**Technical white paper**

# HP EliteBook and ProBook b-series Preinstalled Software Overview

**Commercial Managed IT**

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# Introduction

The purpose of this white paper is to present both an overview of the preinstalled software with operating system support and a brief description of major software components and features. This white paper covers the HP EliteBook Business Notebook models listed below.

This document is intended for HP personnel and customers who need information about the software provided on the HP EliteBook series preinstall images.

**Target audience**: This document is intended for HP personnel and customers who need information about the software provided on the HP EliteBook series preinstall images.

# Applicable Models:

- HP EliteBook 2170p
- HP EliteBook 2570p
- HP EliteBook 8470p
- HP EliteBook 8570p
- HP EliteBook Folio 9470m
- HP ProBook 6470b
- HP ProBook 6570b

# Operating Systems

The following operating systems are available pre-installed from HP:

- Microsoft Windows 7 Professional
  - Service Pack 1
- Microsoft Windows 8 Pro

The following operating systems are supported by HP with drivers on the web:

- Microsoft Windows 7 Enterprise
- Service Pack 1
- Microsoft Windows 8 Enterprise
- Microsoft Windows 7 Home
- Service Pack 1
- Microsoft Windows 8 Home
- Microsoft Windows XP Professional
- Service Pack 3

# Microsoft Windows 7 Professional

Microsoft Windows 7 Professional with Service Pack 1 is preinstalled on select HP EliteBook models.

**Table 1.** Preinstall Drivers and Utilities with Windows 7 Professional

| Name | 2170p | 2570p | 6470b/6570b/ 8470p/8570p | 9470m |
|------|-------|-------|--------------------------|-------|
| Adobe Flash Player | 11.2.202.228 A | 11.2.202.228 A | 11.2.202.228 A | 11.2.202.228 A |
| Alcor Micro Smart Card Reader Driver | 1.7.28.0 A | 1.7.28.0 A | 1.7.28.0 A | 1.7.31.0 |
| ArcSoft Webcam Sharing Manager | N/A | 2.0.0.38 A | N/A | N/A |
| AMD Video Driver | N/A | N/A | 8.951.6 A | N/A |

| | | | | |
|---|---|---|---|---|
| Atheros AR3012 and AR9462 Bluetooth 4.0+HS Driver | 1.00 A | 1.0 A | N/A | N/A |
| Atheros AR9485 802.11b/g/n Wireless LAN Driver | 1.00 A | 1.0 B | 1.00 B | N/A |
| Broadcom Bluetooth Software | 6.5 K | 6.5 K | 6.5 K | 6.5 K |
| Broadcom WLAN Driver and Utility Package | 5.100.82.130 A | 5.100.82.130 A | 5.100.82.130 A | 5.100.82.130 A |
| Computrace for HP ProtectTools | 7.0.0.10 A | 7.0.0.10 A | 7.0.0.10 A | N/A |
| Cyberlink Media Suite | 10.0.1.2106 A | N/A | 10.0.1.2106 A | 10.0.1.2001 A |
| Cyberlink PhotoDirector | 2.0.1.3317 A | N/A | 2.0.1.3317 A | 2.0.1.3223 A |
| Cyberlink Power2Go | 8.0.1.1924 A | N/A | 8.0.1.1924 A | N/A |
| Cyberlink PowerDirector | 10.0.2.2531 A | N/A | 10.0.2.2531 A | 10.0.1.2006 A |
| Cyberlink PowerDVD | 10.0.6.5004 A | N/A | 10.0.6.5004 A | 10.0.6.4507 A |
| Cyberlink YouCam BE | 4.1.1.3423 A | N/A | 4.1.1.3423 A | 4.1.1.3231 A |
| Device Access Manager for HP ProtectTools | 7.1.2.0 A | 7.0.0.4 A | 7.1.2.0 A | 7.1.1.0 |
| Drive Encryption for HP ProtectTools | 7.0.34.31058 A | 7.0.34.31058 A | 7.0.28.30376 A | 7.0.39.32378 A |
| Embedded Security for HP ProtectTools | 7.0.000.2882 A | 7.0.000.2882 A | 7.0.000.2882 A | 7.0.100.3001 A |
| Ericsson Mobile Broadband Drivers | 7.2.2.0 A | 7.2.0.12 B | 7.2.2.0 A | 7.2.2.0 B |
| Essential System Updates | N/A | 2.6 | N/A | N/A |
| Evernote | N/A | N/A | N/A | 4.5.7.7146 |
| Face Recognition for HP ProtectTools | 7.0.1.4525 A | 7.0.1.4525 A | 7.0.1.4525 A | 7.2.1.4548 |
| File Sanitizer for HP ProtectTools | 7.0.0.6 A | 7.0.0.6 A | 7.0.0.5 A | 7.0.2.2 A |
| HP 3D DriveGuard | 5.0.8.0 A | 5.0.8.0 A | 5.0.9.0 A | 5.1.7.1 |
| HP Backlit Keyboard Controls | 1.5.6.1 A | 1.5.6.1 A | N/A | 1.5.6.1 A |
| HP Connection Manager | 4.2.42.1 A | 4.3.7.1 A | 4.2.42.1 A | 4.4.9.1 A |
| HP ePrint | 4.0.42.4100 A | N/A | 4.0.42.4100 A | N/A |
| HP GPS and Location | N/A | 1.2.9.1 A | 1.2.9.1 A | 1.2.9.1 A |
| HP Hotkey Support | 4.6.11.2 A | 4.5.12.1 A | 4.6.11.2 A | 4.6.10.1 |
| HP Power Assistant | 2.5.0.16 A | 2.5.0.16 A | 2.5.0.16 A | N/A |
| HP Recovery Manager | 2.00 B | 2.0 B | 2.00 B | N/A |
| HP Software Framework | 4.5.10.1 | 4.5.10.1 A | 4.6.10.1 A | 4.6.10.1 |
| HP Support Assistant | 6.1.12.1 D | 6.1.12.1 D | 6.1.12.1 D | 7.0.35.34 |
| HP Universal Camera Driver | 4.0 A | 4.0 A | 4.0 A | N/A |
| HP Wireless Button Driver | N/A | 1.0.6.1 A | N/A | 1.0.6.1 A |

