.
5. Click the **Start Test** button to start the testing. The Status tab, which allows you to monitor the progress of the tests, is automatically displayed during the testing process. When the tests are complete, the Status tab shows whether the devices passed or failed.
6. If errors are found, go to the Errors tab to display detailed information and recommended actions.

Status Tab

The Status tab displays the status of the selected tests. 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.

The Status tab also shows:

- The devices being tested
- The test status (running, waiting, passed, or failed) 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

History Tab

The History tab contains information on past test executions.

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

The contents of the History Log may be saved as a HTML file to USB flash drive by clicking the **Save** button.

Errors Tab

The Errors tab displays detailed information about any errors found, as well as any recommended actions.

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 **Times Failed** is the number of times the device has failed a test.
- The **Defect Code** provides a numerical code for the failure. The error codes are defined in the Help tab.
- The **Description** section describes the error that the diagnostic test found.
- The **Reason** section describes the likely cause of the error.
- The **Recommended Repair** will give a recommended action that should be performed to resolve the failed hardware.
- The **Warranty ID** is a unique error code associated with the specific error on your computer. When contacting the HP Support Center for assistance with a hardware failure, please be prepared to provide the Warranty ID.

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

The contents of the Error Log may be saved as a HTML file to USB flash drive by clicking the **Save** button.

Help Tab

The Help tab contains a **Vision Help** section, and a **Test Components** section. This tab includes search and index features. You may also review the HP End User License Agreement (EULA), as well as the HP Vision Diagnostic application version information on this tab.

The **Vision Help** section contains information on the major functions of Hewlett-Packard Vision Diagnostics.

The **Test Components** section provides a description of each test, as well as the parameters that may be adjusted when running in Custom test mode.

The **Defect codes** section contains information on the numerical error code that may appear in the Errors tab.


The **Memory test tab** section provides information on the **HP Memory Test** application that may be launched from the boot menu.

The **HP Support** section provides information on obtaining technical support from HP.


Saving and Printing Information in HP Vision Diagnostics

You can save the information displayed in the HP Vision Diagnostics **Survey**, **History** and **Errors** tabs to a USB flash drive. 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 USB flash drive if running HP Vision Diagnostics from CD.
2. Click **Save** in the bottom on any of the **Survey**, **History** or **Errors** tabs. All three log files will be saved regardless of from which tab the Save button was clicked.
3. Select the drive onto which you will save the log files and click the **Save** button. Three html files will be saved to the inserted USB flash drive.


 **NOTE:** Do not remove the USB flash drive until you see a message indicating that the html files have been written to the media.

4. Print the desired information from the storage device used to save it.

 **NOTE:** To exit HP Vision Diagnostics, click the **Exit Diagnostics** button at the bottom of the screen. Be sure to remove the USB flash drive or CD from the optical drive.

Downloading the Latest Version of HP Vision Diagnostics


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

 **NOTE:** The download includes instructions on how to create the bootable CD or the bootable USB flash drive.

Protecting the Software

To protect software from loss or damage, you should keep a backup copy of all system software, applications, and related files stored on the hard drive. See the operating system or backup utility documentation for instructions on making backup copies of data files.

5 Serial ATA (SATA) Drive Guidelines and Features

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

SATA Hard Drives

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

SATA Hard Drive Cables

SATA Data Cable

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

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

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

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

SMART ATA Drives

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

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

6 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.
-

Chassis Designations

The following subsection illustrates the HP Elite 7000 chassis design.

Microtower (MT)



Electrostatic Discharge Information

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

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

Generating Static

The following table shows that:

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

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.			



NOTE: 700 volts can degrade a product.

Preventing Electrostatic Damage to Equipment

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

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

Personal Grounding Methods and Equipment

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

- **Wrist straps** are flexible straps with a maximum of one-megohm \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

Grounding the Work Area

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

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

Recommended Materials and Equipment

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

- Antistatic tape
- Antistatic smocks, aprons, or sleeve protectors
- Conductive bins and other assembly or soldering aids
- Conductive foam
- Conductive tabletop workstations with ground cord of one-megohm \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

Operating Guidelines

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

- Keep the computer away from excessive moisture, direct sunlight, and extremes of heat and cold.
- Operate the computer on a sturdy, level surface. Leave a 10.2-cm (4-inch) clearance on all vented sides of the computer and above the monitor to permit the required airflow.
- Never restrict the airflow into the computer by blocking any vents or air intakes. Do not place the keyboard, with the keyboard feet down, directly against the front of the desktop unit as this also restricts airflow.
- Occasionally clean the air vents on all vented sides of the computer. Lint, dust, and other foreign matter can block the vents and limit the airflow. Be sure to unplug the computer before cleaning the air vents.
- Never operate the computer with the cover or side panel removed.
- Do not stack computers on top of each other or place computers so near each other that they are subject to each other's re-circulated or preheated air.
- If the computer is to be operated within a separate enclosure, intake and exhaust ventilation must be provided on the enclosure, and the same operating guidelines listed above will still apply.
- Keep liquids away from the computer and keyboard.
- Never cover the ventilation slots on the monitor with any type of material.
- Install or enable power management functions of the operating system or other software, including sleep states.

Routine Care

General Cleaning Safety Precautions

1. Never use solvents or flammable solutions to clean the computer.
2. Never immerse any parts in water or cleaning solutions; apply any liquids to a clean cloth and then use the cloth on the component.
3. Always unplug the computer when cleaning with liquids or damp cloths.
4. Always unplug the computer before cleaning the keyboard, mouse, or air vents.
5. Disconnect the keyboard before cleaning it.
6. Wear safety glasses equipped with side shields when cleaning the keyboard.

Cleaning the Computer Case

Follow all safety precautions in [General Cleaning Safety Precautions on page 24](#) before cleaning the computer.

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

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

Cleaning the Keyboard

Follow all safety precautions in [General Cleaning Safety Precautions on page 24](#) before cleaning the keyboard.

To clean the tops of the keys or the keyboard body, follow the procedures described in [Cleaning the Computer Case on page 24](#).

When cleaning debris from under the keys, review all rules in [General Cleaning Safety Precautions on page 24](#) before following these procedures:

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

- Visible debris underneath or between the keys may be removed by vacuuming or shaking.
- Canned, pressurized air may be used to clean debris from under the keys. Caution should be used as too much air pressure can dislodge lubricants applied under the wide keys.

- If you remove a key, use a specially designed key puller to prevent damage to the keys. This tool is available through many electronic supply outlets.
- △ **CAUTION:** Never remove a wide leveled key (like the space bar) from the keyboard. If these keys are improperly removed or installed, the keyboard may not function properly.
- Cleaning under a key may be done with a swab moistened with isopropyl alcohol and squeezed out. Be careful not to wipe away lubricants necessary for proper key functions. Use tweezers to remove any fibers or dirt in confined areas. Allow the parts to air dry before reassembly.

Cleaning the 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 [Cleaning the Computer Case on page 24](#).

Cleaning the Mouse

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

- Clean the mouse ball by first removing the retaining plate and the ball from the housing. Pull out any debris from the ball socket and wipe the ball with a clean, dry cloth before reassembly.
- To clean the mouse body, follow the procedures in [Cleaning the Computer Case on page 24](#).

Service Considerations

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

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.

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)

Screws

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

- △ **CAUTION:** Metric screws have a black finish. U.S. screws have a silver finish and are used on hard drives only.

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

Cables and Connectors

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

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

Hard Drives


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


- If a drive must be mailed, place the drive in a bubble-pack mailer or other suitable protective packaging and label the package “Fragile: Handle With Care.”
- Do not remove hard drives from the shipping package for storage. Keep hard drives in their protective packaging until they are actually mounted in the CPU.
- Avoid dropping drives from any height onto any surface.
- If you are inserting or removing a hard drive, turn off the computer. Do not remove a hard drive while the computer is on or in standby mode.
- Before handling a drive, ensure that you are discharged of static electricity. While handling a drive, avoid touching the connector. For more information about preventing electrostatic damage, refer to [Electrostatic Discharge Information on page 20](#)
- 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.

Lithium Coin Cell Battery

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

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

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

 **NOTE:** Batteries, battery packs, and accumulators should not be disposed of together with 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.

7 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.



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

Serial Number Location

Each computer has a unique serial number and product ID number that are located on the upper left side of the computer. Keep these numbers available for use when contacting customer service for assistance.

Figure 7-1 Serial Number and Product ID Location




Preparation for Disassembly

1. Close any open software applications.
2. Exit the operating system.
3. Remove any diskette or compact disc from the computer.
4. 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.

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

 **NOTE:** 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.

Access Panel

1. Prepare the computer for disassembly ([Preparation for Disassembly on page 29](#)).
2. Remove the screw **(1)** that secures the access panel to the computer chassis.
3. Slide the access panel back **(2)** about 1.3 cm (1/2 inch), then lift it off the unit.


 **NOTE:** 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.

Figure 7-2 Removing the Computer Access Panel

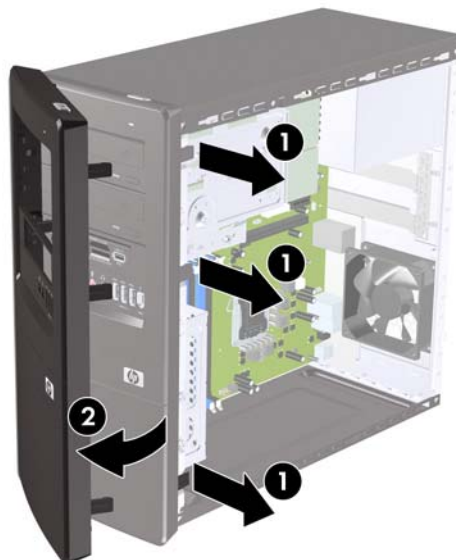



To replace the access panel, reverse the removal steps.

Front Bezel

1. Prepare the computer for disassembly ([Preparation for Disassembly on page 29](#)).
2. Remove the access panel ([Access Panel on page 30](#)).
3. Press outward on the three latches on the right side of the bezel **(1)**, then rotate the right side of the bezel off the chassis **(2)** followed by the left side.

Figure 7-3 Removing the Front Bezel



 **NOTE:** The appearance of the front bezel may vary.

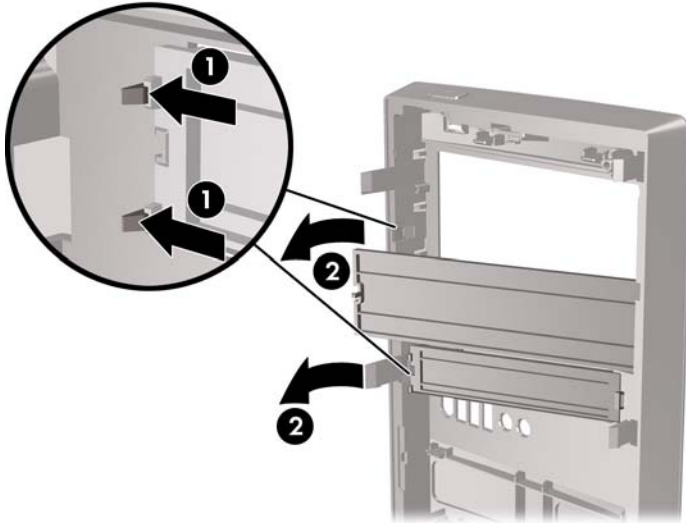
To reinstall the front bezel, reverse the removal procedure.

Bezel Blanks

On some models, there are bezel blanks covering the 3.5-inch and 5.25-inch external drive bays that need to be removed before installing a drive. To remove a bezel blank:

1. Follow the instructions described in [Front Bezel on page 31](#).
2. Press the two retaining tabs towards the outer left edge of the bezel **(1)** and pull the bezel blank inwards to remove it **(2)**.

Figure 7-4 Removing a Bezel Blank



Memory

The computer comes with double data rate 3 synchronous dynamic random access memory (DDR3-SDRAM) dual inline memory modules (DIMMs).

DDR3-SDRAM DIMMs

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

For proper system operation, the DDR3-SDRAM DIMMs must be:

- industry-standard 240-pin
- unbuffered PC3-10600, 1333 MHz-compliant
- 1.5 volt DDR3-SDRAM DIMMs

The DDR3-SDRAM DIMMs must also:

- support CAS latency 9 DDR3 1333 Mhz (9-9-9 timing)
- contain the mandatory JEDEC SPD information

In addition, the computer supports:

- 512Mbit, 1Gbit, and 2Gbit 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



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

Populating DIMM Sockets

There are four DIMM sockets on the system board, with two sockets per channel. The sockets are labeled DIMM1, DIMM2, DIMM3, and DIMM4. Sockets DIMM2 and DIMM4 operate in memory channel A. Sockets DIMM1 and DIMM3 operate in memory channel B.

Figure 7-5 DIMM Socket Locations

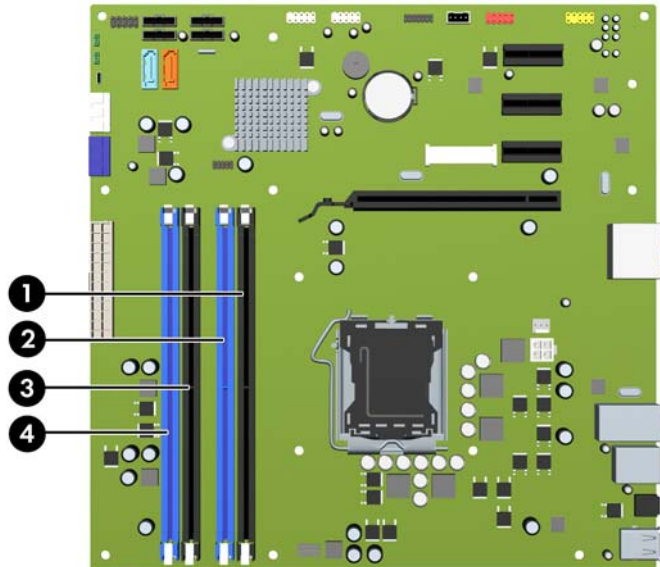


Table 7-1 DIMM Socket Locations

Item	Description	Socket Color
1	DIMM1 socket, Channel A	Black
2	DIMM2 socket, Channel A (populate first)	Blue
3	DIMM3 socket, Channel B	Black
4	DIMM4 socket, Channel B (populate second)	Blue

NOTE: A DIMM must occupy the XMM2 socket.

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 1-GB DIMMs and Channel B is populated with one 2-GB 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. If one channel will have more memory than the other, the larger amount should be assigned to Channel A. For example, if you are populating the sockets with one 2-GB DIMM, and three 1-GB DIMMs, Channel A should be populated with the 2-GB DIMM and one 1-GB DIMM, and Channel B should be populated with the two 1-GB DIMMs. With this configuration, 4-GB will run as dual channel and 1 GB will run as single channel.

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

Installing Memory Modules

- △ **CAUTION:** You must disconnect the power cord and wait approximately 30 seconds for the power to drain before adding or removing memory modules. Regardless of the power-on state, voltage is always supplied to the memory modules as long as the computer is plugged into an active AC outlet. Adding or removing memory modules while voltage is present may cause irreparable damage to the memory modules or system board.

The memory module sockets have gold-plated metal contacts. When upgrading the memory, it is important to use memory modules with gold-plated 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.

