

HP Commercial Desktops - Clean (Custom) Installation of Windows 8

This document pertains to HP business desktop computers to be upgraded from Windows 7 using a digital copy of Windows 8 64-bit. You should perform a Clean Installation (custom) that deletes all data from the hard drive before installing Windows 8.

Please read the following important information before beginning your upgrade:

Not all Windows 8 features may be available on all Windows 7 computers. Your computer may require additional hardware, software, firmware, and/or a BIOS upgrade to install and run Windows 8.

- HP provides upgrade instructions and drivers for most computers sold after October 1st, 2011.
- For information about the Microsoft Windows 8 Upgrade Offer go to www.windowsupgradeoffer.com and www.windowsupgradeoffer.com/en-US/Home/Faq. Check these sites frequently, as some details may change and/or additional information may become available.
- If you purchased your computer prior to October 1st, 2011, HP has not tested or developed drivers for your model computer. Therefore an upgrade of your computer may be difficult or impossible.
- Not all Windows 8 features will be available on all computers, and your particular experience with Windows 8 is determined by the capabilities of your computer.
- HP recommends that business desktop computers perform a Clean (custom) installation to obtain the best possible Windows 8 experience. HP does not recommend performing an In-place upgrade for business desktop computers.

A Clean installation (custom) erases all files on the hard drive and removes any hard drive partitions before installing Windows 8. The original drivers and programs provided by HP (and any other software you installed), will no longer be available and must be reinstalled or replaced with Windows 8 compatible versions.

Even if your computer supports UEFI and has the latest firmware installed, a clean installation and reformatting to a GPT format will be required in order to get some security features of Windows 8.

- HP recommends installing the 64-bit version of Windows 8 for business desktop computers. HP will only provide drivers for Windows 8 64-bit.
- Software designed for Windows 7 or earlier operating systems may not work after installing Windows 8.
- HP provides Windows 8 compatible software and updated drivers to support only specific computer models.

- Some graphics hardware will not support the new WDDM 1.2 driver design. While the graphics should work on Windows 8, the computer will not benefit from the performance improvements available to graphics that support WDDM 1.2.

Additionally, some graphics cards may not support the UEFI GOP feature required to support Seamless Boot in Windows 8.

- If you want to restore the original operating system after upgrading, you must obtain HP recovery media before you upgrade.
- If you seek support assistance from HP after you upgrade, HP technical support may request that the original Windows 7 operating system be restored to verify product functionality. If your computer is sent to service or repairs after upgrading to Windows 8, your computer may be re-imaged with the original Windows operating system and the upgraded Windows 8 operating system will be removed. After repairs are made, you can reinstall Windows 8.
- You should always back up all important data (personal files, photos, videos, documents, applications, etc.) before beginning any upgrade to avoid any possibility of losing your important data.
- You might not be able to view DVD movies after upgrading. If you currently use a DVD codec to play DVD movies, such as the encoder that comes with Windows 7 Professional, this encoder may not be available after upgrading to Windows 8. To continue to play DVDs after you upgrade, you need to acquire the Windows 8 Media Center Pack from Microsoft or purchase DVD playback software.

If you currently use DVD playback software from HP, Cyberlink, or another company that does not use the Microsoft licensed codec, the Windows 8 installation process helps you determine if your playback software is compatible with Windows 8 or if an update is required. If the software is compatible and you perform an In-place Upgrade, you have the option to keep this software during the upgrade. If you perform a Clean Install you must reinstall the software after the upgrade.

System Requirements

Microsoft requires that your computer hardware must meet the following system requirements before you can install Windows 8.

Windows 8 works on the same hardware that powers Windows 7:

- 1 gigahertz (GHz) or faster processor
- Minimum 2 GB RAM (64-bit), 4 GB preferred for full functionality
- Minimum of 20 GB of hard drive storage available before installation
- The latest available BIOS installed

Additional requirements to use certain features:

- To access the Windows Store and to download and run apps, you need an active Internet connection and a screen resolution of at least 1024 x 768.
- To snap apps, you need a screen resolution of at least 1366 x 768.
- Internet access (ISP fees might apply)

Microsoft provides an installation wizard to check your computer for possible compatibility problems. It's a good idea to use the installation wizard before attempting to upgrade to Windows 8. For more information, visit the <http://www.microsoft.com/en-us/windows/compatibility/en-US/CompatCenter/Home>.

Does your computer support advanced Windows 8 features?

UEFI is Unified Extensible Firmware Interface and works with your traditional BIOS to manage interactions between the hardware and the operating system. Some HP computers are configured with BIOS that can be upgraded to take advantage of new Windows 8 features; such as Secure Boot and a seamless boot experience. Additionally, HP provides hardware diagnostics and troubleshooting from the UEFI interface. To take advantage of certain features enabled by UEFI, all HP computers require an updated BIOS before installing Windows 8. However computers with UEFI also require changes to the BIOS settings before and after the installation. To take advantage of some of the new features in Windows 8, the hard drive must be re-formatted using a new file format (GPT).

Performing a Clean Installation (custom) is important to create the necessary GPT partitioning and enable full features.

Updated BIOS versions can be obtained from the HP Drivers and Downloads web page for your model at <http://www.hp.com/support>.

