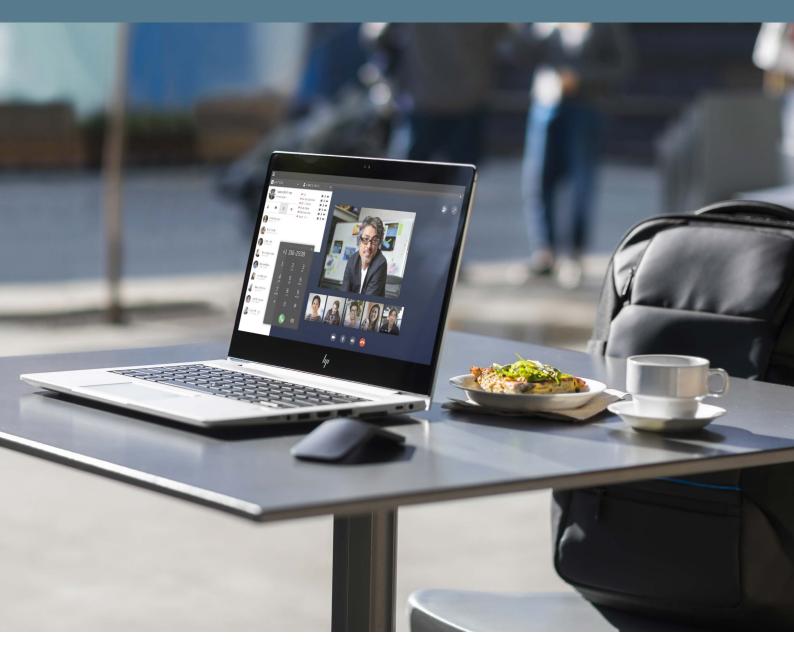# HP Wolf Protect and Trace

Service overview

Reliably protect data, track your fleet of HP devices and keep unauthorised users from accessing your files and documents on your network with HP Wolf Protect and Trace.[1] Powered by HP TechPulse, HP Wolf Protect and Trace provides a complete hardware-enforced find, lock and erase service.[3]

Utilise our most secure service with threshold cryptography to find, lock and erase data from all of your HP devices, helping ensure that your sensitive information is protected.

Through the HP TechPulse simplified user dashboard, IT admin can respond to reported lost or stolen devices faster, monitoring through HP Wolf Protect and Trace along with the health and protection status of all devices on one user-friendly platform.

Losing an important PC can cost much more than money. Help mitigate risk and reduce the costs associated with losing a PC with HP Wolf Protect and Trace. Now you have a comprehensive way to locate a missing or stolen PC and to easily lock or erase files and data if necessary.

Service benefits

- "Find" command helps locate missing or stolen PCs from your HP TechPulse Dashboard
- "Lock" command ensures that PCs are no longer accessible to unauthorised users
- "Erase" command removes data on unrecoverable PCs

Service highlights

- Powered by HP TechPulse technology
- Service enabled in the HP TechPulse Dashboard
- Threshold cryptography prevents malicious use if an ITDM's PC is compromised
- Available via Care Pack and Electronic Software Delivery (eSD) SKUs

Features and specs

Find command: This command on your device allows ITDMs to quickly locate a missing device. Once the device appears on a map, you can decide to lock the device or erase it, protecting the data on the device from unauthorised access.

Lock command: Use HP's most secure service solution with threshold cryptography to find, lock and erase data from all of your HP devices, ensuring that your sensitive information is protected. HP Wolf Protect and Trace locks the device at firmware level, which prevents it from booting even if the drive is replaced. Additionally, by locking your PC remotely, unauthorised users can no longer access your PC and files.[1,3]

Erase command: Reliably protect data, manage your fleet of HP devices and keep unauthorised users from accessing your files and documents on your network with HP Wolf Protect and Trace. Powered by HP TechPulse, HP Wolf Protect and Trace provides a complete hardware-enforced find, lock and erase service. When a PC is deemed unrecoverable by the ITDM, you can now erase the data and files to ensure data is destroyed and not accessed. HP Wolf Protect and Trace uses HP Secure Erase technology to erase all internal SSDs and HDDs safely and effectively on a device.