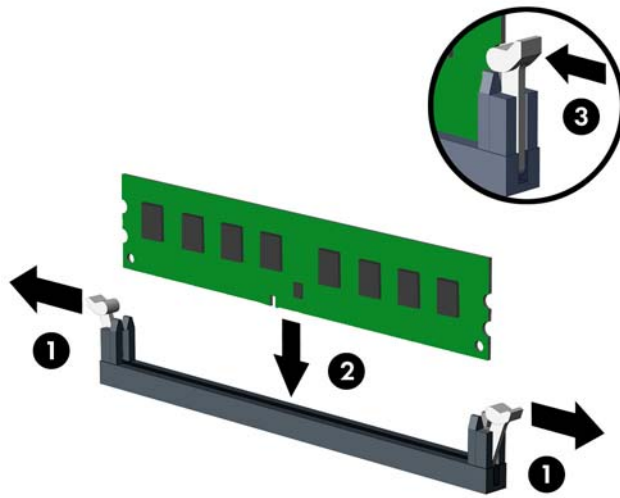
When handling a memory module, be careful not to touch any of the contacts. Doing so may damage the module.


1. Prepare the computer for disassembly ([Preparation for Disassembly on page 29](#)).
2. Remove the access panel ([Access Panel on page 30](#)).
3. Locate the memory module sockets on the system board.

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

4. Open both latches of the memory module socket (1), and insert the memory module into the socket (2).

Figure 7-6 Installing a DIMM



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

A DIMM must occupy the DIMM2 socket. Always populate the blue sockets before the black sockets in each channel.

To create a dual-channel memory configuration, the memory capacity of Channel A must equal the memory capacity of Channel B. Refer to [Populating DIMM Sockets on page 34](#) for more information.

5. Push the DIMM module down firmly into the socket, ensuring that the module is fully inserted and properly seated. The DIMM must be pushed all the way down into the socket and sit evenly in the socket to avoid memory corruption. Make sure the latches are in the closed position (3).
6. Repeat steps 4 and 5 to install any additional modules.
7. Replace the computer access panel.
8. Reconnect the power cord and any external devices, then turn on the computer. The computer should automatically recognize the additional memory when you turn on the computer.
9. Lock any security devices that were disengaged when the access panel was removed.

Expansion Cards

The computer has three PCI Express x1 expansion slots and one PCI Express x16 expansion slot. The expansion slots accommodate full-height or half-height expansion cards.

Figure 7-7 Expansion Slot Locations

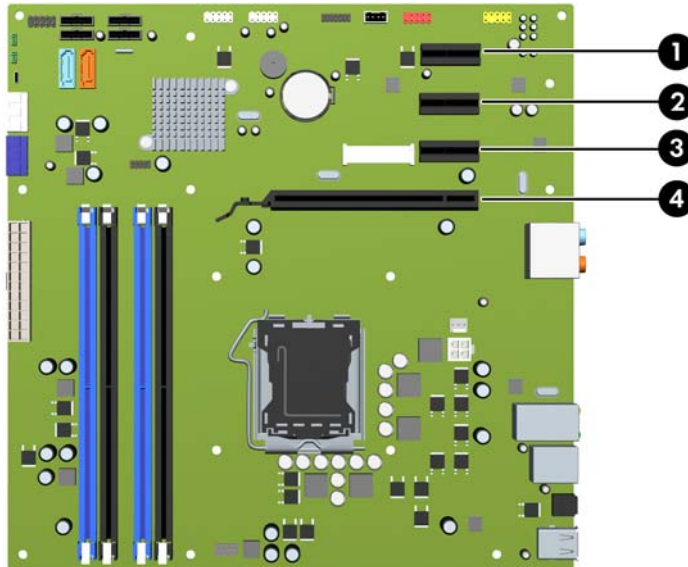



Table 7-2 Expansion Slot Locations

Item	Description
1	PCI Express x1 expansion slot
2	PCI Express x1 expansion slot
3	PCI Express x1 expansion slot
4	PCI Express x16 expansion slot

 **NOTE:** You can install a PCI Express x1, x4, x8, or x16 expansion card in the PCI Express x16 expansion slot.

To remove, replace, or add an expansion card:


1. Prepare the computer for disassembly ([Preparation for Disassembly on page 29](#)).
2. Remove the access panel ([Access Panel on page 30](#)).
3. Locate the correct vacant expansion socket on the system board and the corresponding expansion slot on the back of the computer chassis.

4. On the rear of the computer, a slot cover lock secures the expansion card brackets in place. Remove the screw from the slot cover lock then slide the slot cover lock up to remove it from the chassis.

Figure 7-8 Opening the Slot Cover Lock

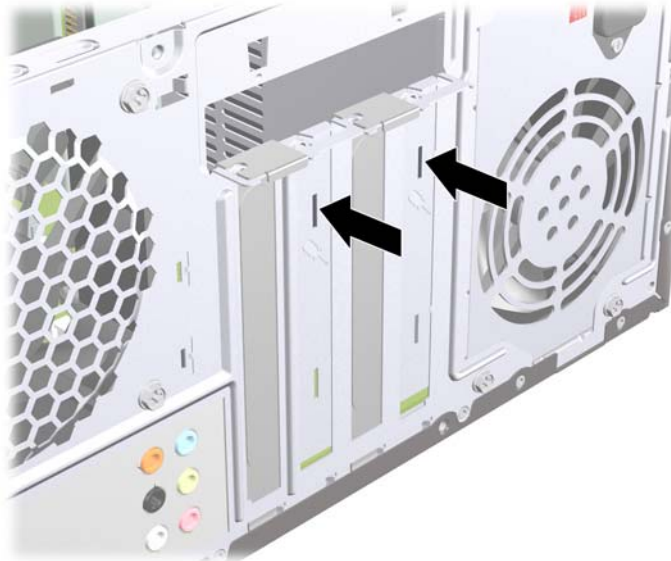


5. Before installing an expansion card, remove the expansion slot cover or the existing expansion card.

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

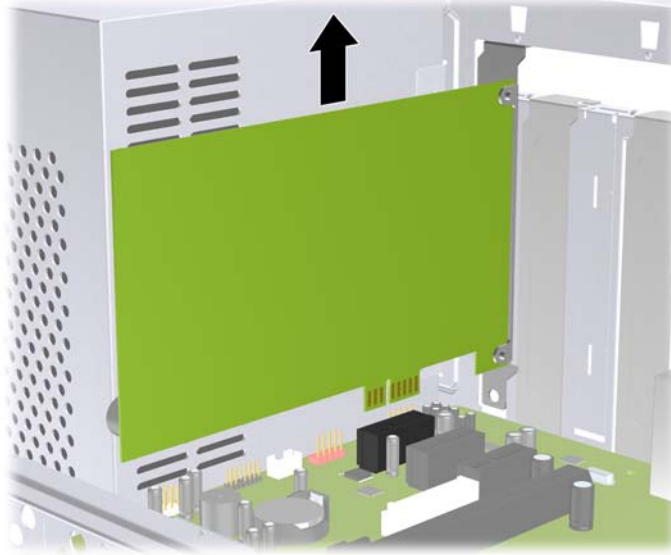
- a. If you are installing an expansion card in a vacant socket, you must use a flatblade screwdriver to pry out the metal shield on the rear panel that covers the expansion slot. Be sure to remove the appropriate shield for the expansion card you are installing.

Figure 7-9 Removing an Expansion Slot Cover



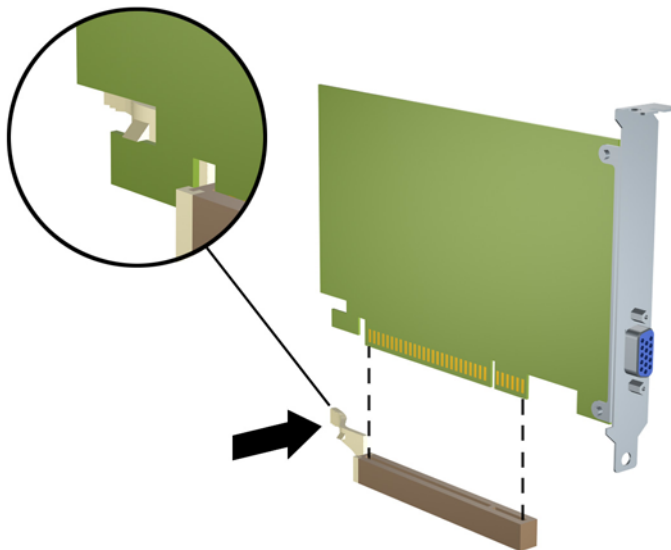
- b. If you are removing a PCI Express x1 card, hold the card at each end and carefully rock it back and forth until the connectors pull free from the socket. Be sure not to scrape the card against the other components.

Figure 7-10 Removing a PCI Express x1 Expansion Card



- c. If you are 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. Be sure not to scrape the card against the other components.

Figure 7-11 Removing a PCI Express x16 Expansion Card

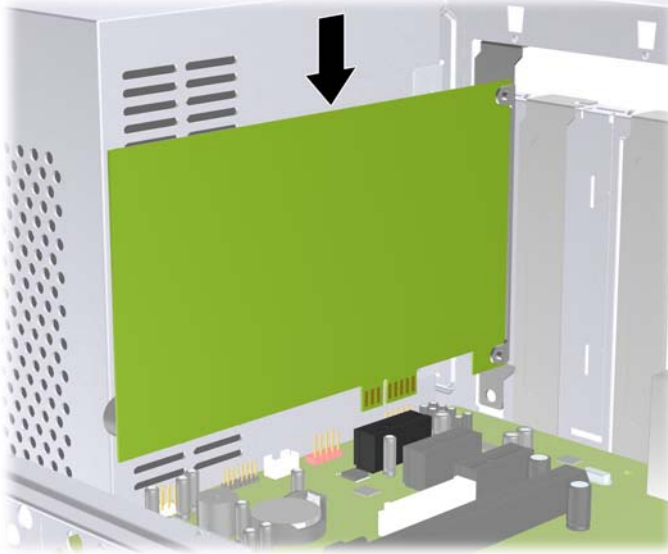


- 6. Store the removed card in anti-static packaging.
- 7. If you are not installing a new expansion card, install an expansion slot cover to close the open slot.

△ **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.

8. To install a new expansion card, hold the card just above the expansion socket on the system board then move the card toward the rear of the chassis so that the bottom of the bracket on the card slides into the small slot on the chassis. Press the card straight down into the expansion socket on the system board.

Figure 7-12 Installing an Expansion Card



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

9. Replace the slot cover lock and secure it in place with the screw that was previously removed.

Figure 7-13 Securing the Expansion Cards and Slot Covers



10. Connect external cables to the installed card, if needed. Connect internal cables to the system board, if needed.
11. Reconfigure the computer, if necessary. Refer to the *Computer Setup (F10) Utility Guide* for instructions on using Computer Setup.

Cable Management

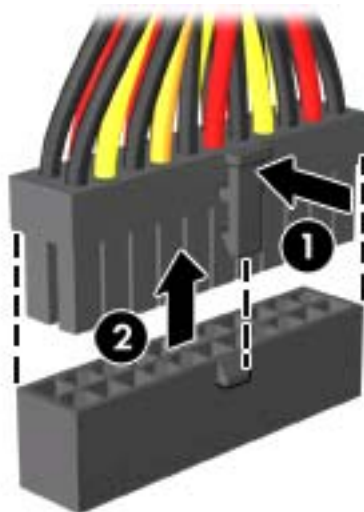
Always follow good cable management practices when working inside the computer.

- 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.
- Some flat ribbon cables come prefolded. Never change the folds on these cables.
- 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 cable 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 **(1)**.
2. Grasp the cable end of the connector and pull it straight up **(2)**.

△ **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.



Cable Connections

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

Connector Name	Connector Color	Description
ATX1	White	Power supply, 24-pin
PWR1	White	Power supply, 4-pin
SYS_FAN1	Brown	Chassis fan
CPU_FAN1	White	Heat sink fan
JAUD1	Yellow	Front I/O audio
JUSB3	Black	Front I/O
JUSB1	White	Front I/O USB
USB	Black	USB connector
J1394_1	Red	Front I/O 1394 connector
JUSB2	White	Media card reader
SATA1	dark blue	Primary hard drive
SATA2	white	Primary optical drive
SATA3	light blue	Second hard drive
SATA4	orange	Second optical drive

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.

Drive Positions

Figure 7-14 Drive Positions



- | | |
|---|--|
| 1 | Two 5.25-inch external drive bays for optional drives (optical drives shown) |
| 2 | One 3.5-inch external drive bay for optional drive (media card reader shown) |
| 3 | Primary 3.5-inch internal hard drive bay |
| 4 | Secondary 3.5-inch internal hard drive bay for optional hard drive |

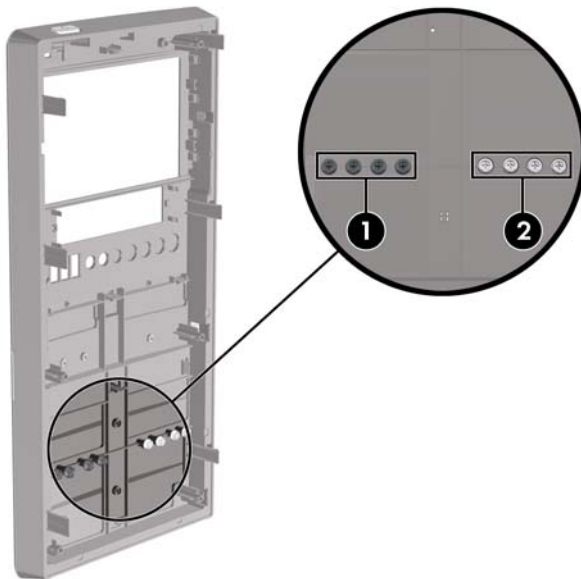
To verify the type, size, and capacity of the storage devices installed in the computer, run Computer Setup. Refer to the *Computer Setup (F10) Utility Guide* for more information.

Installing Additional Drives

When installing additional drives, follow these guidelines:

- The primary Serial ATA (SATA) hard drive must be connected to the dark blue primary SATA connector on the system board labeled SATA1.
- Connect the first SATA optical drive to the white SATA connector on the system board labeled SATA2.
- Connect a second SATA optical drive to the orange SATA4 connector.
- Connect a second SATA hard drive to the light blue SATA3 connector.
- Connect a media card reader to the USB connector labeled JUSB2.
- The system does not support Parallel ATA (PATA) optical drives or PATA hard drives.
- You may install either a third-height or a half-height drive into a half-height bay.
- If needed, HP has provided extra drive retainer screws on the interior of the front bezel that are used to secure the drives in the drive cage. Hard drives use 6-32 standard screws. All other drives use M3 metric screws. The HP-supplied M3 metric guide screws **(1)** are black. The HP-supplied 6-32 standard screws **(2)** are silver.

Figure 7-15 Extra Drive Retainer Screws Location



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

If you are inserting or removing a drive, shut down the operating system properly, turn off the computer, and unplug the power cord. Do not remove a 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.

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.

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

System Board Drive Connections

Refer to the following illustration and table to identify the system board drive connectors.

