

HP Smart Support¹

expedited customer support powered by the HP Workforce Experience Platform²



HP Smart Support¹ provides fast resolution to IT-related issues through device-level data enabled by the HP Workforce Experience Platform.² This provides a seamless support experience enabling fast review, diagnosis, and troubleshooting to resolve hardware issues.

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HP Services

HP Support Services provide flexible PC support and repair options designed to keep businesses moving. Help prevent productivity disruptions and enable IT to do more with reliable HP PC support. Keep your people and PCs running at peak performance with flexible desktop support services and notebook support options for wherever work happens.

HP Smart Support¹

With [HP Essential Support](#), HP now provides a better support experience (streamlined, more efficient and effective) by using optional device health insights to improve service delivery. When customers opt in to the device health insights, HP Customer Support will be able to provide better troubleshooting, diagnosis and repair to customers.

Note: HP Smart Support¹ is not a warranty, but a feature available on your device (also available as a [software download](#)).

All HP Smart Support¹ devices will be unmanaged (i.e., customers/partners will not have any access to the HP Workforce Experience Platform²), and all access will be via HP Customer Support.

HP Insights Agent Persistence

Persistence is a concept by which certain apps are installed, updated, and running. One of the key ingredients of most HP Services is the HP Insights Agent that sends telemetry to the HP Workforce Experience Platform.² HP Insights Agent 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 Insights Agent. To alleviate this problem, HP is embarking on:

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

HP Services Scan

HP Services Scan is a virtual software driver that does the following:

1. Collects serial number, UUID and product information and queries the HP Workforce Experience Platform² for the services that the device is entitled to.
2. Downloads and installs the latest HP Insights Agent Windows app and associated packages based on the entitlement.
3. Ensures required applications are installed and active.

Supported Platforms

The Smart Support¹ feature will be available on HP commercial products purchased with [HP Essential Support](#).

Data Center

The [HP Workforce Experience Platform](#)² 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 Workforce Experience Platform² 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 Workforce Experience Platform² 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 Workforce Experience Platform² 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 Insights Agent and HP Workforce Experience Platform² use 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 Insights Agent 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.

Operating Systems Supported by Smart Support¹

Reference [Workforce Experience Platform² Services System Requirements](#) for current requirements.

How to Enable Smart Support¹

1. Purchase [HP Essential Support](#) for your new HP device.
2. HP Insights Agent core is available on all HP 2021 platforms and above
 - a. Ensure Windows Update is enabled for HP Insights Agent core to be installed and receive upgrades.
 - b. Customers will have to provide consent to enable Smart Support.
3. If Windows Update is disabled, customers can get Smart Support by downloading and installing HP Services Scan from the [Smart Support¹ page](#).
 - a. Customers will have to provide consent to enable Smart Support.¹

Terms & Conditions



The image shows a blue banner with a document icon at the top center. Below the icon is the word "Resources". There are four columns of content, each with a "Download" button. A yellow arrow points from the "Whitepaper" column to the "Terms & Conditions" column.

FAQs	Whitepaper	Terms & Conditions	Uninstall Script
Review frequently asked questions about HP Smart Support and how it works.	Find detailed information about what device-specific health data is shared with HP.	Download the terms and conditions for using HP Smart Support and connecting devices to the platform.	Download the uninstall script to run and uninstall HP Smart Support and all its components.
Download	Download	Download	Download

The HP Smart Support¹ Terms & Conditions are also included when downloading HP Smart Health.

Smart Support¹ Benefits

Through HP Smart Support,¹ HP is providing customers with the future benefits of modern management support. HP Smart Support¹ is an optional feature that provides IT with seamless interaction with HP Customer Service agents. With HP Smart Support,¹ 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 Support¹ 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.¹

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 Support¹ will help HP provide ongoing device improvements to existing and next generation HP PCs.

HP Smart Support¹ provides a hassle-free support experience and faster turnaround times to get employees 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.¹

How it Works

Windows Update Enabled

1. If Windows Update is enabled, the customer needs to provide consent to enable Smart Support.¹
2. End-user consent is obtained by the out-of-box experience (OOBE) screen at the time of first boot by checking the first option for support (see screenshot below)
 - a. Consent is pre-checked in the United States by default.
 - b. Consent is not pre-checked in non-U.S. regions by default.

