

# HP Computrace Support Service



## HP Care Pack Services

### Service benefits

Depending on the Computrace service you purchase, the following service benefits may apply:

- Track and recover stolen or lost computers
- Recover and delete data remotely to protect confidential information
- Detect unauthorized software or missing hardware
- Geographically manage devices used by your organization
- Create predefined alerts so that you can be notified if suspicious behavior occurs

### Service feature highlights

- Capability overview
- Computrace Complete
- Computrace One
- Computrace Data Protection
- Computrace Mobile –Standard Edition
- Computrace Absolute Track

### Service overview

Millions of people worldwide have had their data potentially compromised by laptop loss and theft. It is now impossible to ignore the growing data security crisis, much of it caused by laptop thefts from high-profile corporations, government agencies, and educational and healthcare institutions.

A multi-layered security strategy is required to protect computer hardware and the data it contains. With a few proactive data security steps, organizations can avoid the potential lawsuits, fines, public scrutiny, and loss of business that can result from a lost or stolen computer.

The Absolute Computrace® Service allows IT administrators to remotely control and secure IT assets within a cloud-based interface—the Absolute Customer Center—where they can enforce compliance policies, identify computers that might be at risk, and take preemptive and reactive measures if a security incident occurs. Computrace also provides investigations and recovery services in the event of non-compliant or criminal activities. The Computrace suite of security products provides a robust, multi-layered security solution that helps organizations address issues of regulatory compliance, data protection, computer theft recovery, and asset tracking. IT professionals use Computrace solutions to track and recover stolen laptops, delete data remotely in order to protect confidential information, detect unauthorized software or missing hardware, achieve regulatory compliance, and create predefined alerts to manage appropriate use policies.

HP has worked directly with Absolute Software to add the Computrace Persistence Module to the BIOS of many HP commercial notebooks and tablet PCs as well as selected desktop and workstation models. HP offers a range of support services that leverage Computrace technology. HP Computrace Support Service is available through the HP direct sales force and HP partners. This service, along with other HP Care Pack services, provides steps you can take to protect your assets and secure your data.

HP offers several service levels to meet your business needs. Not all service levels are available in all countries and regions. They are as follows:

|                                    | Asset administration | Data and device security | Geotechnology | Theft recovery | Service guarantee |
|------------------------------------|----------------------|--------------------------|---------------|----------------|-------------------|
| Computrace Complete                | •                    | •                        | •             | •              | •                 |
| Computrace One                     | •                    | •                        | •             | •              |                   |
| Computrace Data Protection         | •                    | •                        | •             |                |                   |
| Computrace Mobile—Standard Edition | •                    | •                        | •             | •              |                   |
| Computrace Absolute Track          | •                    |                          | •             |                |                   |