Figure 7-16 System Board Drive Connections

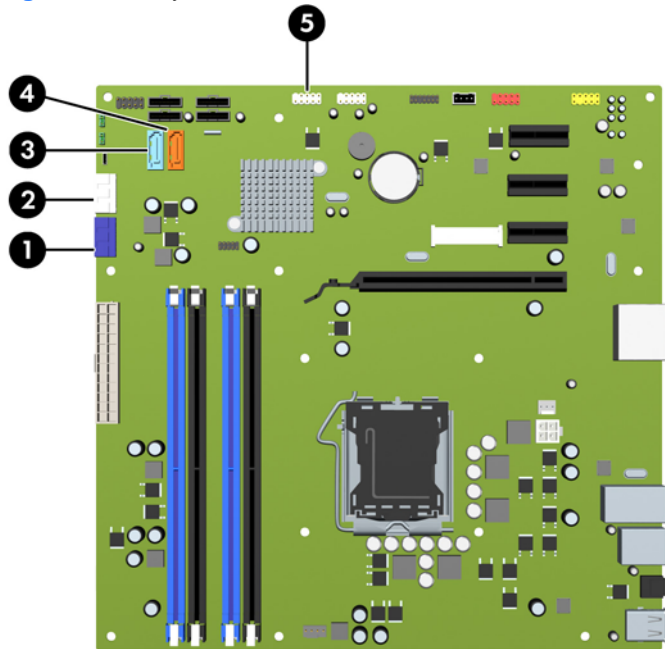


Table 7-3 System Board Drive Connections

No.	System Board Connector	System Board Label	Color
1	SATA1	SATA1	dark blue
2	SATA2	SATA2	white
3	SATA3	SATA3	light blue
4	SATA4	SATA4	orange
5	Media Card Reader	JUSB2	white

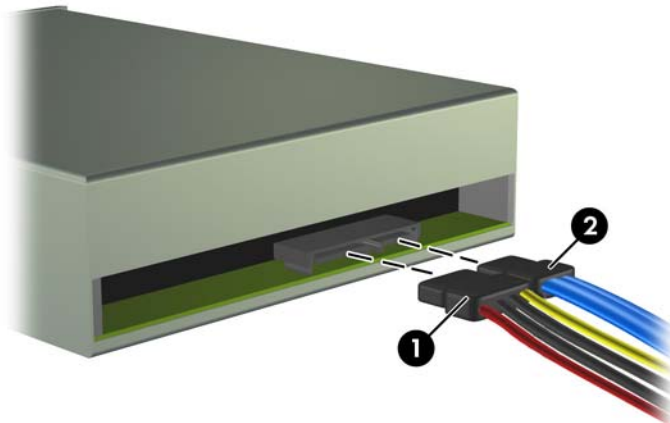
Removing an Optical Drive

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

To remove an optical drive:

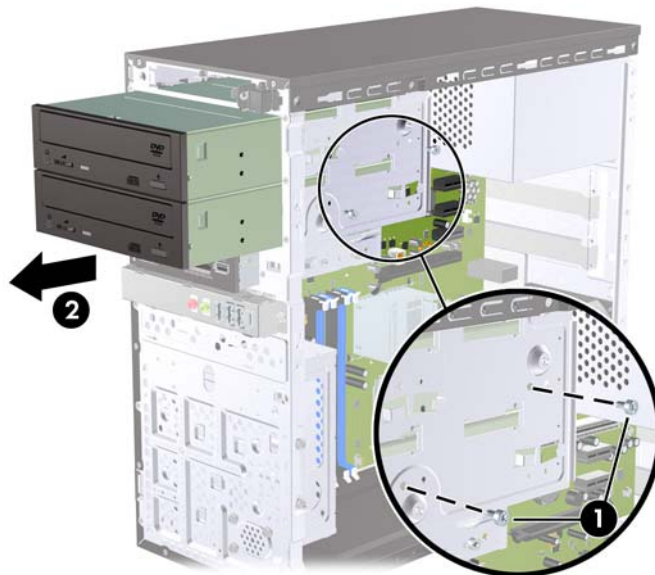
1. Prepare the computer for disassembly ([Preparation for Disassembly on page 29](#)).
2. Remove the access panel ([Access Panel on page 30](#)).
3. Remove the front bezel ([Front Bezel on page 31](#)).
4. Disconnect the power cable (1) and data cable (2) from the rear of the optical drive.

Figure 7-17 Disconnecting the Power and Data Cables



5. Remove the two screws that secure the drive to the drive cage (1), then slide the drive out of the front of the chassis (2).

Figure 7-18 Removing the Optical Drive



 **NOTE:** To install an optical drive, refer to [Installing an Optical Drive into the 5.25-inch Drive Bay on page 47](#).

Installing an Optical Drive into the 5.25-inch Drive Bay

To install an optional 5.25-inch optical drive:

1. Prepare the computer for disassembly ([Preparation for Disassembly on page 29](#)).
2. Remove the access panel ([Access Panel on page 30](#)).
3. Remove the front bezel ([Front Bezel on page 31](#)).
4. If you are installing a drive in a bay covered by a bezel blank, remove the front bezel then remove the bezel blank.
5. If you are adding a drive to an empty lower optical drive bay, you must remove the knockout plate from the bay. To do so, insert a flat screwdriver into the knockout plate slot and rotate the screwdriver to break the knockout plate out of the chassis. Discard the knockout plate.
6. If the new drive has screws installed on the sides of the drive, remove the screws before inserting the drive into the chassis.
7. Slide the drive in through the front of the chassis **(1)** until the screw holes on the drive are aligned with the screw holes on the drive cage and install the two M3 metric retainer screws **(2)** as shown in the following illustration.


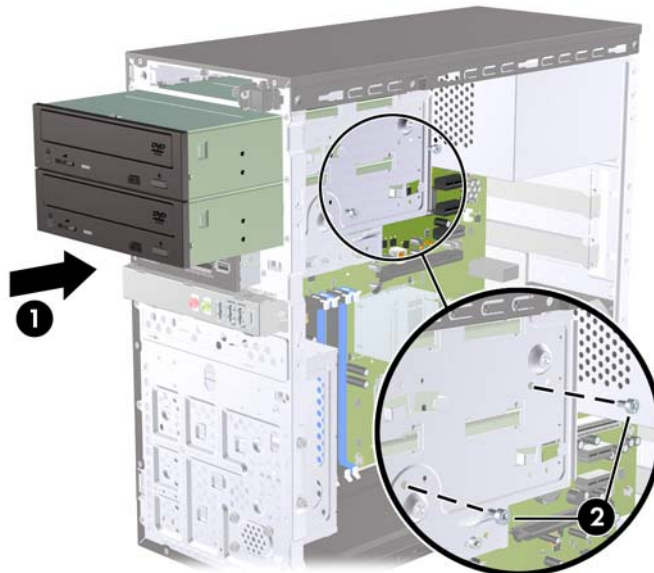
 **NOTE:** Extra drive retainer screws are provided on the interior of the front bezel if needed. The M3 metric retainer screws for optical drives are black. Refer to [Installing Additional Drives on page 44](#) for an illustration of the retainer screws location.

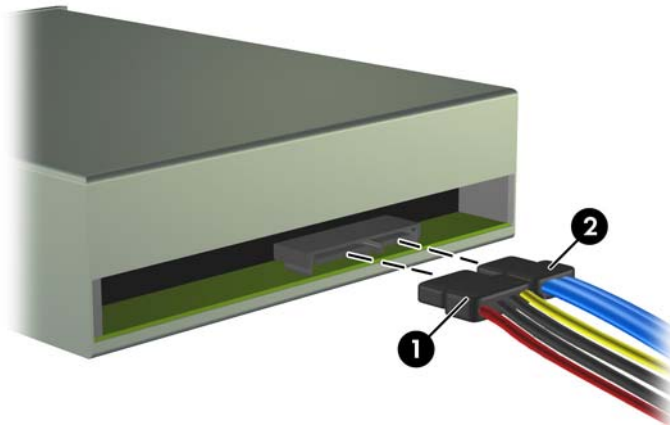
Figure 7-19 Installing the Optical Drive



8. If the system configuration includes only one optical drive, connect the SATA data cable to the white system board connector labeled SATA2. If you are adding a second optical drive, connect the SATA data cable to the orange system board connector labeled SATA4.

9. Connect the power cable (1) and data cable (2) to the rear of the optical drive.

Figure 7-20 Connecting the Power and Data Cables



10. Replace the front bezel and access panel.
11. Reconnect the power cord and turn on the computer.
12. Lock any security devices that were disengaged when the access panel was removed.

The system automatically recognizes the drive and reconfigures the computer.

Removing an External 3.5-inch Drive

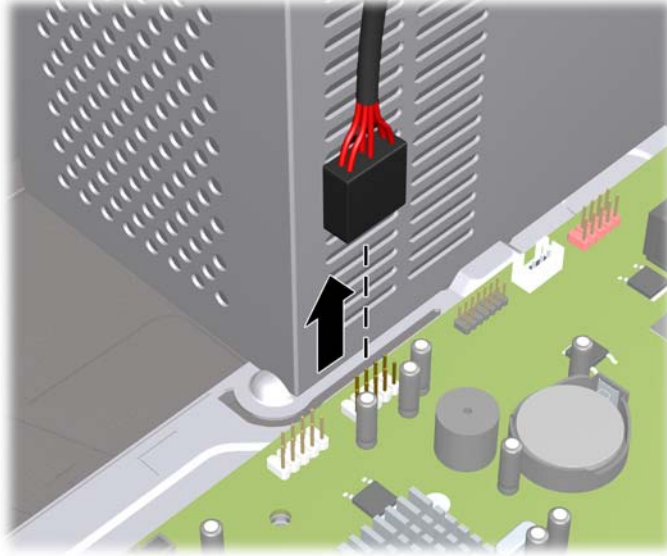
△ **CAUTION:** All removable media should be taken out of a drive before removing the drive from the computer.

📝 **NOTE:** The 3.5-inch drive bay may contain a media card reader.

1. Prepare the computer for disassembly ([Preparation for Disassembly on page 29](#)).
2. Remove the access panel ([Access Panel on page 30](#)).
3. Remove the front bezel ([Front Bezel on page 31](#)).

4. Disconnect the USB cable from the system board.


Figure 7-21 Disconnecting the Media Card Reader Cable



5. Remove the two retainer screws that secure the reader to the bay (1) then slide the reader forward and out of the bay (2).

Figure 7-22 Removing a 3.5-inch Device (Media Card Reader Shown)



 **NOTE:** To install an external 3.5-inch drive, refer to [Installing a Drive into the 3.5-inch External Drive Bay on page 49](#).

Installing a Drive into the 3.5-inch External Drive Bay

The 3.5-inch external drive bay on the front of the computer can be configured with a media card reader.

1. Prepare the computer for disassembly ([Preparation for Disassembly on page 29](#)).
2. Remove the access panel ([Access Panel on page 30](#)).

3. Remove the front bezel ([Front Bezel on page 31](#)).
4. If you are installing a media card reader in a bay covered by a bezel blank, remove the front bezel then remove the bezel blank.
5. If you are adding a drive to an empty drive bay for the first time, you must remove the knockout plate from the bay. To do so, insert a flat screwdriver into the knockout plate slot and rotate the screwdriver to break the knockout plate out of the chassis. Discard the knockout plate.
6. If the new drive has screws installed on the sides of the drive, remove them before inserting the drive into the chassis.
7. Slide the drive in through the front of the chassis **(1)** until the screw holes on the drive are aligned with the screw holes on the drive cage and install the two M3 metric retainer screws **(2)** as shown in the illustration below.


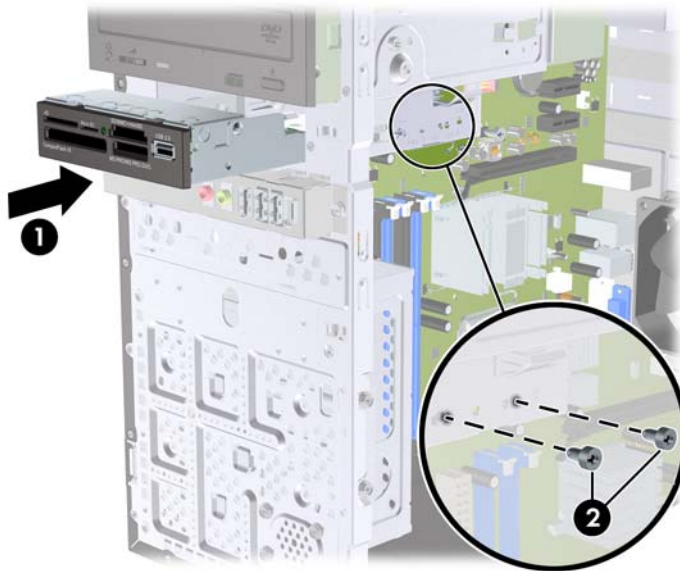


 **NOTE:** Extra drive retainer screws are provided on the interior of the front bezel if needed. The M3 metric retainer screws for media card readers are black. Refer to [Installing Additional Drives on page 44](#) for an illustration of the retainer screws location.

Figure 7-23 Installing a 3.5-inch Device (Media Card Reader Shown)



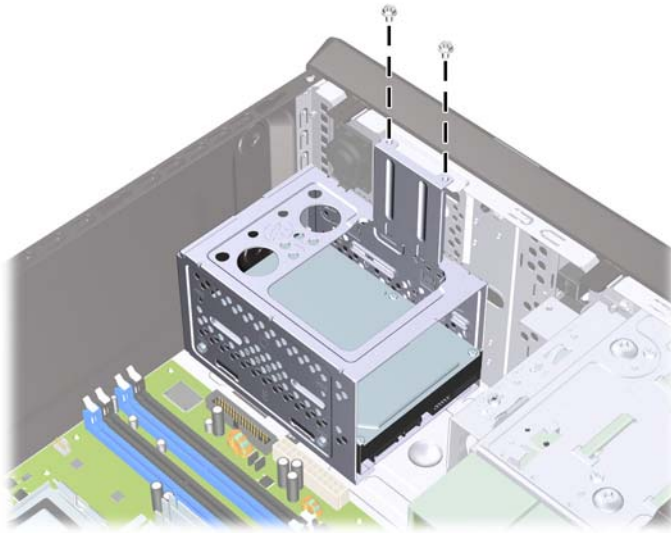
8. Connect the USB cable from the media card reader to the USB connector on the system board labeled JUSB2.
-  **NOTE:** Refer to [System Board Drive Connections on page 45](#) for an illustration of the system board drive connectors.
9. Replace the front bezel and access panel.
 10. Reconnect the power cord and turn on the computer.
 11. Lock any security devices that were disengaged when the access panel was removed.

Removing an Internal 3.5-inch Hard Drive

 **NOTE:** Before you remove the old hard drive, be sure to back up the data from the old hard drive so that you can transfer the data to the new hard drive. Also, if you are replacing the primary hard drive, make sure you have created a Recovery Disc Set to restore the operating system, software drivers, and any software applications that were preinstalled on the computer. If you do not have this CD set, select **Start > HP Backup and Recovery** and create it now.

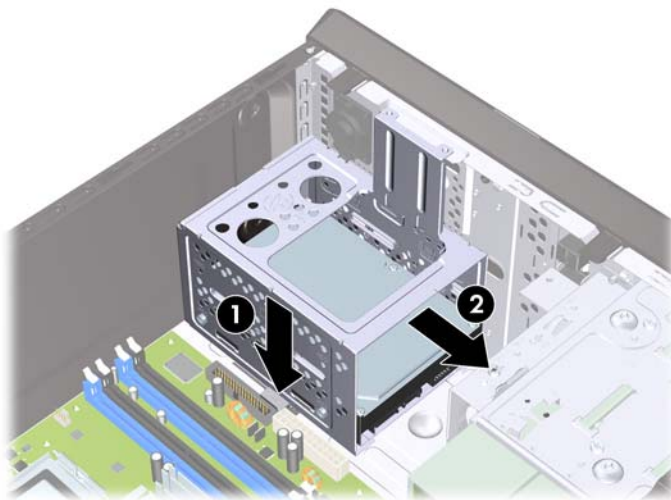
1. Prepare the computer for disassembly ([Preparation for Disassembly on page 29](#)).
2. Remove the access panel ([Access Panel on page 30](#)).
3. Remove the two screws that secure the hard drive cage to the chassis.