NOTE: At this time, the Windows Update method is applicable to select platforms only. Beginning March 2023, this will apply to all platforms. Until then, one of the methods stated below can be leveraged to enable HP Smart Support.¹

Preinstalled from the Factory

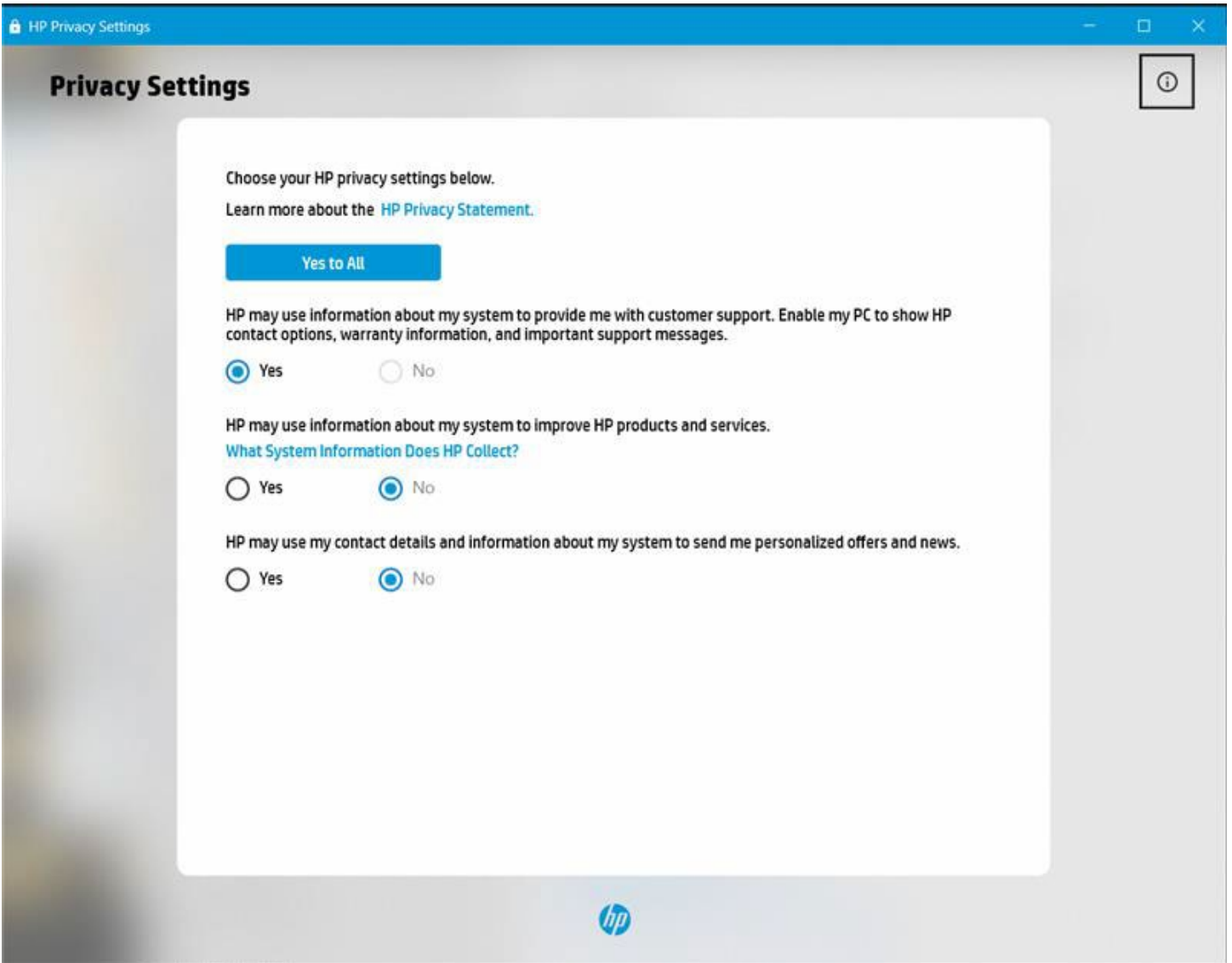
Smart Support¹ feature is selected as part of the product and is preinstalled from the factory.

