



## COMPUTRACE BIOS ENABLED MACHINES

New BIOS models are added on a regular basis, please visit [www.absolute.com/HP](http://www.absolute.com/HP) for a full list of BIOS enabled models.

## HP and Absolute have partnered to add an extra level of security to all HP computers.

Absolute® Software's Computrace® provides solutions for Computer Theft Recovery, Secure Asset Tracking™ and remote Data Delete†. Centrally managed by the IT department, the product is ideal for customers with large populations of remote and mobile users. Computrace is designed to deter theft, minimize computer drift, and recover stolen computers if they go missing. For IT asset management, Computrace gives IT staff visibility for up to 100% of their connected computer assets. The Computrace BIOS embedded support offers the ability to survive operating system re-installations, hard-drive reformat, hard drive replacements and even hard drive re-imaging. This level of persistence is critical in order to survive unauthorized attempts to remove or disable the software in the case of theft. With Computrace embedded BIOS support, the Absolute Recovery Team is able to track and recover computers that have been stolen, even if the hard drive has been replaced. This new offering will now provide HP customers with the highest level of theft protection available.

### How is Computrace preloaded on HP computers?

The self-healing, persistent module of the Computrace agent BIOS support is built-in, but disabled. Customers must activate Computrace in order for the persistent module to be enabled in the BIOS. To activate Computrace, the customer must first purchase the service, (preferably at the same time as the purchase) and install the Computrace software. The first call to the Monitoring Centre will detect and enable the persistent module. Once enabled, the BIOS module's self-healing feature will repair the Computrace agent installation even if the hard drive is completely replaced. The customer may also install the Computrace software through the factory imaging process, through the customer's own imaging process or through a network installation process. Absolute also routinely provides tools, assistance, and scripts in support of most mass-deployment technologies in use today.

### How does having Computrace in the BIOS improve computer theft recovery?

The Computrace BIOS self-healing persistent module is the most persistent solution available. It will survive unauthorized attempts to delete it as well as accidental removal during IMAC (Install, Move, Add, Change) procedures. With the Computrace BIOS agent the customer has the very best chance of recovering their stolen or lost computer.

### I understand the agent is more persistent, but in the real world, what added functionality does this provide my customers?

BIOS-based persistence makes the Computrace agent more secure, reliable, and computers easier to track and recover. Additionally, IT staff do not have to alter any of their IMAC procedures to accommodate the addition of Computrace.

### How is the Computrace BIOS agent enabled/disabled on HP computers?

The self-healing persistent module of Computrace is shipped disabled on the computer and must be activated by the customer at the time of purchase. The persistent module is enabled by installing the Computrace software provided by Absolute Software, or using an image deployment.

†Data Delete is an optional service provided by Absolute Software. If utilized, the Recovery Guarantee is null and void. In order to use the Data Delete service, customers must first sign a Pre-Authorization agreement and then purchase one or more RSA SecurID tokens from Absolute Software.

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#### **What happens if my customer flashes the BIOS? Will they need to reinstall Computrace?**

No. If the persistent module in the BIOS has been enabled, Computrace's self-healing feature will repair the agent software and the computer will still be protected. The enable/disable component of the module is not stored in that part of the BIOS that can be removed by flashing.

#### **Will Computrace still work if the computer undergoes an IMAC process such as replacing the hard drive?**

Yes. The self-healing feature offered by the embedded BIOS support will allow Computrace to survive IMAC procedures such as imaging, hard drive replacement, or operating system changes and therefore will continue to protect the computer.

#### **What information is the Computrace agent reporting?**

The make, model, hardware serial numbers and IP address of the computer.

#### **Is the Computrace agent monitoring activities on the computer?**

No. The agent is inactive until its next scheduled call. Only if the computer is reported stolen by the customer is any further action taken.

#### **How does my customer remove the product if they no longer want it on their computer?**

The product can be disabled by contacting Absolute's Technical Support team, who will set the removal flag on the server. The agent will be removed and the BIOS module deactivated (if applicable) on the agent's next call to the Monitoring Centre. Additionally, after a grace period, the agent and BIOS modules are automatically disabled at the end of contract.

#### **Does the BIOS-enabled Computrace agent support all of Absolute's products, or just some?**

All Absolute products can take advantage of Computrace embedded support in the BIOS.

#### **Is my customer's computer automatically protected from theft by having the Computrace embedded support in the BIOS?**

No. The customer must purchase and activate the Computrace theft recovery service in order to leverage the BIOS-based self-healing and persistent feature of our product.

#### **Is there a special version of Computrace that my customer needs to buy to take advantage of the BIOS-based agent on laptops?**

No. All current versions of Computrace will support the BIOS based agent.

#### **Which laptops come with Computrace pre-loaded?**

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