| | | | | |
|---|---|---|---|---|
| IDT HD Audio Driver | 1.00 D | 1.00 D | 1.00 D | N/A |
| Intel 82579LM and 82579V Gigabit Ethernet Driver | 1.00 E | 1.00 D | 1.00 E | 1.00 E |
| Intel Bluetooth Driver | 2.1 A | 2.1 A | N/A | 2.1 A |
| Intel Chipset Installation Utility | 9.3.0.1020 A | 9.3.0.1020 A | 9.3.0.1020 A | 9.3.0.1020 A |
| Intel Management Engine 8 Components Driver | 8.0.10.1464 B | 8.0.10.1464 B | 8.0.10.1464 B | 8.1.0.1281 A |
| Intel My WiFi and Wireless Drivers | 15.1 B | 15.1 A | 15.1 B | 15.2 A |
| Intel Rapid Storage Technology Driver | 11.1.5.1001 A | 11.1.0.1006 A | 11.1.5.1001 A | 11.2.0.1006 A |
| Intel USB 3.0 Driver | 1.0.4.225 A | 1.0.4.225 A | 1.0.4.225 A | 1.0.5.235 B |
| Intel Video Driver | N/A | 2712 W | N/A | 2778 A |
| Intel Wireless Drivers | 15.1 A | 15.1 A | 15.1 B | N/A |
| JMicron Media Card Reader Driver | 1.0.68.0 A | 1.0.68.0 A | 1.0.72.4 A | 1.0.72.4 A |
| LSI HDA Modem Driver | 1.0 D | 1.0 D | 1.0 D | N/A |
| Microsoft Security Essentials | 2.1.1116 A | 2.1.1116 A | 2.1.1116 A | 2.1.1116 A |
| One Time Password | 1.1.0.7 A | 1.1.0.7 A | 1.1.0.7 A | 1.1.0.7 A |
| PDF Complete | 4.1.8 | 4.0.93.2002 A | 4.0.93.2002 A | 4.1.8 |
| Privacy Manager for HP ProtectTools | 7.0.1.1191 A | 7.0.0.865 A | 7.0.0.865 A | 7.0.1.892 A |
| Roxio HP Webcam | N/A | 1.0.27.17 A | N/A | N/A |
| Roxio MyDVD Business 2010 | N/A | 12.1.79.10 A | N/A | N/A |
| Roxio Secure Burn | N/A | 2.0.31.24 A | N/A | N/A |
| Security Manager | 1.0.35.0 B | 7.0.1.1191 A | 7.0.0.1177 A | 7.0.2.1213 A |
| Sierra Wireless Driver Package for HP un2430 Mobile Broadband Module | 5.6.0.110 A | 1.0.35.0 B | 1.0.35.0 B | 1.0.45.0 B |
| Skype | 16.0.3 T | 5.6.0.110 A | 5.6.0.110 A | 5.8.0.156 A |
| Synaptics TouchPad Driver | 16.2.10.12 | 16.0.3 T | 16.0.3 T | 16.2.10.12 |
| System Default Settings | 4.4.213.0 A | 2.4 | 2.4,1,2 | 2.4,2,3 |
| Validity Fingerprint Driver | 15.0.10039 A | 4.4.213.0 A | 4.4.213.0 A | 4.4.228.0 |
| WinZip Basic | 11.2.202.228 A | 15.0.10039 A | 15.0.10039 A | 11.2.202.228 A |

