HP Personal Workstations and Windows Vista™ OS Frequently Asked Questions

Background

In January 2007, Microsoft ® will launch the Windows Vista ™ operating system. This OS version will be the replacement for the Windows XP OS, although both versions will be available for 2007. Windows XP was launched in the third quarter of 2001 with preinstall availability through January of 2008, when it is planned to end of life per Microsoft.

Vista OS overview

Vista will introduce a variety of improvements with a focus on the following areas:

- User interface
- Security
- Reliability
- Manageability (professional versions)
- Supportability

Many SMB customers will be interested in the enhancements provided by Vista, particularly those designed to improve usability and reliability (i.e. hot patching, security warning, and guidance). Enterprise customers using Microsoft® Windows® XP today may not be compelled to adopt Vista if they are satisfied with the current feature set. Although Vista will be available in multiple versions: Starter Edition, Home Basic, Home Premium, Business, Enterprise, and Ultimate,

HP Personal Workstations (PWS) will be pre-installing and supporting Windows Vista Business. HP PWS will be supporting but NOT installing the Windows Vista Enterprise. The Enterprise version of Vista is only available to customers through a Volume License Agreement between the customers and Microsoft. With the exception of Windows Vista Starter Edition, every Vista version will be available from Microsoft in 32- and 64-bit versions.

Vista logos

Q: What is the difference between the Vista[1] logos?

A: There will be two logos available for systems configured with Vista: "Basic" and "Premium." (See figure 1.)

Basic logo HP Personal Workstations will be required to pass a certification test, much like the one today for Windows XP, to help ensure that the product "meets comprehensive baseline Microsoft Windows standards for compatibility, reliability, and security."

Premium logo HP Personal Workstations will have to pass the same certification, plus meet hardware criteria specified by Microsoft to help ensure that the product "meets advanced Microsoft Windows standards for compatibility, reliability, and security" and will offer "the richest, most compelling Windows experience available."

HP Personal Workstations were the first to obtain both the Vista WHQL logo for a desktop and a Vista Premium Logo for any system in the world. This highlights the close relationship between HP PWS and Microsoft in developing and meeting logo requirements.

The new Vista Aero user interface is a representative feature that must work in order for a system to

[1] Certain Windows Vista product features require advanced or additional hardware. See www.microsoft.com/windowsvista/getready/hardwarereqs.mspx and www.microsoft.com/windowsvista/getready/capable.mspx for details. Windows Vista Upgrade Advisor can help you determine which features of Windows Vista will run on your computer. To download the tool, visit www.windowsvista.com/upgradeadvisor.

qualify for the Vista Premium logo. All HP Personal Workstations available with Vista <u>pre-installed</u> are expected to meet the premium logo criteria when configured with at least 1 GB system RAM.

Figure 1. Comparison of Vista Basic (left) and Vista Premium (right) logos.

Q: What are the minimum requirements for Vista OS

A: The following represents the current minimum requirements for upgrading to Windows Vista[2].

Processor	800 MHz 32-bit (x86) or 64-bit (x64) processor (HP recommends 1.5 GHZ)
System memory	512 MB (HP recommends at least 1 GB; dual channel on UMA models)
GPU	SVGA - 800x600
HDD	20 GB (HP recommends a 60 GB 7200 RPM hard drive)
HDD free space	15 GB
Optical Drive	CD-ROM drive - internal or external (HP recommends a DVD-ROM drive)
Audio	Audio output capability
Internet	Internet access capability
Other	Meets criteria for "Designed for Windows XP" or "Designed for Windows XP x64" logo

Q: What is the Microsoft Introduction schedule?

A: Microsoft has made Vista available to commercial customers holding volume license agreements on November 30, 2006, with general availability for OEM installation and retail sale on January 30, 2007.

Q: What is the HP PWS plan to ship Vista preloaded on its products?