Figure 7-24 Removing the Hard Drive Cage Screws



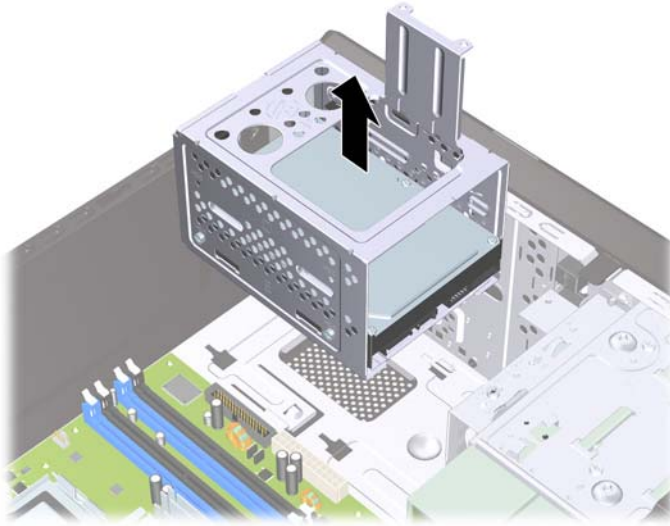
4. Push down the latch on the side of the hard drive cage (1), then slide the hard drive cage away from the bottom of the chassis (2) as shown below.

Figure 7-25 Releasing the Hard Drive Cage



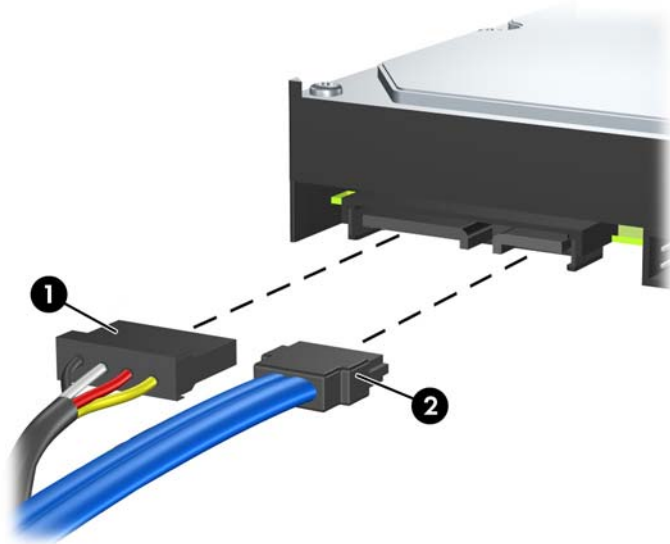
5. Lift the hard drive cage out of the chassis.

Figure 7-26 Removing the Hard Drive Cage



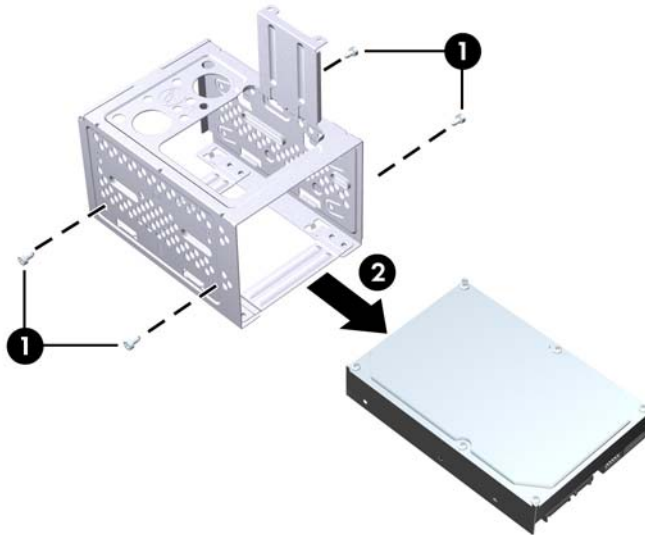
6. Disconnect the power cable (1) and data cable (2) from the back of the hard drive.


Figure 7-27 Disconnecting the Hard Drive Cables



7. Remove the four screws that secure the hard disk drive to the hard drive cage (1), then slide the hard disk drive out of the hard drive cage (2).


Figure 7-28 Removing the Hard Drive



 **NOTE:** To install an internal 3.5-inch hard drive, refer to [Installing an Internal 3.5-inch Hard Drive on page 54](#).

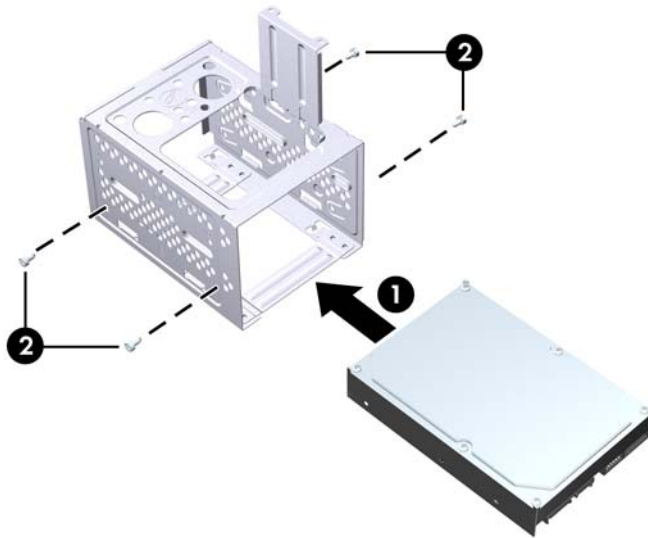
Installing an Internal 3.5-inch Hard Drive

1. Follow the steps in [Removing an Internal 3.5-inch Hard Drive on page 51](#) to remove the hard drive cage and, if necessary, the existing hard drive.
2. Slide the new drive into the hard drive cage (1), aligning the drive with the four screw holes on the cage. Install the four 6-32 standard screws that secure the hard disk drive to the hard drive cage (2). Make sure the hard disk drive cables are facing the top of the drive cage.

 **NOTE:** If you are replacing an old drive with a new drive, use the four retainer screws from the old drive to install the new drive.

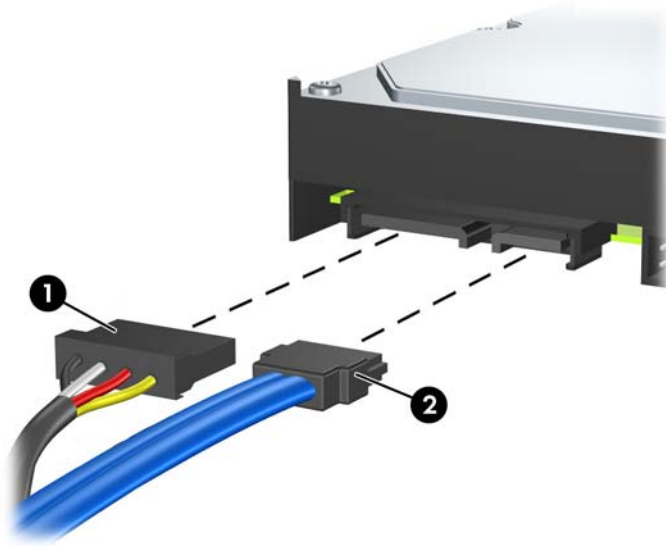
NOTE: If you are installing a second hard drive, use four of the extra standard 6-32 screws that are installed on the interior of the front bezel. The 6-32 screws are silver. Refer to [Installing Additional Drives on page 44](#) for an illustration of the retainer screws location.

Figure 7-29 Installing the Hard Drive in the Drive Cage



3. Connect the power cable (1) and data cable (2) to the back of the hard drive.

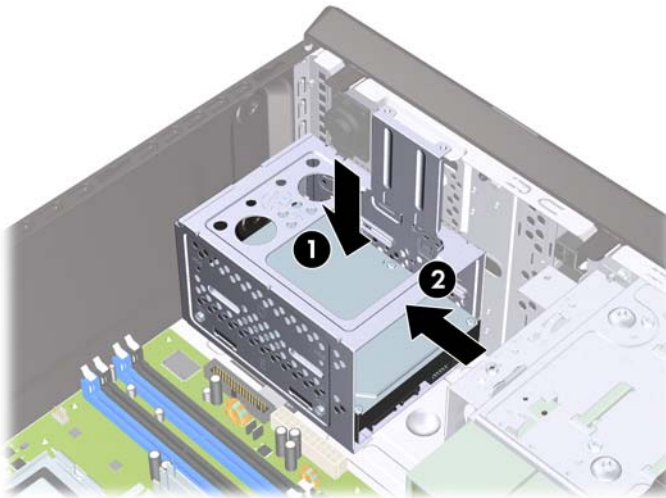
Figure 7-30 Connecting the Hard Drive Cables



△ **CAUTION:** Never crease or bend a SATA data cable tighter than a 30 mm (1.18 in) radius. A sharp bend can break the internal wires.

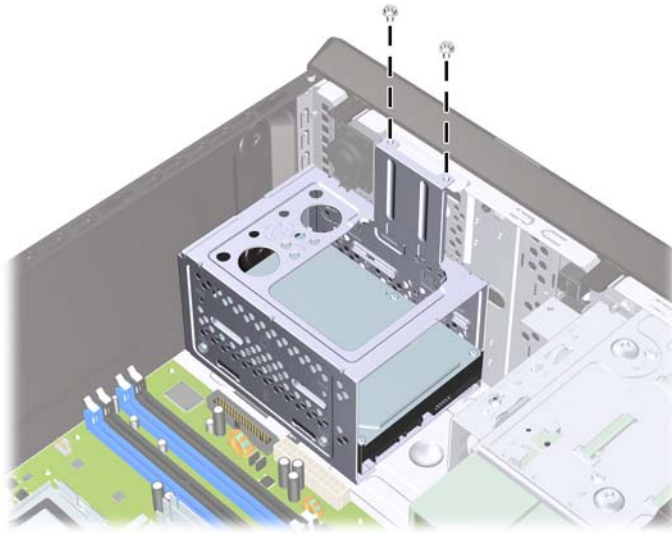
4. Place the hard drive cage into the chassis (1), then slide it down toward the bottom of the chassis until it locks into place (2).

Figure 7-31 Installing the Hard Drive Cage



5. Attach the two screws that secure the hard drive cage to the chassis.

Figure 7-32 Securing the Hard Drive Cage



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



NOTE: If your system has only one SATA hard drive, you must connect the hard drive data cable to the dark blue connector labeled SATA1 to avoid any hard drive performance problems. If you are adding a second hard drive, connect the data cable to the light blue connector labeled SATA3.

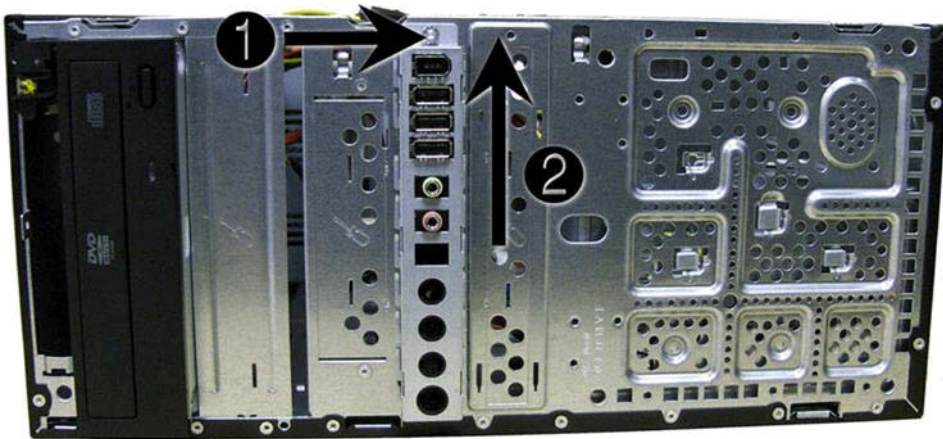
7. Replace the computer access panel.
8. Reconnect the power cord and any external devices, then turn on the computer.
9. Lock any security devices that were disengaged when the access panel was removed.



NOTE: If you are replacing the primary hard drive, use the Recovery Disc Set to restore the operating system, software drivers, and any software applications that were preinstalled on the computer.

Front I/O and USB Panel Housing Assembly

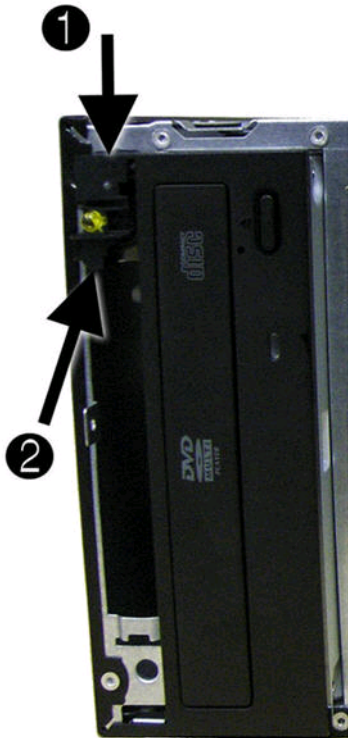
1. Prepare the computer for disassembly ([Preparation for Disassembly on page 29](#)).
2. Remove the access panel ([Access Panel on page 30](#))
3. Lay the computer on its side with the front facing toward you.
4. Remove the front bezel ([Front Bezel on page 31](#)).
5. Unplug the four cables that connect the assembly to the system board. The assembly cables connect to the following system board connectors:
 - JAUD1 – yellow
 - J1394_1 – red
 - JUSB1 – white
 - JUSB3 – black
6. Remove the screw **(1)** that secures the housing to the chassis, slide the housing up **(2)**, and then pull the assembly away from the chassis while guiding the cables through the hole in the chassis.



To install the housing assembly, reverse the removal procedures.

Power Switch/LED Assembly

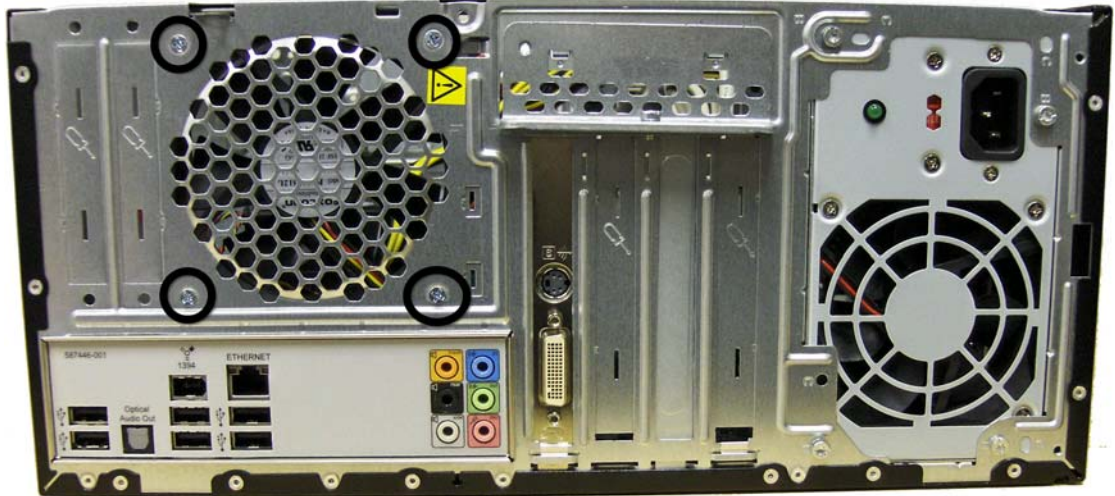
1. Prepare the computer for disassembly ([Preparation for Disassembly on page 29](#)).
2. Remove the access panel ([Access Panel on page 30](#)).
3. Lay the computer on its side with the front facing toward you.
4. Remove the front bezel ([Front Bezel on page 31](#)).
5. Remove the optical drive ([Removing an Optical Drive on page 46](#)).
6. Disconnect the braided cables from the black system board connector labeled JFP1.
7. Remove the cable from the clips in the optical drive cage.
8. Press the tab on the top of the switch holder **(1)** to disengage it from the chassis, lift the switch upward **(2)** to disengage the tab at the bottom of the switch from the chassis, and then pull the power switch away from the chassis while guiding the wires through the hole in the chassis.



