

Image and Application Services

HP Configuration Services



Let HP manage your PC image—so you can focus on your business

Services overview

Image and Application 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 organization's IT and business needs. Imaging and Application Services are available globally on most HP commercial notebooks, workstations, thin clients requiring an operating system, desktops, and retail point-of-sale (RPOS) systems.

Imaging and Applications Services options include:

- PC Image Load Service
- PC Image Modification and Load Service
- PC Image Build and Load Service
- Multi-Platform PC Image Service
- PC Applications Load Service
- Backup Media Design and Replication Service

Specifications

PC Image Load Service

PC Image Load Service will validate and install a customer-provided PC software image on HP PC products during the manufacturing process. This provides customers with a consistent image loaded on an agreed-upon list of PC products that are manufactured in any HP factory around the world.

This service:

- Applies an image to the device
- Provides FTP login information or a shipment information address to receive the PC image file
- Requires hardware configuration stability once the setup is completed
- Utilizes default settings
- Archives the software image during the lifecycle of the hardware product
- Provides systematic validation of the image by HP prior to mass distribution
- Provides the Customer with 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: FTP file, CDR/CDRW or DVD, or USB key, or uploaded to HP using the online Web portal
- Requires that the PC software image is properly validated and generated using an HP-supported tool prior to submission to HP
- Requires that the image is compatible with the BIOS setting (HP default or custom)
- Does not allow unencrypted Social Security numbers, bank accounts, or credit card numbers
- Requires that the Customer notify HP if the operating system loaded is interacting with the BIOS settings

Service limitations

- Image testing beyond boot image is not included with this service. For full image testing and modification, refer to PC Image Modification and Load Service.
- This service is available only for PC models that are currently within their service life.
- Image modification is not part of this service.
- Image creation from a master on an HDD is not provided with this service.
- Any changes to the customer-provided images (e.g., drivers, service packs, and applications) are not provided with this service. If modifications to a customer-provided image are needed, refer to PC Image Modification and Load Service for more information.

PC Image Modification and Load Service

With PC Image Modification and Load Service, HP technical experts will modify and install a customer-provided PC software image on HP PC products according to the Customer's requirements during the manufacturing process. This transfers the complexity to HP so that customers can avoid the cost and time of redesigning and shipping an image to HP for installation on PC devices at the factory. The service therefore provides the Customer with business-ready PCs.

This service:

- Adds or modifies up to three operating system configuration settings as defined in the Customer's requirements
- Utilizes default settings
- 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 notification if the supplied image fails validation
- Adapts the PC software image to the HDD size
- Provide an antivirus scan and a boot test during the validation process
- Creates the PC software image from a master on an HDD
- Adds HP standard drivers as needed during the image modification process
- Updates the Customer's PC software image once per quarter
- 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 the Customer to provide HP with the PC software image requiring modification using one of the following media: FTP file, CDR/CDRW or DVD, or USB key, or uploaded to HP using the online Web portal
- Requires the Customer to define, during the requirements-gathering process, any request for installing applications (a maximum of three; excludes Microsoft® service packs), 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)
- Does not allow unencrypted Social Security numbers, bank accounts, or credit card numbers as part of the image
- Requires that the Customer notify HP if the operating system loaded is interacting with the BIOS settings
- Requires the image be on HP-supported media
- Requires that the image signature files be provided (MD5 values)
- Requires the Customer to provide the technical specifications for the PC image build
- Requires the administrator login for master modification

Service limitations

- Legacy product older than the current shipping version is not included with this service.
- Migration onto older models than the current shipping model is not provided with this service.
- This service is available on current supported models only.

PC Image Build and Load Service

PC Image Build and Load Service builds, tests, and validates a PC master software image based on the Customer's requirements and installs it on HP PC products at the factory. HP technical experts will manage the complexity so that the Customer receives business-ready PCs right out of the box.

This service:

- Analyzes technical specifications, reviews and completes any missing HP standard drivers, sets up customer-specific disk partition and OS volume details, and builds a PC system image with the Customer's settings and factory development process requirements
- Provides setup and installation of customer applications defined in the requirements-gathering process, and identifies and applies additional configuration settings to help ensure that applications load
- Provides a custom-designed PC image that is ready for loading on a single model that has a single-boot OS
- Requires hardware configuration stability once the setup is completed
- Provides the PC software image loaded on an HDD
- Archives the image during the lifecycle of the hardware product
- Ensures that the PC software image is systematically validated by HP prior to mass distribution
- Provides the Customer with notification if a test failure occurs during the validation process
- 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 adding HP standard drivers as needed during the image modification process
- Requires the Customer to review and approve the image before mass deployment
- Requires that the image is compatible with the BIOS setting requested for deployment (HP default or custom)
- Requires the Customer to ensure the purchase or ownership of software licenses for selected applications
- Does not allow unencrypted Social Security numbers, bank accounts, or credit card numbers
- Requires that HP be notified if the operating system loaded is interacting with the BIOS settings
- Requires that the image be on HP-supported media
- Requires that the image signature files be provided (MD5 values)
- Requires that the Customer provide the technical specifications for the PC image build
- Requires the administrator login for master modification

Service limitations

- This service is not applicable on multiple PC model software images.
- This service is limited to current supported models only.
- This service does not include an HDD build process.