A: These HP Personal Workstations will be available with Vista pre-installed:

- HP xw4400
- HP xw6400
- HP xw8400
- HP xw9400

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[2] Certain Windows Vista product features require advanced or additional hardware. See www.microsoft.com/windowsvista/getready/hardwarereqs.mspx and www.microsoft.com/windowsvista/getready/capable.mspx for details. Windows Vista Upgrade Advisor can help you determine which features of Windows Vista will run on your computer. To download the tool, visit www.windowsvista.com/upgradeadvisor.

Drivers and an installation white paper will be available on HP.com in January 2007 for:

- HP xw4300
- HP xw6200
- HP xw8200
- HP xw9300

Some prior HP Personal Workstation models will be tested and documented.

Q: What are the HP PWS Microsoft Vista OS language releases?

A: The first availability of Vista pre-installed languages on PWS will be:

32-bit OS	English, Japanese, French, German, Spanish, Italian, Dutch, Russian, Chinese-S, Chinese-T, Korean, Swedish, Danish, Norwegian, Finnish, Czech,
64-bit OS	English, Japanese, French, German, Spanish, Italian, Dutch, Chinese-S, Chinese-T, Korean

Q: What are the migration paths for Vista users that want to move from Vista 32 bit to 64 bit or from 64-bit to 32-bit OS?

A: Customers selecting 32-bit at time of purchase who later desire the 64-bit edition will be able to request the media through HP Customer Support. The same process for customers who want move from 64-bit to 32-bit. There is no HP PWS support or preinstall images with Vista Starter, Home Premium, or Ultimate OS.

Key Vista feature compatibility

Q: What qualifies an HP Personal Workstation as Premium Ready or Vista Capable system?

A: When configured with at least 512 MB, the following models of HP Personal Workstations qualify and carry the Vista Capable sticker[3]:

- HP xw4300*
- HP xw4400
- HP xw6200*
- HP xw6400
- HP xw8200*
- HP xw8400
- HP xw9300*
- HP xw9400

When properly configured, these same HP Personal Workstation models meet the Premium Ready criteria.[4]

*These PWS models are Premium Ready and/or Vista Capable system but will NOT have Vista OS preloaded as these models will reach their end of life before Vista meets general availability.

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[3] Not all Windows Vista features are available for use on all Windows Vista Capable PCs. All Windows Vista Capable PCs will run the core experiences of Windows Vista, such as innovations in organizing and finding information, security, and reliability. Some features available in premium editions of Windows Vista – like the new Windows Aero™ user interface – require advanced or additional hardware. Check www.windowsvista.com/getready for details.

[4] Certain Windows Vista product features require advanced or additional hardware. See www.microsoft.com/windowsvista/getready/hardwarereqs.mspx and www.microsoft.com/windowsvista/getready/capable.mspx for details. Windows Vista Upgrade Advisor can help you determine which features of Windows Vista will run on your computer. To download the tool, visit www.windowsvista.com/upgradeadvisor.

Q: **What are the system requirements for Vista Capable and Vista Premium Ready Workstations?**

A: The Vista Capable Program is designed to help customers identify systems that will run Vista. Vista Premium Ready is designed to help customers identify systems that will run premium Vista features. Qualifying systems must carry a Vista Capable logo and meet the following requirements.

Vista Capable	Vista Premium Ready
Modern processor (at least 800 MHz)	1 GHz 32-bit (x86) or 64-bit (x64) processor
512 MB system memory	1 GB system memory
DirectX® 9 Capable	Runs Windows Aero
Meets criteria for "Designed for Windows XP"	128 MB video memory
	40 GB (15 GB available)
	DVD-ROM Drive (internal or external)
	Audio output capability
	Internet access capability
	Windows Vista Upgrade Advisor indicates that the system will run Windows Aero and a premium edition of Windows Vista

There will not be a sticker available to place on systems to identify these as Vista Premium Ready. The logo is intended for use on marketing collateral and POD labels.