To install the power switch/LED assembly, reverse the removal procedures.

System Fan

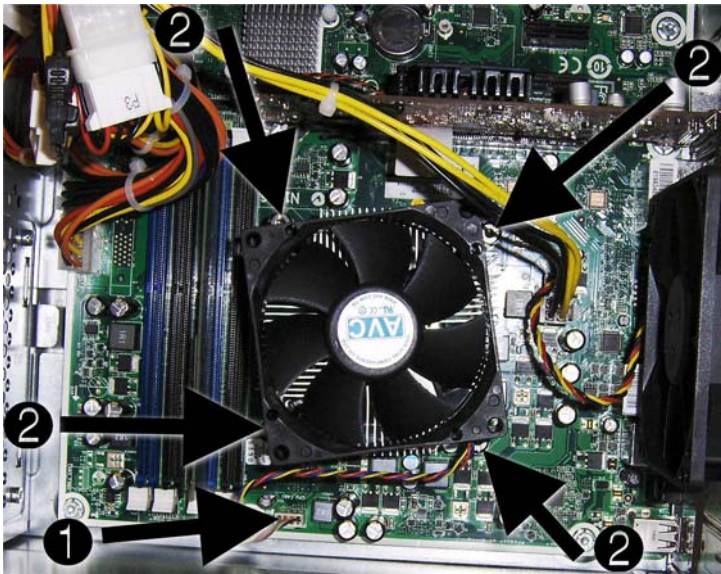
1. Prepare the computer for disassembly ([Preparation for Disassembly on page 29](#)).
2. Remove the access panel ([Access Panel on page 30](#)).
3. Lay the computer on its side with the rear facing toward you.
4. Disconnect the cable from the red/brown system board connector labeled SYS_FAN1.
5. Remove the four Phillips screws that secure the fan to the chassis, rotate the top of the fan forward, and then remove the fan from the chassis.



To install the fan, reverse the removal procedures.

Heat sink assembly

1. Prepare the computer for disassembly ([Preparation for Disassembly on page 29](#)).
2. Remove the access panel ([Access Panel on page 30](#)).
3. Lay the computer on its side with the rear facing toward you.
4. Disconnect the heat sink fan control cable **(1)** from the white system board connector labeled CPU_FAN1.
5. Loosen the four captive screws **(2)** that secure the heat sink to the system board.
6. Lift the heat sink from the processor and set it on its side to keep from contaminating the work area with thermal grease.



△ **CAUTION:** Heat sink retaining screws should be tightened in diagonally opposite pairs (as in an X) to evenly seat the heat sink to 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.

When reinstalling an existing heat sink, 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. New heatsinks come from the factory with fresh thermal grease already applied.

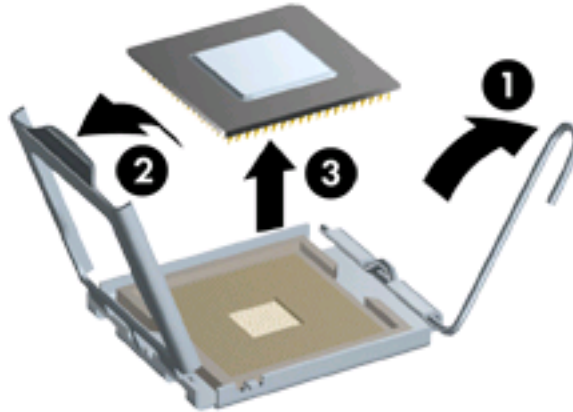
Processor

1. Prepare the computer for disassembly ([Preparation for Disassembly on page 29](#)).
2. Remove the access panel ([Access Panel on page 30](#)).
3. Lay the computer on its side with the rear facing toward you.
4. Disconnect the heatsink control cable from the system board and remove the heatsink [Heat sink assembly on page 60](#)).
5. Rotate the locking lever to its full open position **(1)**.
6. Raise and rotate the microprocessor retainer to its full open position **(2)**

7. Carefully lift the processor from the socket (3).

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

CAUTION: The heatsink must be installed within 24 hours of installing the processor to prevent damage to the processor's solder connections.



To install a new processor:

1. Place the processor in its socket and close the retainer.
2. Secure the locking lever.

If reusing the existing heat sink, go to step 3.

If using a new heat sink, go to step 6.
3. If reusing the existing heat sink, clean the bottom of the heat sink with the alcohol pad provided in the spares kit.
4. Apply the thermal grease provided in the spares kit to the top of the processor and install the heat sink atop the processor.
5. Go to step 7.
6. If using a new heat sink, remove the protective covering from the bottom of the heat sink and place it in position atop the processor.
7. Secure the heat sink to the system board and system board tray with the 4 captive screws and attach the heat sink control cable to the system board.

△ **CAUTION:** Heat sink retaining screws should be tightened in diagonally opposite pairs (as in an X) to evenly seat the heat sink 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.

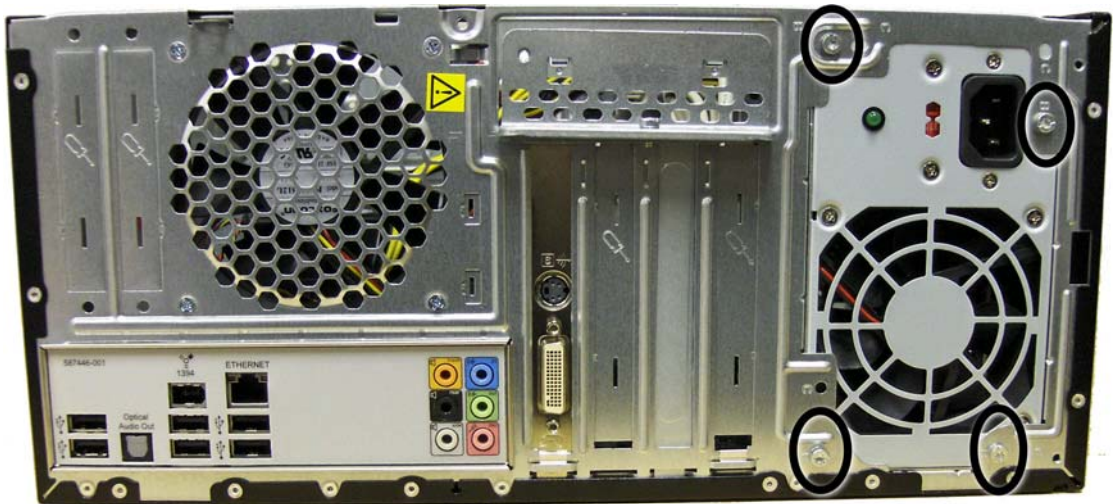
📝 **NOTE:** After installing a new processor onto the system board, always update the system ROM to ensure that the latest version of the BIOS is being used on the computer. The latest system ROM BIOS can be found on the Web at: <http://h18000.www1.hp.com/support/files>.

Power Supply

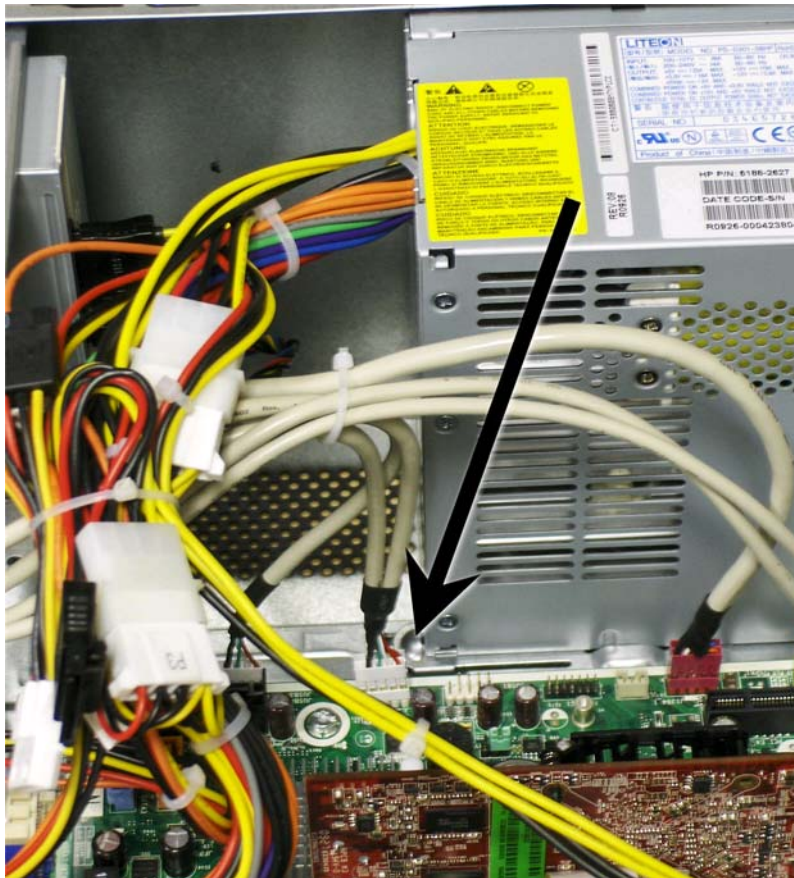
⚠ **WARNING!** Voltage is always present on the system board when the computer is plugged into an active AC outlet. To avoid possible personal injury and damage to the equipment the power cord should be disconnected from the computer and/or the AC outlet before opening the computer.

📖 **NOTE:** When installing a new power supply, be sure to set the red switch to the setting (230 V or 115 V) appropriate for the country in which the computer is used. Spare power supplies normally arrive set for 230 V.

1. Prepare the computer for disassembly ([Preparation for Disassembly on page 29](#)).
2. Remove the access panel ([Access Panel on page 30](#)).
3. Lay the computer on its side with the rear facing toward you.
4. Disconnect all power cables from the mass storage devices and from the system board.
5. Remove the four screws that secure the power supply to the chassis.



6. Inside of the unit, press the power supply release latch on the chassis base, and then lift up the rear of the power supply to disengage it from the chassis.



7. Slide the power supply toward the front/bottom of the computer, then lift the power supply out of the computer.

The following table provides information about power supply cable connectors.

Connector	Connector Label
Main power (24-pin)	P1
CPU power (4-pin)	P7
Hard drive (SATA)	P9
Optical drive (IDE/SATA)	P2 (label on IDE connector; uses IDE/SATA adapter)

To install the power supply, reverse the removal procedure.

System Board


When replacing the system board, be sure that the following components are removed from the defective system board and installed on the replacement system board:

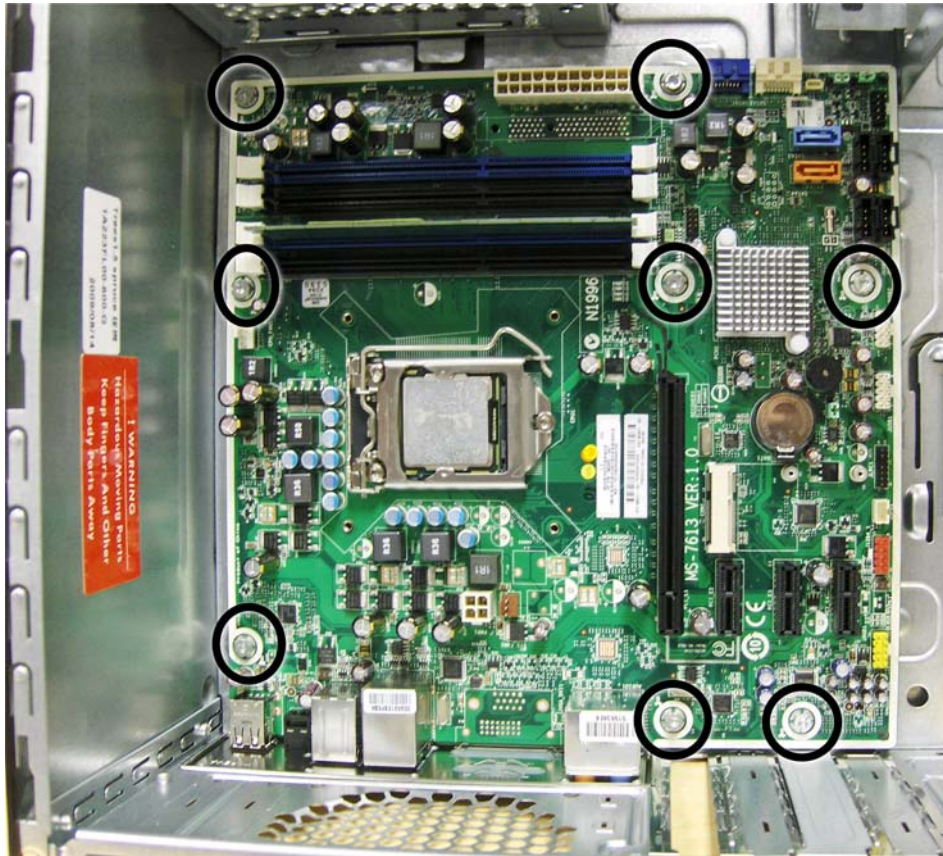
- Memory modules
- Processor
- Expansion cards

To remove the system board:


1. Prepare the computer for disassembly ([Preparation for Disassembly on page 29](#)).
2. Remove the access panel ([Access Panel on page 30](#)).
3. Lay the computer on its side with the rear facing toward you.
4. Remove the front bezel ([Front Bezel on page 31](#)).
5. Remove an expansion cards ([Expansion Cards on page 37](#)).
6. Disconnect the power, and data cables from the back of all installed drives.
7. Disconnect all cables from the system board.
8. Remove the eight screws that secure the system board to the chassis.

9. Slide the system board toward the front of the chassis, and then lift it up and out of the chassis.

 **NOTE:** The system board in the computer may look slightly different from the one shown here.




To install the system board, reverse the removal procedure.


 **NOTE:** When replacing the system board, you must also change the chassis serial number in the BIOS.

NOTE: After installing a new 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 ROM BIOS can be found at: <http://h18000.www1.hp.com/support/files>.


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.


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

 **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 60°C (140°F)
- ☐ Do not disassemble, crush, puncture, short external contacts, or dispose of in fire or water.
- ☐ Replace the battery only with the HP/Compaq 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 *Troubleshooting Guide* for information on backing up the CMOS settings.

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

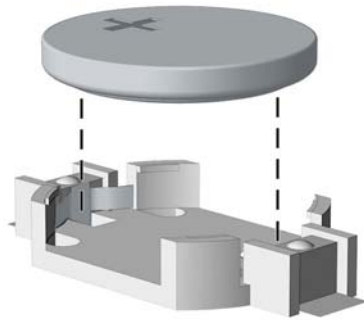
1. Prepare the computer for disassembly ([Preparation for Disassembly on page 29](#)).
2. Remove the access panel ([Access Panel on page 30](#)).

 **NOTE:** 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.

Type 1 Battery Holder

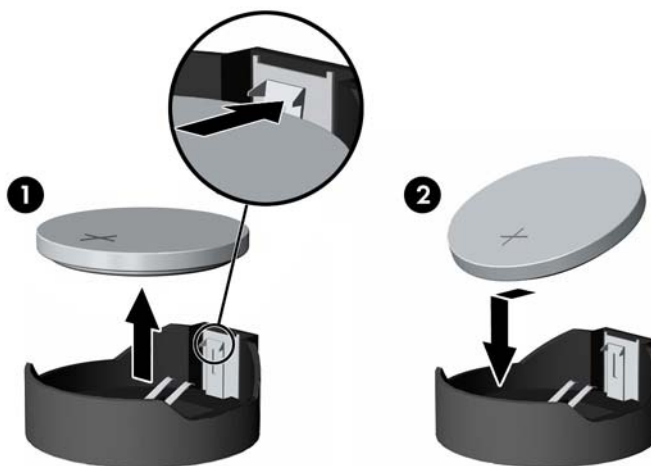
1. Lift the battery out of its holder.



