Resolving Start Up and No Boot Problems Checklist

If computer does not start normally, use this checklist to identify specific symptoms and take the recommended corrective actions to resolve the problems.

Perform a Hard Reset

Do these actions first to clear all temporary setting before troubleshooting the problem.

1. **Disconnect** all peripheral devices and remove all USB devices and media cards.
2. **Disconnect** the AC power adapter, **remove** the battery, and then **press and hold** the power button for at least 15 seconds.
3. **Reconnect** the AC power adapter (do not connect the battery), **press** the Power button and **look** for the LEDs to blink or glow, and **listen** for the sound of a disk drive and fan turning.

Perform each recommended corrective action and then attempt to restart the computer.

Symptom 1: LED lights do not glow, display is black, no fan or drive sounds are heard, and computer does not start

If LEDs do not glow when AC power adapter is attached and power button is pressed, there is no power available to the notebook.

- Check AC adapter wiring and power connection to the notebook.
- Connect a different AC power adapter and remove battery. then restart notebook.
- Connect a different battery and disconnect AC power adapter, then restart notebook.
- If there is no power available at the notebook, contact HP to purchase a replacement battery or AC adapter.

Symptom 2: LEDs blink or computer beeps but does not start

Blinking LEDs or beep tones indicate a hardware failure during the pre-start up testing.

- Count number of blinking LEDs or beeping tones to help with diagnostics testing.
- Contact HP for technical assistance. There are no other user-initiated troubleshooting actions until error codes are resolved.

Symptom 3: LEDs glow, fan noise may be heard briefly, display remains black, and computer fails to startup or boot

Usually occurs if a component is installed incorrectly, or there is a device conflict or failure.

- Connect an external monitor to check if the problem is the built-in LCD display or graphics card.
- Remove all CD/DVDs, SD cards, USB devices, peripherals and do a **Hard Reset**.
- If memory or hard drive components were replaced, reinstall original components.
- Remove memory modules and replace one-at-a-time.
- Remove and reseat hard drive.
- If possible, turn on power, press **F10** to enter **BIOS** mode, and run **Memory Test** and **Hard Drive Test**.
- On newer notebooks, turn on power, press **Esc** to enter **UEFI** mode, and run **Memory Test** and **Hard Drive Test**.
- If possible, turn on power, press **F8** to enter **Windows Advanced Boot Options**, and select **Repair Computer** option, or enter **Safe Mode** and run **Memory Diagnostics**.

- **If all other methods fail**, but computer can boot to BIOS, use recovery disk to recover the computer to original condition.
  Note: All programs and data are destroyed during recovery.

Symptom 4: Computer may display an error message on a black screen during startup or boot

- Search www.microsoft.com for terms in error message.
- Search www.hp.com for terms in error message.
- If possible, turn on power, press **F10** to enter **BIOS** mode, do the corrective actions listed under **Symptom 3** to run memory and hard drive tests.

Symptom 5: Computer displays a blue screen or continually re-starts

After an error message is displayed, you can usually bypass the error and continue to run the notebook in **Safe mode** to install an updated BIOS or driver.

- Search www.microsoft.com for terms in error message.
- Search www.hp.com for terms in error message.
- If possible, turn on power, press **F10** to enter **BIOS** mode, and run diagnostic **Memory test** and **Hard Drive test**.
- If possible, turn on power, press **F8** to enter **Windows Advanced Boot Options**, and do one or more of the following:
  - Select **Disable automatic restart on system failure** to view error message.
  - Run **Repair Your Computer**.
  - Run **Last Known Good Configuration**.
  - Select **Boot into Safe Mode** and then select **Run a Microsoft system restore**.
  - Select **Boot into Safe Mode** and then select **Uninstall recently installed programs**.
  - Select **Boot into Safe Mode** and then run **Windows Update**.

Symptom 6: Computer displays the Windows logo screen and stops responding

If no error message displays, turn on power, press **F8** to enter **Windows Advanced boot options**, and select **Disable auto-restart** to view error message.

- Search www.microsoft.com for terms in error message.
- Search www.hp.com for terms in error message.
- If possible, turn on power, press **F10** to enter **BIOS** mode, and select **Restore the BIOS defaults (F9)**.
- If possible, turn on power, press **F10** to enter **BIOS** mode, and run **Hard Drive Test**.
- If possible, turn on power, press **F8** to enter **Windows Advanced Boot Options**, and select **Last Known Good Configuration (Advanced)**
- If possible, turn on power, press **F8** to enter **Windows Advanced Boot Options**, and select **Boot into Safe Mode** and then **Uninstall recently installed programs**.

Update Computer after resolving a problem

When the computer starts into Windows normally, you should install the latest updates and patches to prevent other start-up problems.

- Run **HP Support Assistant** from www.hp.com/go/helpandsupport for latest updates.
- Run **Windows Update** from www.update.microsoft.com for latest Microsoft updates.
- Run the anti-virus program.