



HP Image and Software Configuration Services

Let HP manage your PC image and BIOS configurations so you can focus on your business

Image and Software Configuration Services leverage HP technical resources and factory capabilities to deliver PC devices that contain imaging based on customer-specific requirements.

HP offers several service choices that provide you with flexibility and help ensure that devices arrive tailored to your organisation's IT and business needs. Image and Software Configuration Services are available globally on most HP commercial notebooks, workstations, thin clients requiring an operating system, desktops and retail point of sale (RPOS) systems.

HP Image and Software HP BIOS Personalisation Services include:

- [HP Customer Provided Image Service](#)
- [HP Advanced Image Service](#)
- [HP Legacy N-3 with Quarterly Refresh](#)
- [HP Standalone Design Image Service](#)
- [HP Select OS Version Image Service](#)
- [HP Modern Management Services](#)
- HP Application and Package Installation Service
- HP Sure Recover Custom Restore Service
- HP Chrome Device Management Enrolment Service
- HP Standard BIOS Setting Service
- HP BIOS Asset Tagging Service
- HP Custom Logo BIOS Service
- HP BIOS Revision Control Service

HP Application and Package Installation Service

We offer this service to help our customers address the challenges they experience when planning for, moving to and provisioning new PCs from the cloud in modern IT environments. It's aimed at customers looking to increase productivity, reduce downtime and optimise resources.

THIS SERVICE:

- Supports a limited number of applications
- Validates applications on the target operating system
- Installs applications on an HP PC loaded with standard HP operating systems
- Provides systematic validation by HP of the image ahead of mass distribution
- Requires the software applications to be hardware independent

- Requires the purchase or ownership of all software application licences to be taken care of by the customer
- Requires the customer to provide a silent install package and command line for installation
- Requires the customer to validate that software applications are installed and functioning on the target operating system
- Requires the customer to provide the application/PPKG installation sequence

SERVICE LIMITATIONS:

- This service is not available on non-HP standard software images
- This service is limited to HP platform products

HP Sure Recover Custom Restore Service

This service allows customers to securely recover a custom image of the current Microsoft Windows operating system from their own private cloud/network storage repository and/or from the onboard eMMC device (OSR disk) on supported systems. An additional benefit to the standard HP Sure Recover offer is the ability to recover the customer's custom image.

THIS SERVICE:

- This service will require a feasibility study to be completed by the CS Image Engineering team. The feasibility study will be used to determine if the CS custom recovery agent will support the customer's image or if additional recovery agent development is needed.
- For cloud/network storage recovery solutions, the customer must host their custom image and the custom recovery agent. Hosting from the HP cloud is not supported at this time for custom images or custom recovery agents.
- For cloud/network storage recovery solutions, a physical POC is required to validate successful recovery in the customer's environment.
- This service can support the combination of recovery from the customer's private cloud/network storage repository with HP Imaging Service (AY307AV), but the customer will be responsible for creating their own recovery WIM image and their own recovery agent.

HP Chrome Device Management Enrolment Service

For HP Chrome OS devices, the HP Chrome Device Management Enrolment Service streamlines the roll-out of new HP Chromebooks with pre-provisioned devices for Chrome Enterprise Management before shipment.

THIS SERVICE:

- Ready out of the box
- Elimination of manual configuration
- Designed with security in mind
- Get pre-provisioned HP Chrome OS devices

- HP registers devices in the Google Admin console
- Chrome OS devices auto-enrol and apply domain policies at first login
- Get pre-provisioned HP Chrome OS devices
- Designed with security in mind

CONFIDENTIALITY

The customer is responsible for the security of its proprietary and confidential information. Information exchanged under this agreement will be treated as confidential if identified as such at disclosure or if the circumstances of disclosure would reasonably indicate such treatment.

Confidential information may only be used for the purpose of fulfilling obligations or exercising rights under this agreement and only be shared with employees, agents or contractors with a need to know such information to support that purpose. Confidential information will be protected using a reasonable degree of care to prevent unauthorised use or disclosure for 3 years from the date of receipt or (if longer) for such period as the information remains confidential. These obligations do not cover information that: i) was known or becomes known to the receiving party without obligation of confidentiality; ii) is independently developed by the receiving party; or iii) where disclosure is required by law or a governmental agency.

HP Standard BIOS Setting Service

As part of HP's factory-build process, this service enables the customer to modify the factory default BIOS settings to parameter settings that they specify.