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*.

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 (1).
2. To insert the new battery, slide one edge of the replacement battery under the holder's lip with the positive side up (2). Push the other edge down until the clamp snaps over the other edge of the battery.

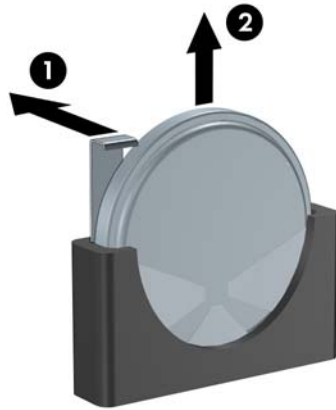


3. Replace the computer access panel.

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*.

Type 3 Battery Holder

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



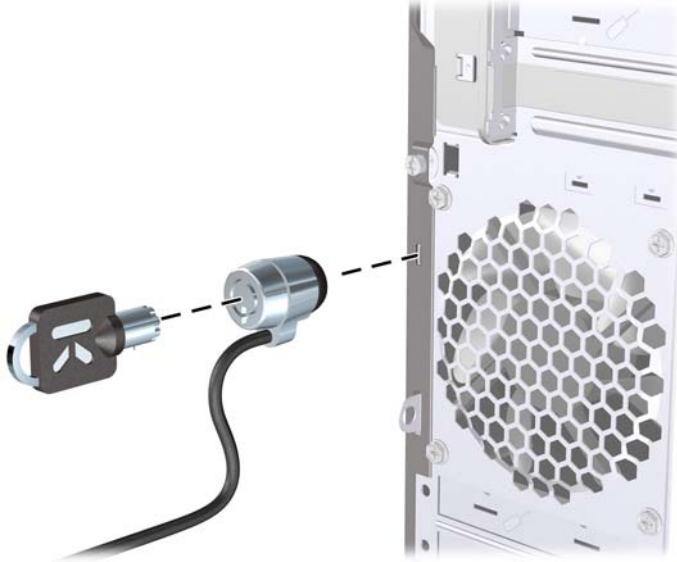
3. Replace the computer access panel.
4. Plug in the computer and turn on power to the computer.
5. Reset the date and time, your passwords, and any special system setups, using Computer Setup. Refer to the *Computer Setup (F10) Utility Guide*.

Installing a Security Lock

The security locks displayed below and on the following pages can be used to secure the computer.

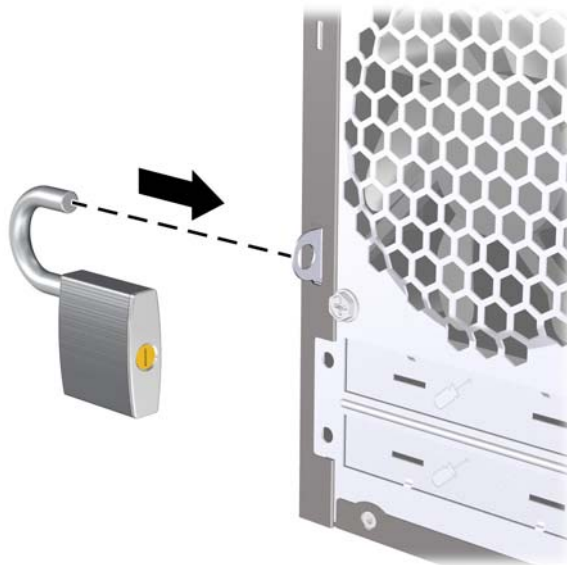
Cable Lock

Figure 7-33 Installing a Cable Lock



Padlock

Figure 7-34 Installing a Padlock



HP Business PC Security Lock

1. Fasten the security cable by looping it around a stationary object.

Figure 7-35 Securing the Cable to a Fixed Object



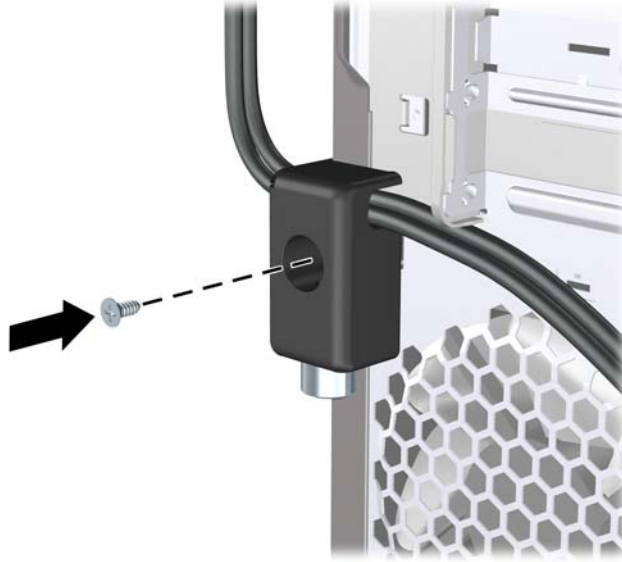
2. Thread the keyboard and mouse cables through the lock.

Figure 7-36 Threading the Keyboard and Mouse Cables



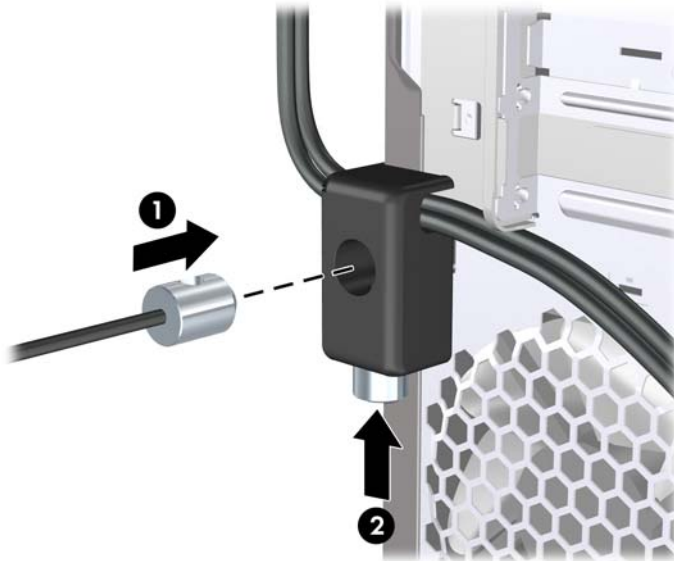
3. Screw the lock to the chassis using the screw provided.

Figure 7-37 Attaching the Lock to the Chassis



4. Insert the plug end of the security cable into the lock **(1)** and push the button in **(2)** to engage the lock. Use the key provided to disengage the lock.


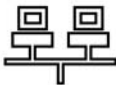
Figure 7-38 Engaging the Lock




A 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.



Ethernet BNC

Connector and Icon	Pin	Signal
 	1	Data
	2	Ground

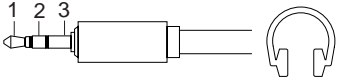
USB

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

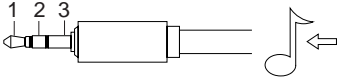
Microphone

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

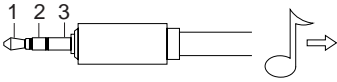
Headphone

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

Line-in Audio

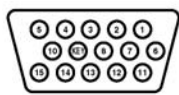
Connector and Icon (1/8" miniphone)	Pin	Signal
	1 (Tip)	Audio_In_Left
	2 (Ring)	Audio_In_Right
	3 (Shield)	Ground

Line-out Audio

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

Monitor

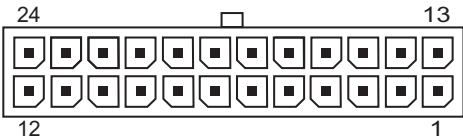
Connector and Icon



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

24-Pin Power

Connector

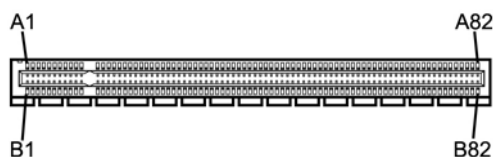


Front

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

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

NOTE: 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

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	GND	22	GND
3	RSVD	8	+3.3 V	13	GND	18	PETp1	23	PETp2
4	GND	9	JTAG1	14	PETp0	19	PETn1	24	PETn2
5	SMCLK	10	3.3vAux	15	PETn0	20		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								

Pin B information is on the next page

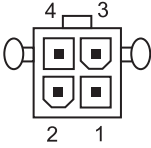
NOTE: x1 PCI Express uses pins 1-18

x4 PCI Express uses pins 1-32

x8 PCI Express uses pins 1-49

x16 PCI Express uses pins 1-8

4-Pin Power (for CPU)

Connector and Icon	Pin	Signal
	1	GND
	2	GND
	3	+12V CPU
	4	-12V CPU

B 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 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.

C Troubleshooting Without Diagnostics

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

Safety and Comfort

⚠ **WARNING!** Misuse of the computer or failure to establish a safe and comfortable work environment may result in discomfort or serious injury. Refer to the *Safety & Comfort Guide* at <http://www.hp.com/ergo> for more information on choosing a workspace and creating a safe and comfortable work environment. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. For more information, refer to the *Safety & Regulatory Information* guide.

Before You Call for Technical Support

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

- Run the HP diagnostic tool.
- Run the hard drive self-test in Computer Setup. Refer to the *Computer Setup (F10) Utility Guide* for more information.
- Listen for beeps from the computer. The beeps are error codes that will help you diagnose the problem. Refer to [Interpreting POST Audible Codes on page 112](#) for more information.
- If the screen is blank, plug the monitor into a different video port on the computer if one is available. Or, replace the monitor with a monitor that you know is functioning properly.
- If you are working on a network, plug another computer with a different cable into the network connection. There may be a problem with the network plug or cable.
- If you recently added new hardware, remove the hardware and see if the computer functions properly.
- If you recently installed new software, uninstall the software and see if the computer functions properly.
- Boot the computer to the Safe Mode to see if it will boot without all of the drivers loaded. When booting the operating system, use “Last Known Configuration.”
- Refer to the comprehensive online technical support at <http://www.hp.com/support>.
- Refer to [Helpful Hints on page 81](#) in this guide.

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

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

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

- Be in front of your computer when you call.
- Write down the computer serial number, product ID number, and monitor serial number before calling.
- Spend time troubleshooting the problem with the service technician.
- Remove any hardware that was recently added to your system.
- Remove any software that was recently installed.



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

Helpful Hints

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

- Check that the computer and monitor are plugged into a working electrical outlet.
- Check that the voltage select switch (some models) is set to the appropriate voltage for your region (115V or 230V).
- Check that the computer is turned on and the green power light is on.
- Check that the monitor is turned on and the monitor light is on.
- Listen for beeps from the computer. The beeps are error codes that will help you diagnose the problem. Refer to [Interpreting POST Audible Codes on page 112](#) for more information.
- Turn up the brightness and contrast controls of the monitor if the monitor is dim.
- Press and hold any key. If the system beeps, then the keyboard should be operating correctly.
- Check all cable connections for loose connections or incorrect connections.
- Wake the computer by pressing any key on the keyboard or pressing the power button. If the system remains in suspend mode, shut down the computer by pressing and holding the power button for at least four seconds then press the power button again to restart the computer. If the system will not shut down, unplug the power cord, wait a few seconds, then plug it in again. The computer will restart if it is set to power on automatically as soon as power is restored in Computer Setup. If it does not restart, press the power button to start the computer.
- Reconfigure the computer after installing a non-plug and play expansion board or other option. See [Solving Hardware Installation Problems on page 99](#) for instructions.

- Be sure that all the needed device drivers have been installed. For example, if you are using a printer, you need a driver for that model printer.
 - Remove all bootable media (CD or USB device) from the system before turning it on.
 - If you have installed an operating system other than the factory-installed operating system, check to be sure that it is supported on the system.
 - If the system has multiple video sources (embedded, PCI, or PCI-Express adapters) installed (embedded video on some models only) and a single monitor, the monitor must be plugged into the monitor connector on the source selected as the primary VGA adapter. During boot, the other monitor connectors are disabled and if the monitor is connected into these ports, the monitor will not function. You can select which source will be the default VGA source in Computer Setup.
-
- △ **CAUTION:** When the computer is plugged into an AC power source, there is always voltage applied to the system board. You must disconnect the power cord from the power source before opening the computer to prevent system board or component damage.
-

Solving General Problems

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

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

Table C-1 Solving General Problems

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

Cause	Solution
Software control of the power switch is not functional.	<ol style="list-style-type: none">1. Press and hold the power button for at least four seconds until the computer turns off.2. Disconnect the power cord from the electrical outlet.

Computer will not respond to USB keyboard or mouse.

Cause	Solution
Computer is in standby mode.	To resume from standby mode, press the power button or press any key. CAUTION: 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.
System has locked up.	Restart computer.

Computer date and time display is incorrect.

Cause	Solution
RTC (real-time clock) battery may need to be replaced. NOTE: Connecting the computer to a live AC outlet prolongs the life of the RTC battery.	First, reset the date and time under Control Panel (Computer Setup can also be used to update the RTC date and time). If the problem persists, replace the RTC battery. See the <i>Hardware Reference Guide</i> for instructions on installing a new battery, or contact an authorized dealer or reseller for RTC battery replacement.

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

Cause	Solution
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.

Table C-1 Solving General Problems (continued)**There is no sound or sound volume is too low.**

Cause	Solution
System volume may be set low or muted.	<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.

Cannot remove computer cover or access panel.

Cause	Solution
Smart Cover Lock, featured on some computers, is locked.	<p>Unlock the Smart Cover Lock using Computer Setup.</p> <p>The Smart Cover FailSafe Key, a device for manually disabling the Smart Cover Lock, is available from HP. You will need the FailSafe Key in case of forgotten password, power loss, or computer malfunction. Order PN 166527-001 for the wrench-style key or PN 166527-002 for the screwdriver bit key.</p>

Poor performance is experienced.

Cause	Solution
Processor is hot.	<ol style="list-style-type: none"> 1. Make sure airflow to the computer is not blocked. Leave a 10.2-cm (4-inch) clearance on all vented sides of the computer and above the monitor to permit the required airflow. 2. Make sure fans are connected and working properly (some fans only operate when needed). 3. Make sure the processor 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 on the hard drive.	Run virus protection program.

Table C-1 Solving General Problems (continued)**Poor performance is experienced.**

Cause	Solution
Too many applications running.	<ol style="list-style-type: none"> 1. Close unnecessary applications to free up memory. 2. Add more memory. Some applications run in the background and can be closed by right-clicking on their corresponding icons in the task tray. To prevent these applications from launching at startup, go to Start > Run (Windows XP) or Start > Accessories > Run (Windows Vista) and type <code>msconfig</code>. On the Startup tab of the System Configuration Utility, clear applications that you do not want to launch automatically.
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.

System does not power on.

Cause	Solution
System unable to power on.	<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 and see if the system powers on. 3. 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. Replace the power button harness. 5. Replace the power supply. 6. Replace the system board.

Solving Power Problems

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

Table C-2 Solving Power Problems

Power supply shuts down intermittently.

Cause	Solution
Voltage selector switch on rear of computer chassis (some models) not switched to correct line voltage (115V or 230V).	Select the proper AC voltage using the selector switch.
Power supply will not turn on because of internal power supply fault.	Contact an authorized service provider to replace the power supply.

Computer powered off automatically.

