

Reduce your downtime with HP PC Hardware Diagnostics



Check your HP PC for hardware failures using these comprehensive tests



Diagnose hardware problems

Determine if your HP hardware is defective with HP PC Hardware Diagnostics – proprietary tools that help diagnose problems. These tools include Windows Diags and Unified Extensible Firmware Interface (UEFI). Windows Diags allows you to test your HW component from your desktop while within the Windows OS (Win 7 to Win10). UEFI is built using the UEFI specification, and is non-Windows based. That means you can use HP PC Hardware Diagnostics even if a computer doesn't open to Windows.

HP PC Hardware Diagnostics Windows version comes preinstalled on all newer windows based HP notebooks, desktops and workstations, and is available on-line on the Diagnostics webpage and at the Microsoft Store. HP PC Hardware Diagnostics UEFI comes preinstalled on all HP notebooks, desktops and workstations built on ARM, Intel and AMD platforms, but not on Android™ or Chrome™ devices.

Save time by testing your hardware

Running these diagnostics tests allows you to:

- Quickly know if you have a hardware failure
- Simplify troubleshooting to streamline support calls to HP
- Avoid returns of working components

Get the tools you need

If you are having issues with a system or suspect a component is failing, HP's Diagnostics will provide you with tools that can help pinpoint the problem. Quickly, you can be testing a specific component or components.

- Products with Windows (Win7 - Win10) include the diagnostics within start menu and/or HPSA.
- Products with a UEFI BIOS include the diagnostics within the BIOS.
- The latest diagnostics can be quickly downloaded online.
- The diagnostics can be accessed immediately on your hard drive.

Choose which tests to run

The menu-driven interface provides easy access to the hardware test of your choice, and running each hardware test is a simple one-click operation. You can also choose quick or extensive tests. Here's a partial list of hardware you can test:

- Processors
- Batteries (notebooks)
- Hard drives
- Optical drives
- Memory
- Video components
- System boards
- I/O devices

Get started now

Download the latest version of HP PC Diagnostics, plus find more information and resources at hp.com/go/techcenter/pcdiags.

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