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HP CONFIDENTIAL

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To whom it may concern:

Issue Summary:

Some customers with notebooks or desktops may experience a 'black screen with cursor' issue after executing Windows setup for the first time and prior to entering the Windows desktop.

A critical Windows update that will address this issue is being tested. In the interim, if you encounter this issue, please use the following steps to resolve the issue.

Step 1:

1. Boot the system, observe black screen with mouse cursor
2. Press CTRL+ ALT+ DEL, launch Task Manager
3. Go to "Service" tab, right click on "AppReadiness" then click "Stop"

Step 2:

1. Download the SoftPaq to your system using the link below:
<ftp://ftp.hp.com/pub/softpaq/sp81501-82000/sp81965.exe>

The critical Windows update currently in testing has a planned release date of September 20th. When the update is in place, **no** customer intervention will be required and the customer **will not** encounter this issue.

We apologize for any inconvenience this matter may have caused. You are an important customer and we sincerely appreciate your business.

Sincerely,

Personal Systems Quality
HP Printing and Personal Systems Group