

1 ACCEPTED SOLUTION 2 REPLIES Hello, installed windows 8.1. All driver installed. The only driver that I can't find is this. They say that this is HP Protect Smart, but I have it installed. Здравствуйте, установил. Единственный драйвер, который не могу -найти этот. Говорят что это HP Protect Smart, но у меня он установлен. What is ACPI BIOS Error in Windows 11/10? How can you fix this blue screen error if it happens on Windows 11 and 10, the Blue Screen of Death (BSOD) often happens on Windows 11 and 10, preventing the system from booting up properly. Many users in forums like Reddit and Microsoft reported ACPI BIOS Error among various blue screen errors. Perhaps you are affected by the same error. Usually, it appears in multiple cases: When starting up the computer. When installing Windows 10 or other systems. When resuming the machine after a period of hibernation. ACPI BIOS Error can occur on any Windows device, although it is more commonly reported on systems from manufacturers such as HP, Dell, and ASUS. ACPI, short for Advanced Configuration of computer hardware. ACPI plays an important role in orchestrating the communication between the system and hardware components. To know details about it, refer to our library on what is ACPI. Windows 11/10 ACPI BIOS Error indicates a problem with ACPI in the system BIOS. This error is a common BIOS error message that appears due to various reasons, as shown:Outdated or corrupt system driversA change during hibernationIssues with RAM modulesAn outdated or incompatible BIOS versionBIOS configuration issuesHardware issuesBefore introducing how to fix ACPI BIOS tror, first, let's focus on the data backup. This is because some of the following fixes, such as BIOS updates or Windows reinstallation, may result in data loss. So, you had better make a backup of your important files or folders in advance. Moreover, for safety, it is necessary to back up data in the event of blue screen errors. How to retrieve your vital data before fixing the BIOS error? MiniTool ShadowMaker comes in handy. As the best backup software, this utility brings many a wide range of powerful features, including various supported types (file backup, disk backup, d backup method, MiniTool ShadowMaker allows cloning HDD to SSD, migrating Windows to another drive, and more with ease.Importantly, although your Windows fails to boot to the desktop, you can run this backup program to perform the data backup. Download and give it a try!MiniTool ShadowMaker TrialClick to Download100%Clean & SafeTips: Sometimes your system can access the desktop after restarting. In this case, you can directly run the backup software to back up crucial data. If you keep facing ACPI BIOS Error, follow the instructions below. Step 1: Connect a USB flash drive to a working PC and launch MiniTool ShadowMaker. Then, register this software. Step 2: Head to Tools and click Media Builder. Step 3: Create a bootable USB drive, connect it to the PC with ACPI BIOS Error, boot the system to the BIOS menu, and set that drive as the first boot order. Step 5: Create a bootable USB drive, connect it to the PC with ACPI BIOS Error, boot the system to the BIOS menu, and set that drive as the first boot order. Step 5: Create a bootable USB drive, connect it to the PC with ACPI BIOS Error, boot the system to the BIOS menu, and set that drive as the first boot order. Step 5: Create a bootable USB drive, connect it to the PC with ACPI BIOS Error, boot the system to the BIOS menu, and set that drive as the first boot order. Step 5: Create a bootable USB drive, connect it to the PC with ACPI BIOS Error, boot the system to the BIOS menu, and set that drive as the first boot order. Step 5: Create a bootable USB drive, connect it to the PC with ACPI BIOS Error, boot the system to the BIOS menu, and set that drive as the first boot order. 