

# HP Smart Support<sup>1</sup>

Expedited Customer Support Powered by TechPulse<sup>2</sup>



HP Smart Support provides fast resolution to IT-related issues through device level data enabled by HP TechPulse. HP TechPulse provides a seamless support experience enabling fast review, diagnosis, and troubleshooting to resolve hardware issues.

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## HP Services

HP services enable IT to better manage end-user devices through a combination of lifecycle, manageability and security services – all with the goal of **unleashing the potential of every employee**. HP services are modular **services in three pillars** – HP Lifecycle Services, HP Manageability, HP Security Services.

**HP Lifecycle Services** is the most reliable and trusted way to keep devices working optimally and employees happy, because when the PC isn't working, neither is the employee. **HP Manageability Services** use automation and AI to make IT professionals lives easier by helping them deliver a better employee experience, while optimizing the cost and complexity of end user device management. **HP Security Services** offer the first line of defense, making endpoints more resilient and helping keep employees productive and everyone's data safe and private by providing multiple layers of protection, protect-first approach and providing timely and actionable insights.

**HP Device as a Service (DaaS)** is the comprehensive and simple way to adapt end user technology, which maximizes employee satisfaction, reduces IT cost and complexity, while providing robust end-point protection by combining all the three service pillars using its unique analytics and cloud platform – **HP TechPulse**.

Additionally, HP also wants to provide better **support experience** (faster, more effective support) to its customers by:

1. Predicting or preventing events
2. Assist in trouble-shooting customer issues
3. Improving customer experience

As part of HP Lifecycle and Manageability services for device management, HP is looking to enhance these offerings with the following existing / new services:

1. HP Smart Support
2. HP Active Care
3. HP Proactive Insights
4. HP Proactive Endpoint Management. As a part of this service, customers offload device management through HP's standardized modern management systems by providing analytics capabilities and ability to offer OS, BIOS, drivers, app policy and patch updates.

Other services include HP Adaptive Endpoint Management.

## HP Smart Support

HP provides a [standard limited warranty](#) for its devices and parts with terms that may vary by country. A warranty is a reactive support experience after an event has occurred. We now have a better support experience (streamlined, more efficient and effective) by using data to improve it. With HP Smart Support, HP Customer Support will be able to provide better customer support to customers.

Note: HP Smart Support is not a warranty, but a configurable option on your device (also available as [software download](#)).

All HP Smart Support devices will be unmanaged (i.e., customers/partners will not have any access to the HP TechPulse portal), and all access will be via HP Customer Support.

## HP TechPulse Persistence

Persistence is a concept by which certain apps are installed, updated, & running. One of the key ingredients of most HP Services is the HP TechPulse data and analytics platform. HP TechPulse is an application that collects data from endpoints (or devices) across heterogeneous environments – Microsoft Windows, Apple MAC, Android – as well as across multiple OEMs. One of the time-consuming activities for customers on a Microsoft Windows operating system device is deployment of any new application, keeping applications up to date and ensuring that the applications are always present on the device, so that the application provides the services and benefits to end users and the customer (Persistence). This same problem is also applicable to HP TechPulse. To alleviate this problem, HP is embarking on:

- Providing zero-touch installation of HP TechPulse
- Providing zero-touch enrollment of devices via HP TechPulse into HP services
- Keeping HP TechPulse persistent on the devices (i.e., HP TechPulse Persistence)
- Keeping HP TechPulse Windows Application up to date and running on the devices

## HP Smart Health

HP Smart Health is a lightweight persistent application that performs the following steps during a device's first boot up:

1. Collects Serial Number, UUID and product information and transfers to the HP TechPulse cloud.
2. Downloads and installs the latest HP TechPulse and associated packages.
3. Ensures HP TechPulse is installed and running on subsequent boot ups

## Supported Platforms

The Smart Support feature will be available on most HP commercial products with Windows 10. It will be an option made available via a pre-install of HP Smart Health which will install TechPulse, verify it is running, and reinstall if removed on select HP devices.

## Data Center

The HP TechPulse application is hosted by Amazon Web Services (AWS), more specifically Amazon Elastic Compute Cloud (Amazon EC2). Amazon EC2 provides scalable computing capacity in the AWS cloud. HP TechPulse maintains data centers in Oregon, United States (AWS-OR) and Frankfurt, Germany (AWS-DE). Data for customers located in European countries is being hosted in Frankfurt. Data for customers in all other countries is hosted in Oregon. All data within a single customer "tenant" is hosted in the single respective center, although customers who wish to have separate tenants in different data centers to host data for different business units may request this option. When using AWS, HP TechPulse can leverage Amazon's more than fifteen years of experience delivering large-scale, global infrastructure in a reliable, secure fashion. For more information, please refer to the AWS information portal:

<http://aws.amazon.com/ec2/>.

