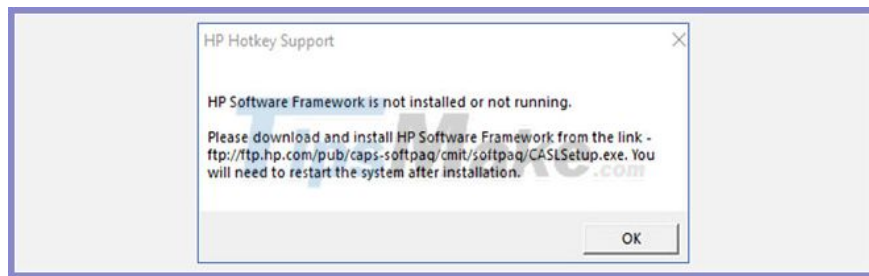


# How to fix 'HP Software Framework Is Not Installed' error in Windows

You've probably seen this Hotkey Support error message and you're wondering how to fix it. When this message appears, the header may be HP Hotkey Support or HP Hotkey UWP Service. Both refer to the drivers that come pre-installed on the HP computer and allow the hotkeys to run.

Do you use **the special Fn + key** on your laptop to quickly perform functions such as adjusting volume or putting your computer to sleep? Did those special functions suddenly stop working on your HP computer?

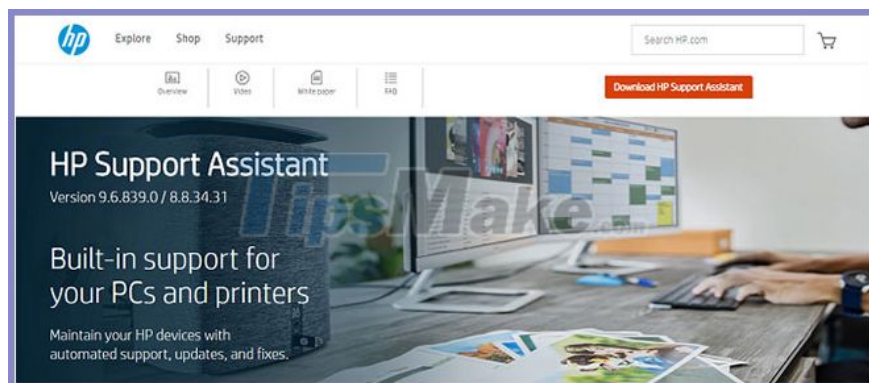


Here's how you fix the error.

## Method 1: Install HP Support Assistant

When the error message appears, the user is prompted to install the HP Software Framework from the link provided. Sorry, this link is no longer supported and isn't working anymore. The good news is that the HP Support Assistant still works.

Visit the HP Support Assistant page. Click the red **HP Support Assistant** button to install.



Click the red HP Support Assistant button to install

After the file is installed, reboot the computer and the hotkeys should be active again.

## Method 2: Install HP Hotkey Support driver

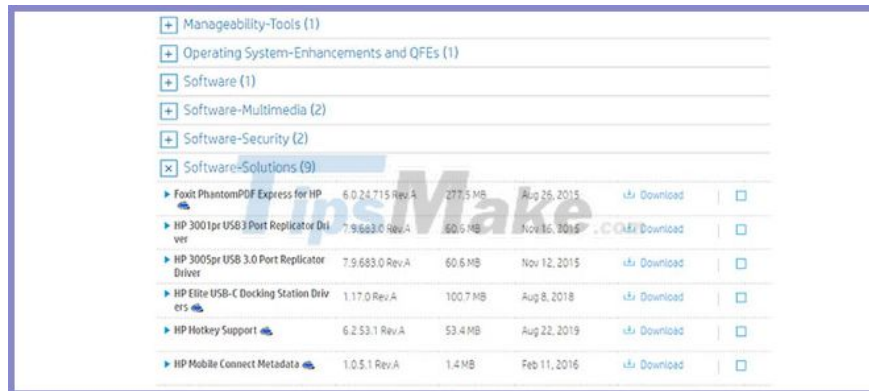
If the hotkeys are still not working properly, look for specific driver files on the HP website: **HP Hotkey Service** and **HP Hotkey Service UWP** .

To find the right driver for your computer, you will need to find the correct device model. If the model number isn't printed anywhere on the case, you can easily find it in your system information.

Just type **System** in Windows search box. Then, click **Open** and locate your model number.



Once you have found your computer model number, visit the HP support website to find the driver you need. Scroll down to locate the product and enter your model number. Then click the **Software, Drivers, and Firmware** tab . This will display a list of drivers compatible with your device.



Click **Software-Solutions**. Find **HP Hotkey Support** and click **Download**. Follow the instructions on the screen to install the software.

When the file installation is complete, reboot your computer and your hotkeys should be active again.

You finished reading the article "**How to fix 'HP Software Framework Is Not Installed' error in Windows**" edited by the [TipsMake](#) team. We hope this article has provided you with many useful tech tips and tricks. You can search for similar articles on tips and guides. Thank you for reading and for following us regularly.