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Step 5: Create a bootabl Launch MiniTool ShadowMaker and go to its Backup page. Step 6: Hit SOURCE > Folders and Files, open a drive to locate the files or folders you wish to back up, tick them, and click OK. Step 7: Click DESTINATION to choose a location to save the backup. Step 8: Begin the backup page. Step 8: Begin the backup pa the ACPI BIOS Error blue screen issue. Some users have reported that removing all peripherals from your computer, especially the Bluetooth devices, does the trick. This way has helped many users out. So, have a try if you are stuck in this same blue screen loop. These external devices include your Bluetooth headphones, USB drives, speakers, memory cards, etc.In some cases, hardware components go wrong, this can happen. To troubleshoot your issue, make sure all the computer parts are properly or correctly connected to your computer. Besides, if you have recently installed new hardware, consider removing it and checking if the error persists. If not, the culprit is the new hardware. If you're not confident performing these checks, it's recommended to contact the manufacturer's support team for assistance. An outdated BIOS version may be incompatible with the ACPI settings required by your operating system, leading to the ACPI blue screen error. So, make sure your PC BIOS is up-to-date. Tips: The BIOS update is a risky operation since any mistake can cause system issues or data loss. For security, don't forget to use MiniTool ShadowMaker TrialClick to Download100%Clean & SafeHow to update the BIOS? Take the steps. Step 1: On a working PC, visit your manufacturer's website, enter the computer model, and enter the BIOS flash drive. Step 3: Restart the PC to BIOS, go to the BIOS flashing utility or a similar tab.Step 4: Select the BIOS file and proceed with the update.For different PCs, the BIOS update steps vary. Some vendors offer a professional tool to update the BIOS. If you use an HP PC, follow the guide on HP BIOS update. If you meet ACPI BIOS Error Dell, see the tutorial on how to update BIOS on the Dell computer.AHCI, known as Advanced Host Controller Interface, refers to a standard interface that enables software to communicate with SATA devices such as hard drives and SSDs. Sometimes, disabling the AHCI mode in BIOS can address ACPI BIOS Error. Here is how to do that: Step 1: Press Del, F2, or another boot key to enter the BIOS menu during a restart. Tips: The key is different depending on the different computers. The same to steps to disable AHCI mode. Step 2: Go to the Advanced section, locate the SATA Mode item, and disable it. Step 3: Save the change and exit the BIOS menu to apply it. The BSOD ACPI BIOS Error can happen when waking up from sleep mode. By setting the ACPI Mode to \$1, you can enable the system to use a specific low-power sleep state, helping fix compatibility issues and specific BIOS issues where the PC may not be fully ACPI compliant. To configure ACPI: Step 1: Enter the BIOS setup. Step 2: Find and choose Power Management or Advanced Power Management. The exact location differs between computers.Step 3: Locate ACPI Suspend Type or a similar one and set it to S1.Step 4: Save the change and exit BIOS.Incorrect BIOS settings to the default values.Step 1: In BIOS, go to an option like Load Setup Defaults, Load Default Options, Restore Defaults, or Load Optimal Defaults. Step 2: Press Enter to begin the process. Step 3: Press F10 to save and exit BIOS. The PC will boot without meeting the ACPI blue screen error loop. Device drivers are responsible for the communication between the PC hardware and the operating system. screen error may occur on your PC. Update them now. Step 1: Since your PC gets stuck in the ACPI BIOS Error loop, first, you need to boot the PC to its Safe Mode. 1. To do this thing, restart Windows 11/10 and press the Power button to interrupt the boot process when the Windows 100, first, you need to boot the PC to its Safe Mode. 1. To do this thing, restart Windows 11/10 and press the Power button to interrupt the boot process when the Windows 10, first, you need to boot the PC to its Safe Mode. 1. To do this thing, restart Windows 11/10 and press the Power button to interrupt the boot process when the Windows 10, first, you need to boot the PC to its Safe Mode. 1. To do this thing, restart Windows 11/10 and press the Power button to interrupt the boot process when the Windows 10, first, you need to boot the PC to its Safe Mode. 1. 