## Specifications

**Table 1.** Service features

| Feature                    | Delivery specifications  |
|----------------------------|--|
| <b>Capability overview</b> | <p>Depending on the Computrace service purchased, the following service features may apply:</p> <p><b>Asset administration</b><br/>                     The Customer can centrally manage an entire deployment from a single cloud-based interface: the Absolute Customer Center. Changes in asset information can be monitored, regardless of whether a device is on or off the company network. In addition, the center can help the Customer to:</p> <ul style="list-style-type: none"> <li>• Achieve licensing and regulatory compliance</li> <li>• Receive help planning computer upgrades, migration, and retirement with detailed asset reports</li> <li>• Learn where computers are located and when they are due to be returned to help the Customer avoid lease penalties</li> <li>• Detect users operating outside of organizational or regulatory policies</li> </ul> <p><b>Data and device security</b><br/>                     The Customer can remotely delete sensitive data on missing computers and produce an audit log of deleted files to prove compliance with government and corporate regulations.</p> <p>Device Freeze allows the Customer to freeze a computer and display a custom message to instruct the user to comply with specific requests for action (return for servicing, validate user identity, etc.).</p> <p>Remote File Retrieval allows the Customer to obtain files from a device, even if it is not within the Customer’s control, and to:</p> <ul style="list-style-type: none"> <li>• Help ensure that data is permanently deleted at the file, directory, or OS level</li> <li>• Determine if data was accessed during a security breach</li> <li>• Avoid fines and other noncompliance penalties—including the bad publicity that can result from a data breach</li> </ul> <p><b>Geotechnology</b><br/>                     Wi-Fi and GPS<sup>1</sup> can be used to track devices on an Internet map. Devices can be mapped to their current and historical locations. Virtual geofences can be created to trigger alerts and other functionality if a device crosses a predefined geographic boundary. This capability allows the Customer to:</p> <ul style="list-style-type: none"> <li>• Quickly respond to suspicious or unauthorized movement and take proactive security measures</li> <li>• Locate missing devices faster, reduce losses, and limit asset drift</li> </ul> <p><b>Computer forensics</b><br/>                     The ability to understand why and how something happened is critical, especially when proving chain of custody or when criminal activity is suspected. The Absolute Investigations &amp; Recovery team can:</p> <ul style="list-style-type: none"> <li>• Forensically mine a stolen or missing computer regardless of user or location</li> <li>• Use key captures, registry and file scanning, geolocation, and other investigative techniques to understand how and why a device was breached</li> <li>• Determine who has the computer, what they’re doing with it, and whether any data was accessed</li> </ul> <p><b>Theft recovery</b><br/>                     In instances where a criminal act has resulted in the theft of a computer or tablet device, the Absolute Investigations and Recovery team will perform an investigation and provide the results to local police to assist in their criminal investigation. The team has participated in more than 25,000 successful recoveries, working closely with police agencies around the world. Up to five hours of dedicated theft recovery services are provided. This allows the Customer to:</p> <ul style="list-style-type: none"> <li>• Avoid replacement costs</li> <li>• Determine if sensitive files were accessed from recovered machines</li> <li>• Receive up to \$1,000 USD if a computer cannot be recovered<sup>2</sup></li> </ul> |

<sup>1</sup>The use of GPS technology requires a GPS receiver. For a complete list of supported receivers, send a request to: [info@absolute.com](mailto:info@absolute.com)

<sup>2</sup>Available only with Computrace Complete in the U.S., Canada, and Puerto Rico. Conditions apply. See: [absolute.com/company/legal/agreements](https://absolute.com/company/legal/agreements)

| Feature                                   | Delivery specifications   |
|---|---|
|   | <p><b>BIOS (or firmware) embedded agent</b></p> <p>For many HP Customers, Computrace technology comes preloaded on their machines. Alternatively, it can be easily installed by the end user.</p> <p>Because the Computrace Agent is embedded in the BIOS firmware of many HP computers, it is rapidly deployable and highly resistant to tampering. The embedded Computrace Agent is highly persistent, maintaining contact with the Absolute Monitoring Center even if the hard drive is reformatted or replaced.</p> |
| <b>Computrace Complete</b>                | Computrace Complete is a comprehensive solution that combines asset administration (advanced reporting capabilities), data and device security, geotechnology (geolocation and geofencing), theft recovery, and a service guarantee (up to \$1,000 USD if a stolen computer cannot be recovered). Computrace Complete is available only in the U.S., Canada, and Puerto Rico.   |
| <b>Computrace One</b>                     | Computrace One is a comprehensive solution that combines asset administration (advanced reporting capabilities), data and device security, geotechnology, and theft recovery.   |
| <b>Computrace Data Protection</b>         | Computrace Data Protection offers asset administration (advanced reporting capabilities), data and device security, and geotechnology (geolocation).  |
| <b>Computrace Mobile—Standard Edition</b> | Computrace Mobile—Standard Edition provides asset administration (basic reporting capabilities), data and device security, geotechnology (geofencing and geolocation), and theft recovery. It supports multiple platforms, including Microsoft® Windows® XP, Windows Vista®, Windows 7, Windows 8, and Android. For additional information, check the detailed feature matrix. <sup>3</sup>   |
| <b>Computrace Absolute Track</b>          | Computrace Absolute Track provides asset administration with geotechnology (geolocation). Computrace Absolute Track is available only in Latin America.   |

## Prerequisites

The Computrace software incorporates technology, referred to as the 'Persistence Module', that rebuilds the agent software installation, even if the agent service is deleted using conventional means. The Persistence Module is installed in the BIOS (or the firmware) of many HP computers at the factory and is activated during the initial call of the Application Agent to the Absolute Monitoring Center. It restores the Application Agent if it is removed. HP recommends that the BIOS of any device being considered for any of the Computrace services be preloaded with the Computrace Persistence Module.