**Note**
Additional software may require Microsoft .NET

# Microsoft Windows 8 Professional

Microsoft Windows 8 Professional is preinstalled on select HP EliteBook models.

**Table 2.** Preinstall Drivers and Utilities with Windows 8 Pro

| Name | 2170p | 2570p | 6470b/6570b/ 8470p/8570p | 9470m |
|---|---|---|---|---|
| Adobe Flash Player | 11.2.202.228 A | N/A | 11.2.202.228 A | N/A |
| Alcor Micro Smart Card Reader Driver | 1.7.28.0 A | 1.7.31.0 A | 1.7.28.0 A | 1.7.31.0 A |
| AMD Video Driver | N/A | N/A | 8.951.6 A | N/A |
| Atheros AR3012 and AR9462 Bluetooth 4.0+HS Driver | 1.00 A | N/A | N/A | N/A |
| Atheros AR9485 802.11b/g/n Wireless LAN Driver | 1.00 B | N/A | 1.00 B | N/A |
| Broadcom Bluetooth Software | 6.5 K | 12.0.0.2100 F | 6.5 K | 12.0.0.2100 F |
| Broadcom WLAN Driver and Utility Package | 5.100.82.130 A | 6.30.59.49 F | 5.100.82.130 A | 6.30.59.49 F |
| Computrace for HP ProtectTools | 7.0.0.10 A | 7.0.0.10 A | 7.0.0.10 A | 7.0.0.10 A |
| Cyberlink Media Suite | 10.0.1.2106 A | 10.0.1.2027 A | 10.0.1.2106 A | 10.0.1.2027 A |
| Cyberlink PhotoDirector | 2.0.1.3317 A | 2.0.1.3109 A | 2.0.1.3317 A | 2.0.1.3109 A |
| Cyberlink Power2Go | 8.0.1.1924 A | 8.0.1.1924 A | 8.0.1.1924 A | N/A |
| Cyberlink PowerDirector | 10.0.2.2531 A | 10.0.1.2020 A | 10.0.2.2531 A | 10.0.1.2020 A |
| Cyberlink PowerDVD | 10.0.6.5004 A | 10.0.6.4506 A | 10.0.6.5004 A | 10.0.6.4506 A |
| Cyberlink YouCam BE | 4.1.1.3423 A | 4.1.1.3231 A | 4.1.1.3423 A | 4.1.1.3231 A |
| Device Access Manager for HP ProtectTools | 7.1.2.0 A | 7.1.1.0 A | 7.1.2.0 A | 7.1.1.0 A |
| Drive Encryption for HP ProtectTools | 7.0.34.31058 A | N/A | 7.0.28.30376 A | N/A |
| Embedded Security for HP ProtectTools | 7.0.000.2882 A | N/A | 7.0.000.2882 A | N/A |
| Ericsson Mobile Broadband Drivers | 7.2.2.0 A | N/A | 7.2.2.0 A | N/A |
| Essential System Updates | N/A | 1.0 | N/A | 1.0 |
| Evernote | N/A | 4.5.7.7146 A | N/A | 4.5.7.7146 A |
| Face Recognition for HP ProtectTools | 7.0.1.4525 A | 7.2.1.4548 A | 7.0.1.4525 A | 7.2.1.4548 A |
| File Sanitizer for HP ProtectTools | 7.0.0.6 A | N/A | 7.0.0.5 A | N/A |
| HP 3D DriveGuard | 5.0.8.0 A | 5.1.7.1 A | 5.0.9.0 A | 5.1.7.1 A |
| HP Backlit Keyboard Controls | 1.5.6.1 A | N/A | N/A | N/A |
| HP Connection Manager | 4.2.42.1 A | N/A | 4.2.42.1 A | N/A |
| HP ePrint | 4.0.42.4100 A | 3.1.37.3591 A | 4.0.42.4100 A | 3.1.37.3591 A |
| HP GPS and Location | N/A | N/A | 1.2.9.1 A | N/A |