AWS is a recognized leader in cloud hosting. By partnering with AWS, HP TechPulse inherits a cloud infrastructure that has been architected to be one of the most flexible and secure cloud computing environments available today. Some of its key security characteristics include:

- Designed for security – AWS cloud infrastructure is housed in AWS data centers which are designed to satisfy the requirements of the most security-sensitive customers. The AWS infrastructure has been designed to provide high availability while putting in strong safeguards for customer privacy and data segregation. Device, application, and location data is de-identified and cannot be tied to an individual prior to being transmitted and stored in the U.S. Analytics Management Data Center. The databases that contain personal data are encrypted.
- Highly automated – AWS purposefully builds most of its security tools to tailor them for AWS's unique environment and scale requirements. These security tools are built to provide maximum protection for data and applications. This means AWS security experts spend less time on routine tasks, making it possible to focus more on proactive measures that can increase the security of the AWS Cloud environment.
- Highly available – AWS builds its data centers in multiple geographic regions as well as across multiple Availability Zones within each region to offer maximum resiliency against system outages. AWS designs its data centers with significant excess bandwidth connections so that, if a major disruption occurs, there is sufficient capacity to enable traffic to be load-balanced to the remaining sites.
- Highly Accredited – Certifications mean that auditors have verified that specific security controls are in place and operating as intended. You can view the applicable compliance reports by contacting an AWS account representative to help you meet specific government, industry, and company security standards and regulations, AWS provides certification reports that describe how the AWS Cloud infrastructure meets the requirements of an extensive list of global security standards, including: ISO 27001, SOC, the Payment Card Industry (PCI) Data Security Standard, FedRAMP, the Australian Signals Directorate (ASD) Information Security Manual, and the Singapore Multi-Tier Cloud Security Standard (MTCS SS 584). For more information about the security regulations and standards with which AWS complies, see [Cloud Compliance - Amazon Web Services \(AWS\)](#).

## Network

Network devices, including firewalls and other boundary devices, are in place to monitor and control communications at the external boundary of the network and at key internal boundaries within the network. These boundary devices employ rule sets, access control lists (ACLs), and configurations to enforce the flow of information to specific information system services.

ACLs, or traffic flow policies, are established on each managed interface, which enforces the flow of traffic. ACL policies are approved by Amazon Information Security. These policies are automatically pushed using AWS's ACL-Management tool, to help ensure that these managed interfaces enforce the most up-to-date ACLs.

## Data Security

Data exchanged with HP TechPulse uses the AWS implementation of Transport Layer Security (TLS) v1.2, the newest form of the industry-standard Secure Sockets Layer (SSL) protocol. TLS helps to secure data at several levels, providing server authentication, data encryption, and data integrity. Because TLS is implemented beneath the application layer, it is a passive security mechanism that does not rely on additional steps or procedures from the user. Applications are better protected from attackers even if users have little or no knowledge of secure communications. These features help secure data from incidental corruption and from malicious attacks and are intended to avoid common web-based threats. In addition to the SSL encryption for network communication between clients and servers, HP encrypts logs and data-at-rest which is saved in our server databases). Device location is an example of data encrypted using this algorithm.

HP TechPulse devices must have the operating systems and device software outlined in the system requirements. While HP Service Experts can help enforce security policies to specific devices as defined by the administrative policies (if applicable), there is no other security requirement for end user deployment other than their login email and password. The employee's email address is used as their login ID. Both login email and password are encrypted with AES 128-bit encryption through the TLS protocol upon logging in.

## Supported OS

Win 10 Home or Pro 64 (RS5 or greater)

## How to Enable Smart Support

There are two ways to obtain HP Smart Support:

1. Configure your order direct from the factory with HP Smart Support which will result in having Smart Health preinstalled from the factory (contact your HP sales rep for more information)  
or
2. For those HP devices without HP Smart Support pre-installed
  - a. Take advantage of Smart Support by [downloading](#) and installing HP Smart Health
  - b. IT professionals can push out to HP Win10 devices

## HP Smart Health Download

### To get started, install the HP Smart Health application

When installed on HP devices, this software application enables the persistency of HP TechPulse, a proprietary, cloud-based platform that analyzes PC health and provides insights for remediation.



