

**service
handbook
chapter**

**hp e-pc
c10 / s10**

hp business pcs

www.hp.com/e-pcsupport



i n v e n t

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contents

This chapter provides:

- Product model numbers
- Supported Accessories
- System Board, BIOS, and memory information
- Part numbers

replacement and exchange parts

The difference between a replacement and an exchange part is that when using an exchange part you should return the replaced part to HP.

Replacement and exchange parts listed in this manual are subject to change. However, updated part numbers are automatically cross-referenced to the old number. This means that you will receive the correct part using the numbers listed in this manual (even if the part's actual number has been updated).

ordering parts

Contact your local HP Customer Care Center or an HP Authorized support provider to get parts. Diagnostic is required in both cases, prior to any shipments. For HP Customer Care Centers

www.hp.com/go/e-pcsupport and select **contact hp**

hp e-pc c10/s10

models and accessories

Product Number	Model	Hard Drive	Std. RAM	Multimedia	OS ¹
HP e-pc c10/s10 Models with Intel Pentium III Processor, 133 MHz System Bus Speed, and 256 KB Level 2 Cache Memory					
HP e-pc 800EB/133-256 (CPL: 11/2000 ▶)					
P2324C	c10	10 GB IDE	64 MB SDRAM	24 X Max Slim IDE CD-ROM	W98
P2327A	s10	20 GB IDE	128 MB SDRAM		
P2763A/T	s10	10 GB IDE		128 MB SDRAM	24 X Max Slim IDE CD-ROM
P2764T	s10				
P2765A/T	s10	20 GB IDE	128 MB SDRAM	No	W2000
P2788C	c10	10 GB IDE			
P2793A/T	c10		10 GB IDE	128 MB SDRAM	24 X Max Slim IDE CD-ROM
P2794A	c10				
P3357T	c10	10 GB IDE	64 MB SDRAM	24 X Max Slim IDE CD-ROM	W98
P3358T	s10		128 MB SDRAM		
P3360T	s10	20 GB IDE	256 MB SDRAM	24 X Max Slim IDE CD-ROM	W2000
P3361T	s10	10 GB IDE	128 MB SDRAM		W2000
P3362A/T	s10			W98	
P3363A	c10	10 GB IDE	256 MB SDRAM	24 X Max Slim IDE CD-ROM	NT4 WS



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Product Number	Model	Hard Drive	Std. RAM	Multimedia	OS ¹	
HP e-pc 866/133-256 (CPL: 11/2000 ▶)						
A7578A	c10	20 GB IDE	128 MB SDRAM	24 × Max Slim IDE CD-ROM	W2000	
A7579A	c10				W98	
P2321A/T	s10					
P2325C	s10					
P2328A/B	s10					
P2767T/U	c10	10 GB IDE			W2000	
P2768T/U	c10					
P2789C	c10	20 GB IDE	256 MB SDRAM		W2000	
P2795A/T	c10					
P3372W	c10				128 MB SDRAM	W2000
P3373A	c10					W98
P3375A/T	s10					W2000
P3381W	c10		256 MB SDRAM	No	W98	
P4229A/T	c10		128 MB SDRAM	24 × Max Slim IDE CD-ROM	W2000	
P4230A/T	c10			W98		
P4232C	c10			No	W2000	
P4233C	s10		64 MB SDRAM	24 × Max Slim IDE CD-ROM	W98	
P4256A/T	s10					128 MB SDRAM
P4265A	s10			8 × Max Slim IDE DVD-ROM		
P4269A	s10			24 × Max Slim IDE CD-ROM		



Product Number	Model	Hard Drive	Std. RAM	Multimedia	OS ¹	
HP e-pc 933/133-256 (CPL: 01/2001 ▶)						
P3376A/C/T	c10	20 GB IDE	128 MB SDRAM	24 X Max Slim IDE CD-ROM	W2000	
P3378C	c10				W98	
P3380C	c10				W2000	
P4226A/B/C	s10				W98	
P4258A/T	c10				256 MB SDRAM	W2000
P4263A/T	c10				128 MB SDRAM	W98
P4270T	s10					
P4280C	c10				No	W2000
P4938A	c10				4X4X24X Max Slim IDE CD-RW	W98
P4943T	c10				24 X Max Slim IDE CD-ROM	
HP e-pc 1000/133-256 (CPL: 03/2001 ▶)						
A7586S	c10	40 GB IDE	256 MB SDRAM	24 X Max Slim IDE CD-ROM	W98	
A7643S	c10				W2000	
A7646S	c10				20 GB IDE	
A7647S	c10	40 GB IDE				
P4266A/T	c10	20 GB IDE	128 MB SDRAM			
P4267A	s10				W98	
P4268A	s10				W2000	
P4275T	s10					
P4276A/T	c10	40 GB IDE	256 MB SDRAM			
P4277A/T	c10	20 GB IDE	128 MB SDRAM			
P4278A	c10				W98	
P4279C	c10				W2000	
P4935C	c10	40 GB IDE				
P4947A/C	c10	20 GB IDE		No	W98	
P4955C	c10		64 MB SDRAM	24 X Max Slim IDE CD-ROM		



