



# HP SURE RECOVER

## INFOSHEET



HP WOLF SECURITY

Minimize user downtime and its effort with HP Sure Recover<sup>1</sup>. You can quickly and easily reimage your device from anywhere, at any time, with hardware-enforced embedded recovery<sup>2</sup>—and can even enable it to schedule reimaging for the entire fleet.

### ENABLING A HYBRID WORKFORCE

HP Sure Recover uses the HP Endpoint Security Controller (HP ESC) to enable employees to quickly and securely reimage their devices to the latest OS image using an embedded storage module, eliminating the need for them to call IT.

For devices that can benefit from more frequent reimaging, HP Sure Recover allows IT to schedule reimaging for an entire fleet, removing malware and making sure every unit is able to “start fresh” on a regular basis.

And, because it is enabled by the HP ESC and executed through the BIOS, HP Sure Recover can reimage a PC even from a blank hard drive, enabling it to automatically recover if no OS is found on the device.

### CORPORATE IMAGE READY

Whether you're a small business or a large corporation, HP Sure Recover has you covered.

For businesses using modern management, the HP Corporate Ready Image includes everything you need. For businesses with customized software images, you can provision machines using your latest image from servers on your private network or on the Internet.

Either way, HP Sure Recover ensures the integrity of the image with public key cryptography to make sure that the software image is authentic.

### REIMAGING IS IMPORTANT, BUT CAN BE PAINFUL

Whether you know you've experienced an attack or not, reinstalling a fresh copy of the operating system (OS) is an effective way to eliminate software-based

malware. Unfortunately, reimaging can be time consuming, causing lost productivity for end users and IT departments.

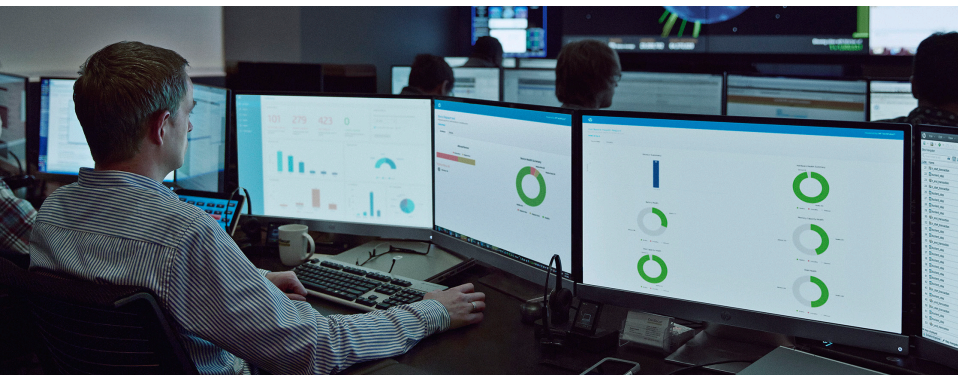
HP Sure Recover with Embedded Reimaging simplifies the reimaging process, making it faster, more secure, and more reliable than traditional reimaging methods. No more searching for media, long downloads, or complex image distribution infrastructure. Systems with Embedded Reimaging include a copy of the OS image on a dedicated storage device so you can get back to work in as little time as it takes for a coffee break. You can even set a schedule to automatically check for newer images and update the Embedded Reimaging storage device.

### DESIGNED FOR MANAGEABILITY

Manageability is key to securing an entire organization.

Small businesses can enable HP Sure Recover locally using HP Client Security Manager.

For enterprise users, HP Sure Recover is designed for easy remote manageability using the HP Manageability Integration Kit<sup>3</sup> plug-in for Microsoft® System Center Configuration Manager, enabling IT to quickly provision devices, schedule reimaging, and more. For users who prefer a scripted solution, HP Client Management Script Library for PowerShell enables you to configure all of the features of HP Sure Recover.



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## TECHNICAL SPECIFICATIONS

### PLATFORM AVAILABILITY

HP Sure Recover is available on HP Z, Elite and Pro PCs.

### OS COMPATIBILITY

HP Sure Recover supports Windows 10.

### HOSTING COMPATIBILITY

HP Sure Recover supports HTTP and FTP image repositories in both the private cloud or the internet, including proxy support for corporate environments.



## FREQUENTLY ASKED QUESTIONS

**Q: I have a growing business but no IT department. Can I still use HP Sure Recover?**

A: Absolutely. End users can use HP Sure Recover to reimage their machines to the latest HP image, and your PC can automatically recover if no OS is found.

**Q: What is required for me to reimage using HP Sure Recover?**

A: Because HP Sure Recover offers hardware-based storage recovery or network based image recovery, you have the option to outfit a fleet of devices to recover without an internet connection, otherwise, all that is required is an internet connection. No additional external media is needed.

After you ensure that all important files are backed up, restart the machine, press f11 to open the HP Sure Recover menu, and then select Recover from network.

**Q: Will HP Sure Recover be able to restore my data?**

A: No. Reimaging a PC removes all files and personal data. Ensure that you have backed up all of your files externally before reimaging, as reimaging does not restore custom programs or files.

If a user has a solution to backup data, such as OneDrive®, they can restore their files once the restored image boots into Windows®.

**Q: Will installing my company's corporate image remove HP Sure Recover?**

A: No. HP Sure Recover is built into the hardware and is not dependent on software components (such as an existing OS) stored on the hard drive. Therefore, loading a customized corporate software image will not delete or disable it.

Once the IT department has provisioned your PC to restore your custom corporate image from the preferred location, you will be able to restore your PC to the latest corporate image using HP Sure Recover.

**Q: I want to provision my HP Elite PCs to recover to our company's corporate image. What do I need to do?**

A: For details on how to set up HP Sure Recover with a corporate image, please refer to the technical whitepapers for the HP Manageability Integration Kit, HP Client Management Script Library, or HP Client Security Manager.



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<sup>1</sup> HP Sure Recover Gen4 is available on select HP PCs and requires Windows 10 and an open network connection. You must back up important files, data, photos, videos, etc. before using HP Sure Recover to avoid loss of data. Network based recovery using Wi-Fi is only available on PCs with Intel Wi-Fi Module.

<sup>2</sup> HP Sure Recover Gen4 with Embedded Reimaging is an optional feature which requires Windows 10 must be configured at purchase. You must back up important files, data, photos, videos, etc. before use to avoid loss of data. Network based recovery using Wi-Fi is only available on PCs with Intel Wi-Fi Module.

<sup>3</sup> HP Manageability Integration Kit can be downloaded from <http://www.hp.com/go/clientmanagement>.



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