Q: **Does buying a Windows Vista Capable PC or Workstation mean that I will receive a free upgrade to Windows Vista?**

A: No. An HP PWS that is "Windows Vista Capable" or "Vista Premium Ready" means that the PWS is capable/ready for an upgrade from Windows XP. You would still need to purchase the edition of Windows Vista that you want to install on your Windows Vista Capable or Premium Ready PWS.

Vista Aero

- All HP Personal Workstations offered with Windows Vista pre-installed are capable of running Vista Aero when configured with at least 1 GB dual channel memory

Vista BitLocker (Available in Enterprise)

- Supported on workstation models configured with TPM 1.2

Q: What is Vista Aero, and what are its features and description?

A: The following describes and categorizes Windows Vista Aero features.

Aero feature	Visual enhancement	Productivity enhancement	Description
3D flip	Yes		3D rolodex-like preview when using Windows Key-Tab to switch between running applications
Transparent border	Yes		Glass like user interface elements, like window borders
3D window transitions	Yes		3D effects when maximizing and minimizing windows
Windows flip	Yes	Yes	Thumbnail preview when using Alt-Tab to switch between running applications
Taskbar thumbnails	Yes	Yes	Thumbnail preview when hovering over applications in the taskbar
Desktop composition		Yes	Eliminates "tearing" by keeping all windows in video memory

Q: What are the differences between Windows 2000, XP, and Vista and the key reasons to upgrade?

	Windows 2000	Windows XP	Windows Vista
More secure and dependable			
User account protection, more secure boot, anti-spyware, and anti-phishing	○	○	●
Restart manager (fewer reboots)	○	○	●
Instant-on and quick-launch/open	○	○	●
Deployable and manageable			●
Image creation and migration tools	○		●
Enhanced software distribution, management tools, and instrumentation	○	◑	●
Search, organize, and share			
Fast search and new ways to visualize and organize lists, virtual folders, and filters	○	○	●
Easy sharing and ad hoc meetings	○	○	●
Mobile and connected			
Synchronization manager, mobile transitions	○	◑	●
Next generation platform			
Smart, connected applications	○	●	●

Q: What are the Vista SKU differences and which one is HP PWS preloading?

A:

	Windows Starter	Windows Vista Home Basic	Windows Vista Home Premium	Windows Vista Business	Windows Vista Enterprise	Windows Vista Ultimate
				HP PWS pre-loading	Microsoft volume license	
Welcome Center	Yes	Yes	Yes	**Yes**	Yes	Yes
Mobility Center		Yes	Yes	**Yes**	Yes	Yes
Sidebar		Yes	Yes	**Yes**	Yes	Yes
Aero UI			Yes	**Yes**	Yes	Yes
Media Center			Yes			Yes
Tablet			Yes	**Yes**	Yes	Yes
Side show			Yes	**Yes**	Yes	Yes
Network backup				**Yes**	Yes	Yes
Domain join				**Yes**	Yes	Yes
Group policy				**Yes**	Yes	Yes
Remote desktop				**Yes**	Yes	Yes
Synch manager				**Yes**	Yes	Yes
Offline folders				**Yes**	Yes	Yes
Secure startup/full disk encryption					Yes	Yes
Virtual PC					Yes	Yes

A:

	Windows Starter	Windows Vista Home Basic	Windows Vista Home Premium	Windows Vista Business	Windows Vista Enterprise	Windows Vista Ultimate
Security and performance enhancements	✓	✓	✓	✓	✓	✓
Search and organize	✓	✓	✓	✓	✓	✓
Unlimited number of programs			✓	✓	✓	✓
P2P Meeting Space		Join Only	✓	✓	✓	✓
Scheduled and networked backup			✓	✓	✓	✓
Aero glass, animations and visuals			✓	✓	✓	✓
Media Center (incl. extender)			✓			✓
HD MovieMaker and DVD authoring			✓			✓
Network projection			✓	✓	✓	✓
PC to PC Sync			✓	✓	✓	✓
Mobility (Tablet, Aux Display)			✓	✓	✓	✓
Encrypted file system		Read		✓	✓	✓
Remote desktop				✓	✓	✓
Web server				✓	✓	✓
Fax and scanning utility				✓	✓	✓
Domain join				✓	✓	✓
Offline folders				✓	✓	✓
Group policy				✓	✓	✓
SUA (Unix Subsystem)					✓	✓
Full volume encryption					✓	✓
Virtual PC express					✓*	✓*
MUI -All Languages					✓	✓