Persistence: HP Wolf Protect and Trace uses hardware-enforced persistence via HP Sure Run Gen4[2]. If HP TechPulse is removed without authorisation, HP Sure Run reinstalls the software automatically.

Threshold cryptography: This allows ITDMs to assign multiple ITDM approvers holding partial keys to lock and erase a lost or stolen PC.

HP Wolf Protect and Trace is a service that is combined in some Care Pack options with HP Active Care.

Delivery specs

Coverage window: The coverage window specifies the time when the described services are delivered remotely as indicated in the table below. Requests received outside the coverage window will be logged at the time of the call and will be acknowledged on the next coverage day.

All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.

TABLE 1: TECHNICAL SUPPORT COVERAGE WINDOW PER REGION

	Latin America	North America	EMEA	APJ
Coverage (hours/days per week, excluding holidays)	5 DAYS A WEEK (Monday – Friday)			
	11 hours/day	12 hours/day 5 days		
Operating hours	07:00-18:00 CST	06:00-18:00 MST	06:00-18:00 CET	06:00-18:00 IST
Language support	Spanish and Portuguese	US: English CA: English and French	English	
Support routes	FAQ, ChatBot, Knowledge Base, HP Search Tools, HP Service Expert			

Escalation management: HP has established formal escalation procedures to facilitate the resolution of complex incidents remotely. Local HP management coordinates incident escalation, enlisting the skills of appropriate HP resources and/or selected third parties to assist with problem-solving.

Electronic remote support solution: For eligible products[1], the electronic remote support solution provides robust troubleshooting via remote system access software, enabling HP support specialists to provide more efficient troubleshooting and faster problem resolution. HP support specialists will only use remote system access with the customer's authorisation.

Remote support: As part of this service, HP provides access to certain commercially available electronic and web-based tools. Tools are both self-help and agent-based and are described below:

▪ ChatBot: The ChatBot can be found within the HP TechPulse Portal and within the HP Search Tools and Knowledge Library. The ChatBot's primary purpose is to direct customers to other help resources based on their needs and, as such, it is your key starting point for any issue you encounter while using HP Wolf Protect and Trace.

▪ FAQ: For issues where the customer feels self-help is appropriate, the ChatBot will lead them to the FAQ for HP Wolf Protect and Trace. The FAQ is designed to quickly and simply answer the most common questions that users have when using the service.

▪ HP Service Experts via remote system access software: For issues where self-help is not applicable, HP offers the customer support through direct interaction with HP Service Experts through remote system access software. The software allows HP Service Experts to take control of the customer's screen and walk the customer through using the HP TechPulse Portal to execute the requested HP Wolf Protect and Trace actions. Customers can be directed to these HP Service Experts through the same ChatBot detailed above. Upon being directed, an HP Service Expert will conduct an email exchange to schedule the remote appointment.

HP TechPulse Portal: HP Wolf Protect and Trace is powered by HP TechPulse, a fleet management software platform that allows the customer to view its fleet of HP Wolf Protect and Trace-enabled devices and execute the find, lock and erase commands. Customers must have appropriate licences for any underlying firmware that will be covered under these services.

For instructions on how to use and set up the HP TechPulse Portal, please refer to the detailed Knowledge Articles online.

HP TechPulse software can be downloaded at hpdaas.com/software.

Hardware components and BIOS: Persistence or self-healing describes the process by which software is monitored to ensure it is running properly and is reinstalled if required. For HP Wolf Protect and Trace, there is a multi-stage persistence starting in the OS and terminating in a combination of the hardware components and the BIOS of your device. When HP TechPulse is first installed, and the onboarding process has been completed, HP Wolf Protect and Trace is configured for capable devices, and the persistence capabilities are engaged for the HP TechPulse software.