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Navigate to Advanced options to open Windows Recovery Environment (WinRE).3. Go to Troubleshoot > Advanced Options > Startup Settings > Restart.4. Press F5 to enable Safe Mode with Networking. Step 2: Open Device Manager by pressing Win + X in Safe Mode. Step 3: Right-click on the device drivers one by one and select Update driver. Step 4: Hit Search automatically for drivers and start the driver update. Some users have reported uninstalling the Microsoft ACPI-Compliant driver can solve Windows 11/10 ACPI BIOS Error. To get rid of the BSOD loop, do this in Safe Mode. Step 1: In Device Manager, expand Batteries. Step 2: Locate Microsoft ACPI-Compliant Control Method Battery, right-click on it, and choose Uninstall device. Step 3: Hit the Scan for hardware changes option. Step 4: Restart the computer after completing the scan. Windows 11 or 10 offers an option called Startup Repair to fix problems that keep Windows from loading. In case of ACPI BIOS Error, try this tool and see if it works.Step 1: Access WinRE (as stated in Update Drivers).Step 2: Head to Troubleshoot > Advanced Options > Startup Repair.Step 3: Perform the repair process.Dell/HP/ASUS ACPI BIOS Error may stem from memory issues. Take these steps below:Reseat RAM Modules: If the RAM modules are not installed properly, you may encounter the issue. Go to power off the PC, unplug all the cables, open the computer case, remove and reinsert the RAM modules: If your PC has multiple RAM sticks, boot the PC with one stick at a time to check if a particular one is faulty. Replace RAM: If you find that a specific RAM stick goes wrong, replace it with a new one. In case all the solutions cannot work, consider a clean installation of Windows 11/10. Make sure you have backed up important data before proceeding. Do this with MiniTool ShadowMaker, free backup software. Follow the instructions as the Retrieve Files Before Proceeding. Do this with MiniTool ShadowMaker, free backup software. these steps to clean install the system. Step 1: Download Media Creation Tool from Microsoft and use it to create a bootable USB drive. Step 2: Boot the machine using the USB drive. Step 3: In the Setup interface, set your preferences and click Install now. Step 4: Follow the prompts to complete the system installation. ACPI BIOS Error is common and can occur on your Windows 11/10 PC at any time, but there's no need to be alarmed. In this comprehensive guide, you have learned what this error is, the possible causes, and how to fix it without much effort. To keep your data safe, we recommend backing up important files before performing the troubleshooting. Hope this post helps a lot, and you never encounter the BIOS error again. The UEFI Forum included the ACPI spec in its portfolio in October 2013 and will host future spec iterations, following the ACPI v5.0a release. With spec ownership under the UEFI Forum, a greater number of contributors can pilot additional ACPI with existing UEFI platform standards will also help synchronize interface definitions and foster increased participation of open-source developments of platform-independent interfaces for hardware discovery, configuration and power management. To become a member of the UEFI Forum, please visit the membership page. A UEFI Forum working group has been established to handle future ACPI developments. Learn more about the ACPI Specification Working Group (ASWG) by visiting the UEFI Working Groups page. About ACPIThe Advanced Configuration and Power Interface (ACPI) industry-standard was developed to enable OS-directed configuration, power and thermal management, and RAS features of mobile, desktop, and server platforms. The ACPI spec describes the structures and mechanisms necessary to design operating system-directed power management and make advanced configuration. classes of computers and is the key element in Operating System-directed configuration and Power Management (OSPM). The ACPI open standard for device configuration and power management by the OS was first released in December 1996. It was originally developed by Intel, Microsoft and Toshiba, and was later joined by HP and Phoenix. Over time, ACPI replaced a collection of power management BIOS code, Advanced Power Management (APM) application programming interfaces (APIs), PNPBIOS APIs, and Multiprocessor Specification (MPS). The specification enables new power management technologies to evolve independently in operating systems and hardware, while also ensuring that they continue to work together. Latest version of the ACPI