

Forum:[Hack Forums](#)

Thread: [Purple Screen with Static Lines after Sleeping/Hibernating/Windows Logo](#)

+mK - March 26, 2014, 7:13 am

Before I start, let me state that I know nothing about hardware, let alone troubleshooting issues I may run into.

So, I recently just acquired a HP G72 Laptop for free. It was virus riddled, so I just re-installed Windows 7 via USB.

Inside the power options, I have it set to sleep/hibernate when the lid is closed, depending on if my power cable is plugged into it. I hate when my laptops die due to lack of battery power.

Anyways, when I open my laptop, there is this weird purple/magenta color blank screen with darker colors of purple lines, almost static lines, going down the screen.

Is this a failing GPU, or perhaps a missing driver? The Windows 7 ISO in which I installed was one with absolutely NOTHING on it at all. I had to install 136 (I think) Windows updates for it to install the wireless card's drivers and all the other included software.

Aura - March 26, 2014, 7:16 am

If it was a blank Windows 7 .iso, the graphic card drivers are probably not installed.

Go in your Device Manager, under Display Drivers, what is listed ?

This issue could also be an actual issue with the screen of the laptop.

joshtek0 - March 26, 2014, 8:02 am

Are sure to do anything like move the mouse, at this point? Or does this cause you to have to force shutdown? I have a similar issue with an HP model, as well. It will randomly happen and then I can't do anything, not even move the mouse. Sometimes the speakers will even freak out. I have to just force shutdown and start back up again. :P

Enough with my rant, it may be a GPU issue, if this has always happened since the day you got the laptop. It could be a driver issue if this happened only after your installation, if could be a missing or obstructed driver. You can always use Google to get drivers, for that matter. You could always look to calling support, as well.

+mK - March 26, 2014, 8:22 am

(Mar 26, 2014 07:16 AM)Aur? Wrote: [\[CITE\]](#) If it was a blank Windows 7 .iso, the graphic card drivers are probably not installed.

Go in your Device Manager, under Display Drivers, what is listed ?

This issue could also be an actual issue with the screen of the laptop.

Edit: To answer your questions in regards to the display adapter, it's name is "Intel® HD Graphics". The driver is present, however, the date it was created was in 2010. Not sure if that's typically or not.

I want to say the driver is installed for that. The thing is, it works. What I mean by that, is that when I'm rebooting, it will display the HP's blue circle with the HP right in the middle, then the Windows animated logo with the "Loading..." text, then after that, it just hits the purple screen. Nothing in between it. Typically, I can just pull the battery without the power cable in, slip it back in, and it'll reboot fine. Or, I can typically press the power button to make it go back to sleep, and about 3 tries

it'll finally go back to normal. Right now, I can't do anything. The escape key does nothing, the enter key does nothing, the windows key does nothing.

I did replace this screen myself for the previous owner, but that was around 1 year ago. Besides her incapability to keeping the computer free of viruses, the screen itself worked pretty well with no issues.

(Mar 26, 2014 08:02 AM)joshtek0 Wrote: [\[CITE\]](#) Are sure to do anything like move the mouse, at this point? Or does this cause you to have to force shutdown? I have a similar issue with an HP model, as well. It will randomly happen and then I can't do anything, not even move the mouse. Sometimes the speakers will even freak out. I have to just force shutdown and start back up again. :P

Enough with my rant, it may be a GPU issue, if this has always happened since the day you got the laptop. It could be a driver issue if this happened only after your installation, if could be a missing or obstructed driver. You can always use Google to get drivers, for that matter. You could always look to calling support, as well.

Yeah, the laptop appears to be lifeless upon moving the touchpad. Hell, it appears to be lifeless no matter what I do, except pressing the power button.

Edit: I just opened the laptop and it works fine. >.> But it seriously does this shit once a day, and I want to find out.

Aura - March 26, 2014, 8:28 am

(Mar 26, 2014 08:22 AM)+mK Wrote: [\[CITE\]](#) Edit: To answer your questions in regards to the display adapter, it's name is "Intel® HD Graphics". The driver is present, however, the date it was created was in 2010. Not sure if that's typically or not.

I want to say the driver is installed for that. The thing is, it works. What I mean by that, is that when I'm rebooting, it will display the HP's blue circle with the HP right in the middle, then the Windows animated logo with the "Loading..." text, then after that, it just hits the purple screen. Nothing in between it. Typically, I can just pull the battery without the power cable in, slip it back in, and it'll reboot fine. Or, I can typically press the power button to make it go back to sleep, and about 3 tries it'll finally go back to normal. Right now, I can't do anything. The escape key does nothing, the enter key does nothing, the windows key does nothing.

I did replace this screen myself for the previous owner, but that was around 1 year ago. Besides her incapability to keeping the computer free of viruses, the screen itself worked pretty well with no issues.

Yeah, the laptop appears to be lifeless upon moving the touchpad. Hell, it appears to be lifeless no matter what I do, except pressing the power button.

Edit: I just opened the laptop and it works fine. >.> But it seriously does this shit once a day, and I want to find out.

Are you able to boot in Safe Mode ?

+mK - March 26, 2014, 8:35 am

(Mar 26, 2014 08:28 AM)Aur? Wrote: [\[CITE\]](#) Are you able to boot in Safe Mode ?

After it just worked again, I shut it down and now the purple screen is back. >.> This time, it appears like it's hitting purple even at the HP logo itself. Typically, I'd press the "Esc" key during the HP logo to enter view what options I want for booting, but it's purple, obviously. But it flickers black for a second before it goes purple, which appears to be like it's refreshing the page like it'd typically do, but obviously displaying purple. I'll get back to you once I can get this bitch to go back to normal.