Rules and responsibilities

Customer responsibilities

HP TechPulse Portal access and onboarding requirements are as follows:

- Accept terms and conditions to have software client on your devices.
- Automatically or manually enrol devices using the instructions provided by HP.
- Ensure compliance with software application licensing requirements.
- Troubleshoot common end-user support issues before escalating to HP Support.
- Roll back OS updates in case of failure.
- Authorise partners to access or manage the account, if applicable.

Upon request, the customer must support HP remote problem resolution efforts with the following actions:

- Provide all information necessary for HP to deliver timely and professional remote support, and for HP to determine the level of support eligibility.
- Start self-tests and install and run other diagnostic tools and programs.
- Install customer-installable firmware updates and patches.
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP.

Service limitations

Platform requirements: HP Wolf Protect and Trace is only usable on select HP devices, including those listed below. For a complete list of eligible HP devices, please visit https://cpc2.ext.hp.com/.

PLATFORM TYPE	SERIES	DEVICE
DT	800	HP EliteDesk 880 G8 Tower PC
		HP EliteDesk 800 G8 Tower PC
		HP Z1 G8 Tower Desktop PC
		HP EliteDesk 800 G8 Small Form Factor PC
		HP Elite Desk 805 G8 Small Form Factor PC
		HP EliteDesk 800 G8 Desktop Mini PC
		HP EliteDesk 805 G8 Desktop Mini PC
NB	mWS	HP ZBook Fury 17.3-inch G8 Mobile Workstation PC HP ZBook Fury 15.6-inch G8 Mobile Workstation PC
		HP ZBook Studio 15.6-inch G8 Mobile Workstation PC HP ZBook Create 15.6-inch G8 Notebook PC
	1000	HP Dragonfly Folio 13.5 inch G3 2-in-1 Notebook PC HP Elite Dragonfly G2 Notebook PC HP Elite Dragonfly Max Notebook PC
		HP EliteBook x360 1040 G8 Notebook PC
		HP EliteBook x360 1030 G8 Notebook PC
		HP Elite x2 G8 Tablet
	800	HP ZBook Firefly 15.6-inch G8 Mobile Workstation PC
		HP ZBook Firefly 14-inch G8 Mobile Workstation PC
		HP EliteBook 850 G8 Notebook PC
		HP EliteBook 840 G8 Notebook PC
		HP EliteBook 840 Aero G8 Notebook PC
		HP EliteBook 830 G8 Notebook PC
		HP EliteBook x360 830 G8 Notebook PC
		HP EliteBook 855 G8 Notebook PC
		HP EliteBook 845 G8 Notebook PC
		HP EliteBook 835 G8 Notebook PC
	600	HP ProBook 635 Aero G8 Notebook PC
		HP ProBook 630 G8 Notebook PC
		HP ProBook 640 G8 Notebook PC
		HP ProBook 650 G8 Notebook PC
		HP ProBook 630 G8 Notebook PC
		HP ProBook 640 G8 Notebook PC
		HP ProBook 650 G8 Notebook PC
	400	HP ProBook 440 14-inch G9 Notebook PC
		HP ProBook 450 15.6-inch G9 Notebook PC
		HP Pro x360 435 13.3-inch G9 Notebook PC
		HP ProBook 445 14-inch G9 Notebook PC
		HP ProBook 455 15.6-inch G9 Notebook PC

Device lock: The ITDM can "lock" a PC from the HP TechPulse Dashboard by performing the next steps:

1. The ITDM can open the HP TechPulse Dashboard, find the PC that is intended to be locked in the dashboard and select the PC.

