

HP Notebook Battery Validation Recall Utility

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Introduction

The purpose of this guide is to help you quickly download, install and run the HP Battery Recall Program Validation Utility. The utility is a small, windows-based application that automatically inspects and determines if the battery installed on an individual HP Notebook is eligible for any current recall programs active with HP.

The HP Battery Recall Program Validation Utility can be utilized in the following modes:

1. **Stand Alone User Mode:** Used on an individual system to identify if the battery on that system is impacted by any current battery recall programs.
2. **SCCM (With External Connection to HP):** Used with the Microsoft System Center Configuration Manager to identify systems within a user's environment that are impacted by a current battery recall program. The utility will have each system connect to HP.COM to identify if any of the batteries are impacted and create a log file with the results.
3. **SCCM (Without External Connection to HP):** Used with the Microsoft System Center Configuration Manager to generate a log regarding each system and its battery(s). This log can then be provided to HP to identify systems / batteries that are impacted by any current battery recall programs. The utility will not connect to HP.COM.

Minimum System Requirements

- Windows Operating System (See Microsoft .Net Framework requirements)
- Microsoft .Net Framework 4.5.2
- HP Software Framework
- Network connection

Overview of the Actions Taken by the Utility

The HP Notebook Battery Validation Recall Utility will perform the following tasks on the client system:

1. Looks for the presence of any version of Microsoft.NET less than v4.5.2. The utility will install Microsoft.NET v4.5.2 if the client does not have it installed.
2. Looks for the presence of the HP CASL Framework and installs the software if the client does not have it installed.
3. Installs the HP.BRCU.msi.
4. Executes the HP Notebook Battery Validation Recall Utility.
5. Retrieves the information from the .XML file on the client and then deletes it from the client.
6. Stores the information on the client in a log file located at:

C:\Windows\CCM\Logs\HPNotebookBatteryValidationResults.log.

Note: The size of the log file should be 2kb. If the size of the log file is less than 2kb, then the utility did not communicate with the HP Servers to Validate battery information. Please make sure all machines have internet access.

Installing the Utility on a Stand-alone System

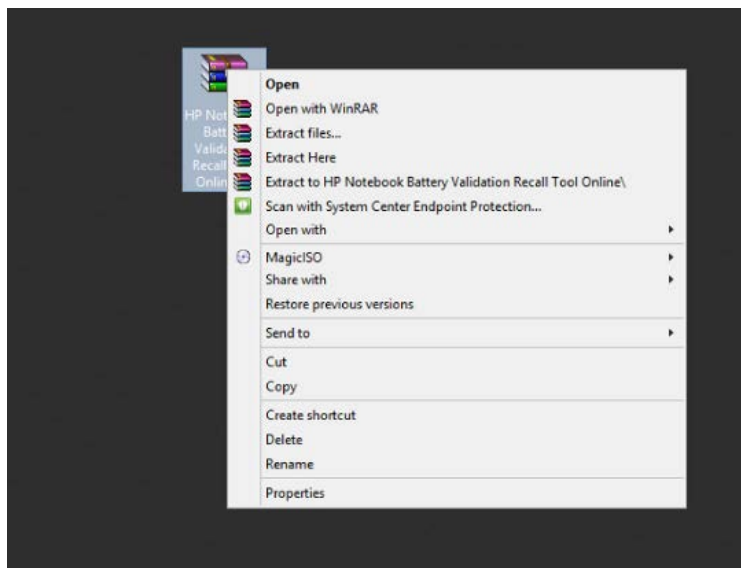
The HP Battery Recall Program Validation Utility utilizes an installer that can be downloaded from the program website. Once you have downloaded the file, execute it and follow the on-screen instructions.

