



INSTALLING OR UPGRADING TO MICROSOFT® WINDOWS® 7

On Selected HP Products

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These instructions are provided as a courtesy for customers upgrading to Microsoft® Windows® 7. Microsoft supports the Windows 7 software under Microsoft warranty terms. However, HP continues to support your PC hardware under the terms of your HP Hardware Limited Warranty.

If you need help using a Windows 7 DVD that was not obtained through the Windows 7 Upgrade Option Program from HP, contact Microsoft:

<http://windows.microsoft.com/en-us/windows7/help>.

If you received a Windows 7 Upgrade DVD through the Windows 7 Upgrade Option Program from HP and you need assistance beyond these instructions, please contact HP by visiting <http://www.hp.com/go/contacthp>.

Introduction

HP is committed to helping you upgrade your HP or Compaq computer to Windows 7. HP Engineers have tested most models of eligible HP computers with Windows 7 to ensure they are compatible and to help you pick the version that works best for you.

This document is about installing Windows 7 on selected HP products, and provides basic instructions for the installation process. This information is current as of the date of publication. Please refer to <http://www.hp.com/support> for the most current information about upgrading to Windows 7. HP recommends backing up all your important files and creating system recovery discs before beginning an upgrade.

List of Tested Systems

The following HP commercial PCs are supported with Windows 7. Systems marked with an asterisk (*) will have Limited Support.

Desktops	
• Compaq 500B	• Compaq dx1000
• HP Compaq dc5700 *	• HP Compaq dc5750 *
• HP Compaq dc5800	• HP Compaq dc5850
• HP Compaq dc7600 *	• HP Compaq dc7700 *
• HP Compaq dc7800	• HP Compaq dc7900
• HP Compaq dc8000	• HP Compaq dx2040
• HP Compaq dx2310	• HP Compaq dx2355
• HP Compaq dx2390	• HP Compaq dx2400
• HP Compaq dx2420	• HP Compaq dx2450
• HP Compaq dx2480	• HP Compaq dx2710
• HP Compaq dx2810	• HP Compaq dx7400
• HP Compaq dx7480	• HP Compaq dx7500
• HP Compaq dx7510	• HP Elite 7000
• HP Elite 8000c	• HP Pro 3000
• HP Pro 3005	• HP Pro 3010
• HP Pro 3015	• HP Pro 3080
• HP Pro 3085	• HP Pro 6000
• HP Pro 6005	

Point of Sale	
• HP rp3000	• HP rp5700

Installation Guide

Minimum Requirements

- 1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor
- 1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)
- 16 GB available hard disk space (32-bit) or 20 GB (64-bit)
- DirectX 9 graphics device with WDDM 1.0 or higher driver

Additional Requirements

- Internet access (fees may apply)
- Depending on resolution, video playback may require additional memory and advanced graphics hardware
- For some Windows Media Center functionality a TV tuner and additional hardware may be required
- Windows Touch and Tablet PCs require specific hardware
- HomeGroup requires a network and PCs running Windows 7
- DVD/CD authoring requires a compatible optical drive
- BitLocker requires Trusted Platform Module (TPM) 1.2
- BitLocker To Go requires a USB flash drive
- Windows XP Mode requires an additional 1 GB of RAM, an additional 15 GB of available hard disk space, and a processor capable of hardware virtualization with Intel VT or AMD-V turned on
- Music and sound require audio output

For details, see <http://windows.microsoft.com/en-us/windows7/products/system-requirements>.

Operating System requirements for Upgrades

A valid copy of Windows Vista of the same language and similar edition is required. For example, to upgrade to Windows 7 Home Premium, the PC must be running Windows Vista Home Premium.

You cannot upgrade from Windows XP to Windows 7; however, you can do a Custom Install. A Custom Install replaces the current operating system and does not preserve software applications, data, or settings.

CAUTION:

HP recommends that you back up all your important files and create your system recovery discs before beginning an upgrade.

