

# Downgrading Microsoft Windows Vista OS Business on HP Personal Workstation FAQs



Q: What are the dates of the Windows Vista® downgrade:?

A: Both the Factory downgrade and Field downgrade are available from August 1, 2007 through August 1, 2008, per Microsoft. These dates will vary by region based on HP regional needs.

Q: What is the difference between the Factory and Field downgrades?

A: These are internal HP names used to describe the two different Windows Vista® OS downgrades that we offer. The "Factory downgrade" is done at the request of the customer when the HP Personal Workstation is ordered. While still at the factory, the Vista-based workstation receives a factory downgrade prior to shipping to the customer. The "Field Downgrade" occurs when an HP Personal Workstation (PWS) has already been shipped to the customer and the customer would like to downgrade from the Vista OS on their own; HP ships recovery DVDs so the customer can reinstall the Microsoft® Windows® XP OS.

Q: What does the customer receive when they purchase the factory Vista downgrade?

A: In the Factory downgrade, the customer receives Microsoft® Windows® XP 32-bit or x64 preinstalled on the HP PWS and a Microsoft Windows XP 32-bit or x64 preinstalled OS image on the PWS recovery partition, a Windows Vista® COA, a Windows Vista Logo on the PWS, and a Windows Vista OS® DVD in the product carton. (Later on, when the customer desires to migrate to the Vista OS using the enclosed Vista DVD, they must understand that this is a complete reinstall of different OS and a backup of all files and applications will be needed).

- Q: What OS bits are actually pre-loaded on the system when you buy this Vista-to-XP downgrade?
- A: Windows XP 32-bit or x64 is preloaded on the system and Windows XP 32-bit or x64 is preloaded on the recovery partition of the system, depending on whether the 32- or 64-bit OS version of the Vista downgrade was ordered. (See above question).
- Q: Does the Factory Windows downgrade option mean that HP will ship Microsoft Windows XP-based workstations with a Vista COA and Windows XP preinstalled on the PWS?
- A: Yes. The customer will receive a Vista COA/License and Windows XP preinstalled as part of the Factory Vista downgrade program. A Vista Recovery DVD will be included in the factory carton at shipment.
- Q: What media is included? For which OS?
- A: For the Factory Vista Downgrade, a Vista recovery DVD is included in the factory carton. If the customer orders a PWS with Vista OS (not a downgrade), they will receive Vista preloaded and on the recovery partition, but they will not receive any recovery media in the factory carton. As the recovery to the Vista OS is provided on the partition, it is highly recommended that the customer makes back up copies of the OS.
- Q: Is there a time period within which the customer must upgrade back to Vista?
- A: No. The customer will have the Vista Recovery DVD shipped in the factory carton and can select when to upgrade to the Vista OS from the Preloaded XP OS on their own time.
- Q: What is the procedure when the customer is ready for the Windows Vista OS; where do they get the bits to do the upgrade?
- A: With the Vista Factory downgrade, the Vista recovery DVD comes in the factory carton and includes the required bits. With the Field downgrade, the customer MUST make a Vista Recovery DVD before applying the Windows XP downgrade.
- Q: Which version of Windows XP is loaded on a system ordered with the Downgrade option?
- A: The most up-to-date version of the OS will be loaded on the system over the life of this Vista downgrade.
- Q: Is the Vista downgrade an end-user function or can a reseller provide the Vista downgrade?
- A: The factory Vista downgrade must be done by the HP factory for the customer, per Microsoft. If the customer wants to conduct a Windows XP downgrade in the field once they have received their Vista system, they can do so through the Field downgrade using the media from the HP support centers.
- Q: Is the downgrade program an HP part number?
- A: The factory downgrade is ordered as a part of the PWS configuration. The field downgrade is obtained by calling HP customer support. You cannot order a standalone downgrade or downgrade kit from the factory.

Q: What HP PWS products qualify for the downgrades?