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Product Number	Model	Hard Drive	Std. RAM	Multimedia	OS ¹
P4956T	c10	40 GB IDE	256 MB SDRAM	4X4X24X Max Slim IDE CD-RW	W2000
P4957W	c10	20 GB IDE		24 X Max Slim IDE CD-ROM	W98
HP e-pc c10/s10 Models with Intel Celeron Processor, 66 or 100 MHz System Bus Speed, and 128 KB Level 2 Cache Memory					
HP e-pc 566/66-128 (CPL: 11/2000 ▶)					
P2707T #104	s10	8.4 GB IDE	128 MB SDRAM	No	W98
HP e-pc 633/66-128 (CPL: 11/2000 ▶)					
P2292A/T	s10	10 GB IDE	64 MB SDRAM	24 X Max Slim IDE CD-ROM	W98
P2322C	s10				
P2760A/T	s10				
P2761A/T	s10		128 MB SDRAM	W2000	
P2790A	c10		64 MB SDRAM		
P2791A/C/T	c10		128 MB SDRAM	No	W98
P3354T	c10			24 X Max Slim IDE CD-ROM	
P3355A	c10		128 MB SDRAM	W2000	
P3364T	s10				
HP e-pc 667/66-128 (CPL: 02/2001 ▶)					
P3383A/C	s10	20 GB IDE	64 MB SDRAM	24 X Max Slim IDE CD-ROM	W98
P4227A/C	c10			No	



Product Number	Model	Hard Drive	Std. RAM	Multimedia	OS ¹
HP e-pc 700/66-128 (CPL: 11/2000 ▶)					
P2320A/T	s10	10 GB IDE	128 MB SDRAM	24 × Max Slim IDE CD-ROM	W98
P2323C	c10		64 MB SDRAM		
P2326A/T	s10				
P2762T	s10	20 GB IDE	128 MB SDRAM		W2000
P2766A/T/U	c10	10 GB IDE	64 MB SDRAM		W98
P2792A/C/T/U	c10		128 MB SDRAM		
P3356T	c10				
P3374A	s10		20 GB IDE		
P3377A/C	s10		64 MB SDRAM		W98
P3379A/C	s10			No	W98
P3382A	c10	10 GB IDE		24 × Max Slim IDE CD-ROM	
P4225A	s10	20 GB IDE	128 MB SDRAM		W2000
P4228A	c10				
P4264A	c10				
P4271A	c10				
P4273A	s10				
P4274A/T	s10	10 GB IDE	64 MB SDRAM		W98
P4939T	c10	20 GB IDE			
P4940T	c10		128 MB SDRAM		
HP e-pc 733/66-128 (CPL: 02/2001 ▶)					
P4257A	c10	10 GB IDE	64 MB SDRAM	No	W98
P4952A	c10	20 GB IDE		24 × Max Slim IDE CD-ROM	



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Product Number	Model	Hard Drive	Std. RAM	Multimedia	OS ¹
HP e-pc 766/66-128 (CPL: 03/2001 ▶)					
P4259T	c10	10 GB IDE	64 MB SDRAM	No	W98
P4260T	s10	20 GB IDE		24 X Max Slim IDE CD-ROM	
P4261A/T/W	c10	10 GB IDE	128 MB SDRAM		W2000
P4262T	s10	20 GB IDE			
P4272A/T/W	c10				W98
P4936A/C	s10		64 MB SDRAM		W2000
P4941A/T	c10		128 MB SDRAM		
P4242A	c10			No	W98
P4944T	c10		64 MB SDRAM	24 X Max Slim IDE CD-ROM	W2000
P4945T	c10		128 MB SDRAM		
P4946A/C/T	c10		64 MB SDRAM	No	W98
P4948A	c10		128 MB SDRAM	24 X Max Slim IDE CD-ROM	W98
P4949A/T	c10			No	
HP e-pc 800/100-128 (CPL: 06/2001 ▶)					
P4953C	s10	20 GB IDE	64 MB SDRAM	24 X Max Slim IDE CD-ROM	W98
P4954C	c10			No	