Recommended Installation Procedure

1. [Check and Upgrade BIOS](#)
2. [Update Drivers, Software, and Utilities](#)
3. [Backup User Data and Burn Recovery Disks](#)
4. [Check for Application and Hardware Compatibility](#)
5. [Install or Upgrade](#)
6. [Update Drivers, Software, and Utilities](#)
7. [Restore User Data](#)

Check and Upgrade BIOS

1. Turn on the computer and immediately press the F10 key repeatedly until the Computer Setup Utility screen is displayed.
2. Write down the BIOS revision number located on the System information page.
3. Go to the HP Customer Care Web site (<http://www.hp.com/support>), select Software and Drivers, and enter your PC model number to find software and driver updates for your computer.
4. If a BIOS update having a higher revision number is available, download and install it, following the instructions on the Web site.

Update Drivers, Software, and Utilities

Find and install software updates for Vista:

1. Connect to Microsoft Windows Update, and install all updates designated as **Important**.
2. Go to the HP Customer Care Web site (<http://www.hp.com/support>), select Software and Drivers, and enter your PC model number to find software and driver updates for your computer to locate, download, and install the latest HP SoftPaqs for drivers, firmware and software updates for Windows Vista.

Find Software updates for Custom Installs:

If you are planning to install Windows 7 using the Custom Install method, then you will need to find and temporarily store drivers for Windows 7.

1. Go to the HP Customer Care Web site (<http://www.hp.com/support>), select Software and Drivers, and enter your PC model number to find software and driver updates for your computer to locate, download, and install the latest HP SoftPaqs for drivers, firmware and software updates for Windows 7.
2. Copy the SoftPaqs to a USB drive, or burn them to a CD. You will need these Softpaqs after the Windows 7 Installation is finished.

Back Up User Data and Burn Recovery Disks

If you have not already done so, create a set of system recovery discs or order them from HP.com

Prior to upgrading or installing Windows 7, back up your important files. If you are using a 3rd party backup application, including any provided by HP, verify that it is compatible with Windows 7 before choosing it as your backup solution. Do not use backup software that is incompatibly with Windows 7. If you are doing a Custom Install, make sure you have a copy of your backup software on your USB drive or burn it to a CD so it can be used later to restore your files. When finished, verify that the backup was successful and that you can access your files.

Microsoft provides the Windows Easy Transfer utility for migrating data.

Using Windows Easy Transfer to gather data for migration:

1. Obtain a large USB or 1394 external hard drive on which to transfer and store all of your files and settings.
2. Plug in the external hard drive.
3. If using Windows Vista, skip to step 4. If using Windows XP:
 - a. Obtain Windows Easy Transfer from <http://www.microsoft.com/downloads/details.aspx?familyid=2B6F1631-973A-45C7-A4EC-4928FA173266&displaylang=en>
 - b. Install Windows Easy Transfer.
 - c. To launch Windows Easy Transfer, click **Start > All Programs > Windows Easy Transfer**.
4. If using Windows Vista:
 - a. To launch Windows Easy Transfer, click **Start > All Programs > Accessories > System Tools > Windows Easy Transfer**.
 - b. For more information, refer to <http://support.microsoft.com/kb/928635>.
5. At the **Welcome to Windows Easy Transfer** screen, click **Next**.
6. You may be prompted to close certain applications before proceeding.
7. If prompted, choose to start a new backup.
8. You may be asked if this is the new or old PC. Choose **old PC**.
9. At the **Choose how to transfer files and program settings** screen, select **External hard disk or to a network location**.

10. At the **Choose network location** screen, enter the path to the USB drive, using an easy to remember file name with a .MIG extension. For example, F: /systembackup.MIG
11. Set a password if desired.
12. Click **Next**.
13. At the **What do you want to transfer to your new computer?** screen, select **All user accounts, files, and settings**.
14. At the **Review selected files and settings** screen, make changes if necessary, then click **Transfer**.
15. After the migration file is created, verify that it has been saved to your USB drive or network share.
16. Disconnect the USB Drive, and proceed with the Windows 7 installation process.