Installing the Utility with SCCM

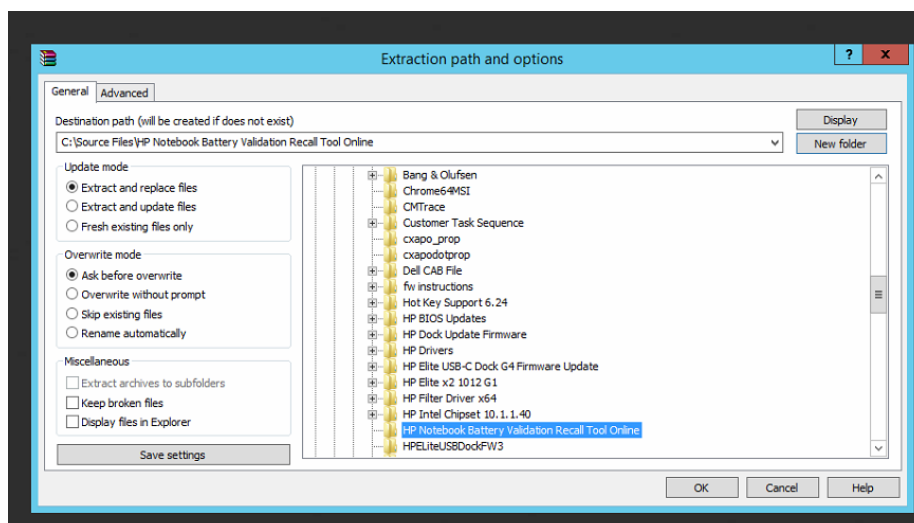
The HP Battery Recall Program Validation Utility relies on Microsoft.NET v4.5.2. If Microsoft.NET v4.5.2 is not installed on your system when running the installer, the utility will automatically download and install Microsoft.NET v4.5.2. In addition, the utility also leverages the HP CASL Framework (which will be automatically installed if no previous version is found).

To install the utility, please follow the steps outlined below:

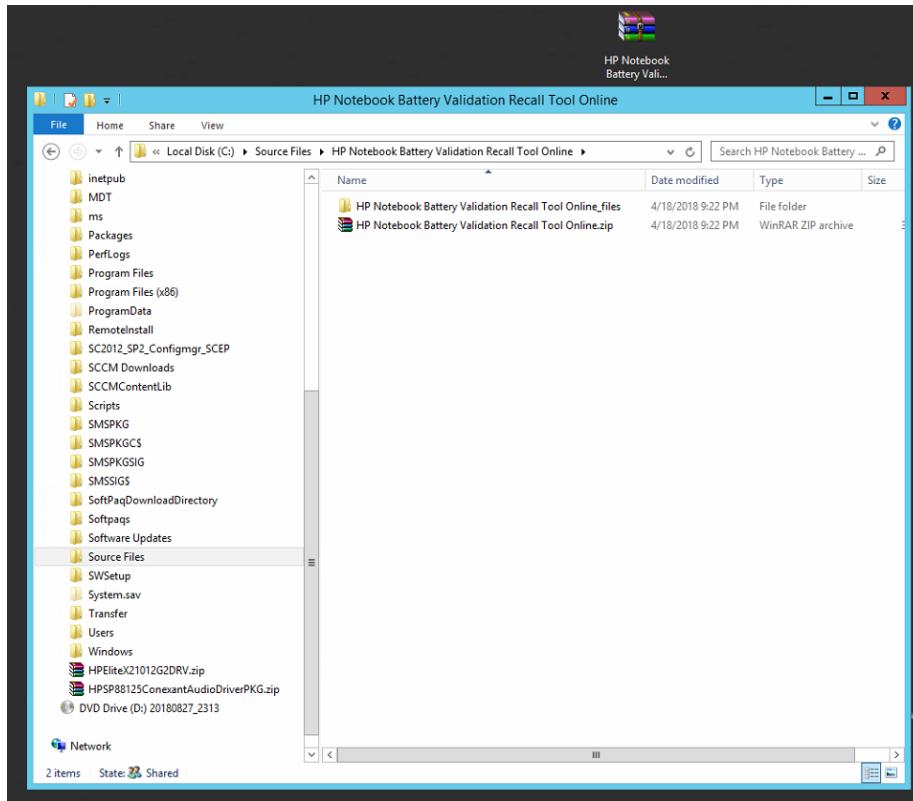
1. Download the file HP Notebook Battery Validation Recall Tool Online.rar.
2. Once downloaded, left click on the file and select Extract Files.



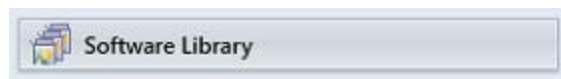
3. Extract the files to the Source Files folder on the SCCM Server.



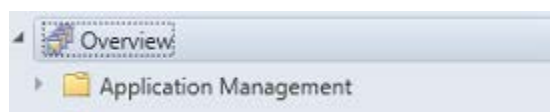
- Once extracted, The Source Files > HP Notebook Battery Validation Recall Tool Online Folder should contain a folder labeled HP Notebook Battery Validation Recall Tool Online_files and a zip file labeled HP Notebook Battery Validation Recall Tool Online.zip.