Q: What are the Windows Vista user experiences?

A: The experiences are as follows. These build on each other stating with Basic then Standard and Aero.
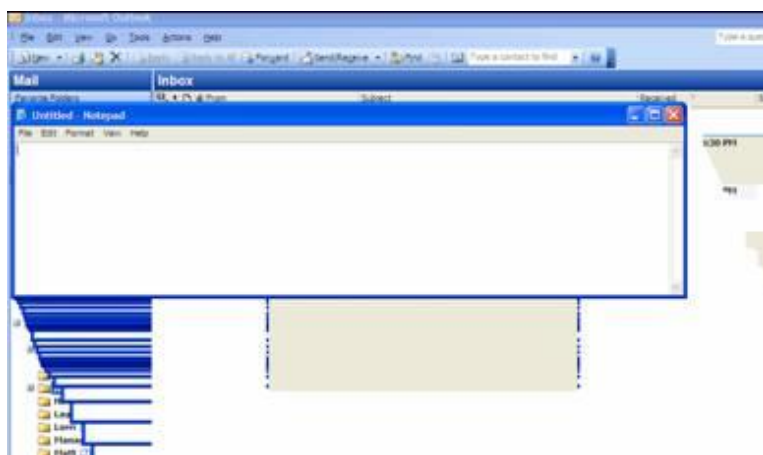
Basic	• Redesigned start menu • Streamlined explorers • Live icons • Preview/reading pane • New wizard/dialogs
Standard	Basic features plus: • Desktop composition (smooth window re-draw) • Increased stability • Minor visual polish
Windows Aero	Basic and Standard features plus: • Transparent glass • Taskbar thumbnails • Windows flip • Windows flip 3D • Smooth window animations

Q: What is Vista Aero?

A: Vista Aero offers the following features. Also see figure 2.

- o Transparent borders
- o 3D effects
- o Animated OS
- o UI elements
- o Composition
- o Fixes "tearing" problem

Figure 2. The top image shows transparent borders; the second image shows the 3D effects; the third image demonstrates the correction of "tearing."

Q: Why will HP Personal Workstations only pre-install Vista Business and not Vista Home or Vista Enterprise?

A: Vista Home is better suited for consumer and home users.

Windows Vista Business will be preloaded on HP Personal Workstations. According to Microsoft, it will "help it lower its PC management costs, improve security, enhance productivity, and help employees stay better connected to people, PCs and devices—whether they are in the office or on the road.

For small businesses, Windows Vista Business will help keep PCs and HP PWS running smoothly and more securely so business owners will be less reliant on dedicated IT support.

For larger organizations, Windows Vista Business provides dramatic new infrastructure improvements, enabling IT staff to spend less time focused on the day-to-day maintenance of HP PWS and more time adding strategic value to the organization."

Windows Vista Enterprise requires a Volume License Agreement with Microsoft.

Q: What is the installation path of Vista for 32-bit to 64 bit OS and visa versa?

A: Customers will be able to order a 32-bit SKU or 64-bit Windows Vista OS preloaded on their HP Personal Workstation. Unlike Windows XP, if the customers change their mind, wanting the other bit offering, they will order the other bit OS recovery media from HP Customer Service and perform a clean install (keeping the same COA). This is different from Windows XP, which required the purchase of new OS and COA.

Q: What are the Vista features look and feel?

