

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 provides 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 Services include:

- HP Imaging Service
- HP Advanced Imaging Service
- HP Application and Package Installation Service
- HP OS Version Control Service
- HP Sure Recover Custom Restore Service HP
- Device Registration Service
- HP Provisioning Connect Service
- HP Chrome Device Management Service

HP BIOS Personalisation Services include:

- HP Standard BIOS Setting Service
- HP BIOS Asset Tagging Service
- HP Custom Logo BIOS Service
- HP BIOS Revision Control Service

HP Imaging Service

Remove the burden of device imaging and updates and let your IT team focus on more important business priorities. HP will tailor PCs to your IT requirements so they're ready to use straight from the factory.

- Applies the customer-specific image to the device
- Supports driver installs/updates
- Supports limited number of application installs and OS setting changes
- Supports multi-model (image load only with no modifications)
- Supports image migration
- Provides a secure repository for direct image upload or information to ship your image to an HP location for processing
- Archives the software image at least 3 years beyond end of production date of the hardware product

- Provides systematic validation of the image by HP prior to mass distribution
- Provides the customer with a notification if the supplied image fails validation tests
- Adapts the image to accommodate the HDD size
- Provides an antivirus scan and a boot test as part of the validation process
- Requires that the customer provide HP with the PC software image using one of the following media: CDR/CDRW, DVD, USB key, or uploaded to HP using the online repository
- Requires that the PC software image is properly validated and generated using an HP-supported tool prior to submission to HP
- Encourages the customer to not put any personal information in the image
- Requires that the image signature files be provided (SHA256)

SERVICE LIMITATIONS:

- Only supports single HDD configurations
- Only supports Ghost, WIM, and FFU image file formats
- No support for factory image post processing
- Image testing beyond boot image is not included with this service
- This service is available only for PC models that are currently within their service life
- Image creation from a master on an HDD is not provided with this service

HP Advanced Imaging Service

Get expert-level assistance that goes beyond imaging basics, and let HP design your tailored corporate image to help standardise on HP devices and other PCs across your installed fleet.

THIS SERVICE:

- Provides the ability to add or modify operating system configuration settings as defined in the customer's requirements
- Archives the software image during the lifecycle of the hardware product and provides systematic validation by HP prior to mass distribution
- Provides the customer with a notification if the supplied image fails validation
- Adapts the PC software image to the HDD size
- Provides an antivirus scan and a boot test during the validation process
- Creates the PC software image from a master on an HDD
- Includes installation of standard drivers as needed during the image modification process
- Updates the customer's PC software image once per quarter per request
- Allows existing images to be migrated to the replacement model
- Requires hardware configuration stability once the setup is completed
- Provides the PC software image loaded on an HDD
- Requires the customer to complete the service requirements process provided by HP for each PC Image Modification and Load Service request (for each image)
- Requires that the customer provide HP with the PC software image using one of the following media: CDR/CDRW, DVD, USB key, or uploaded to HP using the online repository

- Supports Windows 11 version 21H2 or later - OR - Windows 10 version 1903 CU10B or later is required on one of the following editions:
 - Pro
 - Pro Education
 - Pro for Workstations
 - Enterprise
 - Support most modern device management platforms
- Requires the customer to define, during the requirements-gathering process, any request for installing applications as well as to provide a silent install package with no application conflict
- Requires that the image is compatible with the BIOS setting requested for deployment (HP default or custom)
- Encourages the customer to not put any personal information in your image
- Requires the image be on HP-supported media
- Requires that the image signature files be provided (SHA256)
- Requires the customer to provide the technical specifications for the PC image build
- Requires the administrator login for master modification
- Supports multiple PC model software images
- Supports migration to the next generation for existing images
- Supports factory image post processing

SERVICE LIMITATIONS:

- Legacy product older than the current shipping version may not be included with this service
- This service is available on current supported shipping models only

HP Provisioning Connect Service

With HP Provisioning Connect, IT professionals can easily pre-provision Windows devices for delivery to employees, whether they're working from home or in the office. It ensures that everyone has the latest corporate image and that your new HP devices are always up-to-date with the latest software and security settings. Provisioning Connect gets your workforce up and running faster than ever by delivering the corporate device persona using your cloud-based endpoint management solution, or by extending your network topology into our secure HP facilities.