## Terms & Conditions



The HP Smart Support Terms & Conditions are also included when downloading HP Smart Health

## Smart Support Benefits

Through HP Smart Support, HP is providing our customers with the future benefits of modern management support today. HP Smart Support is an optional feature that provides IT with seamless interaction with HP Customer Service agents. With HP Smart Support, HP Customer Service Agents can quickly identify and expedite troubleshooting. This support helps reduce the burden on IT by eliminating the need to collect logs and provide device data manually. HP Smart Support helps take the guess work out of calls to HP Customer Service with device-level telemetry delivered automatically. Customers can realize efficiencies, increase productivity, and reduce the time and resources required for issue resolution for Smart Support enabled devices.

From the onset of a support call, HP Customer Support agents will see the device-level configuration and health insights. Agents will know which HP-supported replacement parts and materials are necessary to resolve customer issues faster. Analysis of device telemetry provided through HP Smart Support will help HP provide ongoing device improvements to existing and next generation HP PCs.

This capability is the beginning of a new era. HP Smart Support provides a hassle-free support experience and faster turnaround times to get your employee up and running. Bloated IT departments, manual diagnosis, and games of phone tag will now be a thing of the past with HP Smart Support.

## How it Works

### Preinstalled from the Factory

Smart Support feature is selected as part of the product and is preinstalled from the factory.

1. If a custom image is requested, factory config team can preinstall Smart Health app on a custom image
2. There is no flag in the HW/BIOS/OS to indicate that Smart Support is enabled on the device during purchase
3. Consent is not set from the factory

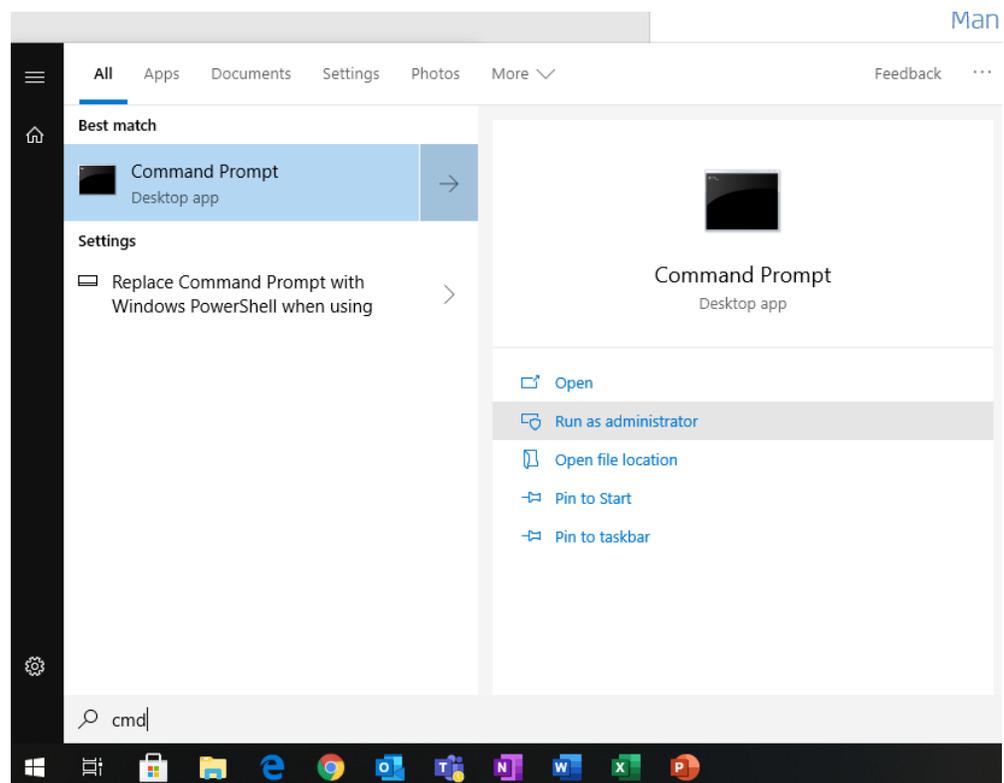
4. End-user consent is obtained by the OOB screen
  - a. Consent is pre-checked in the US by default
  - b. Consent is not pre-checked in non-US regions by default

**NOTE:** If the end-user does not provide consent or if the customer chooses the HP Corporate-Ready image, then consent needs to be manually set by the IT Admin/user with Admin rights by setting the "AllowSupport" variable to "Accepted" under Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\Policies\HP\Consent.