| | | | | |
|---|---|---|---|---|
| HP Hotkey Support | 4.6.11.2 A | 4.6.10.1 A | 4.6.11.2 A | 4.6.10.1 A |
| HP Power Assistant | 2.5.0.16 A | N/A | 2.5.0.16 A | N/A |
| HP Software Framework | N/A | 4.6.10.1 A | 4.6.10.1 A | 4.6.10.1 A |
| HP Support Assistant | N/A | 7.0.35.34 A | 6.1.12.1 D | 7.0.35.34 A |
| HP Universal Camera Driver | 4.00 A | 4.0 A | 4.00 A | 4.0 A |
| HP Wireless Button Driver | N/A | 1.0.6.1 A | N/A | 1.0.6.1 A |
| IDT HD Audio Driver | 1.00 D | 1.0 F | 1.00 D | 1.0 G |
| Intel 82579LM and 82579V Gigabit Ethernet Driver | 1.00 E | 1.0 E | 1.00 E | 1.0 E |
| Intel Bluetooth Driver | 2.1 A | 2.5 D | N/A | 2.5 D |
| Intel Chipset Installation Utility | 9.3.0.1020 A | N/A | 9.3.0.1020 A | N/A |
| Intel Management Engine 8 Components Driver | 8.0.10.1464 B | 8.1.0.1281 A | 8.0.10.1464 B | 8.1.0.1281 A |
| Intel My WiFi and Wireless Drivers | 15.1 B | N/A | 15.1 B | N/A |
| Intel Rapid Storage Technology Driver | 11.1.5.1001 A | 11.5.6.1002 A | 11.1.5.1001 A | 11.5.6.1002 A |
| Intel USB 3.0 Driver | 1.0.4.225 A | N/A | 1.0.4.225 A | N/A |
| Intel Video Driver | N/A | 2843 A | N/A | 2843 A |
| Intel Wireless Drivers | 15.1 A | 15.5 D | 15.1 B | 15.5 D |
| JMicron Media Card Reader Driver | 1.0.68.0 A | 1.0.72.4 A | 1.0.72.4 A | 1.0.72.4 A |
| LSI HDA Modem Driver | 1.00 D | N/A | 1.00 D | N/A |
| Microsoft Security Essentials | 2.1.1116 A | N/A | 2.1.1116 A | N/A |
| One Time Password | 1.1.0.7 A | N/A | 1.1.0.7 A | N/A |
| PDF Complete | 4.0.93.2002 A | 4.1.8.2002 A | 4.0.93.2002 A | 4.1.8.2002 A |
| Privacy Manager for HP ProtectTools | 7.0.0.865 A | N/A | 7.0.0.865 A | N/A |
| Security Manager | 7.0.1.1191 A | 8.0.1.1328 A | 7.0.0.1177 A | 8.0.1.1328 A |
| Skype | 1.0.0.128 A | 1.0.0.128 A | 1.0.0.128 A | 1.0.0.128 A |
| Synaptics TouchPad Driver | 16.0.3 T | 16.2.10.12 W | 16.0.3 T | 16.2.10.12 W |
| System Default Settings | 1.00 A | 1.00 A | 1.00 A | 1.00 A |
| Validity Fingerprint Driver | 4.4.213.0 A | 4.4.228.0 A | 4.4.213.0 A | 4.4.228.0 A |
| WinZip Basic | 15.0.10039 A | N/A | 15.0.10039 A | N/A |

# Software Delivery

Delivery methods for software updates available for HP commercial computers include:

### HP SoftPaq Download Manager

HP SoftPaq Download Manager provides a simple, powerful way to download software updates for the HP client PC models in your environment. HP SDM can significantly reduce the amount of time it takes to locate and download updates. SoftPaqs can be downloaded in as few as three easy steps from a single user interface after initial setup. For more information, visit the website at http://www.hp.com/go/sdm.

### HP worldwide website and Download Facility

Individual drivers and utilities can be downloaded, in the form of SoftPaqs, from the HP Download Facility or from the website at http://h18000.www1.hp.com/support/files/ or ftp://ftp.hp.com/pub/softpaq/. SoftPaqs provide a distribution method for driver and ROM updates and product software enhancements.