Preparing your computer for Clean Installation (custom) of Windows 8

This installation option prepares your computer for installation, erases all files on the hard drive and removes any hard drive partitions before installing Windows 8. To access this option, you must shutdown the computer and use the installation DVD or USB storage device to boot the computer.

WARNING:

You must back up all important data (personal files, photos, videos, documents, applications, etc.) before beginning a Clean Installation to avoid losing your important data.

Step 1: Update the BIOS

Upgrade to the latest BIOS before upgrading to Windows 8. Use the following steps to update the BIOS to avoid possible installation problems:

NOTE:

Upgrading the BIOS may also be required at least once after the installation in order to obtain full Windows 8 support. The final BIOS for UEFI systems will be available in early 2013 and the BIOS must be upgraded at that time.

1. Click **Start**, type `system` into the search field, and select **System Information** from the list.
2. Under the System Summary, the **BIOS Version/Date** is displayed. Record the BIOS revision number.
3. Go to the HP Customer Care Web site (<http://www.hp.com/support>), select Software and Drivers, and enter your computer model number to find software and driver updates.
4. Use the SAVE option to download the latest available BIOS to your hard drive. Make sure to look through all the available downloads and select the BIOS version that has the highest version number.
5. To install (flash) the BIOS, close all software, disconnect all connected devices, remove all external storage devices and then double-click the downloaded BIOS.

WARNING:

Do not use the computer or disconnect the power until the BIOS update has completed by itself and the computer has restarted.

Step 2: Changing BIOS settings for Windows 8

Computers configured with UEFI for Windows 8 must be configured with UEFI Option ROMs for storage enabled. Intel AMT technology must be disabled in the BIOS before upgrading. AMT can be enabled after UEFI versions of Intel AMT are available from HP in a BIOS update.

NOTE:

HP will release new BIOS versions regularly, and these computers must have their BIOS updated with each change. New BIOS versions can be obtained from <http://www.hp.com/support>.

A Clean (custom) installation is especially important for these computers to create the necessary GPT partitioning that enables full features with BIOS updates. An upgrade will require a reinstallation of Windows 8 along with the final BIOS version to achieve full Windows 8 functionality.

Use the following steps to configure the BIOS before upgrading:

1. Restart the computer and press the `F10` key repeatedly to enter the F10 Setup menu.
2. Select your language.
3. Choose **Apply Defaults and Exit** to set the BIOS back to known defaults
4. Do NOT toggle **UEFI Option ROM Support** to **Enabled**.
5. Press the `F10` key to accept the changes and restart the computer.

Step 3: Get software and drivers

It is advisable to get all available recommended software and driver updates while the computer is still using Windows 7.

1. Go to the HP Customer Care Web site (<http://www.hp.com/support>), select Software and Drivers, and enter your computer model number. Download and save the Windows 8 hardware drivers and software files to your hard drive.

NOTE:

If there is a Windows 8 operating system listed in the drop down menu, the model computer is supported.

2. Copy the downloaded files to CD/DVD or a USB storage device for use after installing Windows 8.

Step 4: Download and extract storage drivers

You may be prompted for storage drivers during the installation of Windows 8. Follow these instructions to obtain and prepare the storage drivers for installation.

1. Go to the HP Customer Care Web site (<http://www.hp.com/support>), select Software and Drivers, and enter your computer model number. Download and save the Windows 8 hardware drivers and software files to your hard drive.

NOTE:

If there is a Windows 8 operating system listed in the drop down menu, the model computer is supported.

2. Under the **Drivers - Storage** section, download each of the storage drivers listed.
3. Extract each driver from its Softpaq (without installing it).
4. Copy the downloaded folder(s) with the extracted storage drivers to CD/DVD or a USB storage device for use during the Windows 8 installation.

Step 5: Obtain or create Recovery discs and back up your important files

If you have not already done so, obtain or create a set of Windows 7 system recovery discs. If a problem occurs during the upgrade process, you can use recovery discs to return your computer back to its original software configuration. You can use Microsoft Backup and Restore Center or Microsoft Windows Easy Transfer to back up your Windows files and transfer them to Windows 8. Microsoft **Windows Easy Transfer** comes with Windows 7 and makes backing up files easy. If you want to backup your files using other software, you must first verify that it is compatible with Windows 8 before using it. You will also need a copy of the software's installation files on a USB drive or disc. Do not use backup software that is not compatible with Windows 8!

When finished, verify that the backup was successful and that you can access your files.

Step 6: Download a digital copy of Windows 8

If you purchased a retail DVD of Windows 8, follow the Microsoft installation instructions provided in the packaging.

To download a digital copy of Windows 8 you need:

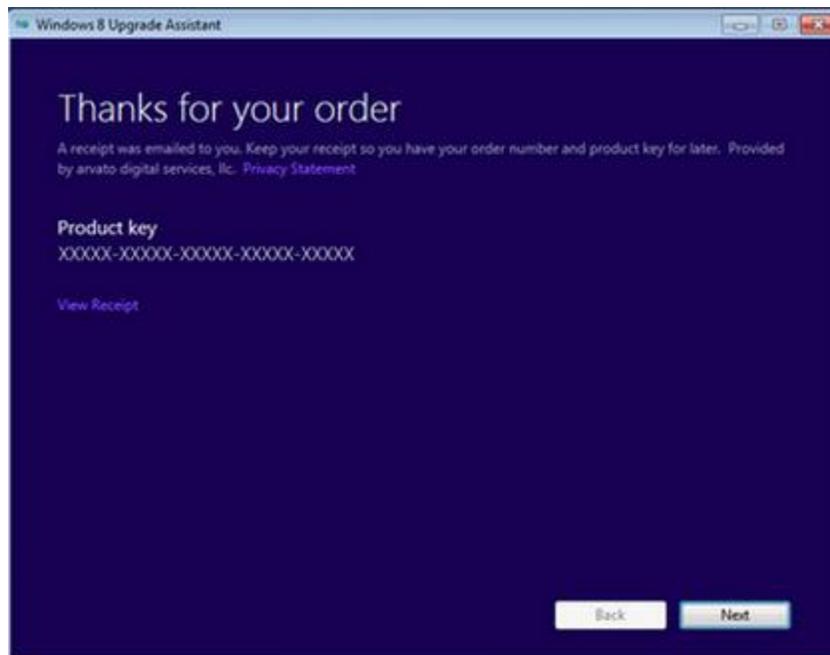
- Windows 7 computer (that you intend to upgrade) with at least 6GB of free disk space.
 - Network connection to the Internet.
1. Open an Internet browser and go to www.microsoft.com/windows8 to find the Windows 8 Upgrade Assistant.
 2. Run the Windows 8 Upgrade Assistant.

NOTE:

Windows 8 Upgrade Assistant may identify needed drivers or software. Be sure you have obtained the identified drivers or software before installing Windows 8.

3. The Windows 8 Upgrade Assistant helps you purchase the Windows 8 Upgrade from Microsoft. After purchasing Windows 8, the Upgrade Assistant provides a Product Key (5 groups of alpha-numeric characters). Write down the Product Key for future reference.

Figure 1: Product Key in Windows Upgrade Assistant



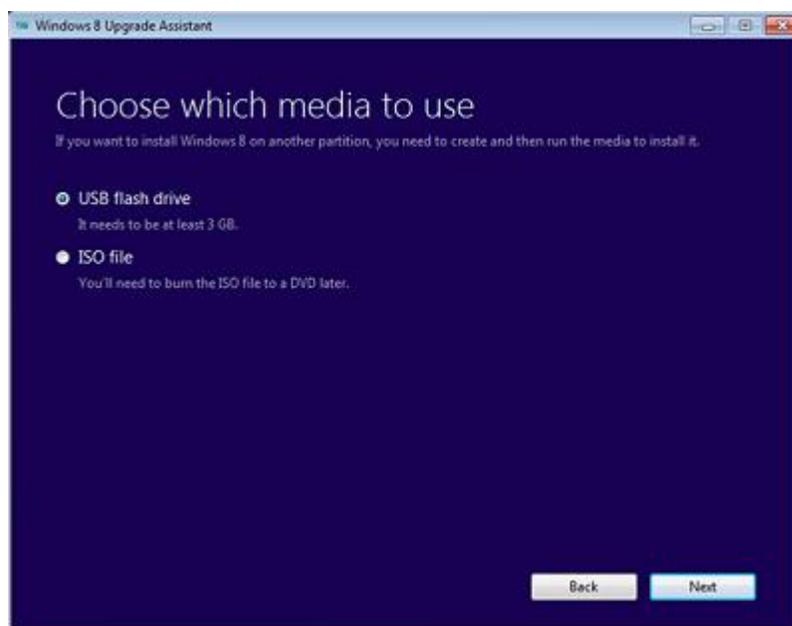
4. To continue with the Clean Installation select **Install by creating media** option and click **Next**.

Figure 2: Install Windows 8 options



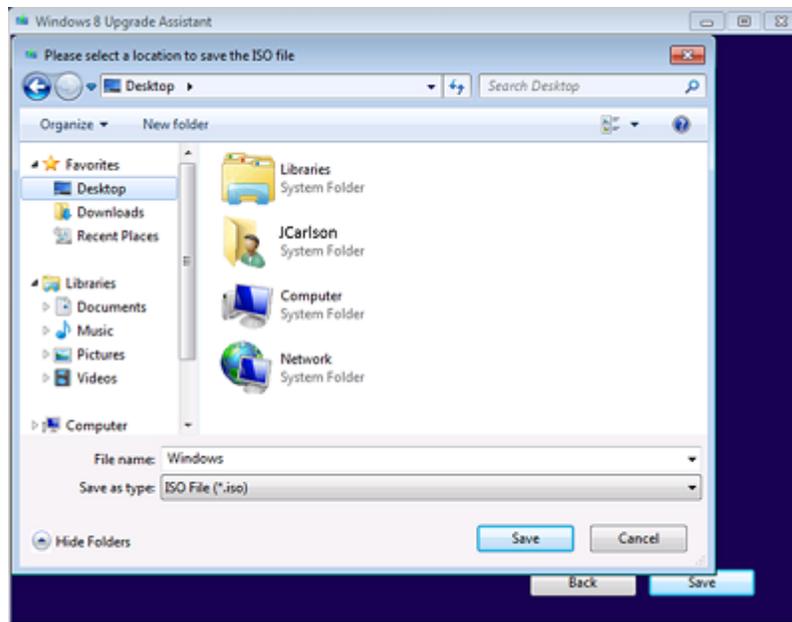
5. You can choose to either create a bootable USB flash drive or burn a DVD disc from an ISO file. Select the option you prefer and click **Next**.