1. Operating system preloaded on these models, as indicated in the table. W98 = Windows 98, W2000 = Windows 2000 Professional, NT4 WS = Windows NT4 Workstation.

note

All models have:

- Direct AGP video controller integrated in Intel chipset
- Integrated Crystal CS4299 Audio Codec '97 2.1 compatible stereo audio codec
- Integrated 3Com 3C905C-TX network controller.



supported accessories

Input Devices

HP Standard Keyboard	C4735B
HP Multimedia Keyboard	C4742B
HP 2-button Mouse	C3751B
HP Scrolling Mouse	C4736B
HP Cordless Scrolling Mouse	C4740A
HP USB Optical Scrolling Mouse	C4766A

Monitors

All current HP Monitors (see the *HP Monitors Service Handbook*)

Mass Storage

HP USB Floppy Drive	D9510B
HP USB CD-RW Drive	C4504A
HP USB Compact Flash Reader	P1977A
HP e-pc Hard Drive Tray	P1584A

Multimedia

HP External Amplified Speakers	P1534A
HP Multimedia Monitor Base	P1535A
HP Standard Headset	D8387A
HP Stereo Headset with Microphone	P1968A
HP USB Webcam	P1978A

Data Communications and LAN Adapter Boards

HP 56K V90 USB External Modem	D8384B
HP 56K V90 External USB e-modem	P1979A
HP USB Wireless LAN	P1980A
HP USB Wireless LAN Access Point	P1981A
HP USB Wireless LAN Access Point for Corporate	F2135A

Security

HP Master Pass Key System Kit	D6655C
HP Spare Master Pass Key	D6658B
HP ProtectTools Smart Card Reader Kit	D8436B
Kensington Lock	F1645A

I/O Interfaces

HP USB Hub Accessory Kit	D6804A
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Others

Monitor Stand

F1453A

HP e-pc Extension Kit

P2284A

HP All in 2 Intergration Kit

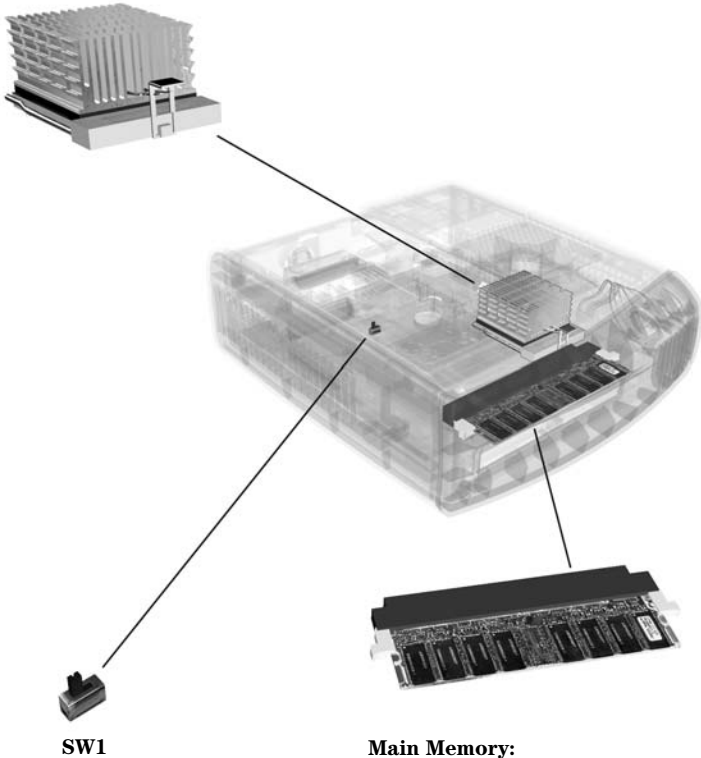
P1966A

HP e-pc Mounting Bracket

P2290A

system board, BIOS, and memory

Processor: Intel Pentium III or Intel Celeron FC-PGA package with Zero Insertion Force (ZIF) socket.



SW1

System Board Switches:
See the table on the next page.