THIS SERVICE:

- Allows configurable parameters to be set for a specified platform¹
- May require dependent settings to be established (i.e. with remote management options; ME must have been enabled first)
- May have a limited number of settings selectable on BIOS not developed by HP including features associated with:
 - Sure Admin: increasing BIOS security by replacing the BIOS password with a cryptographic key to lock firmware at the factory
 - HP TamperLock: enabling immediate administrator and user awareness of unauthorised access to a PC

HP BIOS Asset Tagging Service

With this service, HP will record the asset tag information from the physical label in the device's BIOS at the factory, which improves security and asset identification with tracking and inventory capabilities.

THIS SERVICE:

- Provides the following options:
 - Asset tag field in the BIOS = customer-specific asset number; Ownership tag field in the BIOS = blank string
 - Asset tag field in the BIOS = blank string; Ownership tag field in the BIOS = customer-specific asset number

SERVICE LIMITATIONS:

- This service is not available if no asset tagging service is selected

HP Custom Logo BIOS Service

As part of HP's factory-build process, HP can modify the device BIOS or firmware to include the customer's logo for visibility during the boot process. The customer must provide the logo to HP, who will then ensure that the logo is configured and visible during the boot process.

THIS SERVICE:

- Enables the PC system BIOS to boot up with the customer's logo²

With this service, HP will configure BIOS settings to the customer's specifications for compatible HP devices, allowing older BIOS versions to be installed on newer devices.

HP BIOS Revision Control Service

HP will configure BIOS settings to the customer's specifications for compatible HP devices, allowing older BIOS versions to be installed on newer devices.

THIS SERVICE:

- Provides the customer with a BIOS revision that they have specified and had verified by HP

Roles and responsibilities

Activity	HP	Customer
Provide an online tool for collecting the customer's requirements	●	
Define and submit requirements and specifications		●
Validate the capabilities and functionality of the service	●	
Complete testing and obtain the customer's acceptance	●	
Provide final acceptance of and approval for implementation ahead of deployment	●	●

PERSONAL INFORMATION

Each party must comply with their respective obligations under applicable data protection legislation. HP does not intend to have access to the customer's personally identifiable information (PII) as part of providing services. To the

extent that HP has access to customer PII stored on a system or device of the customer, such access will probably be incidental, with the customer remaining the data controller of the customer PII at all times. HP will use any PII to which it has access solely for the purposes of delivering the services ordered. The customer is responsible for the security of its proprietary and confidential information, including PII.

Ordering information

All HP Image and Configuration Services must be ordered with HP hardware. To ensure that all images are validated, communicated to the factory and ready for implementation on devices during the manufacturing process, customers must provide HP with complete requirements using the process and tools provided by HP and allow for appropriate set-up time before orders can be shipped with the Configuration Services included.

These services can be ordered using the following part numbers:

- [AY307AV HP Customer Provided Image Service](#)
- [AY802AV HP Advanced Image Service](#)
- [AY237AV HP Legacy N-3 with Quarterly Refresh](#)
- [AY238AA HP Standalone Design Image Service](#)
- [AY153AV HP Select OS Version Image Service](#)
- [AY155AV HP Provisioning Connect Service](#)
- [AY777AV HP Device Registration Service](#)
- [AY228AV HP Standalone Device Registration Service](#)
- [AY229AV HP PKID Reporting Service](#)
- [AY230AV HP Hardware Hash Reporting Service](#)
- [AY709AV HP Application and Package Installation Service](#)
- [AY154AV HP Sure Recover Custom Service](#)
- [AY116AV HP Chrome Device Management Enrolment Service](#)
- [AY103AV HP Standard BIOS Setting Service](#)
- [AY109AV HP BIOS Asset Tagging Service](#)
- [AY122AV HP Custom Logo BIOS Setting Service](#)
- [AY108AV HP BIOS Revision Control Service](#)

Terms and conditions

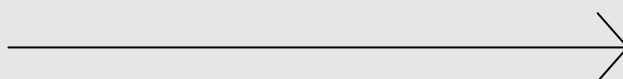
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Learn more at

hp.com/go/configuration or contact your HP sales representative



Legal disclaimers

1. Requires settings to be validated via the target platform before submission to HP.
2. Requires the customer to provide a logo in format and size specifications appropriate for each platform type as identified by HP.
3. HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. The customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with an HP product.

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