

# Installing Microsoft Windows XP Service Pack 2 on HP Compaq Business Notebooks



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# Introduction

## Purpose

This document focuses on the testing and support provided by HP for Microsoft Windows XP and Service Pack 2 on HP business notebook products.

Service Pack 2 (SP2) is the latest and most comprehensive update available for Microsoft® Windows XP. SP2 is considered a recommended upgrade; we suggest that each customer review SP2 documentation, and then determine whether to deploy SP2 based on individual company needs.

## Audience

This document is intended for HP personnel and customers needing information on Microsoft Windows XP and Service Pack 2 on HP business notebook products.

# System requirements and prerequisites

## System requirements

Information regarding minimum hardware requirements for installing Microsoft Windows XP SP2 is available at <http://support.microsoft.com/default.aspx?pr=windowsxpsp2>.

- Supported Systems
  - Compaq nc8000
  - Compaq nc6000
  - Compaq nc4000/nc4010
  - Compaq nx5000
  - Compaq nx7000/7010
  - Compaq nx9000
  - Compaq nx9005
  - Compaq nx9010
  - Compaq nx9105
  - Compaq nx9100/9110
  - Compaq nx9500
  - Evo N800
  - Evo N620c
  - Evo 610c
  - Evo 410c

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### IMPORTANT

Back up all user data prior to installing Microsoft Windows XP SP 2.

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You will need the following items before installing:

- A supported system with Microsoft Windows XP
  - Windows XP OS License for each PC
- Microsoft Windows XP Service Pack 2
  - SP2 is available through Windows update, as a download from the Microsoft website, or on CD from Microsoft.
- The latest HP Support Software CD containing updated drivers and deliverables described in the section “Installation of HP Drivers and Enhancements”
  - Optionally, the software can be downloaded from the HP website at [www.hp.com](http://www.hp.com) and burned onto a CD-R or CD-RW

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#### Note

The HP Support Software CD is updated monthly and available by annual subscription or as a one-time purchase. You can also download all files, including the most current available ROM for the platform, from the HP website [www.hp.com](http://www.hp.com). See Appendix A for information on determining the current ROM version and how to update.

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## Installation

### Installing Windows XP Service Pack 2

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#### IMPORTANT

Follow the instructions in the order provided. Failure to complete these steps in the proper order can result in an unsuccessful or unstable installation.

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This section provides guidelines for users who upgrade the preinstalled image of Microsoft Windows XP to SP2.

### Preparing for installation

1. If docked, undock the unit.
2. Disconnect all external peripherals and remove all PC card devices.
3. Connect AC power.
4. To check and upgrade ROM BIOS for each system, follow the steps below.
  - Start the system using the current operating system (OS).
  - Check the current ROM BIOS using Computer Setup or by pressing **Fn+Esc** after the OS boots.
  - Compare the current ROM version date to the latest ROMPaq release date on the HP website to ensure that you have the most recent version. If you do not have the most recent version, install the latest system ROM BIOS.

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#### Note

Refer to the online download and installation instructions to complete the ROM upgrade.

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# Installing SP2 and system software updates

## Preparing for installation -- installing drivers and enhancements

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### IMPORTANT

Upgrade the system ROM before beginning the Windows XP Service Pack 2 installation.

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### Drivers and enhancements installation

Perform the following steps:

1. If necessary, unbundle the preinstalled image. (Refer to the documentation included with the system for instructions.)
  2. Install SP2 (See note below).
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### Note

Contact the Network Administrators to properly set up the networking and security components of Microsoft Windows SP2. Refer to the Microsoft website for complete SP2 installation instructions.

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3. Install the updated drivers and enhancements from the HP Software Support CD or the HP website at <http://www.hp.com/support/files>. See Table 1 for additional information.

**Table 1** Minimum Versions of Necessary Drivers and Enhancements (along with recommended installation order)

Windows XP SP2 software components	Platforms	Version
Support Software for Bluetooth by hp	All supported platforms	3.00 C
Support Software for Bluetooth MultiPort Module	All supported platforms	3.00 B
Quick Launch Button Software	All supported platforms	5.00 A
System Enhancements for SP2	All supported platforms	1.00 A

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4. Restart the notebook PC.

