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HP PCs - Wake On LAN Does Not Work After Windows 10 Upgrade is Performed

This document pertains to HP and Compaq computers with Windows 10.

with Windows 10.

The Wake On LAN (WOL) stops working after upgrading to Windows 10 or after the Windows 10 updates are installed. Windows 8 registry key enables Wake On LAN support under Classic Shutdown mode, but not under Hybrid Shutdown mode. After the operating system is upgraded to Windows 10, the registry key is not carried over, so the WOL function may not work after the upgrade is performed.

To enable the Wake On LAN (WOL) function after upgrading to Windows 10 or installing the Windows 10 update, perform the following the steps:

Step 1: Update the BIOS

Verify the computer has the latest BIOS version installed. Refer to the following links to locate, download and install the appropriate BIOS update for your computer:

- Consumer computers: Go to [HP Customer Support - Software and Driver Downloads](#).
- Business computers: Go to [Using HP SoftPaq Download Manager](#).

Step 2: Disable Hybrid Shutdown mode

1. Open Control Panel and select **Hardware and Sound**.
2. Select **Power Options**.
3. Click **Require a password on wakeup**.
4. Confirm the option of **Turn on fast startup** is unchecked.
5. Save changes.

Step 3: Enable Wake On LAN (WOL) setting for LAN driver

1. Open **Device Manager**.
2. Select **Network adapters**.
3. Locate the LAN device and click on it.



4. Select the **Advanced** tab.
5. Confirm **Shutdown Wake-On-Lan** is enabled.
6. Select the **Power Management** tab.
7. Check the option **Allow this device to wake the computer**.
8. Save changes.
9. Close **Device Manager**.

Step 4: Manually add the HP registry key

⚠ CAUTION: If you use Registry Editor incorrectly, you may cause serious problems that may require you to reinstall your operating system. HP cannot guarantee that you can solve problems that result from using Registry Editor incorrectly. **Use Registry Editor at your own risk.**

1. Press **Win + x**, select **Run** and type **regedit** in the run line.
2. Select **OK** to launch the **Registry Editor**.
3. Navigate to **KEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\NDIS\Parameters**.
4. Right click on **Parameters**.
5. Select **New DWORD (32-bit) Value**.
6. Add the key **AllowWakeFromS5**.
7. Set the value to **1**.
8. Close the **Registry Editor**.
9. Restart the computer.

Additional support options



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