HP Business Desktops

April 2003

IT Support Help Tools

Software Image Contents
2003 HP Compaq Business Desktop Products

Table of Contents

Abstract

This document contains general information about the contents of the original factory-installed software image on HP Compaq Business Desktops. This document also explains how to examine the hard drive of a specific HP Compaq Business Desktop to determine what drivers and applications are included as part of the factory image.

This document does not cover image capture, restore, deployment, or management. Due to the high number of infrastructures available for these processes, it will be left to each customer to research, decide, and implement these aspects of the imaging process.

Definition of Terms

Application Installer – This is an application provided by HP that makes it easier to locate and install software that is pre-loaded (not preinstalled) on the hard drive.

Preinstalled applications – Preinstalled applications are installed during the initial software unbundling, and are ready to use immediately.

Preloaded applications – Some applications from HP are loaded on the hard drive in an uninstalled state; you must install the application manually before you can use it. Application Installer provides a simple interface to the uninstalled applications.

Product family – A product family is defined as a set of form-factor types within a *numerically-defined series.* For example, the HP Compaq Business Desktop d530 Series consists of the d530 convertible minitower, d530 small form factor, and d530 ultra-slim desktop.

Quick fixes – Sometimes called QFE's, these are important software updates provided by Microsoft. These are usually included in operating system images provided by HP.

Restore Plus! – This is the hard drive recovery media provided by HP on CD-ROM and used to allow a user to re-image the system back to its' factory state.

Standalone service packs – Service packs are a large collection of QFE's grouped together that provides a significant update, or service pack, to an existing Microsoft operating system.

General Image Contents

HP Compaq Business Desktops come standard with a factory-installed software image. The image consists of a number of separate software components including the operating system and its associated components (such as Microsoft Windows XP Professional Edition), drivers for the specific hardware devices included with your system (such as graphics, network interface cards, modems, etc) and a small number of additional applications.

Quick fixes (QFEs) are also included with the image for any Microsoft operating system issues that HP identified as problems that might affect its customers. These QFEs will show up under the Add/Remove Programs applet in the Control Panel. Since most of these fixes are critical in nature, they will appear grayed out by design so they cannot be removed.

Standalone service packs may also be preloaded on some systems depending on the version of the integrated operating system and the timing and nature of the HP Compaq Business Desktop product introduction. Other software applications that are preloaded include optional business software. Examples of these types of applications include: Norton Anti-Virus, Altiris Express Agents, Insight Management Agents, and HP Diagnostics for Windows. An HP internally-supported application called Application Installer provides a user interface to allow installation of these optional preloaded programs.

Following is a more detailed list of general software provided:

- **Microsoft Windows Operating System Software:**
  - Windows XP Professional or Windows XP Home Edition or Windows 2000
  - Step By Step Interactive for Windows XP Home and Pro (For locales supported by Microsoft)
  - Direct X
  - Dot Net Framework for Windows XP
  - Microsoft-provided QFE's
  - Quad Byte Supplement (for Simplified Chinese language only)
  - Windows XP Professional Multi User Interface Pack (for Eastern European and Thai regions)
  - Standalone Service Packs
  - USB 2.0 Supplement for Windows 2000

- **Hardware/OEM specific drivers and files:**
  - Graphics
  - Network Interface Card
  - Audio
  - Modem
  - Wireless LAN
  - HP Monitor INF
  - Chipset INF
  - HP SLP Driver files for Windows XP
  - HP Online Crash Analysis File
  - HP Security Guest account fix

- **HP Specific Applications**
  - HP Help and Support Center for Windows XP
  - HP Application Installer (for preloaded components)
  - HP Insight Management Agents
  - HP Online EULA for Windows XP
  - HP Safety and Comfort Guide
  - HP Technical Support Phonebook

- **Other typically preinstalled applications**
  - Altiris Express Agents (preloaded)
  - Adobe Acrobat Reader
  - Microsoft Word
  - Microsoft Works
  - Microsoft Office XP
  - Norton Anti Virus