Windows Vista Aero	Windows Vista Standard	Windows Vista Basic	Windows Vista Classic
Available on Premium SKUs: • Windows Vista Ultimate • Windows Vista Business • Windows Vista Enterprise • Windows Vista Home Premium	Available on Windows Vista Home Basic	Available on: • Windows Vista Ultimate • Windows Vista Business and Enterprise • Windows Vista Home Premium • Windows Vista Home Basic • Windows Vista Starter Edition	Available on: • Windows Vista Ultimate • Windows Vista Business • Windows Vista Enterprise • Windows Vista Home Premium • Windows Vista Home Basic
• Includes all the features (animations, thumbnails, flip3D, Alt-Tab thumbnails, transparency, drop shadows) • DPI scaling • Highest quality and resource usage	• Runs the DWM with limited functionality (includes quality improvements, but window borders are opaque, and no flip3d, thumbnails, or animations) • Resource usage is slightly less than "Windows Vista Aero" in stress situations (because of transparency), but differences are very small • This replaced "express", the opaque window borders look metallic	• No DWM, uses XP themes technology • Much lower hardware requirements, works on super VGA, doesn't need LDDM. • No quality improvements or DWM end-user features included • Window borders look metallic here also (but have older square button styles), people also called this Metal, which caused confusion • Works exactly like XP, but we don't have a theme with the XP name in it, or that looks like XP.	• Looks like Win2K, no DWM, no themes • Exists for Enterprise users who want W2K look/feel. • Other points are the same as Standard Basic
WDDM driver and hardware required	WDDM driver and hardware required	No WDDM required	
Previous names: "Aero Glass"	Previous names: Metal, Express	Previous Names: "To Go"	Previous Names: "Classic"

Q: Can the Windows Vista experience vary on different HP Personal Workstations?

A: Yes. The Windows Vista operating system has a scalable user experience that adapts to take advantage of the capabilities of the hardware on which it is installed (new with Vista)

All Windows Vista Capable[5] PCs and PWS will be able to run at least the core experiences of Windows Vista.

All Windows Vista Premium Ready[6] HP PWS can deliver even better Windows Vista experiences, including the new Windows Aero user experience

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[5] Not all Windows Vista features are available for use on all Windows Vista Capable PCs. All Windows Vista Capable PCs will run the core experiences of Windows Vista, such as innovations in organizing and finding information, security, and reliability. Some features available in premium editions of Windows Vista -- like the new Windows Aero™ user interface -- require advanced or additional hardware. Check www.windowsvista.com/getready for details.

Customers that want to take full advantage of the Vista experience need to upgrade their system memory and graphics, add a DVD drive, and add a widescreen or dual display.
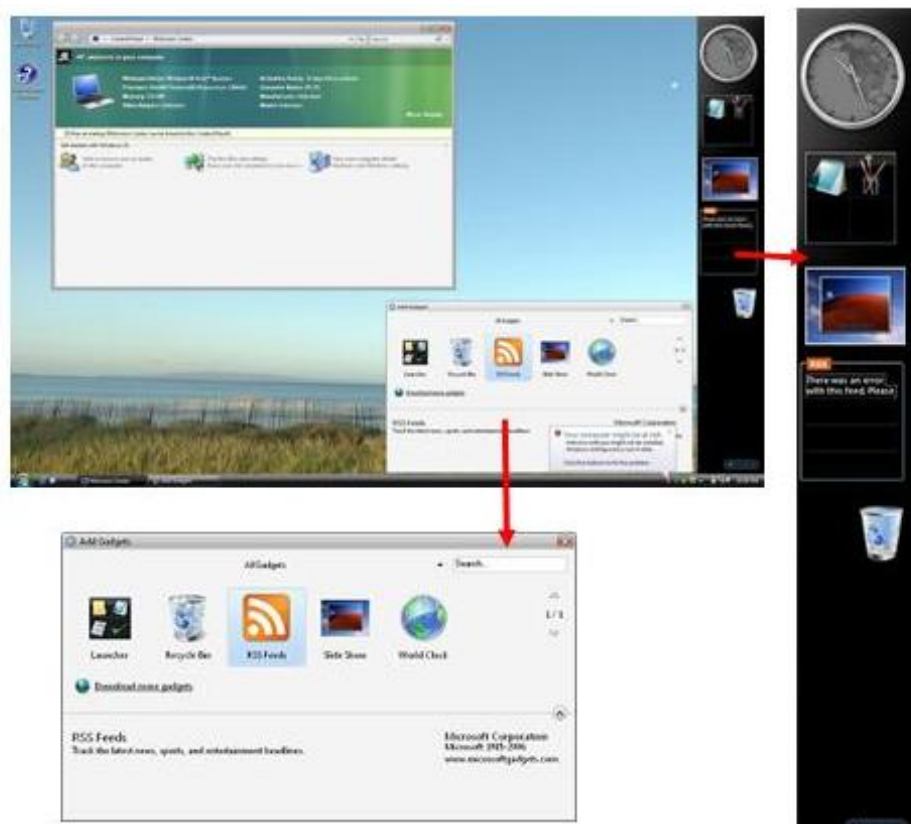
Q: What is the WGBU Vista Recovery Plan

