

# Software Update, Backup and Recovery

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User Guide

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# 1 Software updates

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



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

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**NOTE** Windows includes the User Account Control feature to improve the security of your computer. You may be prompted for your permission or password for tasks such as installing applications, running utilities, or changing Windows settings. Refer to Windows online Help for more information.

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## Updating the software

The computer includes a utility that automatically checks for software updates from HP. The utility runs every 30 days and provides a list of support alerts, such as security enhancements, and optional software and driver updates.

You can manually check for updates at any time by selecting **Start > Help and Support > Update Software and Drivers** and following the on-screen instructions.

## 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*.



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**NOTE** 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.

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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* disc (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 newer 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 Windows®) or by using 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 “Press <f10> to enter 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 Sleep or Hibernation.

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

To download a BIOS update:



**NOTE** BIOS updates are posted as needed. A newer BIOS update may not be available for your computer. It is recommended that you check the HP Web site periodically for BIOS updates.

1. Access the page on the HP Web site that provides software for your computer:
  - Click a software update link in Help and Support.
  - or –
  - Visit the HP Web site at <http://www.hp.com>.
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 newer than the BIOS version currently installed on your computer.
  - b. Follow the instructions on the screen to download your selection to the hard drive.



**NOTE** 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



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

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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 > Computer**.
2. In the Windows Explorer window:
  - a. Double-click 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 that has an .exe extension (for example, *filename.exe*).

The BIOS installation begins.

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



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

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## 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 Help and Support.
  - or –
  - Visit the HP Web site at <http://www.hp.com> and click **Software & Driver Downloads** 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.



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

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4. When the download is complete, open Windows Explorer by selecting **Start > Computer**.
5. In the Windows Explorer window:
  - a. Double-click 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 that has an .exe extension (for example, *filename.exe*).

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



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

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## 2 Backup

HP Backup and Recovery Manager provides several ways to back up the system and to recover optimal system functionality.



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

**NOTE** Formatted DVD±RW discs and DVD±RW double-layer discs are not compatible with HP Backup and Recovery Manager.

**NOTE** The computer must be connected to external power before you perform backup and recovery procedures.

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### Safeguarding your data

To safeguard your documents, store personal files in the My Documents folder and periodically create a backup copy of the folder.

# Backing up the system

Using HP Backup and Recovery Manager, you can

- Back up specific files and folders.
- Back up the entire hard drive.
- Back up modifications since your last backup, using HP system recovery points.
- Schedule backups.

## Backing up specific files or folders

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



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**NOTE** This process will take several minutes, depending on the file size and the speed of the computer.

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To back up specific files or folders:

1. Select **Start > All Programs > HP Backup & Recovery > HP Backup and Recovery Manager**.
2. Click **Next**.
3. Click **Back up to protect system settings and important data files**, and then click **Next**.
4. Click **Back up individual files and folders**, and then click **Next**.

The Backup Wizard opens.

5. Click **Next**.
6. Click **Backup selected files from most common locations (Recommended)**.

– or –

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

7. Click **Next**.
8. Follow the on-screen instructions.

## Backing up the entire hard drive

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



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**NOTE** A copy of the entire hard drive image can be stored on another hard drive, on a network drive, or on recovery discs that you create.

**NOTE** This process may take over an hour, depending on your computer speed and the amount of data being stored.

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To back up your entire hard drive:

1. Select **Start > All Programs > HP Backup & Recovery > HP Backup and Recovery Manager**.
2. Click **Next**.
3. Click **Back up to protect system settings and important data files**, and then click **Next**.
4. Click **Back up entire hard drive**, and then click **Next**.

The “Back up entire hard disk” page opens.

5. Click **Next**.
6. Select the location for the backup files, and then click **Next**.
7. Select the **Protect data access with password** check box, and type your password in the **Password** and **Confirm** boxes.



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**NOTE** This step is optional. If you do not want to password-protect your data access, clear the **Protect data access with password** check box.

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8. Click **Next**.
9. Follow the on-screen instructions.

## Backing up modifications made to the system

When you back up modifications since your last backup, 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.



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**NOTE** 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.

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HP recommends that you create recovery points

- Before you add or extensively modify software or hardware.
- Periodically, whenever the system is performing optimally.



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

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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 > HP Backup and Recovery Manager**.
2. Click **Next**.
3. Click **Back up to protect system settings and important data files**, and then click **Next**.
4. Click **Create or manage Recovery Points**, and then click **Next**.

The “Recovery Point Manager” page opens.

5. Follow the on-screen instructions.

## Scheduling backups

To schedule backups:

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

The “Backup Scheduler” page opens.

2. Click **Next**.
3. Schedule system recovery points at specific intervals (now, daily, weekly, or monthly) or at specific events, such as at system start or when you dock to an optional docking station (select models only), by clicking one of the available options. Click **Next** to further define the settings.

A summary of your system recovery point settings is displayed.

4. Follow the on-screen instructions.

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## 3 Recovery

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



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

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HP Backup and Recovery Manager allows you to

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



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**NOTE** If you do not have a CD or DVD burner, a copy of the entire hard drive image can be stored on another hard drive or on a network drive.

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- **Perform a recovery.** You can perform a full system recovery or recover important files from the recovery partition on the hard drive, from another drive, or from recovery discs that you create.

## Creating recovery discs (highly recommended)

After setting up the computer for the first time, you can create a set of recovery discs of the full factory image, using Recovery Media Creator in the HP Backup and Recovery Manager. The recovery discs are used to start up (boot) the computer and recover the operating system and software to factory settings in case of system failure or instability.



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**CAUTION** After you create the recovery discs, you can increase the amount of available space on the hard drive by deleting the recovery partition. However, doing this is **not** recommended. If you delete this partition, you will lose any information that is on the partition.

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**NOTE** Only one set of recovery discs can be created for this computer.

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Before creating recovery discs:

- Obtain high-quality CD-R, DVD-R, or DVD+R media, purchased separately.



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**NOTE** Formatted DVD±RW discs and DVD±RW double-layer discs are not compatible with HP Backup and Recovery Manager.

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- Number each disc before inserting it into the optical drive of the computer.
- If necessary, you can cancel Recovery Media Creator before you have finished creating the recovery discs. The next time you open Recovery Media 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 > HP Backup and Recovery Manager**.
2. Click **Next**.
3. Click **Create factory software recovery CDs or DVDs to recover the system (Highly recommended)**, and then click **Next**.

The “Recovery Media Creator” page opens.

4. Click **Next**.
5. Click **Write to CD/DVD**, and then click **Next**.
6. Follow the on-screen instructions.

# Performing a recovery

## Performing a recovery from the recovery discs

To perform a recovery from the recovery discs:

1. Back up all personal files.
2. Insert the first recovery disc into the optical drive and restart the computer.
3. Follow the on-screen instructions.

## Performing a recovery from the hard drive

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

- From within Windows.
- From the recovery partition.

## Initiating a recovery in Windows

To initiate a recovery in Windows:

1. Back up all personal files.
2. Select **Start > All Programs > HP Backup & Recovery > HP Backup and Recovery Manager**.
3. Click **Next**.
4. Click **Recover important files or the entire system**, and then click **Next**.
5. Click a recovery option, and then click **Next**.



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**NOTE** If you choose to recover the system, the computer restarts and recovery begins.

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6. Follow the on-screen instructions.

## Initiating a recovery from the hard drive recovery partition

To initiate a recovery from the hard drive recovery partition:

1. Back up all personal files.
2. Restart the computer, and then press **f11** before the Windows operating system loads.
3. Click a recovery option, and then click **Next**.
4. Follow the on-screen instructions.

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