## Manual Install – IT Admin Downloads from HP Page

IT Admin downloads and installs HP Smart Health to end-user devices

1. Click the Download button on HP.com/Smart-support Web Page
2. IT Admin has to accept the Ts&Cs prior to downloading Smart Health
3. Open Command Prompt and run as Administrator:

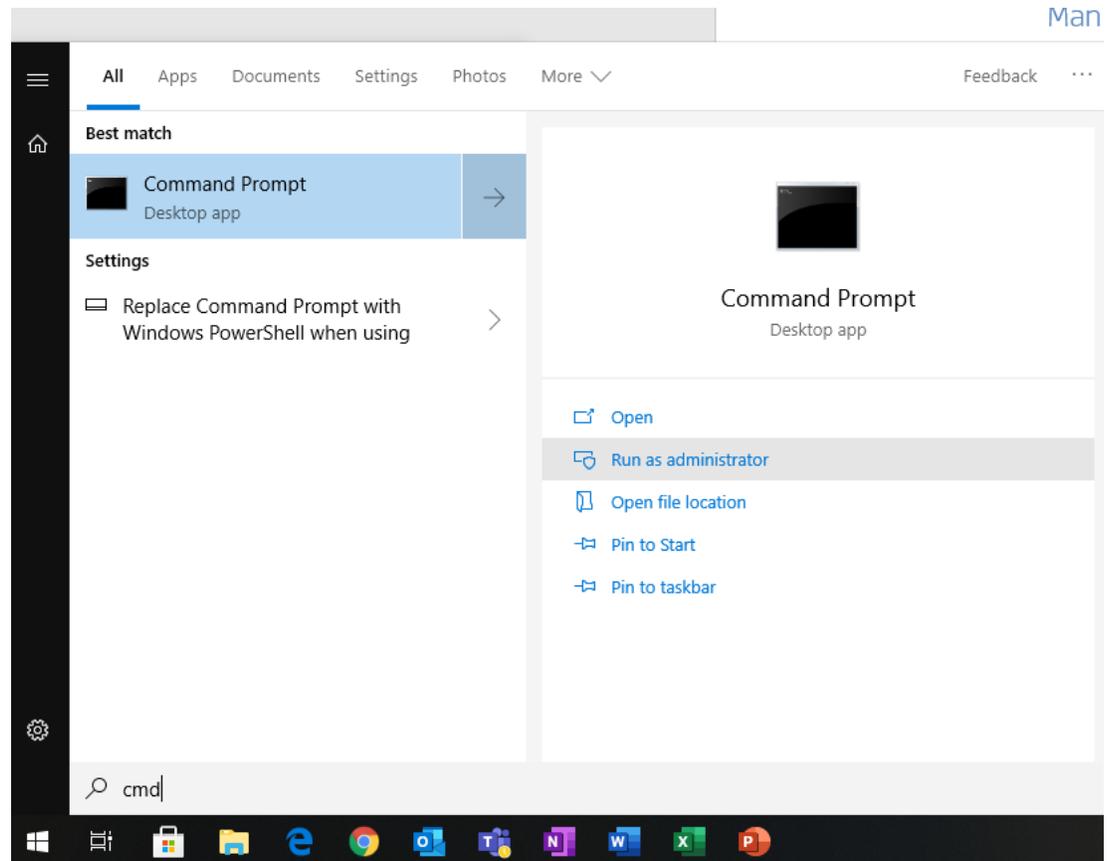


4. Go to the directory where the Smart Health app downloaded
5. To Install, the following command line must be entered:
  - a. **hptpsmarthealth.exe -a install -c allowSupport**  
(This installs the service silently, and gets the consent from the Admin)
  - b. If consent is not given Smart Health will install, but it will wait for consent to be set through any other means.
6. Help command for the install will show the T&C link to show more information about the product
  - a. **hptpsmarthealth.exe --help**

## Manual Install – End-user Downloads from HP Page

End-user downloads and installs HP Smart Health to their device

1. Click the Download button on HP.com/Smart-support Web Page
2. End-user has to accept the Ts&Cs prior to downloading Smart Health
3. Open Command Prompt and run as Administrator



4. Go to the directory where the Smart Health app downloaded
5. To install, the following command line must be used:
  - a. **hptpsmarthealth.exe -a install -c allowSupport**  
(This installs the service silently, and gets the consent from the user)
  - b. If consent is not given Smart Health will install, but it will wait for consent to be set through any other means.
6. Help command for the install will show the T&C link to show more information about the product
  - a. **hptpsmarthealth.exe --help**

## Manual Install – from Non-HP Page (e.g. installer is posted by a blogger)

1. No Ts&Cs displayed
2. To install, following command line must be used:
  - a. **hptpsmarthealth.exe -a install -c allowSupport**  
(This installs the service silently, and gets the consent from the user)
  - b. If consent is not given Smart Health will install, but it will wait for consent to be set through any other means. Note: the installer must run with admin privileges.
3. Help command for the install will show the T&C link to show more information about the product
  - a. **hptpsmarthealth.exe --help**

## Stopping Data Collection

This process removes HP from collecting data but does not remove Tech Pulse from the device(s).