THIS SERVICE:

- Reduces the dependency on network bandwidth at corporate office or end-user work location
- End-user is productive within a few minutes of powering on the PC
- Reduces the need for internal IT resources and logistics for the on-premise staging
- Eliminates need to create, test, maintain a "golden image"
- Increases user productivity by reducing time, touchpoints, and costs thereby streamlining new device deployments into a modern IT environment
- Supports most modern device management platforms
- Supports Windows 11 version 21H2 or later or Windows 10 version 1903 CU10B or later, is required on one of the following editions:
 - Pro
 - Pro Education
 - Pro for Workstations
 - Enterprise
 - Education

SERVICE LIMITATIONS:

- The service is deployed on currently supported PC models only
- No changes to the specifications can be accepted during the image development phase to avoid a redesign of the PC image and delay of the project

- Non-HP PC products are not supported
- HDD encryption is not part of this service
- Does not support Linux operating systems
- Does not support network connections to customer domains during manufacturing

HP Application and Package Installation Service

This service offers 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. For 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 prior to mass distribution
- Requires that the software applications are hardware independent
- Requires the customer to ensure the purchase or ownership of all software application licenses
- Requires the customer to provide 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 OS Version Control Service

Enjoy the flexibility to choose the current or previous version of Windows 10 or 11 that is designed for modern management.

THIS SERVICE:

- Is a base Windows image free of additional software typically loaded on pre-installed commercial devices
- Is not the HP pre-installed Corporate Ready Image, but is similar
- Supports current (N) or N-1 versions of Windows, based on the Windows Servicing Lifecycle
- Available for Windows editions including Pro, Pro for Workstation, and Pro for Education only
- Is a single model image service
- Custom sysprep is supported if a custom unattend.xml is provided
- Default base language is English
- Supports base language selection and unlimited number of additional languages installed
- Includes the latest HP drivers and latest monthly Microsoft Windows cumulative updates at the time of image release to manufacturing
- Supports removing default HP installed apps per request

- Microsoft 365 Apps for Enterprise trial version is installed by default, but can be removed per request
- Supports quarterly image updates per request

SERVICE LIMITATIONS:

- For multiple drive configurations, only the first drive will be formatted and imaged, additional drives will be RAW
- Multiple model images
- Installed languages and language settings based on order localisation codes
- Only Windows versions and HP HW models are supported based on HP driver support
- Additional Language Interface Packs (LIPs) and Language Experience Packs (LXPs)
- Additional application installs, Windows default application removals, and/or OS setting changes
- Custom partition schemes
- RAID configurations

HP Sure Recover Custom Restore Service

A service allowing 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 offering, 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 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 Device Registration Service

HP's Device Registration Service³ streamlines device registration in Intune within 48 hours of the order shipment date. The service supports one or multiple tenants, with or without group tags. It can be combined with other HP Configuration services and provides an option for stock units. This service is available globally where HP does business.

THIS SERVICE:

- Devices are registered within 48 hours from the order shipment date so the user's profile can be assigned before the unit is delivered to them.⁴
- Automation designed to ensure fast and accurate registration of your devices.

- This service is available as a standalone service, and it can be combined with any other HP Configuration Services for pain-free device roll-outs⁵
- Autopilot user profiles and settings can be applied from Intune for a simplified end-user out of the box experience upon delivery of device⁶
- This Device Registration Service supports one or multiple tenants, and fixed or dynamic group tags⁷
- Automation to ensure fast and accurate registration, and dedicated reporting that provides enhanced monitoring, efficient data management, and secure access to registration data.

HP Chrome Device Management Enrollment Service

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

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 into the Google Admin console
- Chrome OS devices auto-enroll and apply domain policies at first login
- 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 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 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 has to 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 BIOS password with cryptographic key to lock firmware at the factory
 - HP TamperLock: enabling immediate administrator and user awareness of unauthorised access to a PC
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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
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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, and HP will 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.
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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 they have specified and verified by HP

Roles and responsibilities

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

PERSONAL INFORMATION

Each party shall comply with their respective obligations under applicable data protection legislation. HP does not intend to have access to personally identifiable information (PII) of the customer in providing services. To the extent that HP has access to customer PII stored on a system or device of the customer, such access will likely be incidental, and customer will remain the data controller of the customer PII at all times. HP will use any PII to which it has access strictly for 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 setup time before orders can ship with the Configuration Services included.

These services can be ordered using the following part numbers:

- AY307AV HP Imaging Service
- A802AV HP Advanced Imaging Service
- AY155AV HP Provisioning Connect Service
- AY709AV HP Application and Package Installation Service
- AY153AV HP OS Version Control Service
- AY154AV HP Sure Recover Custom Service
- AY777AV HP Device Registration Service
- AY116AV HP Chrome Device Management Enrollment 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

Learn more at
hp.com/go/configuration or contact
your HP Sales Representative



- 1. Requires settings to be validated via the target platform before submission to HP.
- 2. Requires that the Customer provide a logo in format and size specifications appropriate for each platform type as identified by HP.
- 3. This service doesn't provide reports containing Hash ID or PKID values for customer self-registration or partner managed devices, decommissioned device de-registration, support for non-paid device registration (such as customer self-registration, partner managed, or similar) , missing devices, tenant or group tag related questions, registration and de-registration related questions, any error in this context, break-fix de-registration and re-registration.
- 4. Profile can be assigned by customer before device delivery. Device information must be available.
- 5. Except Provisioning Connect, that already includes HP Device Registration
- 6. Managed by the customers
- 7. Defined during project setup

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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