In addition to the above list, some HP specific tools will temporarily reside on the hard drive during factory installation. These are later deleted from the drive but will show up if you examine the hard drive contents using one of the methods in the next section of this document. Some examples of these tools are:

- HP File Based installer
- HP FBI Toolbox
- HP Marketing Tweak Scripts
- HP Marketing Tweak Bitmaps & URLs
- Multiple OS Processing Module
- WinPE with Network Support
- Device Checking Utility
- Windows XP or Windows 2000 Unbundle Processing Tweaks
- Windows XP or Windows 2000 OS Tweaks
- CDC Flag Check Utility
- Product Name Variable
- Extend MSC
- SDV ghost load high flag
- System corruption checker
- Set Video Refresh rate
- Preinstall Image tag
- DMI UIA Tool
- Run CDC flag for USB devices
- Enable MSI extended debug
- Power management settings
- CVA Reader
- INFO.BOM Generator
- Online Crash Analysis Utility

Examining the Image Contents

Begin with the preinstalled image as a base for determining what is installed. If the preinstalled image has already been removed from the hard drive, you may restore that image using the Restore Plus! CD.

This white paper describes three methods of examining the factory-preinstalled image:

- Examining the INFO.BOM file (OS-independent)
- Help & Support Center (Windows XP only)
- Pre-installed Software Listing (Windows 2000 only)