Figure 3: Choose USB or DVD (ISO)



- If you choose to burn a DVD (ISO file) click **Save** to save the ISO file to your Desktop.

Figure 4: Save ISO file to the Desktop

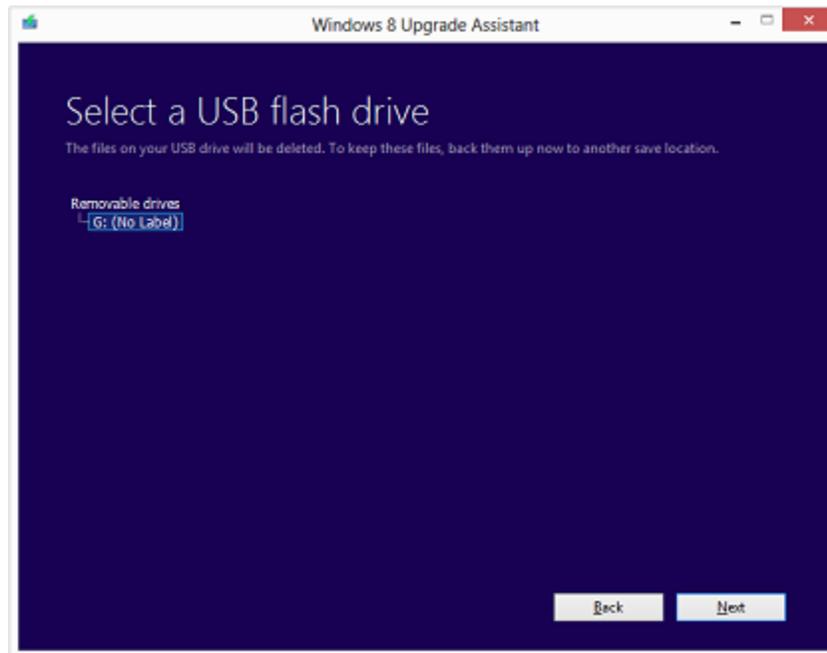


Insert a blank, writable DVD in your DVD-RW drive, and click **Finish**.

Figure 5: Burn the ISO file to a DVD



- If you chose to create a USB flash drive, select the USB flash drive from the list and click **Next**.

Figure 6: Select a USB flash drive

8. After the files are burned to the DVD or a USB storage device, label the disc or storage device and store it in a safe place.

Things to expect during installation

- **Incompatible programs** - The installation examines the computer for possible compatibility problems. Some programs need to be uninstalled and the computer restarted before the installation can continue.
- **Interrupting the installation** - The installation can be stopped and restarted at certain predefined points. When restarting the computer, a set of prompts allow you to either: **Continue** where you were, or **Start Over**.
- **UAC security** - The Microsoft User Account Control Settings displays a prompt and requires you to verify that you want the listed program to make changes in your computer. This prevents a malware or a virus from trying to install software.

If prompted, **Do you want to allow the following program to make changes to this computer?** and the Program's Name is listed as *Microsoft Windows and Verified Publisher as Microsoft Corporation*, click **Yes** to allow the action.

- **Choose a User Name and Password** - By default Windows 8 is designed to seamlessly integrate your new computer into the Internet or Cloud with other social media and devices using a Microsoft connected user account; such as Instant Messenger, Gmail, or Hotmail account.
 - **Local Account** - You can enter a unique user name and password that is valid only on this local computer to keep this computer as an

- independent device that is not linked to other devices. You can still manually connect to the Cloud to share files later.
- **Microsoft Account** - If you use your Microsoft connected user account to logon, this computer automatically links into all the other mobile devices and user information you have stored on all your social networking accounts.
- **Allow multiple restarts** - The computer will restart multiple times during the installation process. You can either remove the installation DVD during the restart, or ignore the prompt to `Press any key to boot from the CD or DVD....`

Install Windows 8

1. Exit all programs, disconnect all peripheral devices, and remove all USB storage devices and SD cards.
2. If you have Internet, connect the computer to the Internet using either an Ethernet cable (Wired NIC), or turn wireless button On (Wireless LAN).
3. Insert the Windows 8 installation DVD or USB storage device drive into the computer and shut down the PC.
4. Turn on the computer and press the `F9` key to enter the Boot Option Menu.

The Boot Options menu is shown with UEFI Boot Sources at the top of the list and Legacy at the bottom.

5. **UEFI models** - Using the arrow keys select **DVD Drive** or **USB Device** under UEFI Boot Sources and press `Enter`.

Non-UEFI models - Using the arrow keys select **DVD Drive** or **USB Device** under Legacy and press `Enter`.

6. When prompted to `Press any key to boot from CD or DVD`, press `Enter`.

NOTE:

UEFI models - If you do not press a key when the "Press any key to boot from CD or DVD..." message appears, the computer defaults to the legacy boot. You will need to stop the installation, reboot the computer, reselect the UEFI boot device, and "Press any key to boot from CD or DVD..."

Allowing Legacy boot before installing Windows 8 prevents GPT formatting of the hard drive and does not enable full feature capability.

7. When the required files are loaded and the Windows 8 installation screen displays, click **Install now** to begin the installation process.