1. If a custom image is requested, the factory configuration team can preinstall the Smart Health app on a custom image.
2. There is no flag in the hardware/BIOS/operating system to indicate that Smart Support¹ is enabled on the device during purchase.
3. Consent is not set from the factory.
4. End-user consent is obtained by the OOBE screen at the time of first boot by checking the first option for support. (See screenshot below.)
 - a. Consent is pre-checked in the United States by default.
 - b. Consent is not pre-checked in non-U.S. regions by default.



NOTE: If the end user does not provide consent at the OOB screen or if the customer chooses the HP corporate-ready/custom image that does not have the OOB screen, then consent needs to be manually set by the IT admin/user with admin rights, using one of the following methods:

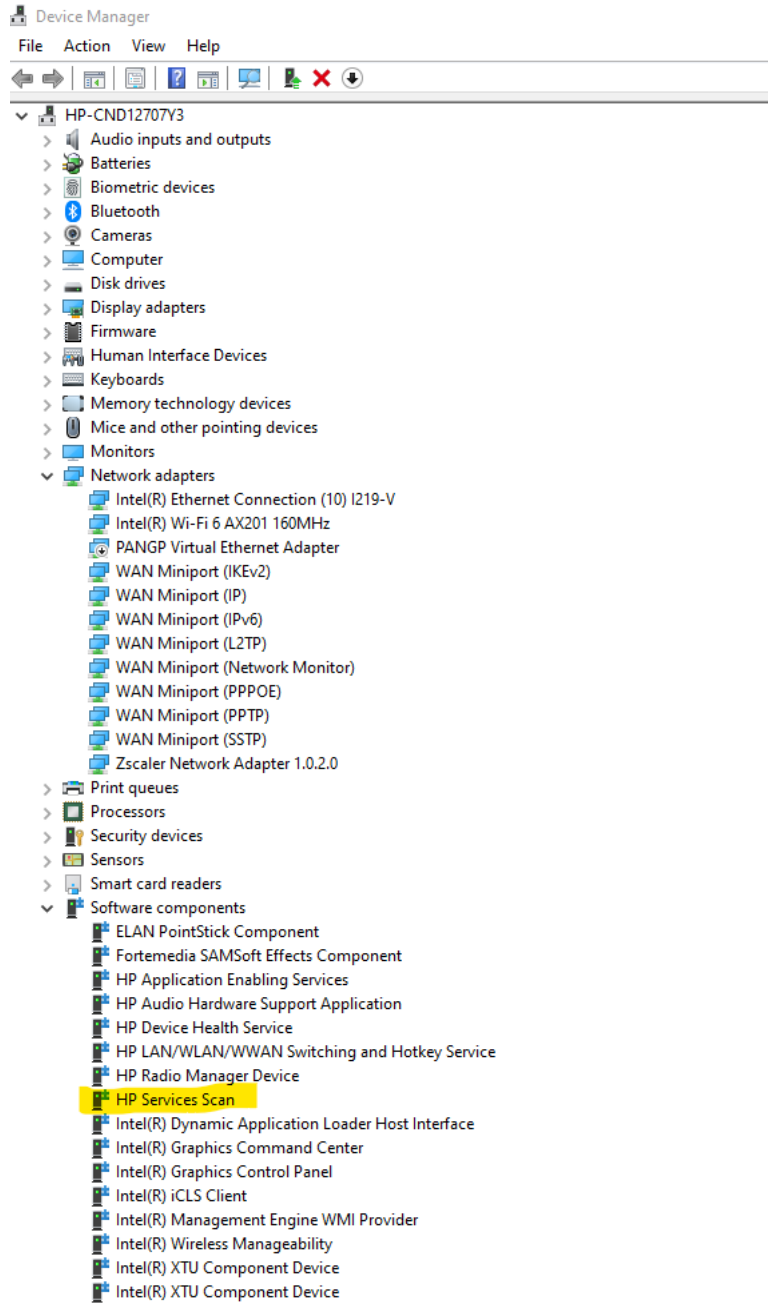
1. setting the "AllowSupport" variable to "Accepted" under Computer\HKEY_LOCAL_MACHINE\SOFTWARE\Policies\HP\Consent.
2. checking the support consent in the HP Privacy Settings app, if this app is on the device. (See screenshot below.)
 - a. See HP Privacy Settings app section at the end of the document for more info.



