

Motorola Solutions Technical Notification (MTN)

TITLE: When the HP Z2 mini G4 using VGA to DisplayPort adapter is rebooted, it may change the Windows display resolution.

TECHNOLOGY: Astro25

SYMPTOMS:

Occasionally, when the HP Z2 mini G4 using VGA to DisplayPort adapter is rebooted, it may change the Windows display resolution.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:

HP Z2 mini G4 using VGA to Display port adapter

SEVERITY RECOMMENDATION:

Low / Maintenance - Perform if system exhibits above symptoms

WORKAROUNDS AND CORRECTIVE ACTIONS:

N/A

RESOLUTIONS AND REPAIR PROCEDURES:

Update the Video Driver to Version 419.17 Rev.A

PARTS REQUIRED (HARDWARE/SOFTWARE):

Please see Appendix A - NVIDIA Graphics Driver Update.

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:

Please see Appendix A - NVIDIA Graphics Driver Update.

WHEN TO APPLY RESOLUTION:

After reboot ___
After (re)installation ___
After upgrade ___
After power cycle ___
After database restoration ___
After failure **X**___
On FRU replacement ___
During maintenance ___
Immediately ___
As instructed ___
Information only ___

LABOR ALLOWANCE:

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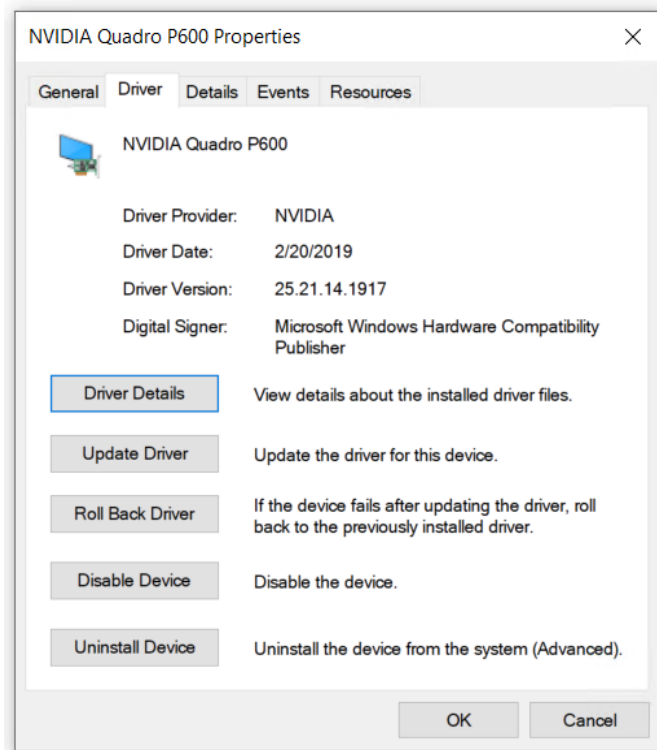
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Appendix A – NVIDIA Graphics Driver Update

1. Download driver from <https://ftp.hp.com/pub/softpaq/sp95001-95500/sp95208.exe>
2. Transfer “sp95208.exe” file to the desktop.
3. Launch “sp95208.exe” and follow on screen instructions. (Note: A restart of Windows may be required).
4. Confirm driver has been upgraded:
 - a. Press Windows key on the keyboard and type “Device Manager” (case insensitive) and press Enter to launch Device Manager.
 - b. Expand “Display Adapters”, then double click “NVIDIA Quadro P600”.
 - c. Select “Driver” tab and confirm that information matches with that from the image below.



- d. Click “OK” to close the window.
- e. From “Device Manager” window expand “Sound, video and game controllers”.
- f. Double click “NVIDIA High Definition Audio”.
- g. Select “Driver” tab and confirm that information matches with that from the image below.