Figure 7: Setup is starting displays on screen

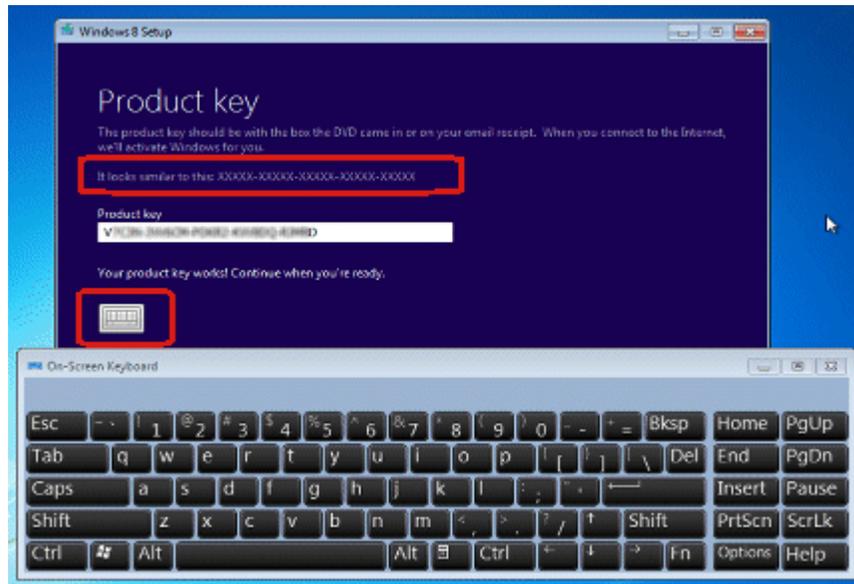


8. When prompted, select the desired **Language**, **Time**, and **Keyboard**, and then click **Next**.

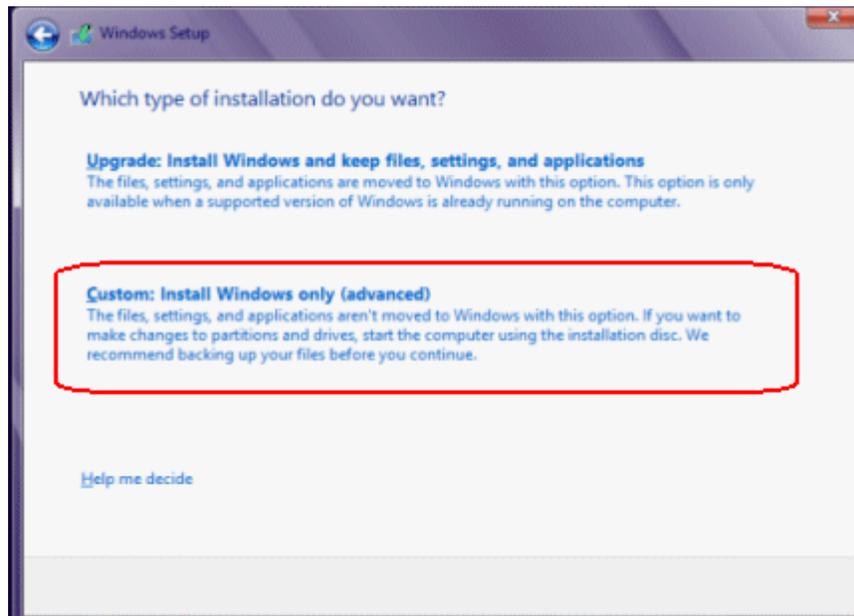


9. When prompted to enter **Product key**, follow the on-screen instructions and enter in your Product Key (5 groups of alpha-numeric characters without the dashes). When the correct Product Key is entered, a confirmation message **Your product key works! Continue when you're ready** displays. Click **Next** to continue.

If, after multiple attempts the product key entry is not successful, contact Microsoft support (www.microsoft.com/support) for help with your product key.



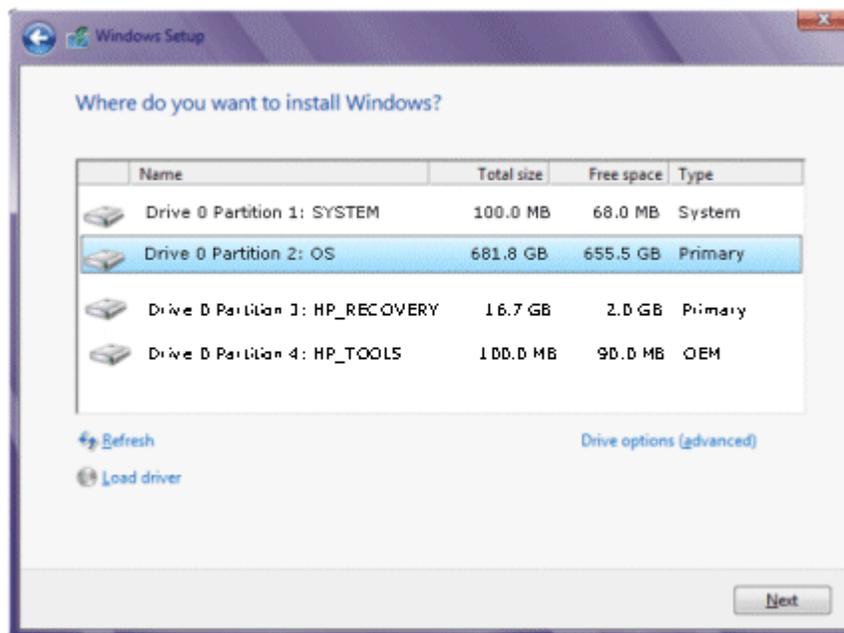
10. When prompted to review the End User Agreement terms, read the agreement, select **I accept the license terms** if you agree to the terms, and then click **Accept**.
11. After the End User Agreement is accepted, two installation options are displayed: an in-place **Upgrade**, or a clean **Custom** Installation. Select **Custom Installation**.



