

I'm not a robot



Hey guys,Has anyone had this issue? We sold a client 3 HP EliteDesk 800 G4s about 6 months ago, all still under warranty. One of them for some reason will not wake up after going to sleep. You literally have to unplug the computer and plug it back in to get it to boot. I changed the power management settings to never go to sleep and to never let the screen shut off. I updated the bios, made sure the power management settings on the mouse and keyboard are set to be able to wake the computer, and Im not sure what else I can do. I called HP and they guaranteed me it wouldnt be any hardware issues and to rebuild Windows I have a hard time believing it couldnt be something hardware related but no help there. None of the other EliteDesks we sold them are having this issue. Any ideas? Youd think with the power management settings being set to never go to sleep that it would indeed never go to sleep! 8 Spice ups Have you checked the sleep options in the advanced settings in power options? Specifically ->: Sleep>Allow hybrid sleep setting to Off Unfortunately, to prove to HP support, you will have to do what they ask and reinstall Windows I suppose, you could power it up with Linux and run it from a USB stick and see if the problem persist with that. 3 Spice ups I know you said you updated the BIOS, but sometimes there are Sleep State settings in there that you can manipulate, turn on/off. I have seen weird behavior like this on Dell PCs and Laptops. Not sure if HPs have the same BIOS options. 1 Spice up If you have 3 identical machines could you swap the drive from the bad one into another machine? That will tell you if the hardware (other than the drive) is at fault. Are you using docking station?What exact model of HP EliteDesk 800 G4?Check system for malware and viruses.Update BIOS and all drivers.Disable/uncheck in Windows Turn on fast startup (recommended)You can do it via Control Panel, registry or GPO.[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session Manager\Power]\HiberbootEnabled=dword:00000000Disable in BIOS S5 power state.@spiceuser-9bbby Priscilla@HP: Are you using docking station?What exact model of HP EliteDesk 800 G4?Check system for malware and viruses.Update BIOS and all drivers.Disable/uncheck in Windows Turn on fast startup (recommended)You can do it via Control Panel, registry or GPO. [HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session Manager\Power]\HiberbootEnabled=dword:00000000Disable in BIOS S5 power state.Its a DM 35W. I updated BIOS and all drivers that needed to be updated. Turn on fast startup was already unchecked and S5 Power state was also already disabled. Also, no docking station is being used. I know you said you updated the BIOS, but sometimes there are Sleep State settings in there that you can manipulate, turn on/off. I have seen weird behavior like this on Dell PCs and Laptops. Not sure if HPs have the same BIOS options.I did go into BIOS settings and checked to allow keyboard to wake PC, even though that was already checked in Windows 10. I set sleep settings to 1 minute and let it go to sleep, waited a couple mins and tapped the keyboard a few times and it woke up. Hopefully thatll solve the issue but we will have to leave it overnight to make sure. I dont understand why the PC goes to sleep when the settings in Windows 10 are set to never go to sleep. We shall see! I'm sure this question has been asked several times over. I woke up this morning and a few minutes later we had a very brief power outage, and when the power returned the PC would not power back up again. I spent a couple hours online trying to find a solution but none of them have worked.I have tried(a) Unplugging power, holding power button in for 5+ seconds -- no result(b) Removed CMOS battery and depressed the CMOS reset button for 30 seconds+, replaced battery -- no resultThere are no visible signs that it is attempting to power up. No flashing LED, no fan spinning, as well as no weird smells coming from the board .. I just purchased this machine no more than 3 months ago.The sticker on the machine identifies it as SYS/HP/705/MDT/AMDListed on HP site: today everything was working perfectly. Any ideas? Troubleshoot your problem If needed, check if youre eligible for a free repair Set up the repair online If your HP laptop or desktop PC is not turning on, and its connected to a working mains outlet with the correct charger, it might need to be repaired. There are some troubleshooting steps youll need to do first, which you can do with our Virtual Assistant, above. Reddit and its partners use cookies and similar technologies to provide you with a better experience. By accepting all cookies, you agree to our use of cookies to deliver and maintain our services and site, improve the quality of Reddit, personalize Reddit content and advertising, and measure the effectiveness of advertising. By rejecting non-essential cookies, Reddit may still use certain cookies to ensure the proper functionality of our platform. For more information, please see our Cookie Notice and our Privacy Policy. I've been purchasing HP products since 1975, before the IBM PC. I havd personally owned about twenty Desktops and Notebooks. I also design network solutions and have recommended and installed probably 300 HP desktops and servers. I have never had a single unit fail on me until today. I have also own a number of Apple desktops, iphones, and ipads. I am on the phone with Apple at least once a week. I wouldn't recommend a Mac to anyone. The most reliable computer products out there are HP. That's why HP sells 75% of all servers in the wild. The alternative is Dell, but for reliability, you can't beat HP. Troubleshoot your problem If needed, check if youre eligible for a free repair Set up the repair online If your HP laptop or desktop PC is not turning on, and its connected to a working mains outlet with the correct charger, it might need to be repaired. There are some troubleshooting steps youll need to do first, which you can do with our Virtual Assistant, above. HP EliteDesk 705 35W G4 Desktop Mini Microsoft Windows 10 (64-bit) The computer will not turn on. There is not light on the power button. I have tried other power supplies. I have reseated the RAM. If I have it plugged in with the cover off, I can see an amber light on the back side of the motherboard come one, but that is it. Thanks.

Hp elitedesk 705 g4 factory reset. Hp elitedesk won't turn on. Hp elitedesk 705 g4 won t power on. Hp elitedesk 705 won't power on. Hp elitedesk 800 g4 will not power on. Elitedesk won't turn on. Hp elitedesk 705 g4 not turning on. Hp elitedesk 800 g1 won't power on.