



Analytics and Proactive Management
Technology FAQ

Q: Does HP's Analytics and Proactive Management enable continued management of devices that roam outside the office or travel internationally?

A: Yes. Because the Managed Services platform, which delivers HP DaaS Analytics and Proactive Management capabilities is a cloud-based solution, it can continuously monitor, secure, and manage the device as long as the device is running and has an Internet connection.

Q: How does the automated parts replenishment feature work?

A: Parts in this program are covered either under warranty or under the HP DaaS contract. For hard drives there are no additional charges to the customer. Since the battery is considered a consumable if over a year old or is determined not "faulty" based on the battery checker tool, the customer must pay for a replacement battery. The replacement process workflow is described below:

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1. The service detects that there is a problem with a hard drive or battery in the customer's fleet.
2. The service sends an alert to the HP Service Agent, who then logs a ticket.
3. When the ticket is logged, the HP Service Agent emails the customer IT Manager communicating that a replacement part is on its way. The shipping location is also confirmed via the email.
4. The replacement part is dispatched to the customer site, reaching the customer before failure occurs.
5. The customer replaces the hard drive or battery and returns the defective part to HP.

Q: Does this system integrate with HP's system for ticket management (CDAX)?

A: No. Currently HP Service Agents manually transfer alerts generated by the service to CDAX. However, we are working with the CDAX team on plans for future integration.

Q: What information is included in the HP DaaS analytics and reports dashboard?

A: Upon successful registration, customers will have access to the dashboard with real-time fleet health analytics and a variety of reports. The IT Admin will gain access to automated reports such as Hardware inventory, Hardware health, Security compliance, CPU utilization, and much more.

Q: How do reports work and what type of reports are available with HP DaaS Analytics and Proactive Management?

A: Customers can view or download the automated reports in their dashboard. There are currently more than 10 different reports and more will be added with subsequent releases. Some of the report categories included are:

- Hardware and software inventory
- Security status
- Non-reporting devices (potentially lost or stolen)
- Device health such as; battery, hard drive, and CPU utilization
- Blue screen errors
- Thermal grading

Q: Can we track which Service Agent turned “on” or “off” the policy configuration?

A: System changes are logged and tracked by HP. However, these are not shared with customers.

Q: How often is the hardware inventory information refreshed?

A: Device hardware information is updated every time the Analytics and Proactive Management solution starts.

Q: How do you identify a virtual machine with multiple hard disk drives (HDDs)?

A: A virtual machine (running Windows) will appear like any other Windows PC. Virtual HDDs will be detected as physical HDDs.

Q: Does the firewall monitoring feature check only for Windows Firewall or will it detect that a third-party firewall, such as the McAfee Firewall, is turned off?

A: The HP DaaS device management service can detect any firewall that is registered as the active Windows firewall provider. However, it can only enable Windows Firewall if no active firewall software is detected.

Q: Can the service locate a device?

A: Yes. A managed device can be located if it has an active Internet connection with both the **Find** device and **Location Services** features enabled, which happens by default unless the device enrolled is employee owned.

Q: Can you disable the **Find device feature for a specific customer?**

A: Yes. The **Find** device function can be disabled for a specific customer account for all devices. Exceptions to disable the feature on individual devices can be made if the device is enrolled as a personal device, or if the user disables the **Location services** feature on the device.

Q: Where does the application distribution system reside?

A: The application distribution system is cloud-based. Customer applications are distributed from their respective app stores (Windows, iTunes or Google Play). Legacy Windows PC applications can also be uploaded to the system for deployment to end-user devices.

Q: What operating systems does the Wi-Fi provisioning feature support?

A: Wi-Fi provisioning support is available on the Windows PC, iOS, and the Android operating systems.

Q: Can you tie Wi-Fi provisioning to the license management for any specific Enterprise customer?

A: No. The service does not have a specific Software License Management (SLM) capability. However, the software inventory feature in the service can be used to identify devices where applications may be installed.

Q: If there is no Wi-Fi or mobile data service but the device is connected through a wired LAN connection, how does the locate feature work?

A: If Wi-Fi is turned **Off**, then the device would be located based on the detected IP address. Firewall and proxy server connections may affect the accuracy of this service.

Q: Can the service forcibly activate the Wi-Fi network on a device?

A: No, the service cannot forcibly activate a Wi-Fi network.

Q: Can the service distribute software updates or patches for third-party (non-Microsoft) applications or software that is installed, e.g., Adobe, etc.?

A: Yes. On Windows PC devices, the HP DaaS Premium plan offers comprehensive third-party application patching for hundreds of the most vulnerable software titles on your network.

Q: If an application deployment fails, is an alert generated?

A: Yes, an alert is generated in the incident management system.

Q: Can the service reboot or restart a managed device remotely?

A: Yes, remote assistance gives the HP Service Agent remote access to the Internet-connected device to manage the device and help the end user fix the issue.

Q: Is there a list of approved third-party software applications?

A: The following is a partial list of the supported application vendors:

| | | | |
|----------------------------|--------------------------|----------------------|-------------------------|
| 7-Zip | Evernote Corporation | Nullsoft | Skype Technologies S.A. |
| Acro Software | FileZilla | NVIDIA Corporation | Slack Technologies |
| Adobe | Foxit Corporation | Opera Software ASA | SlySoft |
| AOL Inc | Gimp.org | Oracle | Splunk |
| Apache Software Foundation | GlavSoft | PDFForge | Sun Microsystems |
| Apple | Google | PeaZip | TeamViewer GmbH |
| Arduino LLC | Gretech Corp | Pidgin | TechSmith |
| AT&T | Hewlett-Packard | Piriform | Thingamahoochie |
| Atlassian | Inkscape | Plex, Inc | TortoiseGit |
| Audacity | IrfanView | Prezi Inc | TortoiseHg |
| Autodesk | JAM Software | Programmer's Notepad | TortoiseSVN |
| Bluebeam Software, Inc. | KeePass | PSPad | Tracker |
| Box.com | LibreOffice | Quest Software, Inc. | UltraVNC |
| CDBurnerXP | Lightning UK | Rarlab | VideoLAN |
| Cisco | Malwarebytes Corporation | Real | VMware |
| Citrix | Microsoft | RealVNC | WinSCP |
| Classic Shell | Mozilla Foundation | Research In Motion | WinZip |
| CoreFTP | Neevia Technology | Salesforce.com, inc. | Wireshark Foundation |
| dotPDN LLC | Nitro Software, Inc. | Shavlik | XMind Ltd |
| Dropbox | Nmap Project | Siber Systems | Yahoo |
| EMC | Notepad++ | Simon Tatham | |

Q: Where can I find more information about HP DaaS?

A: Learn more about HP DaaS and its related services and options by visiting:
<http://hpredirect.com/DaaS>

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