The Computrace Agent installation is easy and can be done using a standard .exe executable file. The agent can be installed on a corporate image or deployed using standard deployment tools such as Active Directory or logon scripts. The agent makes regularly scheduled calls over the Internet to the Absolute Monitoring Center and provides asset and location data. The agent also manages the 'helper applications' to support activities like data delete commands or to aid in theft recovery.

Computers that do not have the Persistence Module embedded into the BIOS during the manufacturing process can still undergo installation of the Application Agent and will perform with full Computrace functionality. However, these devices will not benefit from the persistence capability available when the Persistence Module is embedded into the BIOS of the device.

For a complete list of HP models that have the Computrace Persistence Module preloaded in the BIOS, please visit: [absolute.com/partners/oem/hp](https://absolute.com/partners/oem/hp)

## Customer responsibilities

### Product installation

The Customer must register the covered hardware and HP Care Pack service immediately after purchase, using the registration instructions provided by HP.

<sup>3</sup>[absolute.com/Shared/Datasheets/CTM-MX-E.sftb.ashx?download=true](https://absolute.com/Shared/Datasheets/CTM-MX-E.sftb.ashx?download=true)

In addition, to be eligible for Computrace services, the Customer must work with Absolute Software Corporation to install the necessary software on the required Customer's computer. None of the services can be provided until the Computrace Agent software is installed.

The Customer will receive a welcome email from Absolute Software Corporation ([fulfillment@absolute.com](mailto:fulfillment@absolute.com)) with instructions on how to access the Customer Center and how to download and install Computrace Agent.

### **Security administrator pre-authorization agreement**

Data Delete, Device Freeze, and other security activities performed as part of any Computrace service must be pre-authorized for the Customer's account by the proper authorizing agents of the Customer's company. This requires the Customer to sign the security administrator pre-authorization agreement, which can be found in the documentation section of the Customer Center web portal.

### **Support**

In the event of any issues, the Customer must support the remote problem resolution efforts provided. The Customer will:

- Provide all information necessary to deliver timely and professional remote support
- Start self-tests, and install and run other diagnostic tools and programs as directed
- Perform other requested reasonable activities to assist in identification and problem resolution

### **Theft**

To be eligible for Computrace Computer Theft Recovery services, it is the Customer's responsibility to ensure that the Computrace Agent is installed on the HP notebook, workstation, and desktop PC products.

In the event of a theft, the Customer must:

1. Report the theft to the police; this must be done as the first step and as soon as possible to help ensure that the theft report and police file number are received by Absolute Software no more than 14 days after the theft occurs
2. Obtain the police file number
3. Report theft of the device to the Absolute Customer Center using one of the following methods:
  - Website: [absolute.com/support/corporate](https://absolute.com/support/corporate)
  - Phone: For a complete list, visit: [absolute.com/support/corporate/contact](https://absolute.com/support/corporate/contact)
  - Online support: Customers should log into their account in Customer Center to log a case

Reporting should be done by the Customer's IT administrator.

Additional terms and conditions apply. For full details, visit: [absolute.com/company/legal/agreements](https://absolute.com/company/legal/agreements)

## **Service limitations**

The various service offers provided by HP and delivered by Absolute Software are not available in all regions and/or countries. Contact a local sales representative for availability information.

## General provisions/Other exclusions

- The Computrace Agent must be installed by the Customer before the service can be activated. Full details and conditions are available at the following website: [absolute.com/company/legal/agreements](http://absolute.com/company/legal/agreements)
- In order to use security features such as Geotechnology and Data Delete, the Customer must first sign a pre-authorization agreement and follow other instructions.

## Ordering information

For more information or to order this service, contact a local HP sales representative.

## For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our website: [hp.com/go/carepack](http://hp.com/go/carepack)

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