2. The ITDM will then be able to see the "lock" command and select it.

3. This will issue a lock request to the approvers.

4. Once the required number of approvers have approved the request, the "lock" command will be ready to execute. If the PC is powered on and is connected to the Internet, it should execute the lock command shortly after. If the PC is powered off or is disconnected from the Internet, it will be locked the next time it is powered on and connected to the Internet.

Device erase: The ITDM can "erase" a PC from the HP TechPulse Dashboard by performing the next steps:

1. The ITDM can open the HP TechPulse Dashboard, find the PC that is intended to be erased in the dashboard and select the PC.

2. The ITDM will then be able to see the "erase" command and select it. This will issue an erase request to the approvers.

3. Once the required number of approvers have approved the request, the "erase" command will be ready to execute. If the PC is powered on and connected to the Internet, it should execute the erase command shortly after. If the PC is powered off or is disconnected from the Internet, it will be erased the next time it is powered on and connected to the Internet.

Device location accuracy: The accuracy of the device location depends on its source. The latitude and longitude may vary according to the following ranges:

- GPS: within approximately 10 metres

- Wi-Fi: between approximately 30 metres and 500 metres

- Cell towers: between approximately 300 metres and 3,000 metres

- IP address: between approximately 1,000 metres and 5,000 metres

System requirements

See HP TechPulse system requirements.

Exclusions

- Backup, recovery and support of the operating system, other software and data.
- Operational testing of applications or additional tests requested or required by you.
- Troubleshooting for interconnectivity or compatibility problems.
- Support for network-related problems.
- Services required due to failure to incorporate any system fix, repair, patch or modification provided by HP.
- Services required due to failure to take avoidance action previously advised by HP.
- Services required due to improper treatment or use of the product.
- Services required due to unauthorised attempts to install, repair, maintain or modify hardware, firmware or software.

Data privacy

HP TechPulse collects the following customer data to execute the service.

DATA SECTION	COMPONENT/ NAME	TABLE SPECS (FIELDS)
Health, Inventory	Battery	https://rndwiki.inc.hpicorp.net/confluence/pages/viewpage.action?spaceKey=PPSDataDictionary&title=%5B-Bronze%5D+Battery
Health, Inventory	BatteryMonitor	https://rndwiki.inc.hpicorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+Battery+Monitor
Health	DiskPhysical	https://rndwiki.inc.hpicorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+BIOS
Health	DriverCrash	https://rndwiki.inc.hpicorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+Driver+Crash
Health	Graphics	https://rndwiki.inc.hpicorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+Graphics
Bios	HP Bios	https://rndwiki.inc.hpicorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+HP+BIOS
Inventory	Win Install Updates	https://rndwiki.inc.hpicorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+Installed+Windows+Updates
Inventory	Memory	https://rndwiki.inc.hpicorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+Memory+Physical
Inventory	NV Memory	https://rndwiki.inc.hpicorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+NVME+Drive
Inventory	OS	https://rndwiki.inc.hpicorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+Operating+System
Driver	PnP	https://rndwiki.inc.hpicorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+PnP+Driver
Inventory	Processor	https://rndwiki.inc.hpicorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+Processor
Inventory	SmartDrive	https://rndwiki.inc.hpicorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+Smart+Drive
Inventory	System	https://rndwiki.inc.hpicorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+System
System Util	System Monitor	https://rndwiki.inc.hpicorp.net/confluence/pages/viewpage.action?pageId=1081885921
System Util	System State Monitor	https://rndwiki.inc.hpicorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+System+State+Monitor