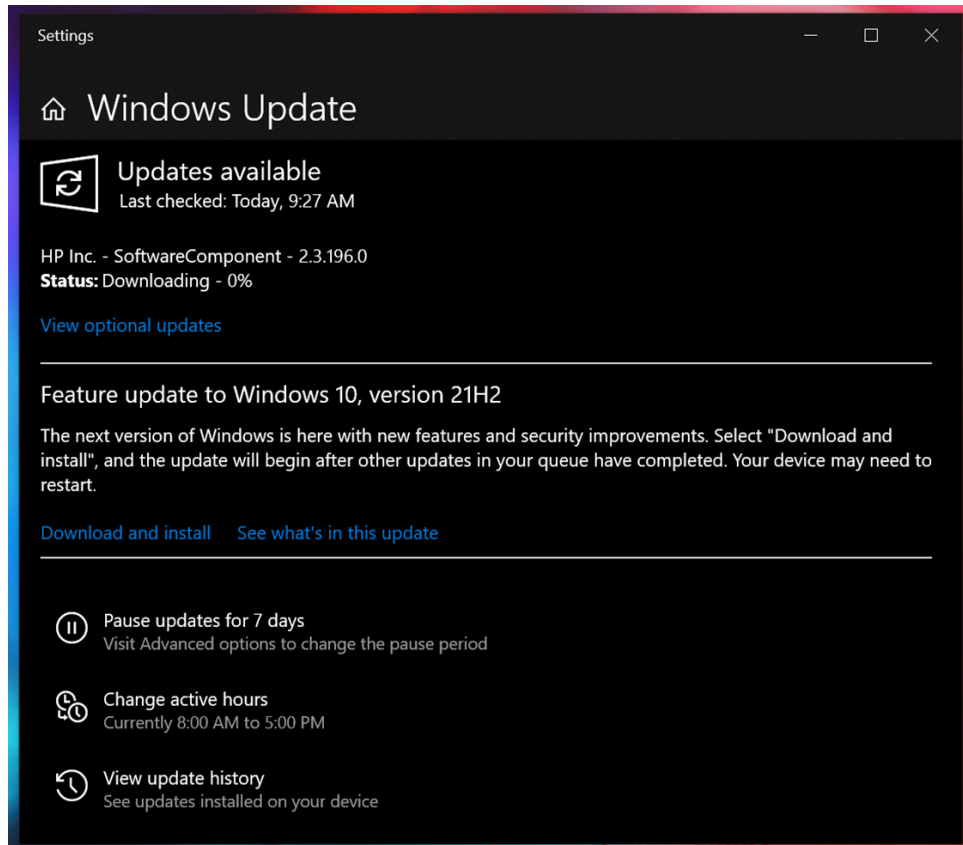
If consent for support is not provided, HP Smart Support¹ will not be enabled.