12. **Verify that you have backed up all your important files and created or obtained an HP recovery solution.** After completing this step, all files will be destroyed without further warning.
13. A screen opens titled **Where do you want to install Windows?**. This screen lists the drive partitions available on the hard drive - that is, the storage space Windows Setup can use to install Windows 8.

To continue, use one of the following actions to install Windows on a hard drive partition:

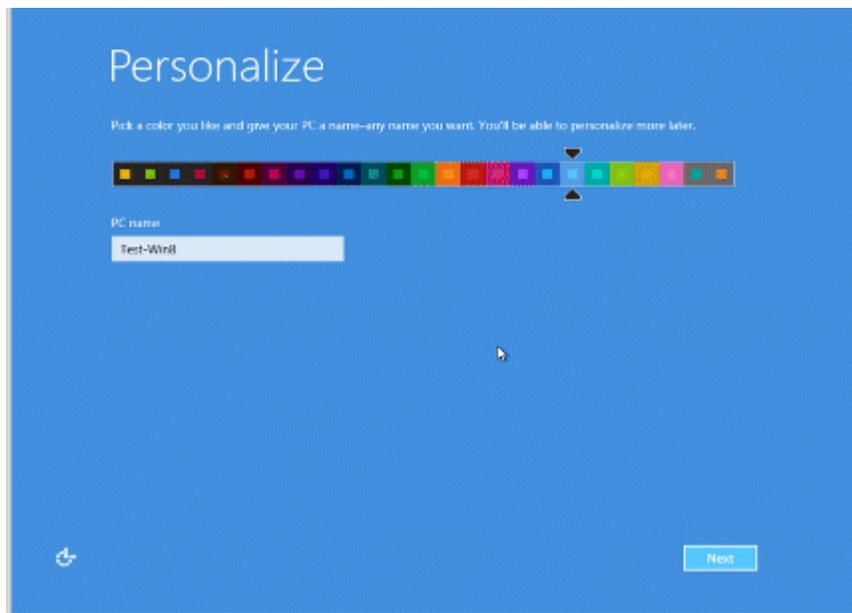
- **Delete all partitions and install on one partition of maximum size (advanced):** Select drive options to enable more options on the screen and delete all partitions in the list. Once all the partitions have been removed, you can create one new partition of maximum available size and format it. Once you have one partition and it is formatted, select this partition and click **Next** to continue.
- **Create more than one partition and install on one of them (advanced):** Select drive options to enable more options on the screen and delete all partitions in the list. Once all the partitions have been removed, you can create new partitions of different sizes and format them. One of these partitions must be at least 20GB in size to allow for the installation of windows 8. Using this method allows you to set aside separate partitions of storage space to be used in Windows 8 as additional drive volumes (in File manager and Computer). Once you have one partition and it is formatted, select a partition that is 20GB or larger and click **Next** to continue.



14. If you are prompted to install storage drivers use the extracted storage drivers that you copied to a CD/DVD or USB storage device.

- i. If necessary, remove the Windows 8 installation disc and insert the CD/DVD that the extracted storage drivers are stored on. See **Step 4: Download and extract storage drivers** on this page for more information.
 - ii. Browse to the appropriate driver directory on the CD/DVD or USB storage device.
 - iii. De-select the **Hide Drivers** option.
 - iv. Select the driver you wish to install and click **Next**.
 - v. Repeat steps 2-4 until all storage drivers are loaded.
 - vi. After loading all of the storage drivers, format the OS partition on the hard drive. You will see an error message indicating that the OS cannot be installed on the selected partition.
 - vii. Remove the CD/DVD or USB storage device that contains the extracted storage drivers and insert the Windows 8 installation DVD or USB storage device.
 - viii. Click **Refresh** then click **Next**.
15. After Windows 8 is installed, a **Personalize** prompt displays. Use the horizontal slider to choose a background and text **color**, enter a **name** for the computer, and then click **Next**.

Figure 8: Personalize Windows 8



16. If the **Wireless** prompt displays, you may either connect to your network now or later.

Figure 9: Wireless network connection



Select your wireless network from the list and click **Connect** .

