

Forum:[Hack Forums](#)

Thread: [Unable to wake up from sleep mode](#)

cnoekkii - August 12, 2016, 11:12 am

Hello fellow HF members!

The problem

Whenever I close the lid of my laptop and re-open it, it displays a black screen and I can't wake up from sleep mode..

I've been searching the problem for a while but can't find a proper solution.

So this is my last hope ;)

Tried this without success

- cmd: "powercfg -h /off"
- messing with some power settings
- System recovery

Information

- MSI laptop (bought it a month ago)
- Using Windows 10

I had the problem since day one when I bought the laptop

Thanks in advance!

PS: this is my first thread, it would be nice to have some feedback.

?Opulence - August 12, 2016, 11:13 am

Turn off any kind of power management setting in bios.. have seen this happen with quite a few windows 10 machines.

mrnapolean1 - August 12, 2016, 5:05 pm

(Aug 12, 2016 11:13 AM)?Opulence Wrote: [\[CITE\]](#) Turn off any kind of power management setting in bios.. have seen this happen with quite a few windows 10 machines.

This.

Me personally when I put my laptop to sleep I click the Start button --> Power (or power icon if using version 1607) --> Sleep

Then I close the lid on my laptop.

cnoekkii - August 13, 2016, 3:49 am

I don't have that option, it only displays "shut down & sign out"

mrnapolean1 - August 13, 2016, 4:51 am

(Aug 13, 2016 03:49 AM)cnoekkii Wrote: [\[CITE\]](#) I don't have that option, it only displays "shut down & sign out"

Are all the drivers for your computer installed?
What computer do you have?

cnoekkii - August 14, 2016, 2:15 am

(Aug 13, 2016 04:51 AM)mrnapolean1 Wrote: [\[CITE\]](#) Are all the drivers for your computer installed?
What computer do you have?

MSI ge72 apache laptop with windows 10 (edit: it only says shutdown & restart)

(Aug 12, 2016 11:13 AM)?Opulence Wrote: [\[CITE\]](#) Turn off any kind of power management setting in bios.. have seen this happen with quite a few windows 10 machines.

(Aug 13, 2016 04:51 AM)mrnapolean1 Wrote: [\[CITE\]](#) Are all the drivers for your computer installed?
What computer do you have?

Did not work for me

mrnapolean1 - August 14, 2016, 7:54 am

(Aug 14, 2016 02:15 AM)cnoekkii Wrote: [\[CITE\]](#) MSI ge72 apache laptop with windows 10 (edit: it only says shutdown & restart)

That gives me several results. Which of the following is yours: (Model number)

GE72 Apache Pro-029
GE72 Apache Pro-003

GE72 Apache Pro-001
GE72 Apache Pro-070

GE72 Apache Pro-077
GE72 Apache Pro-242

GE72 Apache-027

Stag - August 14, 2016, 7:56 am

May not fix your problem, But its worth doing. Download Driver booster 3 and update all of your drivers :)

mrnapolean1 - August 14, 2016, 8:22 am

(Aug 14, 2016 07:56 AM)Stag Wrote: [\[CITE\]](#) May not fix your problem, But its worth doing. Download Driver booster 3 and update all of your drivers :)

Driver booster isn't going to fix his problem.

cnoekkii - August 15, 2016, 5:48 am

(Aug 14, 2016 07:54 AM)mrnapolean1 Wrote: [\[CITE\]](#) That gives me several results. Which of the following is yours: (Model number)

GE72 Apache Pro-029
GE72 Apache Pro-003

GE72 Apache Pro-001
GE72 Apache Pro-070

GE72 Apache Pro-077
GE72 Apache Pro-242

GE72 Apache-027

On my laptop it says Model No.: MSI 1795 ..

(MSI GE72 6QD-456BE Apache Pro Azerty)

mrnapolean1 - August 15, 2016, 6:14 am

Your computer does not have the sleep function enabled due to a missing/corrupt SM Bus (chipset) driver.

[Download this from MSI and run it. Once finished, reboot the computer and see if you have your sleep mode enabled. \(Clicking this sentence will download the required file\)](#)

cnoekkii - August 15, 2016, 7:05 am

I tried it, but it's still a black screen

But I think it's enabled, it just doesn't wake up from it

(Aug 14, 2016 07:56 AM)Stag Wrote: [\[CITE\]](#) May not fix your problem, But its worth doing.
Download Driver booster 3 and update all of your drivers :)

I did, and indeed, it's not fixed, but atleast my drivers are up to date ;)

mrnapolean1 - August 15, 2016, 12:48 pm

(Aug 15, 2016 07:05 AM)cnoekkii Wrote: [\[CITE\]](#) I tried it, but it's still a black screen

But I think it's enabled, it just doesn't wake up from it

I did, and indeed, it's not fixed, but atleast my drivers are up to date ;)
It wont wake up because the sleep mode isn't enabled. Since you already installed the chipset drivers, you are 1000% for sure you have the power options for sleep enabled in the CMOS setup program?

cnoekkii - August 15, 2016, 1:19 pm

(Aug 15, 2016 12:48 PM)mrnapolean1 Wrote: [\[CITE\]](#) It wont wake up because the sleep mode isn't enabled. Since you already installed the chipset drivers, you are 1000% for sure you have the power options for sleep enabled in the CMOS setup program?

Ok, that did it :)

Thank you for helping me!

mrnapolean1 - August 15, 2016, 1:43 pm

(Aug 15, 2016 01:19 PM)cnoekkii Wrote: [\[CITE\]](#) Ok, that did it :)

Thank you for helping me!

I am glad you got it fixed. ?

Now when you close the lid The computer should suspend itself (Sleep).