Health	Thermal	https://rndwiki.inc.hpicorp.net/confluence/display/ PPSDataDictionary/%5BBronze%5D+Thermal
Inventory	Unit	https://rndwiki.inc.hpicorp.net/confluence/display/ PPSDataDictionary/%5BBronze%5D+Unit
Health	Windows Events	https://rndwiki.inc.hpicorp.net/confluence/display/ PPSDataDictionary/%5BBronze%5D+Windows+Events
Health	ah_windowsprocess-monitor	https://rndwiki.inc.hpicorp.net/confluence/display/ PPSDataDictionary/%5BBronze%5D+Windows+Process+-Monitor
Health	Windows Performance	https://rndwiki.inc.hpicorp.net/confluence/display/ PPSDataDictionary/%5BBronze%5D+Windows+Performance
Health	Windows Runtime Monitor	https://rndwiki.inc.hpicorp.net/confluence/display/ PPSDataDictionary/%5BBronze%5D+Windows+Run-Time+-Monitor
Inventory	Win Install Updates	https://rndwiki.inc.hpicorp.net/confluence/display/ PPSDataDictionary/%5BBronze%5D+Installed+Windows+Updates
Software Updates	Windows Updates	https://rndwiki.inc.hpicorp.net/confluence/display/ PPSDataDictionary/%5BBronze%5D+Windows+Updates
Device Info	Device	https://rndwiki.inc.hpicorp.net/confluence/display/Hptm01/tm_device
Software Inventory	Device App	https://rndwiki.inc.hpicorp.net/confluence/display/Hptm01/tm_ deviceapp
Device Info	Device Enrol	https://rndwiki.inc.hpicorp.net/confluence/display/Hptm01/tm_ deviceenroll
Geo Location	Device Location	https://rndwiki.inc.hpicorp.net/confluence/display/Hptm01/tm_ devicelocation
Device Info	Device State	https://rndwiki.inc.hpicorp.net/confluence/display/Hptm01/tm_ devicestate
Health	Device Storage	https://rndwiki.inc.hpicorp.net/confluence/display/Hptm01/tm_ devicestorage
BIOS Updates	Standard	https://rndwiki.inc.hpicorp.net/confluence/display/Hptm01/ z_standard

Data is kept by HP for the duration of the service term. If customer terminates the service, HP TechPulse will retain customer data for 30 days before deleting.

Purchasing the HP Wolf Protect and Trace service and installing HP TechPulse on customer devices assumes consent to data collection policies outlined above.

Full data collection policies can be found online.

Country availability

HP Wolf Protect and Trace is available in select countries. Please visit https://cpc2.ext.hp.com/ to confirm availability in your desired country.

Terms and conditions

See complete Care Pack terms and conditions.

HP TechPulse terms and conditions:
See complete HP TechPulse terms and conditions

HP Wolf Protect and Trace cannot be resold or transferred to another company.

For more information on HP Wolf Protect and Trace, please visit the HP Wolf Security Services page at https://www.hp.com/us-en/services/security.html

For more information

Contact your local HP sales representative or channel partner for details, or visit hp.com/go/pcandprintservices.

Sign up for updates hp.com/go/getupdated

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1. HP Wolf Protect and Trace is sold separately and is compatible with select HP 400, 600, 800 and 1000 series, Windows-based laptops, select 800 desktops and Z1 G8 Workstations. The HP Wolf Protect & Trace features and functions are activated by remote access to the target device and therefore for the desired outcome the device should be powered on and connected to the internet. HP Wolf Protect & Trace requires the HP TechPulse agent to be installed by the customer manually via a one-click download at hp.com/active-care, which enables collection of information related to the device. HP TechPulse is a telemetry and analytics platform that provides critical data around devices and applications and is not sold as a standalone service. HP TechPulse follows stringent GDPR privacy regulations and is ISO27001, ISO27701, ISO27017 and SOC2 Type

2. certified for Information Security. Internet access with connection to HP TechPulse portal is required. For full system requirements, please visit http://www.hpdaas.com/requirements. Available from your HP-authorised sales representative. 2 Hardware-enforced refers to HP Sure Run Gen4 and higher, which is available on compatible HP PCs with this service and requires Windows 10 or higher.

3. Service levels and response times for HP Care Packs may vary depending on your geographical location. Service starts on the date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/cpc. HP Services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. 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 your HP product.