A: Vista has a recovery feature which restores the system. If the customer has created Restore Point media, then the system can be immediately restored with that media. If the customer has not created the media, the customer can call HP and have the system restored DVD shipped within 24 hours.

Q: What is the Windows Sidebar?

A: The Windows Sidebar is a part of the Vista UI that allows instant access to mini-applications (called Gadgets), including:

- Calendar
- Media Player
- Instant messenger
- RSS feeds
- Image slide show

Figure 3. The Windows Sidebar offers immediate access to a range of "Gadgets."

Express upgrade to Vista from Microsoft

The Express Upgrade to Microsoft program is an optional program for OEMs to stimulate sales prior to Vista launch. The program will allow customers who purchase Vista Capable systems between October 26, 2006 and March 15, 2007 to obtain an upgrade kit to the version of Windows Vista equivalent to the original operating system on their HP Personal Workstation.

The upgrade kit will be available for nominal shipping and handling charges. The process for obtaining the upgrade requires the customer to provide certain information through a web site. Customers seeking to obtain more than five upgrades in a single transaction will be able to do so via telephone. Proof of purchase during the eligibility period will be required. Visit http://h20219.www2.hp.com/services/cache/427068-0-0-225-121.html?jumpid=reg_R1002_USEN for more information.

Microsoft Express Upgrade to Vista FAQ

Q: What HP Personal Workstation products qualify for the Microsoft Express Upgrade to Windows Vista offer?

A: The following HP PWS purchased between October 26, 2006 and March 15, 2007 and marked "Windows Vista Capable"[7] are eligible for the HP Express Upgrade to Windows Vista program offer.

- HP xw4300
- HP xw4400
- HP xw6200
- HP xw6400
- HP xw8200
- HP xw8400
- HP xw9300
- HP xw9400

Q: What are the available upgrade paths?

A: The only upgrade path that is available through this program for HP PWS, from Microsoft is: Windows XP Professional to Windows Vista Business

Q: What is the final date that I can order the Windows Vista upgrade kit?

A: The last date to submit the online or phone-in order is March 31, 2007.

Q: Do I have to submit my proof of purchase?

A: Yes, you have to send in your original or a copy of sales receipt or packing slip as a proof of purchase to verify your system purchase date and model eligibility before we can complete your order. We recommend that you mail in a copy of your proof of purchase and not the original version. All proof of purchase information must be received before May 31, 2007.

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[7] Not all Windows Vista features are available for use on all Windows Vista Capable PCs. All Windows Vista Capable PCs will run the core experiences of Windows Vista, such as innovations in organizing and finding information, security, and reliability. Some features available in premium editions of Windows Vista -- like the new Windows Aero™ user interface -- require advanced or additional hardware. Check www.windowsvista.com/getready for details.

