

Linux on HP/Compaq computers? I don't think so!

30 Sept 2007

NOT FOR ME! I just went round and round with Compaq, trying to get a hardware problem corrected on my v6110us laptop, still under warranty.

In the tons of email exchanges I've had with:

presarionotebook_support_en@MAIL.SUPPORT.HP.COM

My laptop hardware problem consists of:

- When I plugin a minijack headset it doesn't disable on-board speakers.
- When I plug in USB headset, though there are some audible clicks, I get no sound in headset, onboard speakers continue.

Both are hardware problems, and have not a this to do with the operating system. I happen to be running PCLinuxOS 2007 on it currently, I had same problems with openSuse 10.2 a little while back. Probably have the same problem with Windows XP that this laptop came installed with, but I refuse to submit this laptop, and myself, to the punishment of reinstalling Windows XP.

The HP/Compaq email support told me:

I will certainly assist you in this regard.

I would like to inform you that when your notebook goes to the mail in service, due to the technical diagnosis undergone in the repair center, your notebook is reverted back to the factory settings. We are unable to make any change in that. **If your pre installed Operating system was Windows XP then it would be certainly revert back to XP.**

However, as per the specifications of your notebook, I hope that you might had got the free express upgrade kit for Windows Vista. Therefore, you may reinstall the Windows Vista as your notebook comes back from the mail in service....

And appears consistent with warranty policy that I looked over dated/revised: 21 Sept 2007.

Strange, some 6 to 8 months back after a week plus long email exchange with the same address as above, I was assured their warranty support services would not need to revert my cute little laptop back to Windows XP to fix a hardware problem on it. Sure wish I would have saved that HP/Compaq commitment as current support people will not look up history of this exchange, even.

I have ended my support queries with the above email address, reminding them I own two HP computers: one with Windows XP (rarely used) and one with openSuse 10.2 - and one Compaq laptop with PCLinuxOS 2007 installed.

They have flat ignored my request to point me to latest BIOS for this laptop (in hopes that it might correct this hardware issue), they have flat ignored my request to look through email history from/to me on this issue. They flat wont acknowledge the prior commitment I had to not alter my installed operating system when I returned this laptop for warranty repair. And then have the audacity to advise me to upgrade to Vista (er, MEII).

I, for one, will never purchase another HP/Compaq computer, that I might plan to install Linux or some operating system other than what came installed to it. Meaning, no more HP/Compaq for me!

-Pat

Lake Balboa, CA