Main Memory:
One DIMM socket which supports up to a maximum of 256 MB. Install one 64 MB, 128 MB or 256 MB SDRAM module.



system board switches (SW1)

Switch	Function	Default
On	Clears CMOS (to reload the <i>Setup</i> program defaults) and passwords	Off
Off	Normal operation	

BIOS history

For the latest BIOS, the flasher utility program, and the BIOS history refer to the HP World Wide Web site.

<http://www.hp.com/go/e-pcsupport>

beep codes and error messages

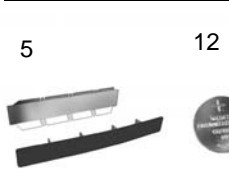
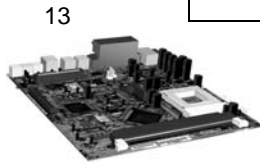
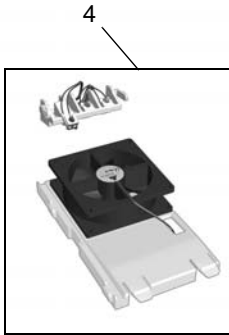
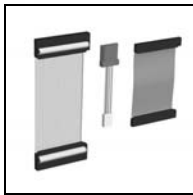
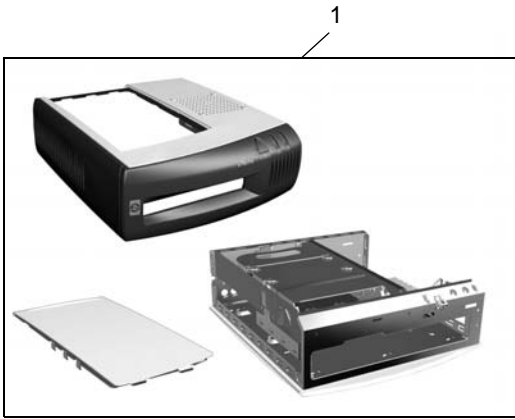
Number of Beeps	Error Message	Description
1	Refresh Failure	The memory refresh circuitry on the motherboard is faulty.
2	Parity Error	Parity error in the first 64 KB of memory.
3	Base 64KB Memory Failure	Memory failure in first 64 KB.
4	Timer Not Operational	Memory failure in the first 64 KB of memory, or Timer 1 on the M/B is not functioning.
5	Processor Error	The CPU (Central Processing unit) on the M/B generated an error.
6	Processor Exception Interrupt Error	The CPU generated an exception interrupt.
7	Processor Exception Interrupt Error	The CPU generated an exception interrupt.
8	Display Memory Read/ Write Error	The system video adapter is either missing or its memory is faulty. This is not a fatal error.
9	ROM Checksum Error	The ROM checksum value does not match the value encoded in the BIOS.
10	CMOS Shutdown Register Read/ Write Error	The shutdown register for CMOS RAM failed.
11	Cache Error/ External Cache Bad	The external cache is faulty.



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part numbers

1



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11

10



9



“return to hp” repair parts list for hp e-pc

Item	Description	Repl. Part Number	Exchange Part Number
1	Box assembly: includes cover assembly, chassis assembly, HDD tray assembly, HDD compartment cover and LED holder assembly	P2294-63010	—
2	Cable kit: includes HDD data cable, HDD power cable and CD-ROM (data+power) cable	5065-2513	—
3	Plastic parts kit: includes cover, HDD compartment cover, stand foot, rubber feet (not shown), port control system, blank serial number label (not shown) and flyer (not shown)	5065-2560	—
4	Status panel, fan and airflow guide	5065-4273	—
5	CD-ROM blank bezel and RFI shield (used on models without CD-ROM drive)	5065-2588	—
6	Power supply	0950-3796 ¹	—
		0950-39791	—
7	Power cord	8120-xxxx1, ²	—
8	IDE hard disk drive ³ (includes HDD tray) 8.4 GB 4500 rpm 10 GB 5400 rpm 20 GB 5400 rpm 40 GB 7200 rpm	D9618-63001	D9618-69001
		P2019-63504	P2019-69504
		P2021-63504	P2021-69504
		P3624-63501	P3624-69501
9	24X Max IDE slim CD-ROM drive + tray assembly 8X Max IDE slim DVD-ROM drive + tray assembly	D9912-63001	—
		D9913-63001	—
10	Enhanced mouse with scroll/zoom wheel Standard keyboard Internet keyboard	C4736-60101	—
		C4739-601xx ⁴	—
		C4759-601xx4	—
11	HP lock	5064-2645	—
12	Battery type CR2032	1420-0356	—
13	System board	D9896-63013	D9896-69013
not shown	IDE hard disk drive Maxtor 10 GB 5400 rpm Maxtor 20 GB 5400 rpm Seagate 40 GB 7200 rpm	P2665-63003	P2665-69003
		P2666-63003	P2666-69003
		P5914-63003	P5914-69003