Check for Application and Hardware Compatibility

Use the **Windows Vista Upgrade Advisor RC** provided by Microsoft:

<http://www.microsoft.com/windows/windows-7/upgrade-advisor.aspx> BETA LINK.

The Windows 7 Upgrade Advisor lists all known compatibility issues, and recommends appropriate actions. You may be instructed to uninstall an application before upgrading to Windows 7. Check the software vendor's Web site or contact the vendor to see if there is a Windows 7 compatible version of the application before upgrading the operating system.

For some devices, there is no driver support under Windows 7. You must decide whether you can do without the device or purchase a Windows 7 compliant device prior to upgrading or installing the new operating system.

These applications have previously shipped on HP computers, and are known to be incompatible with Windows 7. They must be removed before proceeding with a Windows 7 Upgrade.

- Altiris Virtual Software Agent (shipped with Firefox)
- Symantec Virtual Software Agent (shipped with Firefox)
- HP Backup and Recovery Manager
- HP ProtectTools Security Manager (can be re-installed after upgrade)

Install or Upgrade

Determine if you will Upgrade or do a Custom Install.

- If you are upgrading from Windows XP to Windows 7, you must do a Custom Install.
- An Upgrade installs over your existing operating system, keeping existing applications, drivers, and your personal files in place.
- A Custom Install erases your existing operating system, all software applications, drivers, and data. After a Custom Install, previously existing applications, drivers, and data will no longer be available. If you choose this option, back up your data now if you have not done so.

Steps for Upgrade:

1. [Check and Upgrade BIOS](#)
2. [Update Drivers, Software, and Utilities](#)
3. [Backup User Data and Burn Recovery Disks](#)
4. [Check for Application and Hardware Compatibility](#)
5. Obtain the Windows 7 version suitable for your needs.
 - a. Refer to Microsoft's chart at: <http://windows.microsoft.com/en-US/windows7/products/compare-editions>
 - b. Verify that it is compatible with your current OS (refer to the chart in the Operating System requirements for Upgrades section above)
 - c. Choose the appropriate language. Only same language Upgrade is supported.
6. Insert the Windows 7 DVD into your DVD drive.
7. If the install window does not open automatically, double-click `setup.exe` from the DVD.
8. Click **Install Now**.
9. Follow the instructions on screen, choosing the following options:
 - a. Select **Go online to get the latest updates...**
 - b. Select **Upgrade**
 - c. Select other options as appropriate.
10. Do not restart or shut down your computer until the upgrade process has completed.
11. After the installation is complete, run Windows Update to obtain the latest Windows Defender updates, and other updates as needed.
12. Run the **Windows Easy Transfer** wizard to restore your backed up files (if applicable).

Steps for a Custom Install:

CAUTION:

A Custom Install will erase all data, applications, and settings from your existing operating system. You must back up your data and burn system recovery disks before proceeding.

1. [Check and Upgrade BIOS](#)
2. [Update Drivers, Software, and Utilities](#)
3. [Backup User Data and Burn Recovery Disks](#)
4. [Check for Application and Hardware Compatibility](#)
5. Obtain the Windows 7 version suitable for your needs.

NOTE:

Refer to Microsoft's chart at:

<http://windows.microsoft.com/en-US/windows7/products/compare-editions>

6. Turn on the PC and eject the DVD drive
7. Insert the Windows 7 DVD into your DVD drive and restart your PC.
8. Boot to the Windows 7 DVD.
9. Click **Install Now**.
10. Follow the instructions on screen, choosing the following options:
 - a. Select **Go online to get the latest updates...**
 - b. Select **Custom**.
 - c. Select other options as appropriate.
11. Do not reboot or shut down your computer until the upgrade process has completed.
12. After the installation has completed, you will see several option screens.
 - a. At the **Help protect Windows automatically** screen, choose **Use recommended settings**.
 - b. Select other options as appropriate.
13. Run the **Windows Easy Transfer** wizard to restore your backed up files (if applicable).