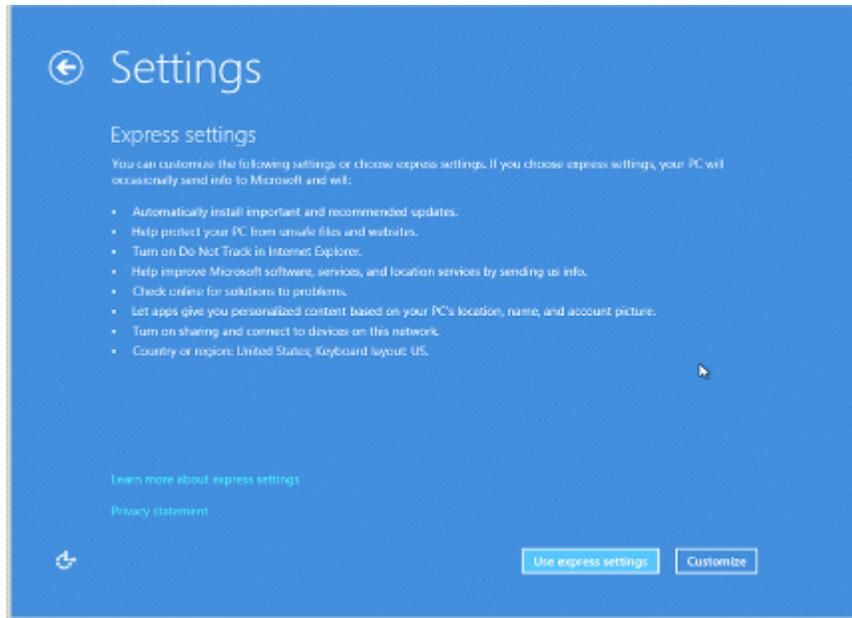
If you do not wish to connect to a wireless network, click **Connect to a wireless network later**.

NOTE:

The wireless network option is not displayed if the computer was not previously connected to a wireless network, or if there is no wireless network detected in the area. You can setup the wireless network later after the installation completes.

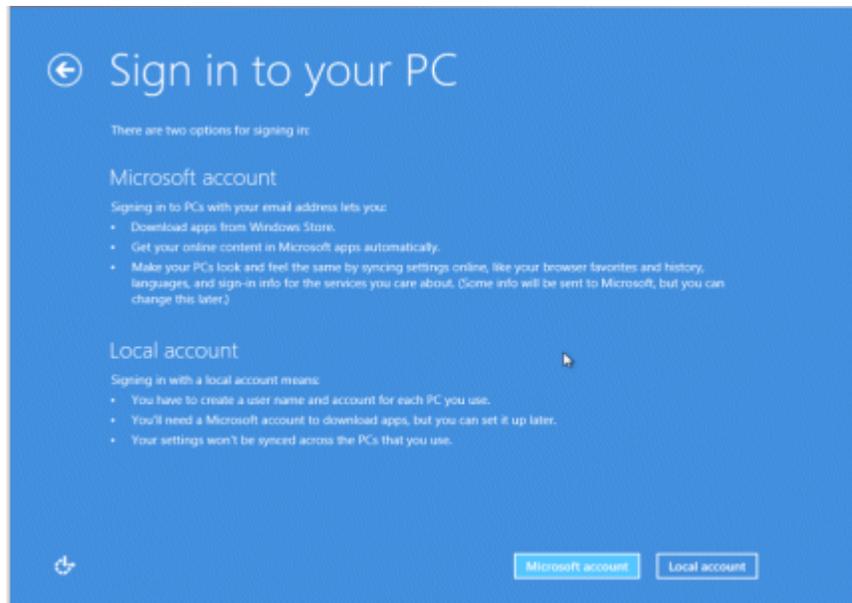
17. When the **Settings** screen opens, review the list of network and sharing options.

By default, to complete the installation as quickly as possible, Microsoft recommends that you use **Express Settings**.

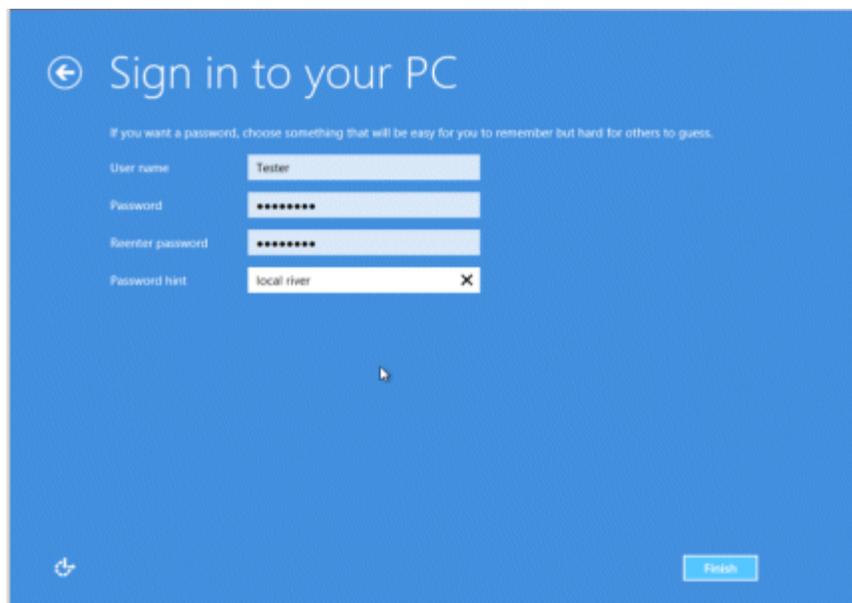


- If you want to accept the default settings and allow Microsoft to manage your computer, click **Use express settings**.
 - If you wish to review options and make changes to these settings, click **Customize** and select the individual options.
18. When prompted to **Sign in to your PC**, you must make a choice as to how you want to manage this computer:
- Select **Local account** to keep this computer as an independent device that is not linked to other devices. You can change settings at a later time to share files and resources with other devices.
 - Select **Microsoft account** to link this computer to other mobile devices and user information you have stored on the Microsoft network.

