

HP Elitedesk 800 G4

WDF_VIOLATION error

HP EliteDesk 800 G4 systems may experience a BSOD upon startup after the installation of Windows 10 October 2018 updates.

Update 12 October:
Microsoft fix posted, KB 4468304.

<https://support.microsoft.com/en-us/help/4468304>

If you are seeing a BSOD, please go to “Scenario 2”:

<https://support.microsoft.com/en-us/help/4468372/hp-devices-may-experience-blue-screen-error-wdf-violation-after-instal>

Original article:

To resolve this issue, in Windows 10 Startup Repair, enter a command prompt, go to \windows\system32\drivers , and delete hpqkbfiltr.sys .

Reboot and the system should roll back the latest updated attempted. You will then need to run Windows Updates again to re-apply the latest updates, which should install successfully.

Source:

<https://h30434.www3.hp.com/t5/Desktop-Operating-Systems-and-Recovery/HP-Elitedesk-800-G4-Bloatware-and-bluescreen-issue/m-p/6857912>

Revision #2

Created Thu, Oct 11, 2018 1:36 AM by Won, Brian J.

Updated Mon, Oct 15, 2018 5:12 PM by Won, Brian J.