specification. Previous versions of the ACPI specification. Previous version 5.0, Errata A - Published Nov. 13, 2013 (4.5 MB) Advanced Configuration and Power Interface Specification Version 5.0, Errata A - Published Nov. 13, 2013 (4.5 MB) Advanced Configuration and Power Interface Specification. Previous version 5.0, Errata A - Published Nov. 13, 2013 (4.5 MB) Advanced Configuration and Power Interface Specification. Previous version 5.0, Errata A - Published Nov. 13, 2013 (4.5 MB) Advanced Configuration and Power Interface Specification. Previous version 5.0, Errata A - Published Nov. 13, 2013 (4.5 MB) Advanced Configuration and Power Interface Specification. Previous version 5.0, Errata A - Published Nov. 13, 2013 (4.5 MB) Advanced Configuration and Power Interface Specification. Previous version 5.0, Errata A - Published Nov. 13, 2013 (4.5 MB) Advanced Configuration and Power Interface Specification. Previous version 5.0, Errata A - Published Nov. 13, 2013 (4.5 MB) Advanced Configuration and Power Interface Specification. 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Yess, you are right, I picked some up, the Probook will boot from USB stick, but, not quite. I tried a USB stick with live Linux, works fine on my other Probook (slightly older), but this one boots on the USB stick but stops after a while, black screen. So if I want to use that I will have to reset the BIOS is not necessarily a great plan. Take a look at the BIOS version. Which one is it? If it is many versions lower than the current (F.68 Rev.A) available version, then updating it may be a better plan. The latest BIOS version. ... I am a volunteer forum member. If my suggestion helped you solve your issue, help others by marking that post as the accepted solution. Say thanks by clicking on the Yes button next to the "was this reply helpful?" Since 5 years I use two Applications... Since 5 years I use two Applications from MiniTool: 1. PartitionWizardPro lifetime for three PC's and 2. ShadowMakerPro lifetime for three PC's and I'm very happy with the tools every time I use it for my daily work with periodical upgraded tools. I used MiniTool software since 2015 and it performed always great. Even when problem in W10 didn't allow access to my disks the help desk was very helpful in addressing the problem. I have a perpetual license and when moving to new computer they were very fast in allowing me to install it on the new hardware. THANK YOU MINITOOL for actually working... THANK YOU MINITOOL for actually working and solving my problem without hassle! Big up! With all the things i went through to get a working screen recorder. I then found minitool and it has so far worked flawlessly, i was so happy about it i just had to google somewhere to write my praises... Userfriendly partities tool for Windows Minitool Partition is the most user friendly software to realize changes in your partition. You can easily change the size of a partition, inserts a partition or remove a partition. For the main part the software is intuitive and has great support team. Outstanding product and Outstanding product of Mini Tool Movie Maker for a little while and have been very pleased with the ease of use and smooth operation. There is not much of a learning curve as it is pretty intuitive to use. MiniTool offers quality products and support. MiniTool offers quality products and support. In addition, if you wait for a sale (which are frequent), a lifetime subscription is extremely affordable and worth it for the lifetime upgrades. Their customer support is top tier. Excellent drive image backups, hardware independent restore, add recovery to Windows Startup menu, set a password on a backup, run a backup, run a backup on a remote PC, Clone system disk.... I was impressed the Server Backup price, the lowest I've seen for drive image backups. Exemplary Support I received from MiniTool Software was better than any I have received on the enterprise level. The support I received from MiniTool Software was better than any I have received on the enterprise level. issue to where I never had to repeat information to them. Here is 7 drivers compatible with ACPI\HPQ0004. This is Device ID of HP Mobile Data Protection Sensor. Here is only last drivers for this DeviceId. Almost all of them are compatible with your hardware. Found - 7 files at 2 pages12 Category:Notebooks Manufacturer:HP Hardware:ProBook 6560b Base Model Software name:Notebook xx60/xx65 Windows 8 x64 Driver Pack for HP ProBook 6560b Base Model Software name:Notebook xx60/xx65 Windows 8 x64 Driver Pack for HP ProBook 6560b Base Model Software name:Notebook xx60/xx65 Windows 8 x64 Driver Pack for HP ProBook 6560b Base Model Software name:Notebook xx60/xx65 Windows 8 x64 Driver Pack for HP ProBook 6560b Base Model Software name:Notebook xx60/xx65 Windows 8 x64 Driver Pack for HP ProBook 6560b Base Model Software name:Notebook xx60/xx65 Windows 8 x64 Driver Pack for HP ProBook 6560b Base Model Software name:Notebook xx60/xx65 Windows 8 x64 Driver Pack for HP ProBook 6560b Base Model Software name:Notebook xx60/xx65 Windows 8 x64 Driver Pack for HP ProBook 6560b Base Model Software name:Notebook xx60/xx65 Windows 8 x64 Driver Pack for HP ProBook 6560b Base Model Software name:Notebook xx60/xx65 Windows 8 x64 Driver Pack for HP ProBook 6560b Base Model Software name:Notebook xx60/xx65 Windows 8 x64 Driver Pack for HP ProBook 6560b Base Model Software name:Notebook xx60/xx65 Windows 8 x64 Driver Pack for HP ProBook 6560b Base Model Software name:Notebook xx60/xx65 Windows 8 x64 Driver Pack for HP ProBook 6560b Base Model Software name:Notebook xx60/xx65 Windows 8 x64 Driver Pack for HP ProBook 6560b Base Model Software name:Notebook xx60/xx65 Windows 8 x64 Driver Pack for HP ProBook 6560b Base Model Software name:Notebook xx60/xx65 Windows 8 x64 Driver Pack for HP ProBook 6560b Base Model Software name:Notebook xx60/xx65 Windows 8 x64 Driver Pack for HP ProBook 6560b Base Model Software name:Notebook xx60/xx65 Windows 8 x64 Driver Pack for HP ProBook 6560b Base Model Software name:Notebook xx60/xx65 Windows 8 x64 Driver Pack for HP ProBook 8 x64 Driver Pack for HP P This package contains the drivers necessary for Microsoft Windows operating system deployment for supported HP notebook models. This format. This format is compatible with bare-metal operating system deployment tools that require .INF based drivers. Compatible devices: LE550AV, LQ317AV, LQ317AV, LQ319AV, LQ320AV, LQ320AV, LQ320AV, LQ320AV, LQ320AV, QE540AV, Q name:Notebook xx60/xx65 Windows 8 x86 Driver Pack Version:1.00 File Size:391.66Mb (410688280 bytes) Released:22 Jul 2013 System:Windows 8 x86 Driver Pack for HP ProBook 6560b Base Model This package contains the drivers necessary for Microsoft Windows 0 perating system deployment for supported HP notebook models. This package provides the drivers for the integrated and select add-in devices in an .INF format. This format is compatible devices: LE550AV, LQ317AV, LQ319AV, LQ320AV, LQ321AV, QE539AV, QE540AV, QE541AV, WX750AV, WX751AV, WX751AV, WX751AV, WX752AV, WX753...Download HP ProBook 6560b Base Model Software name: Business Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Notebook xx60/xx65 Windows 8 x86 Driver Pack 1.00 Category: Not bytes) Released:31 May 2013 System:Windows XP 44-bit Description:Business Notebook xx60/xx65 Windows XP and bytes the drivers for Microsoft Windows AP and bytes and b the integrated and select add-in devices in an INF format. This format is compatible with bare-metal Operating System deployment tools that require INF based drivers. Compatible devices: LE550AV, LQ319AV, LQ3 6560b Base Model Business Notebook xx60/xx65 Windows XP x86 Driver Pack 1.01 Category:Notebooks Manufacturer:HP Hardware:Pavilion 15-e005sm Software type:3D DriveGuard Software for HP Pavilion 15-e005sm Software type:3D DriveGuard Software type:3D DriveG e005sm This package provides the HP 3D Driveguard software for supported operating system. HP3D Driveguard software protects the hard drive by "parking theheads" if the notebook is accidentally dropped, or is abruptlyimpacted by another object. Compatible devices: E6A75EA, E6A75EARDownload HP Pavilion 15-e005sm 3D DriveGuard Software 4.2.9.1 driver Category:Notebooks Manufacturer:HP Hardware:EliteBook 8440p Software name:Notebook xx40/xx45 Windows 7 x86 Driver Pack Version:1.00 File Size:405.44Mb (425136000 bytes) Released:29 Apr 2013 System:Windows 7 x86 Driver Pack Version:1.00 File Size:405.44Mb (425136000 bytes) Released:29 Apr 2013 System:Windows 7 Description:Notebook xx40/xx45 Windows 7 x86 Driver Pack Version:1.00 File Size:405.44Mb (425136000 