### HP Software Setup

Software Setup provides easy access to all preinstalled and preloaded applications.  Through Software Setup, installation of multiple software components is quick and easy.  Simply launch by going to Start>All Programs>Software Setup, select the drivers and utilities to be installed and click Next. Within minutes, the selected software is installed.

### HP Recovery Manager for Windows 7

HP Recovery Manager retains your factory preinstall software image in a protected partition on the internal hard drive, including the factory installed operating system, drivers, utilities and applications. HP Recovery Manager makes it easy to quickly restore this software by hitting F11 at boot.

# HP Software Solutions

This section discusses the following software enhancements:

- HP Client Management Solutions
- HP Client Security
- HP BIOS (F10 Setup)
- HP 3D DriveGuard
- HP Connection Manager
- HP Support Assistant

### HP Client Management Solutions

HP provides a comprehensive portfolio of HP Client Management Solutions to help reduce the complexity and cost of managing commercial PCs throughout their lifecycles. This portfolio includes client management software from HP and third-parties, jointly-developed value-adds, and HP manageability tools and technologies. For more information, please visit www.hp.com/go/easydeploy or refer to the HP Client Management Solutions White Paper.

### HP Client Security

HP Security is built in, not bolted on. Rather than simply installing third-party software on HP Business Notebooks and Desktops, HP works with software partners to design software that is optimized for HP hardware. Each security software solution receives thousands of hour's development, coding, testing, and user validation. With HP, security is much more than just software, it is holistic. HP Security is also built into the BIOS, the hardware, and the specially developed console – the HP Client Security Manager. For more information, please refer to the HP Client Security White Paper.

### HP BIOS (F10 Setup)

HP BIOS was designed to work seamlessly with HP Professional Innovations like HP Client Security Manager, HP Device Access Manager, HP Client Management Solutions and other HP software. HP has been developing BIOS

for over three decades. The HP BIOS team works closely with key partners such as AMD, Intel®, LANDesk, Microsoft® and Novell along other partners. These partnerships have allowed HP to manage the support of new technologies, provide tight integration with software components and effectively respond to customer needs. For more information, please refer to the HP Business PC F10 Setup Overview White Paper.

### HP 3D DriveGuard

HP 3D DriveGuard mitigates the risk of hard drive failure by protecting against short drops, rough handling, excessive vibration and other everyday wear and tear. With this HP developed solution, your critical information is not only better protected, but is more easily protected, whenever you're on the move. When the 3D Digital Accelerometer detects motion, it immediately notifies the system software of the danger. This gives the system time to temporarily stop the hard drive by parking the head. This automatic adjustment helps protect your hard drive from scratches—and the possible data loss that comes with them.

### HP Connection Manager

HP Connection Manager simplifies Internet connectivity by integrating mobile broadband activation and connectivity. It allows you to take control of your connectivity experience with a single user interface that provides at-a-glance access to the controls you need to manage your different connections. Automatically connect wirelessly to the Internet and email based on profiles that the user sets up as frequently visited locations. HP Connection Manager can help you better manage battery life in your HP Business Notebook by allowing you to turn individual wireless devices on or off.. With HP Connection Manager, IT administrators can better manage notebook WWA N devices and work to reduce 3G mobile broadband costs.

### HP Support Assistant

HP Support Assistant helps you maintain your PC and avoid or resolve problems using automated updates and self-help options. One simple menu guides you to expert support should you need it. It's preinstalled and ready to go on new HP PCs with Windows® 7 or Windows® 8. For more information, please visit www.hp.com/go/hpsupportassistant.

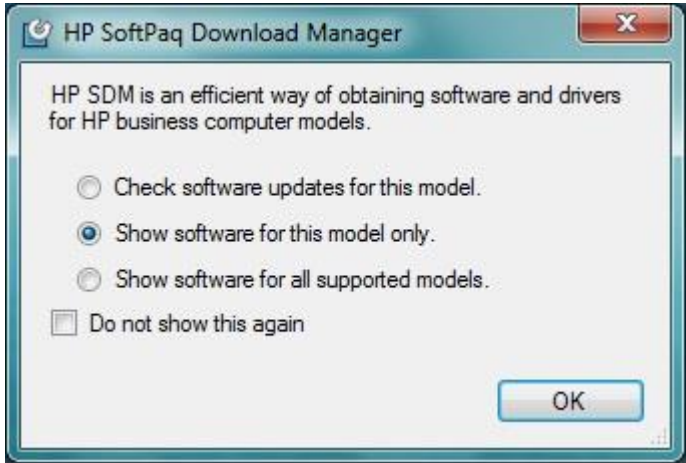## Appendix A: Using HP SoftPaq Download Manager