D:

Aura - March 26, 2014, 8:37 am

(Mar 26, 2014 08:35 AM)+mK Wrote: [\[CITE\]](#) After it just worked again, I shut it down and now the purple screen is back. >.> This time, it appears like it's hitting purple even at the HP logo itself. Typically, I'd press the "Esc" key during the HP logo to enter view what options I want for booting, but it's purple, obviously. But it flickers black for a second before it goes purple, which appears to be like it's refreshing the page like it'd typically do, but obviously displaying purple. I'll get back to you once I can get this bitch to go back to normal. D:

That's good I'll be waiting. But in my opinion, it looks like a physical issue, hardware related not something that is software related.

+mK - March 26, 2014, 9:01 am

(Mar 26, 2014 08:37 AM)Aur? Wrote: [\[CITE\]](#) That's good I'll be waiting. But in my opinion, it looks like a physical issue, hardware related not something that is software related.

It's in Safe Mode as we speak. A few hard restarts and it's good to go. It made it's way to the "Welcome" screen of Windows, with a normal boot, before I manually turned it off to try Safe Mode. I don't know how I'd test to see if the purple screen will occur again Safe Mode or not, considering I can't exactly MAKE it happen. I'll try to let it sleep for awhile for the next three hours, opening it up every once in awhile to see if it's doing. If you have any further troubleshooting steps you think I can take, I can try those.

Aura - March 26, 2014, 9:04 am

(Mar 26, 2014 09:01 AM)+mK Wrote: [\[CITE\]](#) It's in Safe Mode as we speak. A few hard restarts and it's good to go. It made it's way to the "Welcome" screen of Windows, with a normal boot, before I manually turned it off to try Safe Mode. I don't know how I'd test to see if the purple screen will occur again Safe Mode or not, considering I can't exactly MAKE it happen. I'll try to let it sleep for awhile for the next three hours, opening it up every once in awhile to see if it's doing. If you have any further troubleshooting steps you think I can take, I can try those.

Well let it in Sleep Mode in Safe Mode and we will see. I don't even think that the graphic drivers are loaded in Safe Mode (hence why your screen resolution is small and ugly when you boot into that mode). So if it happens even there, then it's a physical issue to me.

+mK - March 26, 2014, 9:24 am

(Mar 26, 2014 09:04 AM)Aur? Wrote: [\[CITE\]](#) Well let it in Sleep Mode in Safe Mode and we will see. I don't even think that the graphic drivers are loaded in Safe Mode (hence why your screen resolution is small and ugly when you boot into that mode). So if it happens even there, then it's a physical issue to me.

Thanks for the help man, I appreciate it. I really hope it's not a hardware issue, I'm tired of taking shit apart. 8|

IF it were the graphic drivers, how do I manually install them? I don't know what I'm searching for. I'm not sure if I'm looking for the model of my laptop, OS, the current drivers, etc. I don't know if this matters at all, but perhaps it's because I replaced it with a new screen? I'm pretty positive I bought the exact OEM replacement, including my sub-model, but I wonder if there is any difference in specifications of the HP G72 sub-models.

Aura - March 26, 2014, 9:30 am

(Mar 26, 2014 09:24 AM)+mK Wrote: [\[CITE\]](#) Thanks for the help man, I appreciate it. I really hope it's not a hardware issue, I'm tired of taking shit apart. 8|

IF it were the graphic drivers, how do I manually install them? I don't know what I'm searching for. I'm not sure if I'm looking for the model of my laptop, OS, the current drivers, etc. I don't know if this

matters at all, but perhaps it's because I replaced it with a new screen? I'm pretty positive I bought the exact OEM replacement, including my sub-model, but I wonder if there is any difference in specifications of the HP G72 sub-models.

If you can give me the EXACT model of your laptop, I can find you the right drivers for it.

+mK - March 26, 2014, 9:33 am

(Mar 26, 2014 09:30 AM)Aur? Wrote: [\[CITE\]](#) If you can give me the EXACT model of your laptop, I can find you the right drivers for it.

Fuck. I just removed the battery without thinking that the laptop was on. >.> Whoops.

Anyways, the exact model is: "HP G72-B49WM".

Aura - March 26, 2014, 9:55 am

(Mar 26, 2014 09:33 AM)+mK Wrote: [\[CITE\]](#) Fuck. I just removed the battery without thinking that the laptop was on. >.> Whoops.

Anyways, the exact model is: "HP G72-B49WM".

Assuming that you are running Windows 7 64-bits, these would be the graphic card drivers for your Intel HD Graphic Card :

http://h10025.www1.hp.com/ewfrf/wc/softwareDownloadIndex?softwareitem=ob-91877-1&cc=us&dlc=en&lc=en&os=4063&product=4308438&sw_lang=

They've been updated in 2011.

+mK - March 26, 2014, 10:32 am

(Mar 26, 2014 09:55 AM)Aur? Wrote: [\[CITE\]](#) Assuming that you are running Windows 7 64-bits, these would be the graphic card drivers for your Intel HD Graphic Card :

http://h10025.www1.hp.com/ewfrf/wc/softwareDownloadIndex?softwareitem=ob-91877-1&cc=us&dlc=en&lc=en&os=4063&product=4308438&sw_lang=

They've been updated in 2011.

Yes sir, 64 bit. Thanks dude, I really appreciate it. Hopefully this will solve my issues, but if not, I'll know what it is. D: