Software Update, Backup and Recovery

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Software updates

Updates to software provided with the computer may be available through the HP Software Update utility or on the HP Web site.

✎ If the computer is connected to a corporate network, consult with your network administrator before installing any software updates, especially system BIOS updates.

Receiving automatic HP Software Updates

HP Software Update is a utility included on the computer that automatically checks for software updates from HP. By default, the utility automatically runs every 30 days and provides a list of software updates and support alerts for the computer.

To access HP Software Update:

1. Select **Start > Help and Support > Update Software and Drivers**.

2. Follow the on-screen instructions to update your software and drivers.

Downloading software updates from the HP Web site

Most software on the HP Web site is packaged in compressed files called *Softpaqs*. Some BIOS updates may be packaged in compressed files called *ROMPaqs*.

✎ The BIOS initializes the operating system, determines how the computer will interact with the hardware devices, and provides for information transfer among hardware devices, including the time and date. The computer system BIOS is stored on the system ROM.

Some download packages contain a file named Readme.txt, which contains information regarding installing and troubleshooting the file. (Readme.txt files included with ROMPaqs are provided in English only.)

You can also access software updates by obtaining the *Support Software* CD (purchased separately). The disc includes device drivers, BIOS updates, and utilities. To purchase the current *Support Software* disc or a subscription that provides both the current version and future versions of the disc, visit the HP Web site at http://www.hp.com.

Accessing computer information

Before you access the updates for your computer, collect the following information:

■ The product *category* is Notebook.

■ The product *family* name, *series* number, and *serial* number (S/N) are provided on the service tag.

To determine whether an available BIOS update contains a later BIOS version than the one currently installed on the computer, you need to know the version of the system BIOS currently installed.

BIOS version information (also known as ROM date and System BIOS) can be displayed by pressing **fn+esc** (if you are already in Microsoft® Windows®) or by opening Computer Setup.

To use Computer Setup for displaying BIOS information:

1. Open Computer Setup by turning on or restarting the computer, and then pressing **f10** while the "F10 = ROM Based Setup" message is displayed in the lower-left corner of the screen.

2. Use the arrow keys to select **File > System Information**, and then press **enter**.

   ROM date information is displayed.

3. To exit Computer Setup, use the arrow keys to select **File > Ignore changes and exit**. Then follow the instructions on the screen.

Downloading a BIOS update

Ⓐ **CAUTION:** To prevent damage to the computer or an unsuccessful installation, download and install a BIOS update only when the computer is connected to reliable external power using the AC adapter. Do not download or install a BIOS update while the computer is running on battery power, docked in an optional docking device, or connected to an optional power source. During the download and installation:

■ Do not disconnect power from the computer by unplugging the power cord from the AC outlet.

■ Do not shut down the computer or initiate standby or hibernation.

■ Do not insert, remove, connect, or disconnect any device, cable, or cord.

To download a BIOS update:

1. Access the page on the HP Web site that provides software for your computer:

   ❏ Click a software update link in the Help and Support Center.

   – or –

   ❏ Visit the HP Web site at http://www.hp.com/support.

2. Follow the instructions on the screen to identify your computer and access the BIOS update you want to download.

3. At the download area:

   a. Identify the BIOS update that is later than the BIOS version currently installed on your computer.

   b. Follow the instructions on the screen to download your selection to the hard drive.

      ✎ Make a note of the path to the location on your hard drive where the BIOS update will be downloaded. You will need to access this path when you are ready to install the update.

Installing a BIOS update

✎ If the computer is connected to a corporate network, consult with your network administrator before installing any software updates, especially system BIOS updates.

BIOS installation procedures vary. Follow any instructions that are displayed on the screen after the download is complete. If no instructions are displayed:

1. Open Windows Explorer by selecting **Start > All Programs > Accessories > Windows Explorer**.

2. In the left pane of the Windows Explorer window:

   a. Click **My Computer** and then your hard drive designation.

      The hard drive designation is typically Local Disk (C:).

   b. Using the hard drive path you recorded earlier, open the folder on your hard drive that contains the update.

3. Double-click the file with an .exe extension (for example, filename.exe).

   The BIOS installation begins.

4. Complete the installation by following the instructions on the screen.

✎ After a message on the screen reports a successful installation, you may delete the downloaded file from your hard drive.

Downloading and installing other software

To download and install software other than a BIOS update:

1. Access the page on the HP Web site that provides software for your computer:

   ❏ Click a software update link in the Help and Support Center.

   – or –

   ❏ Visit the HP Web site at http://www.hp.com/support and click **Download drivers and software** to download the software for your computer model.

2. Follow the instructions on the screen to find the software you want to update.

3. At the download area, select the software you want and follow the download instructions on the Web page.

   ✎ Make a note of the path to the location on your hard drive where the software will be downloaded. You may need to access this path when you are ready to install the software.

4. When the download is complete, open Windows Explorer by selecting **Start > All Programs > Accessories > Windows Explorer**.

5. In the left pane of the **Windows Explorer** window:

   a. Click **My Computer** and then your hard drive designation.

      The hard drive designation is typically Local Disk (C:).

   b. Using the hard drive path you recorded earlier, open the folder on your hard drive that contains the update.

6. Double-click the file with an .exe extension (for example, filename.exe).

   The installation begins.

7. Complete the installation by following the instructions on the screen.

✎ After a message on the screen reports a successful installation, you may delete the download package from your hard drive.

2

Backup

The HP Backup and Recovery Manager provides several ways to back up the system and to recover optimal system functionality. For information about recovering system functionality, refer to Chapter 3, "Recovery."

✎ HP installed drivers, utilities, and applications can be copied to a CD or to a DVD using the HP Backup and Recovery Manager.

Safeguarding your data

Software or devices added to the computer can cause your system to become unstable. To safeguard your documents, store personal files in the My Documents folder and periodically create a backup copy of the folder.

Backing up your system

Using HP Backup and Recovery Manager, you can back up

- Specific files and folders.
- The entire system.
- Modifications since your last backup, using HP system recovery points.

Backing up specific files or folders

You can back up specific files or folders to the hard drive, to an optional external hard drive, or to discs.

To back up specific files or folders:

1. Select **Start > All Programs > HP Backup and Recovery Manager > HP Backup and Recovery Manager**.

2. Click **Next**.

3. Click **Back up to protect user system settings and important data files**, and then click **Next**.

4. Click **Back up specific files and folders**, and then click **Next**.

   The Backup Wizard opens.

5. Click **Back up selected files from most common locations (Recommended)**.

   – or –

   Click **Advanced Backup (Experienced users)** to access advanced filtering techniques.

6. Click **Next**.

7. Follow the on-screen instructions to back up specific files or folders.

Backing up your entire system

When you perform a complete system backup, you are saving the full factory image, including the Windows operating system, software applications, and all personal files and folders.

✎ The entire image can be stored on another hard drive, on a network drive, or on recovery discs that you create. For information on creating recovery discs, refer to Chapter 3, "Creating recovery discs."

To back up your entire system:

1. Select **Start > All Programs > HP Backup & Recovery Manager > HP Backup and Recovery Manager**.

2. Click **Next**.

3. Click **Back up to protect user system settings and important data files**, and then click Next.

4. Click M**ake a complete backup of my system**, and then click Next.

   The "Welcome to Full Image Manager" page opens.

5. Follow the on-screen instructions to back up your entire system.

✎ This process may take several minutes, depending on your computer speed and the amount of data being stored.

Backing up modifications made to your system

When you back up modifications made to your system, you are creating system recovery points. This allows you to save a snapshot of your hard drive at a specific point in time. You can then recover back to that point if you want to reverse subsequent changes made to your system.

✎ By default, the first system recovery point, a snapshot of the entire image, is automatically created the first time you perform a backup. Subsequent recovery points make a copy of changes made after that time.

HP recommends that you create recovery points

■ Before you add or extensively modify software or hardware.

■ Periodically, whenever the system is performing optimally.

✎ Recovering to an earlier recovery point does not affect data files or e-mails created since that last recovery point.

After you create a recovery point, you are prompted to schedule subsequent recovery points. You can schedule recovery points for a specific time or event in your system.