bytes) Released:29 Apr 2013 System:Windows 7 Description:Notebook xx40/xx45 Windows 7 x86 Driver Pack Version:1.00 File Size:405.44Mb (425136000 bytes) Released:29 Apr 2013 System:Windows 7 Description:Notebook xx40/xx45 Windows 7 x86 Driver Pack Version:1.00 File Size:405.44Mb (425136000 bytes) Released:29 Apr 2013 System:Windows 7 x86 Driver Pack Version:1.00 File Size:405.44Mb (425136000 bytes) Released:29 Apr 2013 System:Windows 7 x86 Driver Pack Version:1.00 File Size:405.44Mb (425136000 bytes) Released:29 Apr 2013 System:Windows 7 x86 Driver Pack Version:1.00 File Size:405.44Mb (425136000 bytes) Released:29 Apr 2013 System:Windows 7 x86 Driver Pack Version:1.00 File Size:405.44Mb (425136000 bytes) Released:29 Apr 2013 System:Windows 7 x86 Driver Pack Version:1.00 File Size:405.44Mb (425136000 bytes) Released:29 Apr 2013 System:Windows 7 x86 Driver Pack Version:1.00 File Size:405.44Mb (425136000 bytes) Released:29 Apr 2013 System:Windows 7 x86 Driver Pack Version:1.00 File Size:405.44Mb (425136000 bytes) Released:29 Apr 2013 System:Windows 7 x86 Driver Pack Version:1.00 File Size:405.44Mb (425136000 bytes) Released:29 Apr 2013 System:Windows 7 x86 Driver Pack Version:1.00 File Size:405.44Mb (425136000 bytes) Released:29 Apr 2013 System:Windows 7 x86 Driver Pack Version:1.00 File Size:405.44Mb (425136000 bytes) Released:29 Apr 2013 System:Windows 7 x86 Driver Pack Version:1.00 File Size:405.44Mb (425136000 bytes) Released:29 Apr 2013 System:Windows 7 x86 Driver Pack Version:1.00 File Size:405.44Mb (425136000 bytes) Released:29 Apr 2013 System:Wi for HP EliteBook 8440p This package contains the drivers for the integrated and select add-in devices in an INF format. This format is compatible with bare-metal Operating System deployment tools that require INF based drivers. Compatible devices: B0D76PP, B0D77PP, B0D78PP, B0D78PP, B0D78PP, B0D78PP, B0D79PP, BN070US, BP523US, BP52 ACPI/HPQ0004 unknown device and I need to find the right drivers. I saw you helped Dell users with a similar problem... Can you help me with this one too? Here is the deal: Clean Windows 7 install on my HP Pavilion DV6. Every other HP driver is working perfectly and Device manager looks great EXCEPT!!! I have an unknown device with listing ACPI/HPQ0004. Please help as I really want to get the right drivers for Windows 7 so my laptop will be in good shape. Thank you in advance for your help! -Paul R. A. Certainly, I am glad to help. Here is a driver for Unknown Device ACPI/HPQ0004 HP driver dl link (ftp) [download id="10463" format="1"] (http) Those links are for an HP Service Pack/Driver that will install 3D Driveguard and should solve the Unknown Device in Windows 7 Device Manager. Let me know if it works for you! Q. UPDATE from Paul R. THANK YOU, that finally solved my problem!!!! [end] 3&b1bfb68&0 Top Search Terms:acpi\hpq0004 (6989)acpi hpq0004 (6989)acpi hpq0004 (1932)acpi\hpq0004 (849)acpi\ven_hpq (806)acpi hpq0004 windows 7 (765)acpi hpq0004 3 (751)acpi/hpq0004 (739)*hpq0004 (629)acpi hpq0004 driver (587) Loading...Skip to page content Hi:You need these drivers...ACPI/VEN HPQ&DEV 0004:This package provides the HP 3D DriveGuard software for supported notebook models that are running a supported operating system. HP 3D DriveGuard protects the hard drive by "parking the heads" if the notebook is accidentally dropped or is abruptly impacted by another object. VID 138A&PID 0005This package contains the driver that enables the Validity Fingerprint Sensor in supported notebook models that are running a supported operating system. The fingerprint sensor scans fingerprints for use with biometric security applications.ftp://ftp.hp.com/pub/softpaq/sp52001-52500/sp52354.exeFor the second device, you may need to manually install the driver if the auto install method doesn't work. To do that, go to the device manager, click on the unknown USB\VID 138A&PID 0005 device needing the driver. Click on the driver tab. Click on the driver tab. Click on the driver folder that was created when you ran the file. That folder will be located in C:\SWSetup\sp52354. Make sure the include subfolders box is checked and the driver. should install. View solution in original post Hi: You need this driver for the 0004: This package provides the HP 3D DriveGuard software for supported operating system. HP 3D DriveGuard