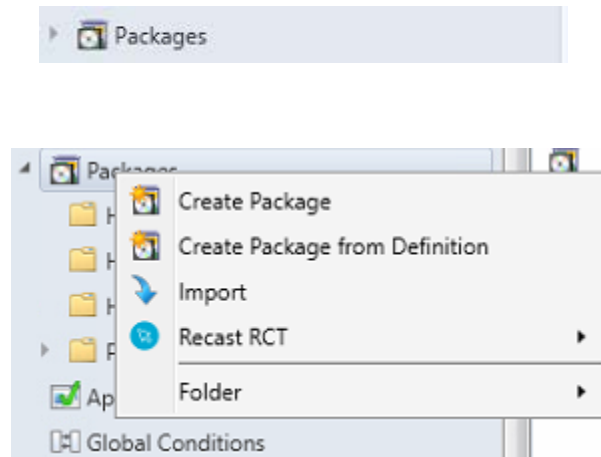
- Within the SCCM Console, Import the HP Notebook Battery Validation Recall Tool Online Package.
- Open the SCCM Console and navigate to the Software Library.



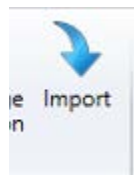
- Navigate to Overview and expand, Application Management.



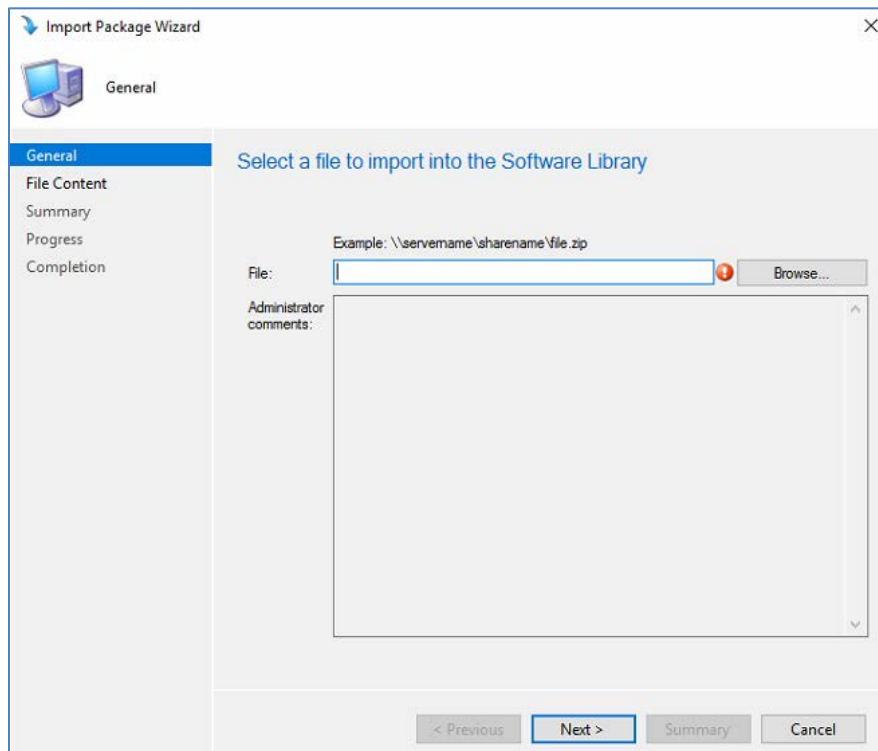
8. Navigate to Packages and expand.