Figure 10: Sign in to your PC



19. Once you select the type of account, when prompted to **Sign in to your PC**, enter the required **User Name** and **Password**, and click **Next**.



If you login using a Microsoft connected account, enter security verification info. You may also change the listed phone and alternate email info from your existing Microsoft connected account at this time.

20. Allow the computer to continue the installation. A message **PC is Ready** displays for a few seconds when the installation is complete.

Once installation is complete, update drivers, install software and restore your backed up files. Go to the **Steps to take after upgrading to Windows 8** section for more information.

Enable Secure Boot in the BIOS (optional)

Computers configured with a UEFI BIOS for Windows 8 will be able to be configured to use Secure Boot once a final Windows 8 BIOS version is available. Use the following instructions to enable Secure Boot on your computer:

NOTE:

HP will release new BIOS versions regularly, and these computers must have their BIOS updated with each change. New BIOS versions can be obtained from <http://www.hp.com/support>.

1. Shut down and then turn on the computer again. When the computer starts, repeatedly press the **F10** key to enter the BIOS or Setup menu.
2. Use the arrow keys to select the **System Configuration** tab.
3. Select **Secure Boot** and press **Enter**. Select **Enabled** and press **Enter**.
4. Press **F10** to exit the BIOS menu and save the current changes.

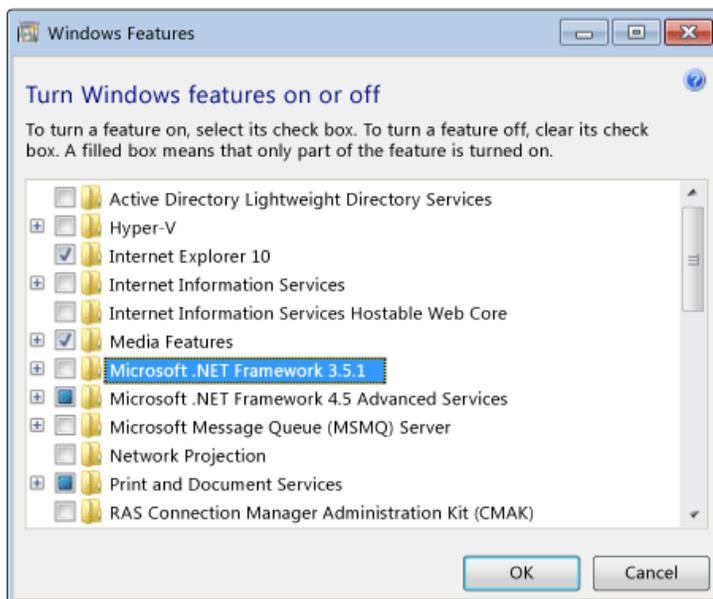
After the computer starts, if you are prompted to confirm that you wish to enable Secure Boot, enter the 4 digit number displayed in the message and press **Enter**.

Steps to take after upgrading to Windows 8

1. Connect to the Internet if your computer is not already connected.
2. **Install .NET Framework 3.5** - Many important drivers and programs require .NET Framework 3.5.

In Control Panel, select **Programs and Features, Turn Windows features on or off**, and then select **Microsoft .NET Framework 3.5.1**.

Figure 11: .NET Framework in Windows Features



3. **Install updated drivers** - For the best possible experience, install the latest drivers for your computer. If you downloaded the drivers earlier use the drivers stored on your CD/DVD or USB storage device. To download the latest drivers go to <http://www.hp.com/support>.

Drivers for the following devices are critical to the Windows 8 experience and resolve known issues that may occur after installation:

- Storage device drivers
 - Graphics or video adapter drivers
 - LAN or ethernet drivers
 - Bluetooth drivers and software (All-in-One computers)
 - Keyboard drivers (All-in-One computers)
4. **Create a Windows 8 Recovery Drive** - Creating a Recovery Drive on DVD or a USB storage device can help resolve startup issues and restore Windows 8 if there are problems later.

From the Windows 8 Charms bar, select **Settings** then **Control Panel**. Type `recovery` then click **Create a recovery drive**.

5. **Get DVD or Blu-ray playback software** - If you cannot watch DVD movies on your computer after upgrading, you need to install the Windows 8 Media Center or install new DVD playback software that is compatible with Windows 8.

For more information about the Windows 8 Media Center Pack go to Microsoft Store in Windows 8.

If your computer came with a Blu-ray drive, download and install the Blu-ray DVD playback software for your computer from the HP Web site (<http://www.hp.com/support>).

6. **Restore backup files** - If you upgraded to Windows 8 using a Clean Installation you can restore the files that you backed up before the installation. See [Restoring Files from Backup](#) (<http://h10025.www1.hp.com/ewfrf/wc/document?docname=c00854616>) for instructions.
7. If the computer had a Windows 7 Recovery Partition and Recovery Manager, the Windows 8 installation removed them. If you want to restore the original operating system after upgrading you must use the Recovery media you created before upgrading, obtain recovery media from HP or by purchasing a retail version of the desired Windows operating system.

Learn how to use Windows 8 - Read HP's support document [Learning about Windows 8](#) (<http://h10025.www1.hp.com/ewfrf/wc/document?docname=c03325557>) to learn new Windows 8 features, the apps that come with Windows 8, using Charms to find software and access more options, and much more.

