

Forum:[Hack Forums](#)

Thread: [\[urgent\] Internet Completely Stops and Computer Locks Up When Unplugged](#)

Knowledgeable - February 25, 2016, 4:21 pm

Hi,

I have an HP laptop. It's quite a nice system:
intel i7, 16GB ram, 1TB HD, etc

The issue: Everything works flawlessly until I unplug the power. Once I unplug the power adapter (this is a laptop), whether at full charge or otherwise, all of the sudden the computer can't handle any process and the wireless connection can't work. It'll say connected but nothing requiring internet access, e.g. a webpage or application will be able to load.

This has never to me before. I've tried disabling and re-enabling the adapter. I've tried uninstalling and reinstalling. I've tried uninstalling in device manager and restarting computer and it works but the loading issue remains and the actual connecting of webpages doesn't work, it just still says it connected to the home network.

Things I've done:

Bitdefender total security scan (clean)

MalwareBytes Premium Scan and removal

Hitman pro scan and removal

ADWCleaner scan and removal

CCleaner scan and removal

Disable/enable, Uninstall/reinstall/reboot network adapter

Forget wifi network and completely reconnect

Test unplugged and plugged in

Nothing has been recently downloaded and installed but this has been happening for about a week. I confirmed when opening this thread as I DC'ed the power cable and everything stopped, I plugged back in and it's flawless again

ANY advice and assistance will be very appreciated here, this is urgent as it's a laptop.

Zexo - February 25, 2016, 4:23 pm

Doesn't sound like a virus or any malware.

Do you still have warranty for the laptop?

It sounds like a hardware issue. Could also be driver issues but I doubt it.

Knowledgeable - February 25, 2016, 4:29 pm

(Feb 25, 2016 05:23 PM)Zexo Wrote: [\[CITE\]](#) Doesn't sound like a virus or any malware.

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It sounds like a hardware issue. Could also be driver issues but I doubt it.

Thanks for the input

I didn't think it was was malware either and none of the programs picked it up and process hacker isn't showing anything unusual

Yes I have a 1 year extended warranty with HP and 3 year with squaretrade

I just got it back after HP having it for 3 months as it was, incredibly annoying

But what kind of driver issue would it be? Wireless or power?

I'm not understanding why the computer locks up like as if it's a 512 RAM celeron processor computer just by unplugging it AND the wifi had no actual connection

Zexo - February 25, 2016, 4:31 pm

(Feb 25, 2016 05:29 PM)Knowledgeable Wrote: [\[CITE\]](#) Thanks for the input

I didn't think it was was malware either and none of the programs picked it up and process hacker isn't showing anything unusual

Yes I have a 1 year extended warranty with HP and 3 year with squaretrade

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But what kind of driver issue would it be? Wireless or power?

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I'm not really familiar with laptops or what drivers come pre installed.

Was this happening before you sent it back?

Knowledgeable - February 25, 2016, 4:33 pm

No. I've had it for a couple of months since it was sent in.

This issue is new as of about a week ago. Maybe 6 days or so.

No programs, pirated or otherwise, were installed or downloaded in that time. So I'm at a total loss of ideas to what's causing this.

Zexo - February 25, 2016, 4:34 pm

(Feb 25, 2016 05:33 PM)Knowledgeable Wrote: [\[CITE\]](#) No. I've had it for a couple of months since it was sent in.

This issue is new as of about a week ago. Maybe 6 days or so.

No programs, pirated or otherwise, were installed or downloaded in that time. So I'm at a total loss of ideas to what's causing this.

You could go check if all your network adapters have there drivers updated or all of them if you want to do that.

Knowledgeable - February 25, 2016, 4:36 pm

When I was in device manager last night, it said the network adapter is up to date:

Zexo - February 25, 2016, 4:37 pm

<http://h30434.www3.hp.com/t5/Notebook-Wireless-and-Networking/Cannot-connect-to-internet-when-laptop-not-plugged-in/td-p/4898002>

You could try this I found on hp's support forum.

Knowledgeable - February 25, 2016, 4:43 pm

(Feb 25, 2016 05:37 PM)Zexo Wrote: [\[CITE\]](#)

<http://h30434.www3.hp.com/t5/Notebook-Wireless-and-Networking/Cannot-connect-to-internet-when-laptop-not-plugged-in/td-p/4898002>

You could try this I found on hp's support forum.

Thank you

I did that last night but fudged up and set it as maximum power saving.
Rebooting now and will be right back with update.

You have my sincere gratitude Zexo. Since I had already tried that I wouldn't have figured that out.
I appreciate your help and the time you took to find that article.

Why this happened in the first place I do not know.

I've tested 10 webpages and it seems to be working.

WTH it was locking up the entire computer is still beyond my comprehension unless you have input on that.

+rep

.eXe - February 27, 2016, 8:50 am

This is certainly a weird one. It almost sounds like the system is throttling TOO much when on battery. Check the advanced power settings and make sure you're on High Performance and that CPU is set to run at 100% clock speed regardless of power state.

Knowledgeable - February 27, 2016, 9:49 am

(Feb 27, 2016 09:50 AM)Evil.eXe Wrote: [\[CITE\]](#) This is certainly a weird one. It almost sounds like the system is throttling TOO much when on battery. Check the advanced power settings and make sure you're on High Performance and that CPU is set to run at 100% clock speed regardless of power state.

thanks for the input

i dont believe ive ever set that before, can u screenshot for me possibly?