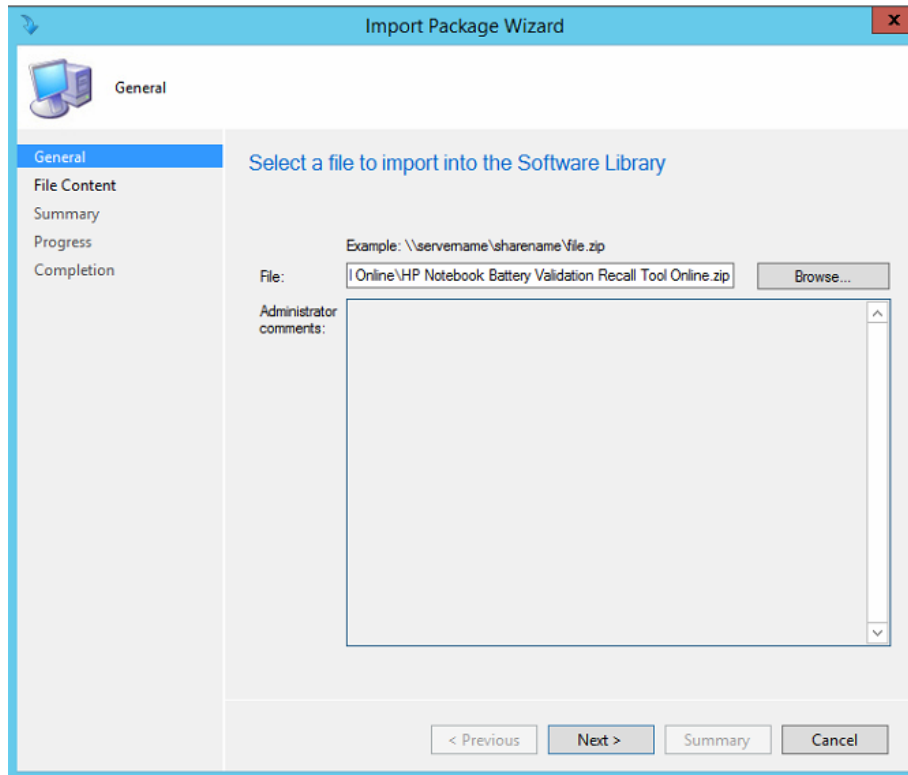
9. On the Menu Bar click Import or right-click on Packages and select Import



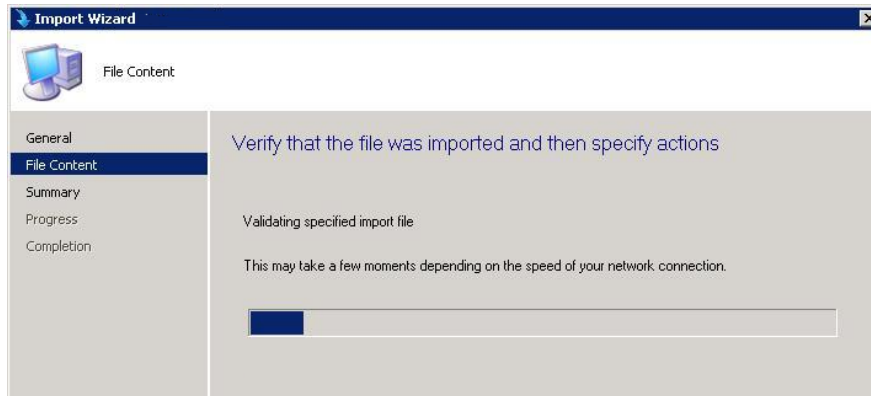
10. On the File line, click Browse.



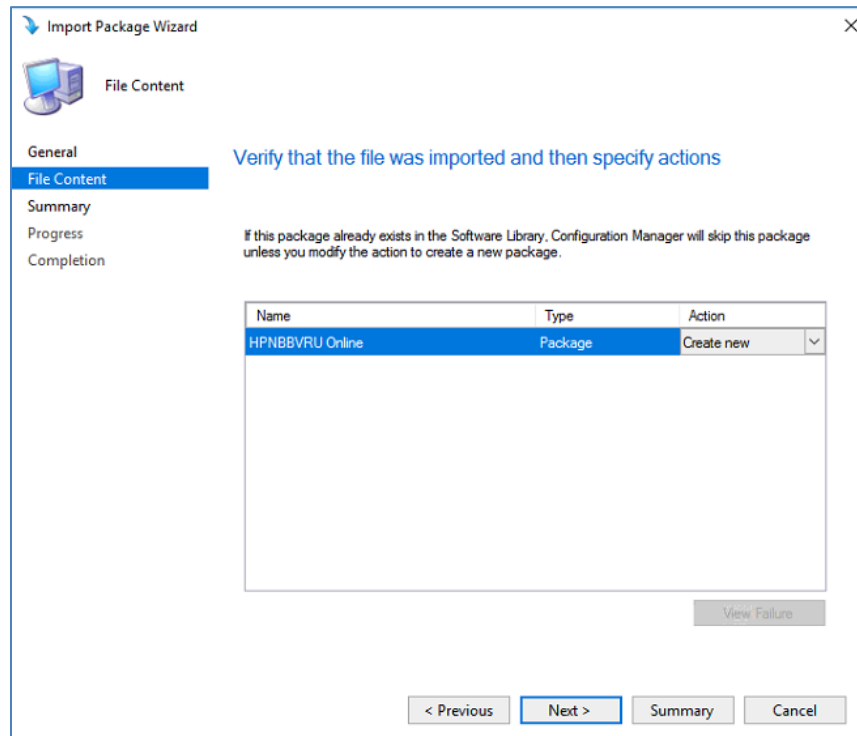
11. Use the UNC path to the Zip file “HP Notebook Battery Validation Recall Tool Online.zip”. Refer to the example: [\\servername\sharename\file.zip](#).