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“return to hp” repair parts list for hp e-pc

Item	Description	Repl. Part Number	Exchange Part Number
not shown	24X Max IDE slim CD-ROM drive + adapter board	D9900-60025	—
	4X4X24X Max IDE slim CD-RW drive + adapter board	D4398-60201	—

1. Replace both the power supply and the power cord.
2. Where “xxxx” is the code for your national power cord. See the localization matrix below.
3. For optional disk drive information, see the Accessory Service Handbook.
4. Where “xx” is the code for your national keyboard. See the localization matrix below.

“on-site” repair parts list for hp e-pc

Item	Description	Repl. Part Number	Exchange Part Number
2	Cable kit: includes HDD data cable, HDD power cable and CD-ROM (data+power) cable	5065-2513	—
3	Plastic parts kit: includes cover, HDD compartment cover, stand foot, rubber feet (not shown), port control system, blank serial number label (not shown) and flyer (not shown)	5065-2560	—
4	Status panel, fan and airflow guide	5065-4273	—
5	CD-ROM blank bezel and RFI shield (used on models without CD-ROM drive)	5065-2561 or 5065-2588	—
6	Power supply	0950-3796 ¹	—
7	Power cord	8120-xxxx ^{1,2}	—
8	IDE hard disk drive ³ (includes HDD tray)		
	8.4 GB 4500 rpm	D9618-63001	D9618-69001
	10 GB 5400 rpm	P2019-63504	P2019-69504
	20 GB 5400 rpm	P2021-63504	P2021-69504
	40 GB 7200 rpm	P3624-63501	P3624-69501
9	24X Max IDE slim CD-ROM drive + tray assembly	D9912-63001	—
	8X Max IDE slim DVD-ROM drive + tray assembly	D9913-63001	—
10	Enhanced mouse with scroll/zoom wheel	C4736-60101	—
	Standard keyboard	C4739-601xx ⁴	—
11	HP lock	5064-2645	—
12	Battery type CR2032	1420-0356	—

1. Replace both the power supply and the power cord.
2. Where “xxxx” is the code for your national power cord. See the localization matrix below.
3. For optional disk drive information, see the Accessory Service Handbook.
4. Where “xx” is the code for your national keyboard. See the localization matrix below.



localization matrix for hp e-pc

Localization	Country/Region	Keyboard	Power Cord
#AB0	Taiwan	C4739-60123	8120-6313
#AB1	Korea	C4739-60121	8120-8441
#AB2	China	C4739-60101	8120-8373
#AB4	Singapore - Malaysia	C4739-60101	8120-8699
#AB5	Hong Kong		
#AB7	Greece	C4759-60133	8120-6314
#AB8	Turkey	C4759-60133	
#AB9	Portugal	C4739-60119	
#ABA	USA	C4739-60101	
#ABC	Canada	C4739-60102	8120-6313
#ABD	Germany	C4739-60103	
#AB2	Spain	C4739-60101	
#ABF	France	C4739-60105	
#ABG	Australia - New Zealand	C4739-60101	8120-6312
#ABH	Netherlands	C4739-60142	8120-6314
#ABJ	Japan	C4739-60124	8120-6316
#ABM	Latin America (Spanish)	C4759-60108	8120-6313
#ABN	Norway	C4739-60109	8120-6314
#ABP	Switzerland (German)	C4739-60111	8120-6314
#ABQ	Switzerland (French)		
#ABS	Sweden		
#ABT	Hebrew	C4759-60140	8120-6313
#ABU	United Kingdom	C4739-60113	8120-8699
#ABV	Arabia English	C4759-60120	8120-6314
#ABW	Belgium (Flemish)	C4739-60114	8120-6314
#ABX	Finland	C4739-60112	8120-6314
#ABY	Denmark	C4739-60116	8120-6314
#ABZ	Italy	C4739-60117	8120-6314
#AC8	Argentina	C4759-60108	8120-8367
#ACB	Russia	C4739-60130	8120-6314
#ACH	Latin America (English)	C4759-60101	8120-6313
#ACJ	India English	C4739-60101	8120-6317
#ACQ	South Africa	C4739-60103	
#AKB	Czech	C4739-60105	8120-6314
#AKD	Poland	C4739-60101	
#AKL	Thailand	C4739-60132	8120-6313
#AKV	South America (Spanish)	C4739-60113	8120-8699