Examining the INFO.BOM

The preinstalled image on an HP Compaq Business Desktop contains a file called INFO.BOM located in the c:\system.sav folder on the hard drive. This is a plain text file that contains a list of preinstalled software. The following shows a sample INFO.BOM file:

```
--------------------------------------------------------------------------
ID#, P/N, PrismRev, Description, Version, Revision, Pass
--------------------------------------------------------------------------
(01) 000000-00A, 100, POGEN PLACEHOLDER
(02) 000000-00B, 100, POGEN PLACEHOLDER
(03) 000000-00C, 100, POGEN PLACEHOLDER
(04) 000000-00D, 100, POGEN PLACEHOLDER
(05) 000000-00E, 100, POGEN PLACEHOLDER
(06) 000000-00F, 100, POGEN PLACEHOLDER
(07) 000000-00G, 100, POGEN PLACEHOLDER
(09) 258122-B2B, 102, WINXP TEST AUTOMATION TWEAKS, VER 2.00, REV A, PASS 3
(10) 279635-B27, 185, ASSEMBLY
  (10.01) 218154-B2R, 100, MARKETING TWEAK SCRIPTS, VER 1.00, REV C, PASS 9
  (10.02) 218155-B2R, 102, MARKETING BITMAPS AND URLS, VER 1.00, REV G, PASS 8
  (10.03) 226623-B2G, 102, APPLICATION INSTALLER, VER 2.00, REV B, PASS 4
  (10.04) 250391-B2C, 101, HELP SUPPORT CENTER, VER 2.0.9.3, REV C, PASS 2
  (10.05) 257956-B2C, 101, WINDOWS XP SLP FILES, VER 2.00, REV A, PASS 2
  (10.06) 267992-B2D, 100, SYSTEM CORRUPTION CHECKER, VER 1.00, REV D, PASS 1
  (10.07) 274432-B2F, 100, SET VIDEO REFRESH RATE., VER 1.1.0.20, REV F, PASS 1
  (10.08) 284840-B2B, 100, BRAND.INI - COM DESK SRP, VER 1.00, REV B, PASS 1
  (10.09) 291391-B2A, 100, WINXP S3 COMPONENT, VER 1.00, REV A, PASS 1
  (10.10) 291529-B2C, 100, TECH SUPPORT PHONEBOOK, VER 1.00, REV A, PASS 7
  (10.11) 303647-B2C, 100, POWER MANAGEMENT SETTINGS, VER 1.00, REV A, PASS 4
  (10.12) 303730-B2B, 100, MONITOR INF AND ICM FILES, VER 1.10, REV A, PASS 1
  (10.13) 305148-B2B, 101, USB SERIAL CONVERTER DRIVER, VER 1.0.2115.0, REV B, PASS 2
  (10.14) 305330-B2B, 100, DISABLE LEGACY SERVICES, VER 1.00, REV A, PASS 2
  (10.15) 305407-B2A, 106, WINDOWS XP SP1 PRO AND HOME OS TWEAKS, VER 2.00, REV A, PASS 6
  (10.16) 305408-B2A, 102, WINDOWS XP SP1 PRO AND HOME UNBUNDLE PROCESS TWEAKS, VER 2.00, REV A, PASS 5
  (10.17) 306153-B2C, 100, ONLINE CRASH ANALYSIS FILE, VER 4.2, REV C, PASS 1
  (10.18) 307374-B2B, 100, EXTEND NTFS MSC, VER 1.00, REV A, PASS 5
  (10.19) 317499-B2A, 108, DOT NET FOR WINXP SCRIPT, VER 1.00, REV B, PASS 2
  (10.20) 318044-B2A, 105, ADOBE ACROBAT READER, VER 5.10, REV A, PASS 6
  (10.21) 318990-B2B, 100, SAFETY AND COMFORT GUIDE - DESKTOP, VER 1.00, REV B, PASS 1
  (10.22) 319555-B2A, 103, INTEL CHIPSET SUPPORT FOR WINDOWS XP (SPRINGDALE-G), VER 5.00, REV A, PASS 5
VEN_8086&DEV_1130, VEN_8086&DEV_1131, VEN_8086&DEV_24C2, VEN_8086&DEV_24C4, VEN_8086&DEV_24C7, VEN_8086&DEV_24CB,
VEN_8086&DEV_24CA, VEN_8086&DEV_24C0, VEN_8086&DEV_24CC, VEN_8086&DEV_24C3, VEN_8086&DEV_244E, VEN_8086&DEV_2448,
VEN_8086&DEV_2482, VEN_8086&DEV_2484, VEN_8086&DEV_2487, VEN_8086&DEV_2483, VEN_8086&DEV_248B, VEN_8086&DEV_2480,
VEN_8086&DEV_2442, VEN_8086&DEV_2444, VEN_8086&DEV_2443, VEN_8086&DEV_244B, VEN_8086&DEV_2440, VEN_8086&DEV_244E,
VEN_8086&DEV_2541, VEN_8086&DEV_2543, VEN_8086&DEV_2544, VEN_8086&DEV_2545, VEN_8086&DEV_2546, VEN_8086&DEV_2547,
VEN_8086&DEV_2548, VEN_8086&DEV_2551, VEN_8086&DEV_2552, VEN_8086&DEV_2553, VEN_8086&DEV_2554, VEN_8086&DEV_255D,
VEN_8086&DEV_2540, VEN_8086&DEV_254C, VEN_8086&DEV_2550, VEN_8086&DEV_2531, VEN_8086&DEV_2533, VEN_8086&DEV_2532,
VEN_8086&DEV_2530, VEN_8086&DEV_1A30, VEN_8086&DEV_1A31, VEN_8086&DEV_3575, VEN_8086&DEV_3576, VEN_8086&DEV_3578,
VEN_8086&DEV_1460, VEN_8086&DEV_1461, VEN_8086&DEV_1462, VEN_8086&DEV_2560, VEN_8086&DEV_2561, VEN_8086&DEV_254C,
VEN_8086&DEV_24D0, VEN_8086&DEV_24DC, VEN_8086&DEV_24D3, VEN_8086&DEV_244E, VEN_8086&DEV_24D1, VEN_8086&DEV_24DB,
VEN_8086&DEV_24D2, VEN_8086&DEV_24D4, VEN_8086&DEV_24D7, VEN_8086&DEV_24DE, VEN_8086&DEV_2570, VEN_8086&DEV_2571,
VEN_8086&DEV_2573, VEN_8086&DEV_2576, VEN_8086&DEV_2578, VEN_8086&DEV_2579, VEN_8086&DEV_257B, VEN_8086&DEV_257E
  (10.23) 323301-B2A, 100, HYPERTHREADING DEFAULTS, VER 1.00, REV A, PASS 1
  (10.24) 325642-B2B, 101, NTFS SECURITY UPDATE, VER B, REV 1.02, PASS 2
  (10.25) 325740-B2A, 100, WINDOWS XP UNCHECKED BUFFER IN WINDOWS SHELL FIX Q329390, VER 1.00, REV A, PASS 1
```

The list includes the HP software part number, database revision, name of the software, version, revision, pass, and a list of hardware Plug-and-Play ID's that are supported (if applicable). You can use Notepad or any other application that displays text files to examine the contents of this file.