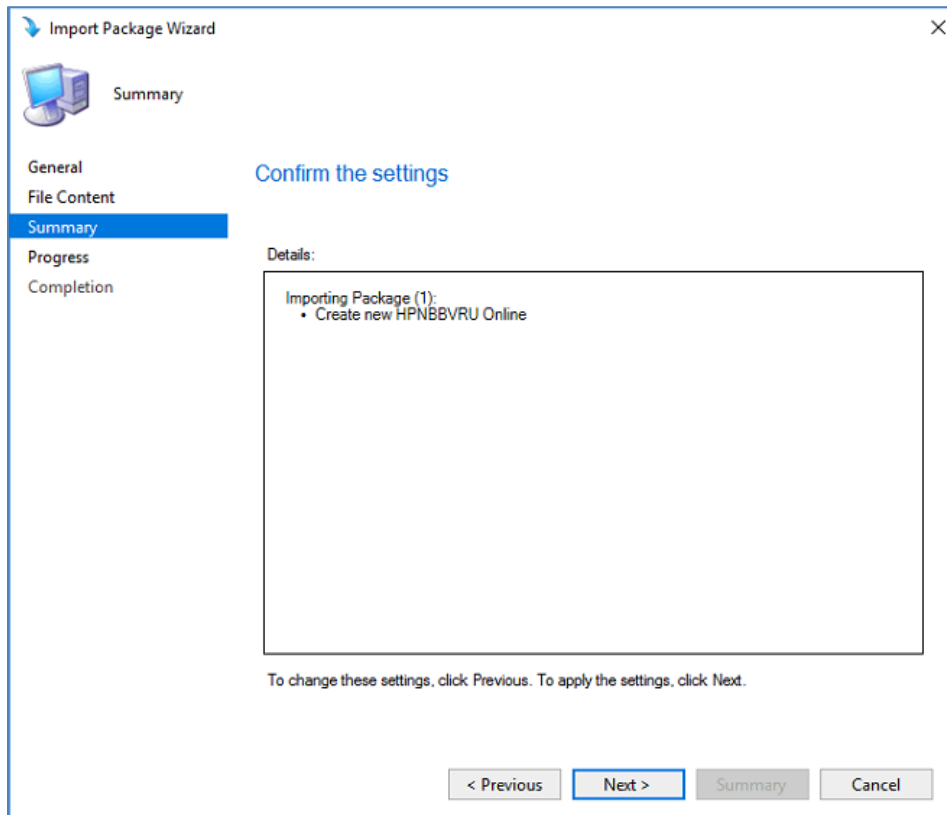
12. The screen below may appear to indicate progress.



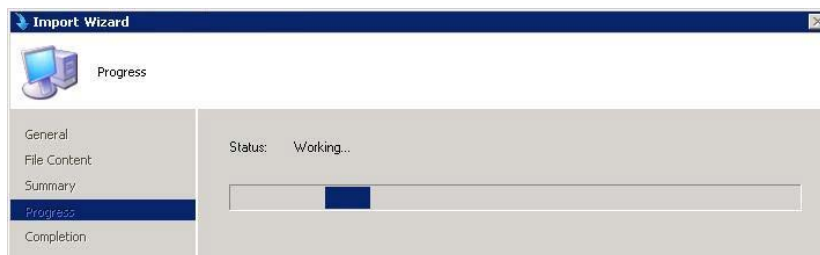
13. The package should now be imported. Under Action, select Create New. Create New is the default action.