To create and schedule a system recovery point:

1. Select **Start > All Programs > HP Backup & Recovery Manager > HP Backup and Recovery Manager**.

2. Click **Next**.

3. Click **Back up to protect user system settings and important data files**, and then click **Next**.

4. Click **Back up the modifications made on your system since your last recovery point or your first complete backup**, and then click **Next**.

   The Recovery Point Manager opens.

5. Follow the on-screen instructions to create or manage recovery points.

3

Recovery

HP Backup and Recovery Manager analyzes your hard drive, creates a dedicated hard drive recovery partition on the hard drive, and stores a copy of the full factory image on that partition. You can choose to keep the copy on that recovery partition, or you can choose to store it on external recovery discs or on another drive.

✎ Before using HP Backup and Recovery Manager, try repairing the system by running Microsoft Windows System Restore. For more information, select **Start > Help and Support**, and then search for "System Restore."

The HP Backup and Recovery Manager allows you to

- **Create recovery discs (highly recommended)**. The recovery discs are used to start your computer and to recover the full factory image (operating system and software) in case of system failure or instability. For more information, refer to "Creating recovery discs."

- **Perform a recovery.** HP Backup and Recovery Manager allows you to perform a full system recovery or to recover important files. This software works from a recovery partition on the hard drive or from recovery discs that you create. For more information, refer to "Performing a recovery."

Creating recovery discs

HP recommends that you create recovery discs of your full factory image after you set up the computer for the first time.

✎ After you create the recovery discs, you can increase the amount of space on the hard drive by deleting the recovery partition. However, doing this is **not** recommended.

HP Recovery CD/DVD Creator allows you to create a set of recovery discs for the computer. The recovery discs are used to boot up your computer and recover the operating system and software applications to factory settings in case of system failure or instability.

Note the following considerations before creating recovery discs:

■ You will need high quality CD-R, DVD-R, or DVD+R media, purchased separately.

■ Only one set of recovery discs can be created per computer.

■ Number each disc before inserting it into the optical drive of the computer.

■ If necessary, you can exit the program before you have finished creating the recovery discs. The next time you open HP Recovery CD/DVD Creator, you will be prompted to continue the disc creation process where you left off.

To create a set of recovery discs:

1. Select **Start > All Programs > HP Backup & Recovery Manager > HP Backup and Recovery Manager**.

2. Click **Next**.

3. Click **Create factory software recovery CDs or DVDs to recover the system (highly recommended)**.

4. Click **Next**.

   The Recovery CD/DVD Creator Wizard opens.

5. Click **Next**.

6. Follow the on-screen instructions to create the recovery discs.

   ✎ The wizard will specify the number of discs needed before disc creation begins.

Performing a recovery

Performing a recovery from the recovery discs

To perform a recovery from the recovery discs:

1. Back up all personal files. For more information, refer to Chapter 2, "Backing up specific files or folders."

2. Insert the first recovery disc into the optical drive and restart the computer.

3. Follow the on-screen instructions to perform a recovery from the recovery discs.

Performing a recovery from the hard drive

There are 2 ways to perform a recovery from the hard drive:

■ From within Microsoft Windows.

■ From the recovery partition.

Performing a recovery in Windows

To perform a recovery in Windows:

1. Back up all personal files before performing a recovery. For more information, refer to Chapter 2, "Backing up specific files or folders."

2. If the computer is on, select **Start > All Programs > HP Backup & Recovery Manager > HP Backup and Recovery Manager**.

3. Click **Next**.

4. Click **Recover important files or the entire system**, and then click **Next**.

5. Select a recovery option, and then click **Next**.

   ✎ If you select to recover the system, the computer restarts and recovery will begin.

6. Follow the on-screen instructions to perform a recovery in Windows.

Performing a recovery from the recovery partition

To perform a recovery from the recovery partition:

1. Back up all personal files before performing a recovery. For more information, refer to Chapter 2, "Backing up specific files or folders."

2. Turn on or restart the computer, and then press **f11** before the Windows operating system loads.

3. Select a recovery option, and then click **Next**.

4. Follow the on-screen instructions to perform a recovery from the recovery partition.