protects the hard drive by "parking the heads" if the notebook is accidentally dropped or is abruptly impacted by another object. ftp://ftp.hp.com/pub/softpaq/sp64001-64500/sp64144.exe The only suggestion I can offer for the 1002's is to try the W10 driver directly from AMD. 1st driver on the list. Install and restart the PC. Install and restart the PC. the Renesas Electronics USB 3.0 Host Controller Driver for the supported notebook models and operating systems. The driver enables USB 3.0 devices. Try manually installing the driver if the auto install doesn't work. View solution in original post Windows 10 supports multiple power states defined in the Advanced Configuration and Power Interface (ACPI) specifications by the UEFI Forum. It is important to understand each one of them because depending on the hardware, the device may or may not support power states like "Modern Standby." Although the computer may only appear to the user with two power states, including on or off, Windows 10 supports different states that describe the energy consumption on each state, including Working, Sleep (Modern Standby), Sleep, Hibernate, Soft Off, and Mechanical Off. If you use a laptop or desktop computer, you can determine the supported sleep states using Command Prompt. In this Windows 10 quide, we will show you the steps to guickly confirm the power sleep states supported on your computer. You may like How to check supported sleep states on Windows 10To determine the sleep states available on your hardware configuration, use these steps. Open Start. Search for Command Prompt, right-click the top result, and select the Run as administrator option.Type the following command to determine the supported sleep states of your computer and press Enter:powercfg /availablesleepstatesQuick note: Windows Central)Confirm the sleep states that are supported on the device. Available states include:Standby (S3).Standby (S2).Standby (S1).Standby (S1).Standby (S1).Standby (S1).Standby (S1).Standby (S2).Standby (S available on Windows 10:Working power state (S0)All the latest news, reviews, and guides for Windows and Xbox diehards. The "Working" power state has an Advanced Configuration and Power Interface (ACPI) state of S0, and it describes that the device is powered on and usable. In this state, supported hardware that is not in use can enter into a lower power state to save energy. Sleep (Modern Standby) power state (S0 lower-power idle) This "Sleep" power state, also known as "Modern Standby," has an ACPI state of SO lower-power idle. It is available for some System On a Chip (SoC) devices that include a low-power idle state. While in this state, the device can switch from a low to a highpower state to guickly react to certain events. If the computer supports Modern Standby, it does not support sleep states S1, S2, and S3. Sleep power state, which has the ACPI state of S1, S2, or S3. In this state, the device appears offline, but the system memory will continue to be updated to allow the system to resume to a working state. Some peripherals and hardware components will remain active, including network adapter, keyboard, mouse, and USB devices. You also have the "Hybrid sleep" mode in this category. In this mode, a hibernation file is created while using one of the sleep power states if the computer loses power during sleep. Hibernate power state (S4) The "Hibernate" power state has an ACPI state of S4. It describes when the computer is almost completely powered off, and the user can resume the session even after power loss. In this state, Windows 10 will save the data loaded into memory to the hibernation file onto the hard drive, and some hardware will remain active (network adapter, keyboard, mouse, and USB devices) to wake up the computer as needed. You also have the "Fast startup" mode in this category. In this mode, the user gets logged off before the hibernation file is created to save storage space and resume to a working state more quickly. Soft Off power state (S5)The "Soft Off" power state on Windows 10 has an ACPI state of S5, and it describes the state between fully powered off and boot cycle. Mechanical Off power state has an ACPI state of G3, and it describes when running the command, some states won't be listed, for example, S0 and G3, even though they are supported.