Checking if HP Services Scan is Installed

1. Go to Device Manager -> Software Components and check for HP Services Scan.



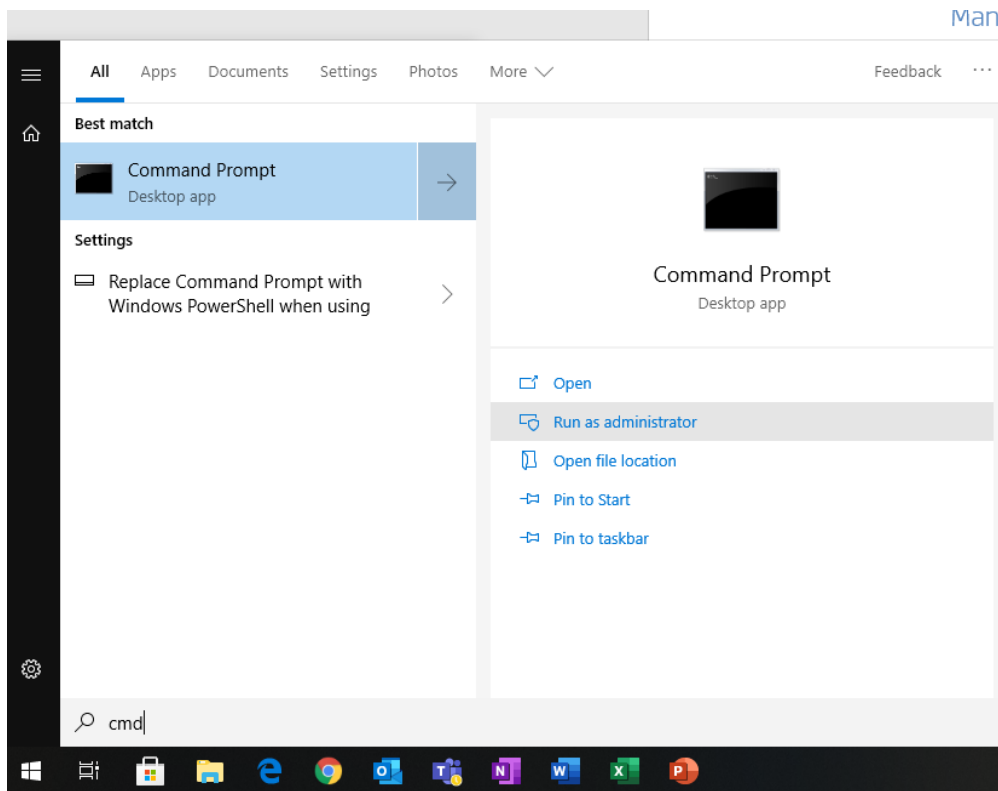
2. If HP Services Scan is not installed, then install it via Windows Update.
 - a. Go to Windows Updates and check for the latest updates.
 - b. Windows should find and automatically install HP Services Scan on all supported platforms.



Manual Install - IT Admin Downloads from HP Page

The IT admin downloads and installs HP Smart Health to end users' devices.

1. Click the Download button on [HP.com/Smart-support](https://www.hp.com/support).
2. IT admin has to accept the Terms & Conditions prior to downloading Smart Health.
3. Open Command Prompt and run as administrator (see screenshot below), or run the command using SCCM or similar tool.

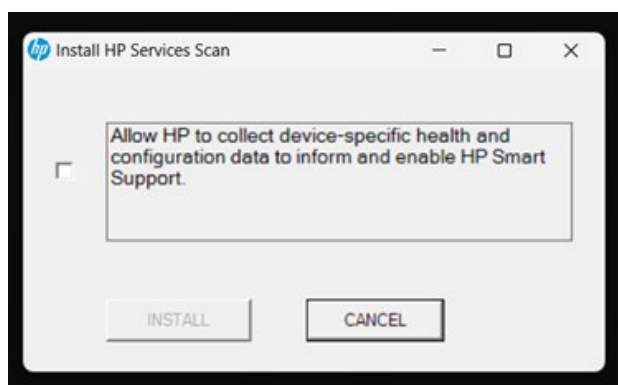


4. Go to the directory where the Smart Health app downloaded.
5. To install, the following command line must be entered:
`HpSmartHealthInstaller.exe /q CONSENT="allowSupport"`
(This installs the service silently, and gets the consent from the admin.)
6. If consent is not given, Smart Health will install, but it will wait for consent to be set through any other means.
7. Help command for the install will show the Terms & Conditions link to show more information about the product.

Manual Install – End-user Downloads from HP Page

End user downloads and installs HP Services Scan to the device.

1. Download HP Services Scan on [HP.com/Smart-support](https://www.hp.com/support).
2. End user must accept the Terms & Conditions prior to downloading HP Services Scan.
3. Once Services Scan is downloaded, double-click on the app to install.
4. Installation wizard is shown to obtain user consent. (See screenshot below.) Check to provide consent and select the Install button. (The install option will be disabled until consent is provided.) If consent is not given, HP Services Scan will not be installed.
5. Check to provide consent and select the Install button. (The install option will be disabled until consent is provided.) If consent is not given, HP Services Scan will not be installed. If HP Services



Stopping Data Collection

This process stops HP from collecting data but does not remove HP Services Scan or HP Insights Agent (if installed) from the device(s).