Update Drivers , Software, and Utilities

Connect to Windows Update and obtain the latest Windows Defender updates, and other updates as needed.

Updated drivers and utilities are available at <http://www.hp.com>.

Restore User Data

To use **Windows Easy Transfer** to restore data after Windows 7 installation finishes, complete the following steps:

1. Plug in the external hard drive used to store the migration file.
2. To launch **Windows Easy Transfer**, click Start > **All Programs > Accessories > System Tools > Windows Easy Transfer**.
3. At the **Welcome to Windows Easy Transfer** screen, click **Next**.
4. At the **What do you want to use to transfer items to your new computer** screen, select **An external hard drive or USB flash drive**.
5. At the **Which computer are you using now?** screen, select **New Computer**.
6. At the **Has Windows Easy Transfer already saved...** screen, select **Yes, I installed it**.
7. Browse to the location of the MIG migration file, and select it.
8. Restart your computer to complete the transfer process.

Additional Information

A Note on Aero Glass

Aero Glass is not available on Windows 7 Home Basic or Starter editions.

Aero Glass will not be available on graphics cards that do not have native drivers already included within the operating system. Check for updated drivers on Windows Update and hp.com.

A Note on Sharing Folders

Sharing a folder under a User profile (i.e. a folder on the Desktop or in the Documents folder) will share the folder by making it accessible through \\<computer name>\Users. The User profile will be labeled as a shared folder, but it is secured so that users are only granted access to the specific folder that was shared. Users that open \\<computer name>\Users will only be allowed to see files and folders that they have been given permission to access.

Sharing a folder or file will not change the displayed icon. To check if a file or folder is shared, select it and check its state in the status bar at the bottom of the explorer window.

Known Issues

Issue: Symantec Virtual Software prevents upgrade to Windows 7. The upgrade will fail and return the system to the original OS.

Systems Affected: Any system with Symantec Virtual Software installed.

Resolution: From Control Panel > Programs, uninstall Symantec Virtual Software. Restart Windows 7 Upgrade.

Issue: Some Digital Copy DVD's direct the user to a webpage in order to upgrade security components, but the **Upgrade** button is grayed out and the upgrade cannot be initiated.

Systems Affected: All systems.

Resolution: Close the browser and the DVD software windows. Re-open the browser and go to <http://drmlicense.one.microsoft.com/Indivsite/en/indivsit.asp>. The upgrade button will now be accessible.

Issue: Remote Desktop will not login with a username that has been changed, but the old username continues to work.

Systems Affected: All systems.

Resolution: Windows Vista and Windows 7 do not allow for changed usernames to be used for Remote Desktop.

Issue: The first time Games Explorer is opened, if Narrator is running than the Explorer will crash.

Systems Affected: All systems.

Resolution: Turn off Narrator. Run Games Explorer the first time. You can now turn Narrator on, and running Games Explorer will no longer have an issue.

Issue: When using multi-touch applications, the rotation direction may be opposite of what is being input.

Systems Affected: Multi-touch capable systems

Resolution: There is no known resolution at this time. Reposition your fingers and try again.

Issue: A system image on DVD or network drive fails to restore.

Systems Affected: All systems, when booting to Windows 7 install on a USB drive

Resolution: After booting to the OS on the USB drive, choose to repair the system, and then choose system recovery. Remove the USB drive at this point, and continue with the restore as indicated.

For more information

For more information on Windows 7, please visit these websites:

<http://www.microsoft.com/en-US/windows7/products/home>

<http://windows.microsoft.com/en-us/windows7/Installing-Windows-recommended-links>

<http://www.hp.com/support>



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