# Appendix A: System ROM versions

## Determining the ROM version using Setup

### Note

The ROM versions listed in this document are current as of the white paper publication date.

Use the HP Setup utility or HP Diagnostics for Windows to determine the system ROM version. Refer to Table 2 for the current ROM version.

Table 2 ROM versions

Portable family	Current ROM version
HP Compaq nc4000/nc4010	F.2A
HP Compaq nc6000	F.0F
HP Compaq nc8000	F.0F
HP Compaq nx5000	F.0B
HP Compaq nx7000/7010	F.42
HP Compaq nx9000	KG.M1.17
HP Compaq nx9005	KA.M1.59
HP Compaq nx9010	KH.F.23
HP Compaq nx9105	F.12
HP Compaq nx9100/9110	F.21

- A block cursor displays in the upper right corner of the screen during startup.
- 1. Press **F10** when the block cursor displays.
- 2. Scroll down using the down arrow key to highlight View System Information and press **Enter**. The System Information prompt appears.
- 3. Make note of the ROM date and compare it to the date in Table 2.
- 4. Press **Esc** to exit the ROM information screen.
- 5. Scroll down using the down arrow key until Exit without Saving Changes is highlighted. Press **Enter**.
- 6. Press **F10** to confirm exiting the HP Utilities.
- 7. If the ROM requires upgrading and the ROMPaq diskette is not available, see “Creating a ROMPaq Diskette” in this appendix. Otherwise, proceed to “Upgrading the ROM.”

## Determining the ROM version using HP Diagnostics for Windows

1. If Diagnostics for Windows is installed on the notebook PC, the following steps can be used to determine the ROM version.
2. Click **Start**→**Settings**→**Control Panel**.
3. Double-click the **Diagnostics** icon.
4. Click the system icon (the leftmost icon on the icon bar near the top of the window).
5. Scroll through the list until the System ROM information appears. Make note of the ROM version and compare it to listings in Table 2.

6. Close Diagnostics for Windows by clicking on the **X** in the upper right corner of the Diagnostics window.

If the ROM requires upgrading and the ROMPaq diskette is not available, see "Creating a ROMPaq Diskette" in this appendix; otherwise, proceed to "Upgrading the ROM."

## Determining the ROM Version Using Windows System Information

1. Click **Start**→**All Programs**→**Accessories**→**System Tools**→**System Information** under Windows XP.
2. Scroll through the list until the BIOS Version/Date information appears. Make note of the ROM version and compare it to listings in Table 2.
3. Close Windows System Information by clicking on the **X** in the upper right corner of the window.

If the ROM requires upgrading and the ROMPaq diskette is not available, see "Creating a ROMPaq Diskette" in this appendix; otherwise, proceed to "Upgrading the ROM."

## Determining the ROM version using QuickLaunch Buttons for Windows

1. Press **Fn** (Function) and **Esc** (Escape) keys simultaneously.
2. HP System Information window appears which includes the System BIOS information. Make note of the ROM version and compare it to listings in Table 2.
3. Close HP System Information by clicking **OK**.

If the ROM requires upgrading and the ROMPaq diskette is not available, see "Creating a ROMPaq Diskette" in this appendix; otherwise, proceed to "Upgrading the ROM."

## Creating a ROMPaq diskette

Download the ROMPaq SoftPaq from  
<http://www.hp.com/support/files>

After downloading the appropriate SoftPaq from the HP website, follow the instructions on the download page to create a ROMPaq diskette.

## Upgrading the ROM

1. Connect the computer to external power.
2. Place the ROMPaq diskette into the diskette drive and restart the computer.
3. Press **Enter** at the Welcome to ROMPaq screen.
4. Press **Enter** to select the System ROM.
5. Press **Enter** to select the most current firmware image.
6. Press **Enter** to continue.
7. Press **Enter** to start the ROMPaq upgrade.