Cause	Solution
Processor thermal protection activated: A fan may be blocked or not turning. OR The heatsink 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 the heatsink/fan assembly. 4. Contact an authorized reseller or service provider.
Power failure (power supply is overloaded).	<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. Open the hood and ensure the power supply cable is seated into the connector on the system board. 3. Check if a device is causing the problem by removing ALL attached devices (such as hard drives or optical drives, and expansion cards). Power on the system. If the system enters 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. 4. Replace the power supply. 5. Replace the system board.

Solving Hard Drive Problems

Table C-3 Solving Hard Drive Problems

Hard drive error occurs.	
Cause	Solution
Hard disk has bad sectors or has failed.	<ol style="list-style-type: none">1. In Microsoft Windows XP, right-click Start, click Explore, and select a drive. Select File > Properties > Tools. Under Error-checking, click Check Now. In Microsoft Windows Vista, right-click Start, click Explore, and right-click on a drive. Select Properties then select the Tools tab. Under Error-checking click Check Now.2. Use a utility to locate and block usage of bad sectors. If necessary, reformat the hard disk.
Disk transaction problem.	
Cause	Solution
Either the directory structure is bad or there is a problem with a file.	<p>In Microsoft Windows XP, right-click Start, click Explore, and select a drive. Select File > Properties > Tools. Under Error-checking, click Check Now.</p> <p>In Microsoft Windows Vista, right-click Start, click Explore, and right-click on a drive. Select Properties then select the Tools tab. Under Error-checking click Check Now.</p>
Drive not found (identified).	
Cause	Solution
Cable could be loose.	Check cable connections.
The system may not have automatically recognized a newly installed device.	See reconfiguration directions in the Solving Hardware Installation Problems on page 99 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.
The device is attached to a SATA port that has been disabled in Computer Setup.	Run the Computer Setup utility and ensure SATA1 Controller is Enabled in the Advanced menu.
Computer will not boot from hard drive.	
Cause	Solution
The device is attached to a SATA port that has been disabled in Computer Setup.	Run the Computer Setup utility and ensure SATA1 Controller is Enabled in the Advanced menu.

Table C-3 Solving Hard Drive Problems (continued)**Computer will not boot from hard drive.**

Cause	Solution
Boot order is not correct.	Run the Computer Setup utility and change boot sequence in Boot > Boot Device Priority .
Hard drive is damaged.	See the Worldwide Limited Warranty for terms and conditions.

Computer seems to be locked up.

Cause	Solution
Program in use has stopped responding to commands.	Attempt the normal Windows "Shut Down" procedure. If this fails, press the power button for four or more seconds to turn off the power. To restart the computer, press the power button again.

Solving Media Card Reader Problems

Table C-4 Solving Media Card Reader Problems**Media card will not work in a digital camera after formatting it in Microsoft Windows XP or Microsoft Windows Vista.**

Cause	Solution
By default, Windows XP and Windows Vista 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 or Windows Vista.

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

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

Can not write to the media card.

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

Table C-4 Solving Media Card Reader Problems (continued)**Unable to access data on the media card after inserting it into a slot.**

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

Do not know how to remove a media card correctly.

Cause	Solution
The computer's software is used to safely eject the card.	Open My Computer (Windows XP) or Computer (Windows Vista), right-click on the corresponding drive icon, and select Eject . Then pull the card out of the slot. NOTE: Never remove the card when the green LED is flashing

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

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

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

Cause	Solution
The inserted media card has boot capability.	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.

Solving Display Problems

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

Table C-5 Solving Display Problems

Blank screen (no video).

Cause	Solution
Monitor is not turned on and the monitor light is not on.	Turn on the monitor and check that the monitor light is on.
Bad monitor.	Try a different monitor.
The cable connections are not correct.	Check the cable connection from the monitor to the computer and to the electrical outlet.
You may have a screen blanking utility installed or energy saver features are enabled.	Press any key or click the mouse button and, if set, type your password.
You are using a fixed-sync monitor and it will not sync at the resolution chosen.	Be sure that the monitor can accept the same horizontal scan rate as the resolution chosen.
Computer is in standby mode.	Press the power button to resume from standby mode. CAUTION: 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 settings in the computer are not compatible with the monitor.	<ol style="list-style-type: none">1. In Windows XP Control Panel, double-click the Display icon and select the Settings tab. In Windows Vista Control Panel, under Appearance and Personalization, select Adjust screen resolution.2. Use the sliding control to reset the resolution.
Monitor is configured to use an input that is not active.	Use the monitor's on-screen menu controls to select the input that is being driven by the system. Refer to the monitor's user documentation for more information on the on-screen controls and settings.

Cannot enable integrated graphics after installing a PCI Express graphics card.

Cause	Solution
On systems with Intel integrated graphics, the integrated graphics cannot be enabled after installing a PCI Express x16.	The integrated graphics can be enabled in Computer Setup if a PCI Express x1 graphics card is installed, but it cannot be enabled if there is a graphics card in the PCI Express x16 slot.

Table C-5 Solving Display Problems (continued)**Blank screen and the computer emits one short beep then one long beep followed by a three second pause.**

Cause	Solution
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 computer emits two short beeps then one long beep followed by a three second pause.

Cause	Solution
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>

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

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

Dim characters.

Cause	Solution
The brightness and contrast controls are not set properly.	Adjust the monitor brightness and contrast controls.
Cables are not properly connected.	Check that the graphics cable is securely connected to the graphics card and the monitor.

Blurry video or requested resolution cannot be set.

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

Table C-5 Solving Display Problems (continued)**The picture is broken up, rolls, jitters, or flashes.**

Cause	Solution
The monitor connections may be incomplete or the monitor may be incorrectly adjusted.	<ol style="list-style-type: none"> 1. Be sure the monitor cable is securely connected to the computer. 2. In a two-monitor system or if another monitor is in close proximity, be sure the monitors are not interfering with each other's electromagnetic field by moving them apart. 3. Fluorescent lights or fans may be too close to the monitor.
Monitor needs to be degaussed.	Degauss the monitor. Refer to the documentation that came with the monitor for instructions.

Image is not centered.

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

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

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

"Out of Range" displays on screen.

Cause	Solution
Video resolution and refresh rate are set higher than what the monitor supports.	Restart the computer and enter Safe Mode. Change the settings to a supported setting then restart the computer so that the new settings take effect.

Vibrating or rattling noise coming from inside a CRT monitor when powered on.

Cause	Solution
Monitor degaussing coil has been activated.	None. It is normal for the degaussing coil to be activated when the monitor is powered on.

Table C-5 Solving Display Problems (continued)**Clicking noise coming from inside a CRT monitor.**

Cause	Solution
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.

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

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

Cause	Solution
Flat panel monitor's internal digital conversion circuits may be unable to correctly interpret the output synchronization of the graphics card.	<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.
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.

Certain typed symbols do not appear correct.

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

Solving Audio Problems

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

Table C-6 Solving Audio Problems

Sound cuts in and out.

Cause	Solution
Processor resources are being used by other open applications.	Shut down all open processor-intensive applications.
Direct sound latency, common in many media player applications.	In Windows XP only: <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.

Cause	Solution
Software volume control is turned down or muted.	Double-click the Speaker icon on the taskbar, then make sure that Mute is not selected and use the volume slider to adjust the volume.
The external speakers are not turned on.	Turn on the external speakers.
The audio device may be connected to the wrong jack.	Ensure that the device is connected to the correct jack on the computer. The speakers should be plugged into the rear line-out jack and the headphones should be plugged into the front headphone jack.
External speakers plugged into the wrong audio jack on a recently installed sound card.	See the sound card documentation for proper speaker connection.
Digital CD audio is not enabled.	Enable digital CD audio. In the Device Manager, right-click on the CD/DVD device and select Properties . 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.

Table C-6 Solving Audio Problems (continued)**Sound does not come out of the speaker or headphones.**

Cause	Solution
Computer is in standby mode.	Press the power button to resume from standby mode. CAUTION: 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.
Internal speaker is disabled in Computer Setup.	Enable the internal speaker in Computer Setup. Select Advanced > Internal Speaker .

Sound from headphones is not clear or muffled.

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

Computer appears to be locked up while recording audio.

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

Solving Printer Problems

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

Table C-7 Solving Printer Problems**Printer will not print.**

Cause	Solution
Printer is not turned on and online.	Turn the printer on and make sure it is online.
The correct printer drivers for the application are not installed.	<ol style="list-style-type: none"> 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.
Printer may have failed.	Run printer self-test.

Table C-7 Solving Printer Problems (continued)**Printer will not turn on.**

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

Printer prints garbled information.

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

Cause	Solution
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

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

Table C-8 Solving Keyboard Problems

Keyboard commands and typing are not recognized by the computer.

Cause	Solution
Keyboard connector is not properly connected.	<ol style="list-style-type: none">1. On the Windows XP Desktop, click Start > Shut Down. On the Windows Vista Desktop, click Start, click the arrow on the lower right corner of the Start menu, then select Shut Down.2. 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 your computer using the mouse and then restart the computer.
Keyboard needs repairs.	See the Worldwide Limited Warranty for terms and conditions.
Computer is in standby mode.	Press the power button to resume from standby mode. CAUTION: 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.

Cursor will not move using the [arrow](#) keys on the keypad.

Cause	Solution
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.

Table C-9 Solving Mouse Problems

Mouse does not respond to movement or is too slow.

Cause	Solution
Mouse connector is not properly plugged into the back of the computer.	Shut down the computer using the keyboard. <ol style="list-style-type: none">1. Press the Ctrl and Esc keys at the same time (or press the Windows logo key) to display the Start menu.2. Use the arrow keys to select Shut Down and then press the Enter key.3. 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 then restart the computer.

Table C-9 Solving Mouse Problems (continued)

Mouse does not respond to movement or is too slow.

Cause	Solution
Mouse may need cleaning.	Remove the roller ball cover on the mouse and clean the internal components.
Mouse may need repair.	See the Worldwide Limited Warranty for terms and conditions.
Computer is in standby mode.	Press the power button to resume from standby mode. CAUTION: 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.

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

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

Solving Hardware Installation Problems

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

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

Table C-10 Solving Hardware Installation Problems

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

Cause	Solution
Device is not seated or connected properly.	Ensure that the device is properly and securely connected and that pins in the connector are not bent down.
Cable(s) of new external device are loose or power cables are unplugged.	Ensure that all cables are properly and securely connected and that pins in the cable or connector are not bent down.
Power switch of new external device is not turned on.	Turn off the computer, turn on the external device, then turn on the computer to integrate the device with the computer system.
When the system advised you of changes to the configuration, you did not accept them.	Reboot the computer and follow the instructions for accepting the changes.
A plug and play board may not automatically configure when added if the default configuration conflicts with other devices.	Use Windows Device Manager to deselect the automatic settings for the board and choose a basic configuration that does not cause a resource conflict. You can also use Computer Setup to reconfigure or disable devices to resolve the resource conflict.
USB ports on the computer are disabled in Computer Setup.	Enter Computer Setup (F10) and enable the USB ports in Advanced > USB Ports .
1394 ports on the computer are disabled in Computer Setup.	Enter Computer Setup (F10) and enable the 1394 ports in Advanced > Onboard 1394 .

Computer will not start.

Cause	Solution
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. NOTE: DIMM2 must always be installed.2. Listen for beeps from the computer. Beeps are codes for specific problems.3. If you still cannot resolve the issue, contact Customer Support.

Table C-10 Solving Hardware Installation Problems (continued)

The computer emits one short beep then one long beep followed by a three second pause.

Cause	Solution
Memory is installed incorrectly or is bad.	<p>CAUTION: To avoid damage to the DIMMs or the system board, you must unplug the computer power cord before attempting to reseat, install, or remove a DIMM.</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. <p>NOTE: DIMM2 must always be installed.</p> <ol style="list-style-type: none">3. Replace third-party memory with HP memory.4. Replace the system board.

The computer emits two short beeps then one long beep followed by a three second pause.

Cause	Solution
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>

Solving Network Problems

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

Table C-11 Solving Network Problems

Wake-on-LAN feature is not functioning.	
Cause	Solution
Wake-on-LAN is not enabled.	<p>To enable Wake-on-LAN in Windows XP:</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. <p>To enable Wake-on-LAN in Windows Vista:</p> <ol style="list-style-type: none">1. Select Start > Control Panel.2. Under Network and Internet, select View network status and tasks.3. In the Tasks list, select Manage network connections.4. Double-click Local Area Connection.5. Click the Properties button.6. Click the Configure button.7. Click the Power Management tab, then select the check box to Allow this device to wake the computer. <p>NOTE: Wake-on-LAN is only supported from the S1, S3 and S4 states. It is not supported from the S5 state.</p>
Network driver does not detect network controller.	
Cause	Solution
Network controller is disabled.	<ol style="list-style-type: none">1. Run Computer Setup and enable network controller in Advanced > Onboard LAN.2. Enable the network controller in the operating system via 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.

Table C-11 Solving Network Problems (continued)

Network status link light never flashes.

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

Cause	Solution
No active network is detected.	Check cabling and network equipment for proper connection.
Network controller is not set up properly.	Check for the device status within Windows, such as Device Manager for driver load and the Network Connections applet within Windows for link status.
Network controller is disabled.	<ol style="list-style-type: none"> 1. Run Computer Setup and enable network controller in Advanced > Onboard LAN. 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.

Diagnostics reports a failure.

Cause	Solution
The cable is not securely connected.	Ensure that the cable is securely attached to the network connector and that the other end of the cable is securely attached to the correct device.
The cable is attached to the incorrect connector.	Ensure that the cable is attached to the correct connector.
There is a problem with the cable or a device at the other end of the cable.	Ensure that the cable and device at the other end are operating correctly.
The network controller is defective.	Contact an authorized service provider.

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

Cause	Solution
Network drivers are not loaded, or driver parameters do not match current configuration.	<p>Make sure the network drivers are loaded and that the driver parameters match the configuration of the network controller.</p> <p>Make sure the correct network client and protocol is installed.</p>
The network controller is not configured for this computer.	Select the Network icon in the Control Panel and configure the network controller.

Network controller stops working without apparent cause.

Cause	Solution
The files containing the network drivers are corrupted.	Reinstall the network drivers.

Table C-11 Solving Network Problems (continued)**Network controller stops working without apparent cause.**

Cause	Solution
The cable is not securely connected.	Ensure that the cable is securely attached to the network connector and that the other end of the cable is securely attached to the correct device.
The network controller is defective.	Contact an authorized service provider.

New network card will not boot.

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

Cannot connect to network server when attempting Remote System Installation.

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

System setup utility reports unprogrammed EEPROM.

Cause	Solution
Unprogrammed EEPROM.	Contact an authorized service provider.

Solving Memory Problems

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

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

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

Table C-12 Solving Memory Problems

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

Cause	Solution
A memory module is not installed in the DIMM2 socket.	Ensure that a memory module is installed in the black DIMM2 socket on the system board. This socket must be populated with a memory module.
Memory module is not the correct type or speed grade for the system or the new memory module is not seated properly.	Replace module with the correct industry-standard device for the computer. On some models, ECC and non-ECC memory modules cannot be mixed.

Out of memory error.

Cause	Solution
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.

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

Insufficient memory error during operation.

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

Table C-12 Solving Memory Problems (continued)

The computer emits one short beep then one long beep followed by a three second pause.

Cause	Solution
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 CD-ROM and DVD Problems

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

Table C-13 Solving CD-ROM and DVD Problems

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

Cause	Solution
The device is attached to a SATA port that has been disabled in the Computer Setup utility.	Run the Computer Setup utility and ensure SATA1 Controller is Enabled in the Advanced menu.
Non-bootable CD in drive.	Try a bootable CD in the drive.
Boot order not correct.	<ol style="list-style-type: none"> 1. Run the Computer Setup utility and change the optical drive boot priority in Boot > Boot Device Priority > CD-ROM Group Boot Priority. 2. Run the Computer Setup utility and change boot group sequence in Boot > Boot Device Priority.