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system board parts list for hp e-pc

Description	Repl. Part Number	Exchange Part Number
Processors (FC-PGA package):		
Intel Celeron 633/66 128KB L2 cache	P1836-63001	—
Intel Celeron 667/66 128KB L2 cache	P1837-63001	—
Intel Celeron 700/66 128KB L2 cache	P1838-63001	—
Intel Celeron 733/66 128KB L2 cache	P1839-63001	—
Intel Celeron 766/66 128KB L2 cache	P1840-63001	—
Intel Celeron 800/100 128KB L2 cache	P1841-63001	—
Intel Pentium III 800/133 256KB L2 cache	—	D9872-69001
Intel Pentium III 866/133 256KB L2 cache	—	D9873-69001
Intel Pentium III 933/133 256KB L2 cache	—	D9486-69001
Intel Pentium III 1000/133 256KB L2 cache	—	P1579-69001
Heatsink and clip for Celeron and Pentium III processors up to 933 MHz	5065-2563	—
Heatsink and clip for Pentium III processors at 1000 MHz	5065-4244	—
Main memory modules:		
1 × 64-MB non-ECC SDRAM	P1536-63010	—
1 × 128-MB non-ECC SDRAM	P1537-63010	—
1 × 256-MB non-ECC SDRAM	P1538-63010	—

system boards

Motherboard part number	Original platform	Can be used also on	Processor type and frequency range
D9896-6x007 (x=0, 3, 9)	epc s10 / c10	Can be used on e-Vectra (not for C500 & C533)	C566 and above. PIII 600⇒933MHz
D9896-6x013 (x=0, 3, 9)	epc s10 / c10	Can be used on e-Vectra (not for C500 & C533)	C566 and above. PIII 600⇒1000MHz



software recovery cd-roms for e-pc c10 models

<i>HP Image Creation & Recovery CD-ROM for Windows 2000/NT</i>	5970-0370-xx ¹
<i>HP Image Creation & Recovery CD-ROM for Windows 2000/NT (Portuguese)</i>	5970-0420-PO
<i>HP Image Creation & Recovery CD-ROM for Windows 98</i>	5970-0400-xx ²
<i>HP Image Creation & Recovery CD-ROM for Windows 98</i>	5970-0401-xx ³
<i>HP Image Creation & Recovery CD-ROM for Windows 98 (Chinese)</i>	5970-310-CH
<i>HP Image Creation & Recovery CD-ROM for Windows 98 (Japanese)</i>	5970-311-JP
<i>HP Image Library & Diagnostics CD-ROM</i>	5970-4358

1. Where "xx" is the code for your language: DK=Danish, DU=Dutch, EN=English, FI=Finnish, FR=French, GR=German, IT=Italian, JP=Japanese, NO=Norwegian, SP=Spanish, SW=Swedish.
2. Where "xx" is the code for your language: DK=Danish, DU=Dutch, EN=English, FI=Finnish, FR=French, GR=German, IT=Italian, NO=Norwegian, SW=Swedish.
3. Where "xx" is the code for your language: SP=Spanish, TH=Thai.

software recovery cd-roms for e-pc s10

<i>HP Assist CD-ROM for Windows 2000 - System Recovery</i>	5970-0430-xx ¹
<i>HP Assist CD-ROM for Windows 2000 - Drivers & Utilities</i>	
Dutch	5970-4450
English	5970-4370
French	5970-4390
Italian	5970-4540
German	5970-4410
Spanish	5970-4430
<i>HP Assist CD-ROM for Windows 98 - System Recovery</i>	5970-0340-xx ¹
<i>HP Assist CD-ROM for Windows 98 - Drivers & Utilities</i>	
Dutch	5970-4440
English	5970-4360
French	5970-4380
Italian	5970-4530
German	5970-4400
Spanish	5970-4420

1. Where "xx" is the code for your language: DU=Dutch, EN=English, FR=French, GR=German, IT=Italian, SP=Spanish.

manuals and documentation for hp e-pc

<i>HP Information CD-ROM</i>	5011-8109
<i>User's Guide</i>	5970-5060
<i>Technical Reference Manual</i>	no number ¹

1. Electronic file available on HP's Web site