Multi-Platform PC Image Service

Leveraging worldwide technical expertise and factory capabilities, Multi-Platform PC Image Service delivers a custom-built PC software image that is ready for multiple PC platforms. This provides the Customer with a "one-fit-for-all" software image, which reduces the cost and technical complexity of supporting multiple images. This service supports images in excess of 20 gigabytes and archives the images for later use. HP provides a dedicated technical single point of contact to collaboratively work with the Customer, helping to ensure that the service is managed to meet the Customer's requirements.

This service:

- Provides the design and build of a PC image based upon the Customer's technical specifications; the PC image supports multiple PC platforms
- Archives the multiplatform PC image during the lifecycle of the hardware product
- Includes systematic testing based on HP's test plan for the multiplatform PC image
- Includes documentation for software content locations, software application updates, and fixes, as well as custom settings

- Includes updating the image once per quarter and up to a maximum of four times per year
- Includes the assignment of a dedicated service project manager
- Supports Windows® operating systems
- Allows up to five additional applications to be installed in a language that is different than the OS language (e.g., OS in English, five non-English applications); the five applications can be in the same language or a mix of languages
- Supports current shipping platforms only
- Requires the Customer to verify that customer-specific deliverables are functional and compatible to prevent project delays or holds
- Requires the Customer to order an initial PC unit, which will be used for testing and validation, or to perform remote testing
- Requires the Customer to review and approve the PC image before mass deployment
- Does not allow unencrypted Social Security numbers, bank accounts, or credit card numbers
- Requires the Customer to ensure the purchase or ownership of the software licenses included in the software image

Service limitations

- The service is deployed on current 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.
- Windows XP PC images are not supported.
- Customer-provided base images are not supported.
- HDD encryption is not part of this service.
- Building recovery partitions is not part of this service.
- A dual-boot OS is not supported with this service.
- Novell clients are not supported with this service.
- A boot disk, along with MDT deployment share, is not part of this service.
- PC image on a USB key is not provided with this service.

PC Applications Load Service

PC Applications Load Service installs the software applications on an HP PC software standard image at the factory. This provides the Customer with a ready-to-use PC, reducing time and application integration costs.

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 an unattended application installation package
- Requires the Customer to validate that software applications are installed and functioning on the target operating system
- Requires the Customer to provide the component installation sequence

Service limitations

- This service is not available on non-HP standard software images.
- This service is limited to HP platform products.
- Silent installation packages with no applications will conflict with this service.

Backup Media Design and Replication Service

Backup Media Design and Replication Service delivers a restorable image on DVD or USB media that is built and replicated at an HP factory. HP will ship backup media with each PC product, enabling the Customer to restore and/or recover the PC image at any time. The backup media is systematically validated by HP prior to mass distribution. This service helps reduce productivity loss by enabling quicker recovery in case of image damage.

This service:

- Replicates one backup DVD or USB media and includes one copy with each unit
- Procures backup media from Authorized Replicator
- Includes storing and archiving on recovery media during the lifecycle of the product
- Provides systematic validation by HP of the recovery media prior to mass distribution
- Provides backup media to support the product ordered only—is not interchangeable with other products/platforms
- Requires the Customer to complete the service requirements process provided by HP for each backup media
- Requires the Customer to ensure the purchase or ownership of the restore utility/tool
- Requires that the Customer order the service for each unique device configuration
- Requires the Customer to purchase the Image Load Service

Service limitations

- This service is available on current shipping models only.
- For USB media requests, there will be a media lead-time delay of up to 5 weeks globally to account for SLAs quoted to HP by authorized USB replicators.
- This service does not provide delivery of the recovery media without an HP PC.
- This service is not available on platforms that do not have an operating system (i.e., some thin clients are not supported).

Roles and responsibilities

Table 1 provides a brief overview of the roles and responsibilities to help ensure a successful Image and Application Service.

Table 1. HP and Customer roles and responsibilities

Activity	HP	Customer
Provide process 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		•

Setup and timeframe

Table 2. Setup and lead time (in days) for Imaging and Application Services

Service	Worldwide	The Americas	Europe, Middle East, and Africa	Asia Pacific
PC Image Load Service	10	9	10	10
PC Image Modification and Load Service	14	13	14	14
PC Image Build and Load Service	18	17	18	18
Multi-Platform PC Image Service	21	20	21	20
PC Applications Load Service	12	10	12	12
Backup Media Design and Replication Service	21	20	21	21

General responsibilities

Order cancellation

Customer may cancel orders for this service prior to appointment booking delivery at no charge.

Service delivery

Services must be received/executed in the country of ordering.

Confidentiality

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 unauthorized 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.

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 Customer in providing services. To the extent HP has access to Customer PII stored on a system or device of Customer, such access will likely be incidental and Customer will remain the data controller of Customer PII at all times. HP will use any PII to which it has access strictly for purposes of delivering the services ordered. Customer is responsible for the security of its proprietary and confidential information, including PII.

Ordering information

All Image and Application 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 provided by HP and allow for appropriate setup time before orders can ship with the custom settings applied.

These services can be ordered using the following part numbers:

- AY100AV for PC Image Load Service
- AY101AV for PC Image Modification and Load Service
- AY102AV for PC Image Build and Load Service
- AY119AV for Multi-Platform PC Image Service
- AY120AV for PC Applications Load Service
- AY107AV for Backup Media Design and Replication Service

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our website: hp.com/go/configuration

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4AA5-2069EEE, September 2018