1. IT admin/end user disables consent. HP Insights Agent checks for consent record before sending data each time. If consent is disabled, analytics data is not collected but manageability data (serial number, device ID/info) is sent one last time for housekeeping activities to stop the service.

Data Retention

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

What Data is Collected

For the features/sub-features listed below, the following information is provided from HP Workforce Experience Platform² 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

Fan

- Fan Health Status
- Fan Failure

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

Drivers

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

Software Updates (MS Office)

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

Software Updates (Windows Updates)

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

Windows Startup/Shutdown Performance

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

Data Collection and Sources

This is the complete list of all data to be collected and displayed by HP Smart Support¹ 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.¹

HP Privacy Settings App

HP Privacy Settings is a standalone application that enables the user to review and update their consent settings regarding privacy. User will be able to view their consent settings, which they provided during OOB setup and can make updates to the settings. On relaunch of this application or any other application that displays consent, user will be able to view their updated consent. If your PC does not have the HP Privacy Settings app, follow the steps below to install it:

1. Go to support.hp.com.
2. Enter your serial number, product number, or product name in the search box.
3. Select “Software, Drivers and Firmware” option.
4. Expand “Software-Solutions” category. (See screenshot below.)
5. HP Privacy Settings will be in the list of supported apps.
 - a. If the app is not listed, it is not supported by your PC.
6. Click to download and install.

Open all	Version	File size	Release date	
+ BIOS-System Firmware (1)				
+ Diagnostic (2)				
+ Docks-Firmware and Driver (5)				
+ Driver-Audio (1)				
+ Driver-Chipset (8)				
+ Driver-Enabling (1)				
+ Driver-Graphics (3)				
+ Driver-Keyboard, Mouse and Input Devices (5)				
+ Driver-Network (6)				
+ Driver-Storage (2)				
+ Firmware (1)				
+ Software-Security (7)				
x Software-Solutions (8)				
▶ HP MAC Address Manager	1.1.19.1 Rev.A	2.8 MB	Apr 29, 2019	Download □
▶ HP Notifications	1.1.28.1 Rev.A	16.7 MB	Apr 20, 2021	Download □
▶ HP Power Manager	2.1.12.0 Rev.A	30.1 MB	Dec 8, 2020	Download □
▶ HP Privacy Settings	1.0.42.0 Rev.A	45.6 MB	Feb 18, 2021	Download □
▶ HP Programmable Key (SA)	1.0.14.0 Rev.A	57.2 MB	Oct 5, 2020	Download □
▶ HP Smart Health	2.2.43.0 Rev.A	1.7 MB	Mar 11, 2021	Download □
▶ HP Support Assistant	9.7.238.0 / 8.8.34.3 1 Rev.A	169.7 MB	Feb 7, 2021	Download □
▶ HP WorkWell	1.0.27.849 Rev.a	192.2 MB	Aug 30, 2020	Download □
+ Software-System Management (1)				
+ Utility-Tools (1)				

Legal Disclaimers

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. For more information about how to enable HP Smart Support or for download, please visit <http://www.hp.com/smart-support>.

2 The Workforce Experience Platform is planned to be available in a future release in various tiers and with optional add-on solutions. The Workforce Experience Platform is for commercial customers and some features and capabilities may require additional purchase of HP services and/or commercial hardware capable of supporting the HP Insights agent for Windows, Mac, & Android. Activation and restrictions may apply. Select HP Solutions requires an HP Insights agent for Windows, Mac, & Android, available for download at <https://workforceexperience.hp.com/software>. For full system requirements and services that require the agent, please visit <https://workforceexperience.hp.com/requirements>. The agent collects telemetry and analytics around devices and applications that integrate into the Workforce Experience Platform and is not sold as a standalone service. Internet access with connection to the Workforce Experience Platform is required. HP follows stringent GDPR privacy regulations, and the platform is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security

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c07057076, January 1, 2025