1. IT Admin/End-user disables consent. HP TechPulse app checks for consent record before sending data each time. If consent is disabled, analytics data is not collected but manageability data (SN, Device ID/info) is sent one last time for housekeeping activities – to stop the service.

## Uninstalling Smart Health

At any time, users with Admin rights can choose to uninstall the Smart Health app from their device by following these steps:

- a. Click on this link to download the uninstaller:  
<https://downloads.hpdaas.com/production/windows/hptpsmarthealth/latest/SmartHealthUninstaller.exe>
- b. Open Command Prompt and run as Administrator
- c. Go to the directory where the Smart Health app downloaded
- d. To uninstall, the following command line must be used:
  - **SmartHealthUninstaller.exe**  
(This will uninstall the Smart Health app and all TechPulse components, including the analytics client)
  - **SmartHealthUninstaller.exe -smarthealth**  
(This will uninstall the Smart Health app only, TechPulse will continue to run and collect data)

## Data Retention

Data will be retained for up to 5 years from time of original purchase of hardware.

## What Data is Collected

For the features/sub-features listed below, the following information is provided from HP TechPulse to HP customer support personnel:

### Hardware Collection

- Country
- Device Manufacturer
- Device Model
- Device Name
- Device Type
- Enrolled Date
- First Boot Date
- Graphics
- Last Seen
- Manufacture Date
- Memory
- Operating System
- Operating System Build No
- Operating System Edition
- Operating System Full
- Operating System Release
- Operating System Type
- Processor
- Product SKU
- Serial Number
- TPM Version (Manufacturer Version)

### BIOS

- BIOS Installation Date
- BIOS Manufacturer
- BIOS Release Date
- BIOS Status
- BIOS Version
- Latest Critical Available Version
- Latest Critical Available Version Softpaq Release Notes
- Latest Version
- Latest Version Criticality
- Latest Version Release Notes
- Latest Version Softpaq Number
- Latest Version Softpaq Release Notes
- Status

### Battery

- Battery SN
- Battery Warranty Status
- CT Number
- Current Battery Health
- Recall status

### Blue Screen Errors

- Bug Check Code
- Bug Check Description
- Bug Check Parameter 1
- Bug Check Parameter 2
- Bug Check Parameter 3
- Bug Check Parameter 4
- Date Occurred
- Driver
- Driver Version
- Operating System
- OS Build Release
- OS Build No.

## Disk Info

- Disk Capacity (GB)
- Disk Free (GB)
- Disk Serial Number
- Disk Firmware Version
- Disk Model
- Drive Type

## Thermal, Display, Network Inventory, Docking Station, Deployment

- Deployment (all data)
- Docking station (all data)
- Thermal Condition
- Display (all data)
- Network inventory (all data)

## Drivers

- Care Pack Number
- Hardware ID
- Operating System
- Care Pack Release Notes
- Installed Driver Version
- Operating System Build No.
- Driver Category
- Latest Driver Criticality
- Operating System Release
- Driver Name
- Latest Driver Release Date
- Operating System Type
- Driver Status
- Latest Driver Version
- PnP Device ID

## Software Updates (MS Office)

- Missing Update Criticality
- Operating System
- Update Name
- Missing Update KB Code
- Operating System Release
- Update Type

## Software Updates (Windows Updates)

- Missing Update Criticality
- Operating System
- Update Name
- Missing Update KB Code
- Operating System Release
- Update Type

## Windows Startup/Shutdown Performance

- Current Week Main Path Boot Time (Minutes)
- Current Week Slowdown Reasons
- Operating System Release
- Current Week Performance (Minutes)
- Event Type
- Performance Previous Week (Minutes)
- Current Week Post On/Off Boot Time (Minutes)
- Last Restart Date
- Performance Two Weeks Ago (Minutes)
- Operating System

## Data Collection and Sources

This is the complete list of all data to be collected and displayed by HP Smart Support across various users and roles. This ties to the exact data that will be collected and processed. No other data should be collected via HP Smart Support Service.

1 HP Smart Support is available to commercial customers through your HP Service Representative and HP Factory Configuration Services; or it can be downloaded at: <http://www.hp.com/smart-support>. HP Smart Support automatically collects the telemetry necessary, upon initial boot of the product, to deliver device-level configuration data and health insights.

2 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 ISO 27001 certified for Information Security. Internet access with connection to Tech Pulse portal is required. For full system requirements, please visit <http://www.hpdaas.com/requirements>.

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