Help & Support Center
(Windows XP only)

Help and Support Center is a software package that is available only if the system was ordered with Windows XP Professional or Home Editions. You can view preinstalled software using the following steps:

1. Click **Start > Help and Support**.

2. From the Help and Support Center toolbar, click **Support**.

3. From the Support section, click **View Information about your HP PC**.

    The system displays a brief message: **Collecting Data**. The information will appear on the right side of the screen. A section of data labeled **Preinstalled Software** will contain a list of software part numbers, version information, and software titles.

This list is generated dynamically from the contents of the following folder: **C:\Compaq\SW_Ver**. If this folder does not exist on your hard drive or is renamed, the Help and Support Center will display an empty list. See below for an example of the information displayed:

Preinstalled Software		
306733-b2a	1.00.A.1	SDV Ghost Load High Flag
307374-B2B	1.00.A.5	Extend NTFS MSC
315264-B2A	1.04.A.4	Product Name Variable for HP d530 USDT
316856-B2B	5.12.01.3570.B.8	ADI Integrated Digital Audio
317499-B2A	1.00.B.2	Dot Net for WinXP Script
318044-B2A	5.10.A.6	Adobe Acrobat Reader
318990-B2B	1.00.B.1	Safety and Comfort Guide - Desktop
319555-B2A	5.00.A.5	Intel Chipset Support for Windows XP (Springdale-G)
319653-B2A	1.01.A.3	Run CDC flag for USB devices
321907-B2A	6.34.A.6	Broadcom 10/100/1000 Drivers for Microsoft Windows XP
322894-B2A	6.13.01.3485.A.12	Intel SpringDale Graphics Driver
323301-B2A	1.00.A.1	HyperThreading Defaults
325642-B2B	B.1.02.2	NTFS Security Update
325643-B2A	5.50.A.4	Altiris eXpress agent - PreLoad
325670-B2B	1.60.E.3	Hp File Based Installer
325740-B2A	1.00.A.1	Windows XP Unchecked Buffer in Windows Shell Fix Q329390
325755-B2A	1.00.A.4	Microsoft DirectX 9.0
325939-B2B	1.00.B.1	IT Dept Info Readme File
326094-B2A	1.00.A.1	Preinstall Image Tag
330899-B2A	1.00.A.3	Driver Repair Text Add On
333095-b2a	1.a.1	Install Shield fix
333243-B2A	00.01.02.b.1	ROM Firmware for Ottoman USDT (786B1)
333498-B2A	1.00.A.2	WinXP ICH5 Intelide.sys Fix
333746-B2A	1.03.A.4	CDC Flag Check Utility
335591-B2A	1.00.A.1	Windows XP SATA Fix Q812415
336614-B2A	1.00.A.3	USB 2.0 Upgrade for Windows XP
336634-B2A	1.00.A.1	Enable MSI Extended Debug

Preinstalled Software Listing
(Windows 2000 Only)

The preinstalled software listing is an HTML file that is created during the factory installation of Windows 2000. A program called CVA Reader examines the contents of the C:\Compaq\SW_VER directory, and finds files with an extension of .CVA, and creates this file. The file can be found at the following location:

C:\Compaq\sw_ver\Preinstalled Software Listing.html

Double-clicking the file name in Windows Explorer. By default, your Internet browser will load and display the list of software. A sample output of this utility follows:
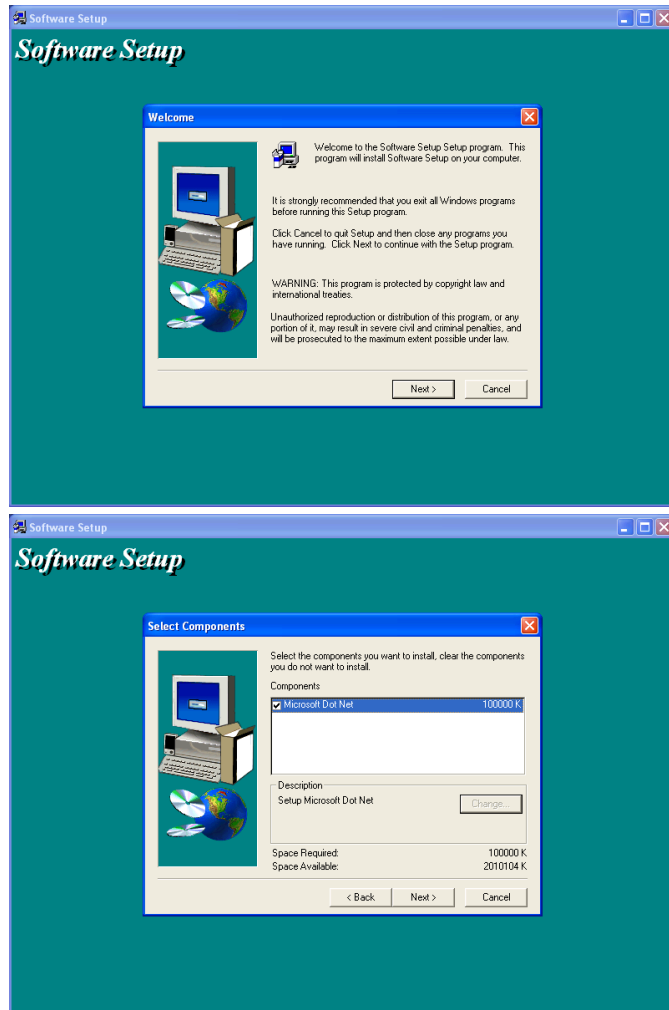
Preinstalled Software Listing

Software Title	Software Version	Software Description
Diagnostics for Windows - Commercial	4.06A W3	Diagnostics for Windows - Commercial
Remote Diag Enable Agent - Commercial	3.02 N4	Remote Diag Enable Agent - Commercial
Marketing Tweak Scripts	1.00 C9	Cross-platform Tweaks to brand the OS with the HP logo, wall paper, and URL's.
Marketing Bitmaps and URLs	1.00 G8	Project/Division specific bitmaps and URLs installed by Marketing Tweak Scripts
Application Installer	2.00 B4	Application Installer Engine
Multiple OS Processing Module	1.40 A3	This module will process the default OS of a multi-OS/Language SKU in the factory.
FBI Installation Tool Box	2.50 C4	This is an internal module that contains installation utilities.
Help Support Center	2.0.9.3 C2	Help and Support tool providing diagnostics, product information and web links to technical assistance.
Insight Management Agent	5.00 J4	This software contains the files needed to install the Insight Management Agent for the Compaq and HP products listed below that support Intelligent Manageability running either Windows 98, Windows NT, Windows 2000, or Windows XP. The Insight Management Agent provides local alerting, DMI, SNMP and DMI web agents. Local alerting notifies the user if the system temperature has been exceeded under normal operating conditions or if an imminent drive failure has been detected. SNMP agents allow the system to be managed by SNMP-compliant management applications such as Insight Manager. Desktop Management Interface (DMI) support allows the computer to be managed by DMI-compliant management applications. DMI Web agents allow the computer to be managed both locally and remotely by a web browser (Internet Explorer 4.01 or later).
WinXP Test Automation Tweaks	2.00 A3	Tweaks to help in Automated testing

Pre-loaded Components

Some software may be preloaded (versus preinstalled). To view a list of preloaded components, you can run the HP Application Installer. To run Application Installer, click **Start** > **Programs** > **Software Setup**. A welcome screen will be displayed followed by a list of preloaded components. From Application Installer, you can select the programs you want to install. Application installer will invoke the setup program for any of the components selected.

Application installer screens

Summary

Thank you for your purchase of and interest in HP business PC products. HP hopes that this whitepaper was useful in helping you understand the contents of your factory installed Business PC software image.