Drive not found (identified).

Cause	Solution
Cable could be loose.	Check cable connections.
The system may not have automatically recognized a newly installed device.	See reconfiguration directions in the Solving Hardware Installation Problems on page 99 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.
The device is attached to a SATA port that has been disabled in Computer Setup.	Run the Computer Setup utility and ensure SATA1 Controller is Enabled in the Advanced menu.

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

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

Table C-13 Solving CD-ROM and DVD Problems (continued)**Movie will not play in the DVD drive.**

Cause	Solution
Movie may be regionalized for a different country.	See the documentation that came with the DVD drive.
Decoder software is not installed.	Install decoder software.
Damaged media.	Replace media.
Movie rating locked out by parental lock.	Use DVD software to remove parental lock.
Media installed upside down.	Reinstall media.

Cannot eject compact disc (tray-load unit).

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

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

Cause	Solution
Media has been inserted upside down.	Re-insert the media with the label facing up.
The DVD-ROM drive takes longer to start because it has to determine the type of media played, such as audio or video.	Wait at least 30 seconds to let the DVD-ROM drive determine the type of media being played. If the disc still does not start, read the other solutions listed for this topic.
CD or DVD disc is dirty.	Clean CD or DVD with a CD cleaning kit, available from most computer stores.
Windows does not detect the CD-ROM or DVD-ROM drive.	<ol style="list-style-type: none"> 1. Use Device Manager to remove or uninstall the device. 2. Restart the computer and let Windows detect the CD or DVD driver.

Recording or copying CDs is difficult or impossible.

Cause	Solution
Wrong or poor quality media type.	<ol style="list-style-type: none"> 1. Try using a slower speed when recording. 2. Verify that you are using the correct media for the drive. 3. Try a different brand of media. Quality varies widely between manufacturers.

Solving USB Flash Drive Problems

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

Table C-14 Solving USB Flash Drive Problems

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

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

USB flash drive not found (identified).

Cause	Solution
The device is attached to a USB port that has been disabled in Computer Setup.	Run the Computer Setup utility and ensure USB Ports are Enabled in the Advanced menu.
The device was not properly seated before power-up.	Ensure the device is fully inserted into the USB port before applying power to the system

System will not boot from USB flash drive.

Cause	Solution
Boot order is not correct.	<ol style="list-style-type: none">1. Run the Computer Setup utility and change the removable media boot priority in Boot > Boot Device Priority.2. Run the Computer Setup utility and change boot group sequence in Boot > Boot Device Priority.
The image on the device is not bootable.	Follow the procedures described in the "Replicating the Setup" section of the <i>Service Reference Guide</i> .

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

Cause	Solution
Flash drive is bootable.	Install the flash drive only after the operating system boots.

Solving Front Panel Component Problems

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

Table C-15 Solving Front Panel Component Problems

A USB device, 1394 device, headphone, or microphone is not recognized by the computer.

Cause	Solution
Device 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.
USB ports on the computer are disabled in Computer Setup.	Enter Computer Setup (F10) and enable the USB ports in Advanced > USB Ports .
1394 ports on the computer are disabled in Computer Setup.	Enter Computer Setup (F10) and enable the 1394 ports in Advanced > Onboard 1394 .

Solving Internet Access Problems

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

Table C-16 Solving Internet Access Problems

Unable to connect to the Internet.	
Cause	Solution
Internet Service Provider (ISP) account is not set up properly.	Verify Internet settings or contact your ISP for assistance.
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 your ISP for the correct IP address.
Cookies are corrupted. (A “cookie” is a small piece of information that a Web server can store temporarily with the Web browser. This is useful for having the browser remember some specific information that the Web server can later retrieve.)	Windows Vista <ol style="list-style-type: none">1. Select Start > Control Panel.2. Click Network and Internet.3. Click Internet Options.4. In the Browsing history section on the General tab, click the Delete button.5. Click the Delete cookies button. Windows XP <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.

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

Table C-16 Solving Internet Access Problems (continued)

Internet takes too long to download Web sites.

Cause	Solution
Modem is not set up properly.	<p>Verify that the modem is connected and communicating properly.</p> <p>Windows XP</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 Modems.6. Double-click Agere Systems PCI-SV92PP Soft Modem.7. On the General tab, click Diagnostics.8. Click Query Modem. A "Success" response indicates the modem is connected and working properly. <p>Windows Vista</p> <ol style="list-style-type: none">1. Select Start > Control Panel.2. Click on System and Maintenance.3. Click on System.4. In the Tasks list, select Device Manager.5. Double-click Modems.6. Double-click Agere Systems PCI-SV92PP Soft Modem.7. On the General tab, click Diagnostics.8. Click Query Modem. A "Success" response indicates the modem is connected and working properly.

Solving Software Problems

Most software problems occur as a result of the following:

- The application was not installed or configured correctly.
- There is insufficient memory available to run the application.
- There is a conflict between applications.
- Be sure that all the needed device drivers have been installed.
- If you have installed an operating system other than the factory-installed operating system, check to be sure it is supported on the system.

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

Table C-17 Solving Software Problems

Computer will not continue and no HP logo screen has appeared.

Cause	Solution
POST error has occurred.	See the Restore Kit or the Worldwide Limited Warranty for terms and conditions.

Computer will not continue after HP logo screen has appeared.

Cause	Solution
System files may be damaged.	Scan hard drive for errors.

“Illegal Operation has Occurred” error message is displayed.

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

Interpreting POST Audible Codes

This section covers 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.

Beeps	Meaning	Recommended Action
1 short beep and 1 long beep followed by a three second pause	Bad memory or memory configuration error.	Check that the memory modules have been installed correctly and that proper modules are used.
2 short beeps and 1 long beep followed by a three second pause	No graphics card installed or graphics card initialization failed.	For systems with a graphics card: <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. For systems with integrated graphics, replace the system board.
3 short beeps and 1 long beep followed by a three second pause	CPU configuration error or invalid CPU detected before graphics card initialized.	<ol style="list-style-type: none">1. Upgrade the BIOS to proper version.2. Change the processor.
1 short beep followed by a one second pause	No optical drive found.	<ol style="list-style-type: none">1. Check cable connections.2. Run the Computer Setup utility and ensure the device port is enabled.
2 short beeps followed by a three second pause	No CD found.	<ol style="list-style-type: none">1. Check the type of drive that you are using and use the correct media type.2. Replace the CD with a new one.
3 short beeps followed by a three second pause	Flashing not ready (missing utility or BIOS image file, etc.)	Upgrade the BIOS to proper version.
4 short beeps followed by a three second pause	Flashing operation has failed (checksum error, corrupted image, etc.)	<ol style="list-style-type: none">1. Verify the correct ROM.2. Flash the ROM if needed.3. If an expansion board was recently added, remove it to 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.
5 short beeps followed by a three second pause	BIOS recovery was successful	No action required.

Resetting the Password Jumper

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

1. Shut down the operating system properly, then turn off the computer and any external devices, and disconnect the power cord from the power outlet.
2. With the power cord disconnected, press the power button again to drain the system of any residual power.

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

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

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

3. Remove the computer cover or access panel.
4. Locate the header and jumper labeled **JPD1**.

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

5. Remove the jumper from pins 1 and 2. Place the jumper on pins 2 and 3.
6. Replace the computer cover or access panel.
7. Reconnect the external equipment.
8. Plug in the computer and turn on power. Allow the operating system to start. This clears the current passwords and disables the password features.
9. To establish new passwords, repeat steps 1 through 4, replace the password jumper on pins 1 and 2, then repeat steps 6 through 8. Establish the new passwords in Computer Setup. Refer to the *Computer Setup (F10) Utility Guide* for Computer Setup instructions.

Resetting the CMOS Jumper

1. Turn off the computer and any external devices, and disconnect the power cord from the power outlet. The power must be disconnected from the system to clear CMOS.
2. Disconnect the keyboard, monitor, and any other external equipment connected to the computer.

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

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

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

3. Remove the computer cover or access panel.

⚠ **CAUTION:** Resetting CMOS will restore the computer to factory defaults and will erase any customized information including passwords, asset numbers, and special settings.

4. Locate the header and jumper labeled **JBAT1**.

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

NOTE: The CMOS jumper is light green so that it can be easily identified. For assistance locating the CMOS jumper and other system board components, see the *Illustrated Parts & Service Map* (IPSM) for that particular system. The IPSM can be downloaded from <http://www.hp.com/support>.

5. Remove the CMOS jumper from pins 1 and 2 and put the jumper on pins 2 and 3. This clears CMOS.
6. Put the jumper back on pins 1 and 2.
7. Replace the computer cover or access panel.
8. Reconnect the external devices.
9. Plug in the computer and turn on power.

📝 **NOTE:** Use Computer Setup to reset any special system setups along with the date and time.

For instructions on Computer Setup, see the *Computer Setup (F10) Utility Guide*.

Contacting Customer Support

For help and service, contact an authorized reseller or dealer. To locate a reseller or dealer near you, visit <http://www.hp.com>.



NOTE: If you take the computer to an authorized reseller, dealer, or service provider for service, remember to provide the setup and power-on passwords if they are set.

Refer to the number listed in the warranty or in the *Support Telephone Numbers* guide for technical assistance.

D Specifications

Table D-1 Specifications

Desktop Dimensions		
Height	15.14 in	38.46 cm
Width	7.27 in	18.46 cm
Depth	16.36 in	41.55 cm
Approximate Weight	23.5 lb	10.66 kg
Temperature Range		
Operating	50° to 95°F	10° to 35°C
Nonoperating	-22° to 140°F	-30° to 60°C
Relative Humidity (noncondensing)		
Operating	10-90%	10-90%
Nonoperating (38.7°C max wet bulb)	5-95%	5-95%
Maximum Altitude (unpressurized)		
Operating	10,000 ft	3048 m
Nonoperating	30,000 ft	9144 m
NOTE: Operating temperature is derated 1.0° C per 300 m (1000 ft) to 3000 m (10,000 ft) above sea level; no direct sustained sunlight. Maximum rate of change is 10° C/Hr. The upper limit may be limited by the type and number of options installed.		
Heat Dissipation		
Maximum	1575 BTU/hr	397 kg-cal/hr
Typical (idle)	307 BTU/hr	77 kg-cal/hr
Power Supply	115V	230V
Operating Voltage Range	90-132 VAC	180-264 VAC
Rated Voltage Range	100-127 VAC	200-240 VAC
Rated Line Frequency	50-60 Hz	50-60 Hz
Power Output	300 W	300 W

Table D-1 Specifications (continued)

Rated Input Current (maximum) ¹	8A @ 100 VAC	4A @ 200 VAC
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- ¹ This system utilizes a passive power factor corrected power supply. The power factor correction is present in the 230V operating mode only. This allows the system to pass the CE mark requirements for use in the countries of the European Union. This supply requires the use of an input voltage range select switch.

Index

Symbols/Numerics

1394 port 5, 7
24-pin power pin assignments 74
4-pin power pin assignments 77

A

access panel
 removal and replacement 30
access panel, locked 84
audio connectors 5, 7
audio problems 94

B

battery
 disposal 27
 removal and replacement 66
beeps, error codes 80

C

cable connections 42
cable management 41
cable pinouts
 SATA data 18
cautions
 AC power 20
 cables 26
 cooling fan 25
 electrostatic discharge 20
 keyboard cleaning 24
 keyboard keys 25
CD-ROM or DVD problems 105
chassis, illustrated 20
cleaning
 computer 24
 mouse 25
 safety precautions 24
CMOS
 resetting jumper 114
computer cleaning 24
connecting drive cables 44

connections
 system board 42
connector pin assignments 72
country power cord set
 requirements 79
Customer Support 80, 115

D

diagnostics utility 13
disassembly preparation 29
drive connectors 45
drives
 connecting cables 44
 installing 44
 locations 43
 removal and replacement 43

E

electrostatic discharge (ESD)
 preventing damage 21
error codes 80
ethernet
 BNC pin assignments 72
expansion card sockets 37
expansion slot cover
 removing 38
 replacing 40

F

fan
 power supply 25
 removal and replacement 59
flash drive problems 107
front bezel
 removal and replacement 31
front I/O device
 removal and replacement 57
front panel components 5
front panel problems 108

G

general problems 83
grounding methods 22

H

hard drive
 installing 53
 proper handling 26
 removing 51
 SATA characteristics 18
hard drive problems 87
hardware installation
 problems 81
headphone connector 5
headphone pin assignments 73
heat sink
 removal and replacement 60
helpful hints 80

I

installing
 drive cables 44
 hard drive 53
 media card reader 49
 optical drive 47
Internet access problems 109

J

jumper
 CMOS 114
 password 113

K

keyboard
 cleaning 24
keyboard problems 97

L

line-in audio pin assignments 73
line-in connector 7

- line-out audio pin assignments 73
- line-out connector 7
- locks
 - cable lock 69
 - HP Business PC Security Lock 70
 - padlock 69

M

- media card reader
 - features 6
 - installing 49
 - removing 48
- Media Card Reader problems 88
- memory
 - populating sockets 34
 - removal and replacement 33
 - specifications 33
- memory problems 104
- microphone connector 5, 7
- microphone pin assignments 72
- monitor
 - pin assignments 74
- monitor problems 90
- mouse
 - cleaning 25
- mouse problems 97

N

- network connector 7
- network problems 101

O

- operating guidelines 23
- optical drive
 - installing 47
 - removing 46
- optical drive problems 105
- overheating, prevention 23

P

- password
 - resetting jumper 113
- PCI Express card 37, 39
- PCI Express pin assignments 75
- POST error codes 80
- power cord set requirements
 - country specific 79
- power problems 86

- power supply
 - fan 25
 - removal and replacement 62
- power switch/LED
 - removal and replacement 58
- preparation for disassembly 29
- printer problems 95
- problems
 - audio 94
 - CD-ROM or DVD 105
 - flash drive 107
 - front panel 108
 - general 83
 - hard drive 87
 - hardware installation 81
 - Internet access 109
 - keyboard 97
 - Media Card Reader 88
 - memory 104
 - monitor 90
 - mouse 97
 - network 101
 - power 86
 - printer 95
 - software 111
- processor
 - removal and replacement 60
- product ID location 28

R

- rear center channel audio connector 7
- rear channel audio connector 7
- rear panel components 7
- removal and replacement
 - access panel 30
 - battery 66
 - drives 43
 - fan 59
 - front bezel 31
 - front I/O device 57
 - heat sink 60
 - memory 33
 - power supply 62
 - power switch 58
 - processor 60
 - system board 64
- removing
 - expansion slot cover 38
 - hard drive 51

- media card reader 48
- optical drive 46
- PCI Express x1 card 39
- PCI Express x16 card 39

S

- S/PDIF connector 7
- safety and comfort 80
- safety precautions
 - cleaning 24
- SATA
 - connectors on system board 18
 - data cable pinouts 18
 - hard drive characteristics 18
- screws, correct size 26
- SDRAM (synchronous dynamic random access memory) 33
- security
 - cable lock 69
 - HP Business PC Security Lock 70
 - padlock 69
- serial number location 28
- service considerations 25
- serviceability features 4
- side channel audio connector 7
- software
 - backing up 17
 - problems 111
 - servicing computer 25
- spare part number
 - tamper-resistant wrench 26
 - Torx T-15 screwdriver 25
- specifications
 - computer 116
 - memory 33
- static electricity 21
- subwoofer audio connector 7
- system board
 - removal and replacement 64
 - SATA connectors 18
- system board drive connections 45

T

- tamper-proof screws
 - tool 26
- temperature control 23
- tools, servicing 25

Torx T15 screwdriver 25

U

USB pin assignments 72

USB ports

front panel 5

rear panel 7

V

ventilation, proper 23

Vision Diagnostics 13

W

Wake-on-LAN feature 101