Perform the following procedure to use HP SoftPaq Download Manager to update your current platform:

1. Boot the Windows OS.
2. Open Microsoft Internet Explorer.
3. Download and install HP SoftPaq Download Manager from www.hp.com/go/sdm.
4. Launch SoftPaq Download Manager.
5. When prompted, select Show software for this model only (Figure A-1).

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**Note**
Use the **Check software updates for this model** option to automatically install updates on the current system or to download SoftPaqs to install on systems similar to the current platform.

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**Figure A-1.** SoftPaq Download Manager menu



The current platform is automatically be displayed and selected in the **Product Catalog** window.
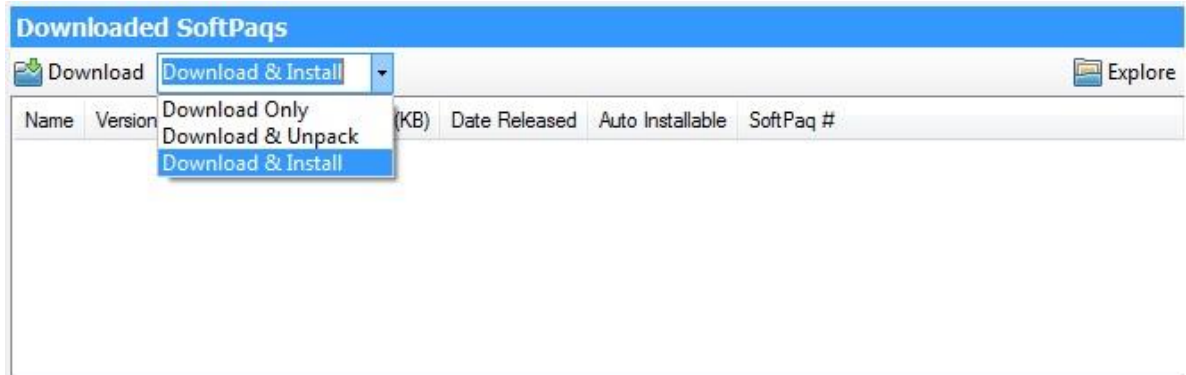
6. **Select the desired SoftPaqs from the Available SoftPaqs list (Figure A-2).**

**Figure A-2.** Available SoftPaqs list



7. After selecting the desired SoftPaqs, the following options are available in the Downloaded SoftPaqs window: **Download Only**, **Download and Unpack**, or **Download and Install**, as shown in Figure A-3.

**Figure A-3.** Downloaded SoftPaqs window

Select the appropriate download option based on the following:

- **Download Only** – Download selected SoftPaqs to C:\ProgramData\HP\HP SoftPaq Download Manger\SWDownload
- **Download and Unpack** – Download selected SoftPaqs to C:\ProgramData\HP\HP SoftPaq Download Manger\SWDownload and unpack each SoftPaq in a unique folder based on the particular SoftPaq number ( \SPxxxxx).
- **Download and Install** – Download selected SoftPaqs to C:\ProgramData\HP\HP SoftPaq Download Manger\SWDownload and then install each on the current system.

For more information on using HP SoftPaq Download Manager, refer to the User Guide at www.hp.com/go/sdm .

# Appendix B: Q & A

Q: Are my accessories compatible with Windows 8?

A: Software and hardware compatibility can be checked at the Compatibility Center for Windows 8 on Microsoft's website.

Q: How can I install HP PageLift?

A: Some HP software must be downloaded using the HP Store in Windows 8. The HP Store is only available when Windows 8 is installed using OS recovery media provided by HP.

# For more information

**Microsoft .NET Framework:** http://www.microsoft.com/net/

**Microsoft Windows 8 Compatibility Center:** http://www.microsoft.com/en-us/windows/compatibility/en-us/CompatCenter/Home

**HP Support & Drivers Page:** http://www.hp.com/go/support

To learn more about HP business notebooks, contact your local HP sales representative or visit **www.hp.com/go/notebooks**.

To help us improve our documents, please provide feedback at hp.com/solutions/feedback.

**Sign up for updates**
**hp.com/go/getupdated**