A: The current 2007 and new 2008 PWS products will be orderable with factory downgrade from Vista to XP. Current Vista customers can order the XP Field downgrade from the HP support center.

Q: When a previously-licensed version of Windows XP Professional is used for the downgrade, won't Windows product activation fail on the new PC?

A: When using downgrade rights offered under the License Terms in Windows Vista Business and Ultimate versions, and a Windows XP product key that was previously activated, online activation over the Internet will fail due to the hardware configuration change that occurs when installing on the Vista system. In these cases, the OS will prompt the customer to call the Activation Support Line and explain the circumstances to the Customer Service Representative. Once it is determined that the Vista Business or Ultimate license is valid, the Customer Service Representative will manually activate Windows XP.

Q: Can customers migrate back to the Windows Vista Business software after they downgrade?

A: Yes. Those who downgrade from Vista to Windows XP may reinstall the Vista software when they are ready to migrate back to Vista OS. Be aware, however that this install will remove the Windows XP Professional software from the PWS.

Q: How do customers reinstall the original software after downgrading to a previous version?

A: Use HP Backup and Recovery Manager to create recovery media for the factory-installed image. If you purchased a Vista machine, use this media to recover back to Vista. If you purchase a Vista-to-XP downgrade, use this method to recover back to XP.

Q: If a customer has Windows 2000 or Windows XP OS on their PWS can they receive the field downgrade to XP?

A: Moving from Microsoft Windows 2000 or XP 32- or 64-bit OS would be considered an upgrade and Microsoft does not allow upgrades as part of this program. This would be the same for customers that have Windows XP 32-bit or x64 and want to migrate to the opposite 32- or 64-bit OS this is not part of this program

Q: Who qualifies to purchase the Genuine Windows Vista® downgrade to Genuine Microsoft® Windows® XP Professional?

A: Per Microsoft, an end user that is a business (including governmental or educational institutions) who annually orders at least 25 customer systems with the same custom image is eligible for the downgrade offer.

Q: Can you draw this out for me and make it easier to understand who gets what?

A:

What the customer gets:	What the customer gets if they order Vista	What the customer gets if they order Vista Business OS 32- or 64-bit (downgrade to Windows XP 32-bit or x64)
<ul style="list-style-type: none"> <li>What the customer orders: PWS AV?</li> </ul>	<ul style="list-style-type: none"> <li>Vista Business 32- or 64-bit</li> </ul>	<ul style="list-style-type: none"> <li>Vista Business OS 32-or 64 bit (downgrade to Windows XP 32-bit or x64)</li> </ul>
<ul style="list-style-type: none"> <li>What is preinstalled on PWS?</li> </ul>	<ul style="list-style-type: none"> <li>Vista Business</li> </ul>	<ul style="list-style-type: none"> <li>Windows XP Professional</li> </ul>
<ul style="list-style-type: none"> <li>What COA and logo do they get?</li> </ul>	<ul style="list-style-type: none"> <li>Vista</li> <li>Vista Logo</li> </ul>	<ul style="list-style-type: none"> <li>Vista</li> <li>Vista Logo</li> </ul>
<ul style="list-style-type: none"> <li>What is on the Recovery Partition on the PWS ?</li> </ul>	<ul style="list-style-type: none"> <li>Vista Business</li> </ul>	<ul style="list-style-type: none"> <li>XP Professional</li> </ul>
<ul style="list-style-type: none"> <li>What recovery DVD is in the Drop in Box (DIB)?</li> </ul>	<ul style="list-style-type: none"> <li>None</li> </ul>	<ul style="list-style-type: none"> <li>Vista Business</li> </ul>
<ul style="list-style-type: none"> <li>What Recovery CD or DVD is available from HP Customer Support ?</li> </ul>	<ul style="list-style-type: none"> <li>Vista Business</li> <li>XP Professional</li> </ul>	<ul style="list-style-type: none"> <li>Vista Business</li> <li>XP Professional</li> </ul>

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