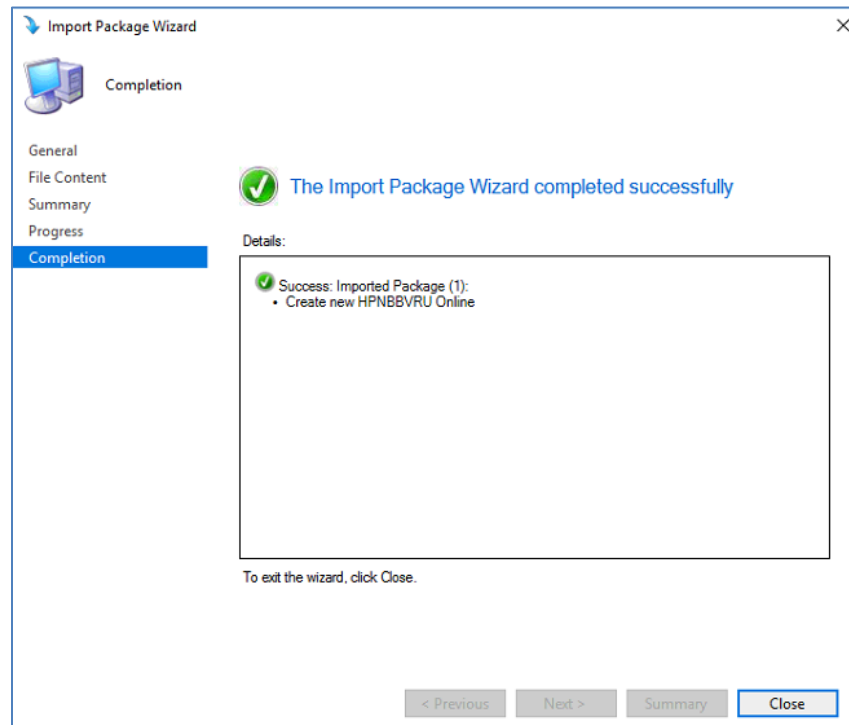
14. On the left of the screen, click Summary. Confirm the Settings and then click Next.



15. The screen below may appear to indicate progress.



16. The HP Notebook Battery Validation Recall Tool Online.zip has now been successfully imported, click Close.



17. Distribute and Deploy.

18. If the Customer has not successfully installed the HP.BRCU.msi correctly, run the HP Notebook Battery Validation Tool Uninstall Program First (it will remove all remnants of the HP.BRCU.msi, Folder Structure, and .Xml(s)).

19. Make sure all of the machines within your environment have access to the internet (the utility will have each system reach out to HP upon execution to validate the battery).

20. Schedule and execute the package as you normally would.

Uninstalling the Utility

Once installed, the HP Battery Recall Program Validation Utility can be uninstalled from the Windows Control Panel or by running the executable file again and following the un-install instructions.

Section #1: Standalone User Mode

The HP Battery Recall Program Validation Utility can be used in a Standalone User Mode where the utility is downloaded on to a single system to inspect the battery of that system. The utility is intuitively designed and a single window will provide you the status of any battery or batteries detected.

Once you have downloaded the file, execute it and follow the on-screen instructions.

Section #2: SCCM (With External Connection to HP)

The HP Battery Recall Program Validation Utility can be used with the Microsoft System Center Configuration Manager to identify systems within a user's environment that are impacted by a current battery recall program. The utility will have each system connect to HP.COM to identify if any of the batteries are impacted.

Silent Mode Instructions

Silent Mode for the HP Notebook Battery Validation Recall Tool is accessed through the "-s" command line switch. Silent Mode provides an execution mode with no User Interface. Results will be logged into a XML file in the same folder the tool is executed.

1. Distribute the HP.BRCU.Full.Installer.exe file.
2. Install the EXE file to the default folder. Default folder is "%ProgramFiles(x86)%\Hewlett-Packard\HP Battery Recall Utility\" or "%ProgramFiles%\Hewlett-Packard\HP Battery Recall Utility\" depending on if Windows 32 or 64 bits.
3. Execute "HPBRCU.exe -s".
4. Access HPBP Reporting Log for downstream reporting.

Section #3: SCCM (Without External Connection to HP)

Used with the Microsoft System Center Configuration Manager to identify systems within a user's environment that are impacted by a current battery recall program. The utility will create a log file with the required information for each system that can be provided to HP. The utility will not connect to HP.COM.