Q: What if I need more than one upgrade kit for my company?

A: Customers ordering up to five upgrade kits will be able to do so through the fulfillment web site. Customers ordering more than five (enterprise account without Microsoft Volume License agreements) will be able to do so via telephone. Instructions for ordering more than five kits will be available on the fulfillment web site.

Q: When will I receive my Windows Vista upgrade kit?

A: Upgrade kits will begin shipping in early 2007 after the Windows Vista launch.

Q: What is in the Windows Vista upgrade kit?

A: The Vista Express upgrade kit consists of one (1) Windows Vista Operating System DVD and one (1) Microsoft Express Upgrade Installation Guide.

Q: How much does the Windows Vista upgrade kit cost?

A: The upgrade kits are free. A nominal shipping and handling charge may apply and certain duties and taxes may also apply depending on country.
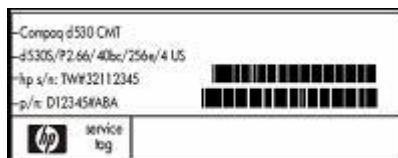
Q: What are the acceptable payment methods for the upgrade program?

A: We accept credit cards only: American Express, Visa, Discover, and MasterCard. Purchase orders and checks **will not** be accepted. Your credit card will be billed when your order ships.

Q: Where can I find the Workstation Model number and serial number located on my system?

A: The model number and serial number can be found on the Service Tag located on top or side of your HP Personal Workstation.

Figure 4. HP Personal Workstation Service Tag

Q: Where is the Microsoft Certificate of Authenticity (COA) number?

A: The COA number can be found on the Microsoft Certificate of Authenticity (COA) label. The Product Key is the number that you will need.

Figure 5. Microsoft Certificate of Authority

Q: Can I order the upgrade kit in another language different than the one pre-loaded on my HP Personal Workstation system?

A: No. The upgrade kit must be in the same language version as the Microsoft operating system pre-loaded on your HP Personal Workstation system.

Q: Will HP support my Workstation if I have upgraded to the Windows Vista upgrade product?

A: Yes, if your HP Personal Workstation system is still under warranty by HP and originally shipped with the Vista Capable logo. Please check your warranty policy.

Q: Are there any steps I need to take prior to installing the upgrade kit?

A: To prepare for the Express Upgrade to Windows Vista, HP recommends that you do the following tasks:

1.   **IMPORTANT: Backup all data files and programs on CDs, DVDs, or other storage devices before installing Vista. Failure to do so may result in deletion of your files and programs.**
2. Create Microsoft Windows XP recovery CDs or DVDs and/or order your recovery CDs from HP (see "Getting Started" guide that came with your HP Personal Workstation).
3. Run the Windows Vista Upgrade Advisor to get an evaluation of hardware and software compatibility with Vista: www.windowsvista.com/getready.

Q: How many upgrade orders can I submit?

A: You can submit up to five (5) upgrade orders online. To order more than five, follow the instructions provided on the fulfillment web site.

Q: Can I return my upgrade kit?

A: Returns are not accepted for the upgrade kit unless they are due to faulty upgrade kits. In this case, HP will provide a replacement upgrade kit at no additional shipping cost.

Q: I have a Microsoft Volume License, can I use that to install the Vista OS on my HP Personal Workstations and not buy an OS?

A: No. Per Microsoft, customers must obtain an OS (Vista Business) with the HP Personal Workstation. If appropriate, you will need to check your Volume Licensing agreement with Microsoft.

For more information

HP & Windows Vista	http://h20219.www2.hp.com/services/cache/305765-0-0-225-121.html
HP Express Upgrade to Windows Vista	http://h20219.www2.hp.com/services/cache/427068-0-0-225-121.html?jumpid=reg_R1002_USEN

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