



r/Hewlett_Packard • 1 yr. ago
CellistAlarming3451



ProDesk 600 G4 not POSTing

Question/Problem

My company has started purchasing used HP ProDesk 600 G4s for our desktop fleet. We have come across a problem that bricks them with no POST or video output.

We like to replace the CMOS batteries in our desktops before shipping them to users to avoid BitLocker issues. We would have a working desktop, shut it down, unplug power, hold button to drain caps, open it up and replace the CMOS battery. After putting it back together and pressing the power button the power light would stay on and the fan would spin for about 30 seconds before turning off. There is no video output from any of the 3 DisplayPorts. It does not appear to power on any of the USB ports.

After shutting itself off the power button does not do anything, only flashes the drive activity light when pressed. You have to unplug the power and plug it back in to restart the process.

We have tried pulling the CMOS battery and powering it on without, letting them sit without CMOS batteries and unplugged, sitting with CMOS batteries and unplugged, swapping the DisplayPort expansion port for VGA, different monitors, different cables, DisplayPort to HDMI cables, BIOS recovery thumb drives, the BIOS reset button, BIOS password reset jumper.

Has anyone else seen anything similar?



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sstativa • 1y ago

Hi, have you found a solution by any chance?

I have one with exactly the same issue.



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CellistAlarming3451 OP • 1y ago

Nothing definitive. Every once in a while I try to power them on and once in a while one will magically start working.



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thoroughly checked it but at least I can turn it on now.

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-Walter_Cronkite- • 6mo ago

Same problem. Was it CPU contacts?

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sstativa • 6mo ago

Yep, I wiped CPU contact pads and this fixed the problem.

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