Offline Mode Instructions

HPBP Offline Mode is accessed through the “-o” command line switch. Offline Mode provides a quick execution mode with no User Interface and with no online verification about the batteries status. The collected data will be logged into a XML file in the same folder the tool is executed.

1. Distribute the HP.BRCU.Full.Installer.exe file.
2. Install the EXE file to the default folder. Default folder is “%ProgramFiles(x86)%\Hewlett-Packard\HP Battery Recall Utility\” or ”%ProgramFiles%\Hewlett-Packard\HP Battery Recall Utility\” depending on if Windows 32 or 64 bits.
3. Execute “HPBRCU.exe -o”.
4. Access HPBP Reporting Log for downstream reporting.

Section #4: Report Log

Once you have executed the HP Battery Recall Program Validation Utility (either in silent mode or offline mode), the utility will generate an XML report log and place it into the current directory that the application was executed in.

Report Log Naming

The report log will be named using the following format:

- Serial Number_Time Stamp.XML

In the case where the tool is unable to read or determine the serial number or the serial number format is unknown, the utility will name the file using the following format:

- BatterRecallValidationReport_Timestamp.XML”

The time stamp will be in the following format where HH = Hour, MM = Minute and SS = Second

- HHMMSS

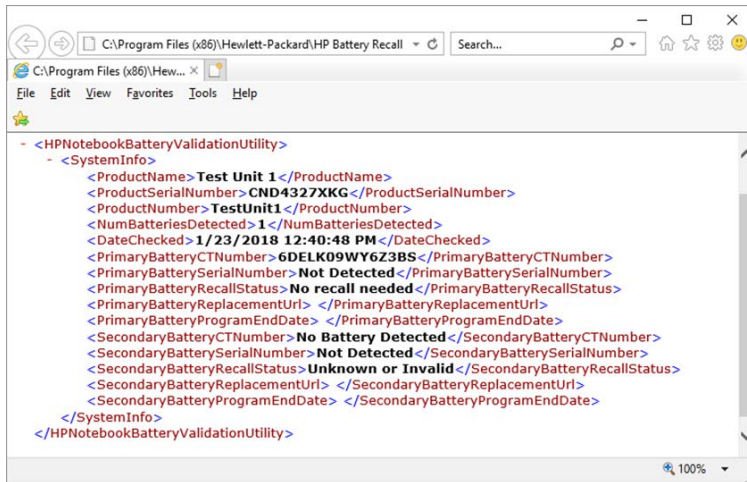
Report Log Structure

The report log structure is outlined below:

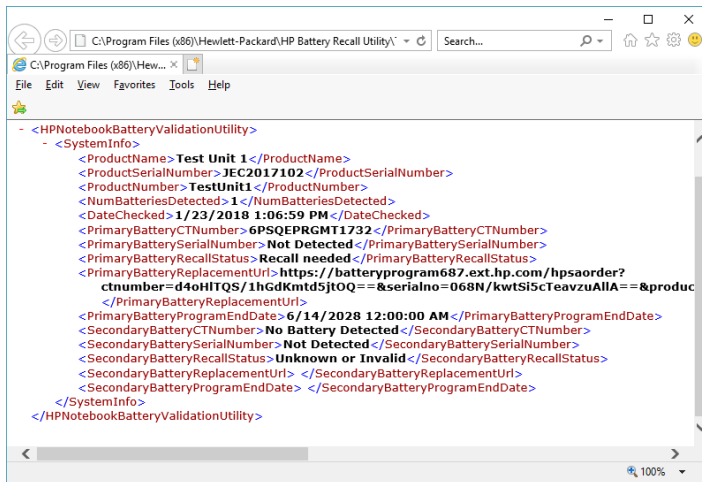
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<HPNotebookBatteryValidationUtility>
  <SystemInfo>
    <ProductName></ProductName>
    <ProductSerialNumber></ProductSerialNumber>
    <ProductNumber></ProductNumber>
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    <PrimaryBatteryRecallStatus></PrimaryBatteryRecallStatus>
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    <SecondaryBatteryReplacementUrl></SecondaryBatteryReplacementUrl>
    <SecondaryBatteryProgramEndDate></SecondaryBatteryProgramEndDate>
  </SystemInfo>
</HPNotebookBatteryValidationUtility>
```

Report Log Examples

Only Primary Battery – No Recall Needed



Only Primary Battery – Recall Needed



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