Turn off the computer after the system ROM has been successfully reprogrammed.

## Appendix B: SoftPaqs

### Unpacking a SoftPaq file

Several switches can be used when unpacking a SoftPaq file.

```
Sp#####.exe -pdf -f<path> -s
```

*SP#####.exe* is the Softpaq to unpack.

*-pdf* is a run time switch that overrides the build parameters.

*-f<Path>* is a run time switch that overrides the default path set at build time.

*-s* instructs the package to unpack in silent mode skipping the welcome, license and directory screens.

Descriptions of the software used on HP Compaq notebook PCs are listed in Table 3.

**Table 3** SoftPaq descriptions

Name	Description
Hot Key Support	Allows users to access BIOS and Operating System features.
ADI SoundMax Audio Driver	Enables the integrated Audio hardware.
Ethernet Drivers	Enables integrated NIC devices select models.
Modem Drivers	Enables integrated modem devices select models.
ATI Video Drivers	Enables the integrated video software.
Synaptics TouchPad Driver	Provides added functionality for the touchpad device.
System Enhancements	Provides users with a compilation of hardware-enabling operating system enhancements and fixes.
System ROMPaq	System Firmware
Quick Launch Button Software	Enables the Quick Launch Buttons on the internal keyboard.
HP WLAN W400-W500 Driver	Enables integrated WLAN in select models.
HP WLAN W400-W500 Atheros Client Utility	Utility for configuring WLAN settings.

## Appendix C: Observed anomalies

### Bluetooth

- **Anomaly:** Unable to connect to Bluetooth devices.
- **Description:** Pairing issues are experienced when attempting connection.
- **Systems Affected:** All models
- **Resolution:** Install the latest version of Support Software for Bluetooth.

### Quick Launch Buttons

- **Anomaly:** Unable to uninstall using Windows Add/Remove Programs.
- **Description:** An error message appears when Quick Launch Buttons is uninstalled using Windows Add/Remove Programs
- **Systems Affected:** All models
- **Resolution:** Update to the latest version of Quick Launch Buttons.

### Third Party Applications

- **Anomaly:** Some third party applications may not function properly under SP2.
- **Description:** Certain applications, utilities and Web pages may be adversely affected by the new security settings associated with SP2.
- **Systems Affected:** All models
- **Resolution:** For additional information regarding 3<sup>rd</sup> party applications, refer to the Microsoft website at <http://support.microsoft.com/default.aspx?pr=windowsxpsp2>.

## Appendix D: Questions and answers

**Q . When is Microsoft releasing Windows XP SP2?**

**A .** Microsoft is expected to make Windows XP SP2 generally available on August 25, 2004.

**Q . Will HP be changing its factory installed images to SP2?**

**A .** HP will update the pre-installed Windows operating systems on business notebook products lines from Windows XP SP1a to Windows XP SP2 during the 4th quarter of 2004. This is considered a critical update.

**Q . Why is Windows XP SP2 so important?**

**A .** Security has become the number one issue for Microsoft. Windows XP SP2 will contain new technology that can help reduce the risk of security threats.

**Q . What security fixes will be included in Windows XP SP2?**

**A .** Microsoft will rollup the security fixes released for Windows XP prior to the availability of Windows XP SP2 in addition to some new features. For more information on Windows XP SP2 please visit:

<http://www.microsoft.com/technet/prodtechnol/winxppro/maintain/winxpsp2.msp>

**Q . Is there a website where I can get information about HP systems and Windows XP SP2?**

**A .** For more information on HP systems and Windows XP SP2 please visit:

<http://www.hp.com/go/windowsxp>

## For more information

To learn more about HP business notebooks, contact your local HP sales representative or visit our website at: <http://www.hp.com/go/notebooks>

To learn more about HP systems, visit our website at: <http://www.hp.com/go/windowsxp>

Support for Windows XP SP2 is available from Microsoft at:  
<http://support.microsoft.com/default.aspx?pr=windowsxpsp2>

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