

Software Updates

User Guide

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Product notice

This user guide describes features that are
common to most models. Some features
may not be available on your computer.

Table of contents

Updating software

Updating the BIOS	2
Determining the BIOS version	2
Downloading a BIOS update	3
Updating programs and drivers	5
Using SoftPaq Download Manager	6

Index	7
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Updating software

Updated versions of the software provided with your computer are available either through the HP Assistant utility or on the HP Web site.

HP Assistant automatically checks for updates from HP. The utility runs at a specified interval 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 > Maintain** and following the on-screen instructions.


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*.

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.)

To update the software using the HP Web site, follow these steps:

1. Identify your computer model, product category, and series or family. Prepare for a system BIOS update by identifying the BIOS version currently installed on the computer. For details, refer to the "Determining the BIOS version" section.

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

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

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 software, running utilities, or changing Windows settings. Refer to Help and Support for more information.

2. Open your Internet browser, and go to <http://www.hp.com/support>.
3. Select your country or region.
4. Click the option for software and driver downloads, and then type your computer model number in the product box.
5. Press **enter**.
6. Follow the on-screen instructions.

Updating the BIOS

To update the BIOS, first determine what BIOS version you currently have, and then download and install the new BIOS.

Determining the BIOS version

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, follow these steps:

1. Turn on or restart the computer, and then press **esc** while the “Press the ESC key for Startup Menu” message is displayed at the bottom of the screen.
2. Press **f10** to enter BIOS Setup.
3. Use a pointing device or the arrow keys to select **File > System Information**.
4. Press **esc** to return to the **File** menu.
5. Click **Exit** in the lower-left corner of the screen, and follow the on-screen instructions.

– or –

Use the arrow keys to select **File > Ignore changes and exit**, and then press **enter**.

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, follow these instructions:

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. Open your Internet browser, go to <http://www.hp.com/support>, and then select your country or region.
2. Click the option for software and driver downloads, type your computer model number in the product box, and then press **enter**.
3. Click your specific product from the models listed.
4. Click your operating system.
5. Follow the on-screen instructions to access the BIOS update you want to download. Make a note of the download date, name, or other identifier. You may need this information to locate the update later, after it has been downloaded to your hard drive.
6. At the download area, perform these steps:
 - 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.


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.

- 📄 **NOTE:** If you connect your computer to a network, consult the 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, follow these steps:

1. Open Windows Explorer by selecting **Start > Computer**.
2. Double-click your hard drive designation. The hard drive designation is typically Local Disk (C:).
3. Using the hard drive path you recorded earlier, open the folder on your hard drive that contains the update.
4. Double-click the file that has an .exe extension (for example, *filename.exe*).

The BIOS installation begins.

 **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 software, running utilities, or changing Windows settings. Refer to Help and Support for more information.

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

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

Updating programs and drivers

1. Open your Internet browser, go to <http://www.hp.com/support>, and then select your country or region.
2. Click the option for software and driver downloads, type your computer model number in the product box, and then press **enter**.

– or –

If you want a specific SoftPak, type the SoftPak number in the **Search** box, at the top-right corner of the screen. Then press **enter**, and follow the instructions provided. Proceed to step 6.

3. Click your specific product from the models listed.
4. Click your operating system.
5. When the list of updates is displayed, click an update to open a window containing additional information.
6. Click **Download**.
7. Click **Run** to install the updated software without downloading the file.

– or –

Click **Save** to save the file to your computer. When prompted, select a storage location on your hard drive.

After the file is downloaded, navigate to the folder where the file was stored, and double-click the file to install the update.

8. If prompted to do so, restart your computer after the installation is complete.

Using SoftPaq Download Manager

HP SoftPaq Download Manager (SDM) is a tool that provides quick access to SoftPaq information for HP business computers without requiring the SoftPaq number. Using this tool, you can easily search for SoftPaqs and then download and unpack them.

SoftPaq Download Manager works by reading and downloading, from the HP FTP site, a published database file containing computer model and SoftPaq information. SoftPaq Download Manager allows you to specify one or more computer models to determine which SoftPaqs are available for download.

SoftPaq Download Manager checks the HP FTP site for updates to the database and software. If updates are found, they are downloaded and applied automatically.

SoftPaq Download Manager is available on the HP Web site. To use SoftPaq Download Manager to download SoftPaqs, you must first download and install the program. Go to the HP Web site at <http://www.hp.com/go/sdm>, and follow the instructions to download and install SoftPaq Download Manager.

To download SoftPaqs:

1. Click **Start > All Programs > HP > HP SoftPaq Download Manager**.
2. When the SoftPaq Download Manager opens for the first time, a window is displayed asking if you want to show only software for the computer you are using or to show the software for all supported models. Select **Show software for all supported models**. If you have used HP SoftPaq Download Manager previously, go to Step 3.
 - a. Select your operating system and language filters in the Configuration Options window. The filters limit the number of options that are listed in the Product Catalog pane. For example, if only Windows 7 Professional is selected in the operating system filter, the only operating system that is displayed in the Product Catalog is Windows 7 Professional.
 - b. To add other operating systems, change the filter settings in the Configuration Options window. Refer to the HP SoftPaq Download Manager software Help for more information.
3. In the left pane, click the (+) sign to expand the model list, and then select the model or models of the products you want to update.
4. Click **Find Available SoftPaqs** to download a list of available SoftPaqs for the selected computer.
5. Select from the list of available SoftPaqs, and then click **Download Only** if you have many SoftPaqs to download, because the SoftPaq selection and Internet connection speed determine how long the download process will take.

If you want to download only one or two SoftPaqs and have a high-speed Internet connection, click **Download & Unpack**.

6. Right-click **Install SoftPaq** in the SoftPaq Download Manager software to install the selected SoftPaqs on the computer.

Index

B

- BIOS update
 - downloading 3
 - installing 3

C

- computer information 2

S

- SoftPaq 1
- SoftPaqs, downloading 5, 6
- software
 - BIOS update 3
 - HP Web site 1
 - SoftPaq 1
 - updates 1
 - updating programs and drivers 5

U

- updates, software 1