

Out-of-band diagnosis and remediation

Stress less with revolutionary remote support

Fix more devices remotely and reduce frustration for both employees and IT with PC hardware support services, with out-of-band diagnosis and remediation for issues that historically required physical IT and user intervention.¹

Provide better digital experiences for your hybrid workforce with advanced remote support that requires less user assistance with BIOS-level control, even when the PC can't boot. Employees give the HP expert permission to access, and HP handles the rest via full remote keyboard, video, and mouse (KVM) control.

Streamline your IT support with advanced out-of-band diagnosis and remediation that harnesses more of the benefits of Intel vPro® Enterprise. This enables your IT to stay focused on business priorities, assured by the backing of trusted HP experts and minimal team disruption.

Speed up and simplify remote device issue remediation with a hassle-free, virtual hand-off to HP. Unprecedented out-of-band access with improved power cycle, no-OS, BIOS, and PC reimaging controls ensures your IT and workforce return to work fast.

Service benefits

- Enhanced digital employee and IT experiences
- Take tech support off your IT team's plate
- Address more issues remotely with less employee involvement
- Minimize employee frustrations with hands-free remote support
- Faster first-time fixes
- Dedicated tech support focused on customer experience versus tasks of the day

Service highlights

- Remote fixes even if the PC can't boot
- Friction-less support experiences with a virtual hand-off to HP
- Supplement Hardware Support with this optional add-on that provides revolutionary remote diagnostics¹
- Streamline support and keep devices in users' hands

Service features and delivery specifications

To ensure your case is properly prioritized and routed to an HP-authorized support provider, please visit <https://support.hp.com/>. Alternatively, customers may go to [Contact Us](#) and enter the device serial number. Both a phone number and live chat option in English only will be made available from which the end user may choose to engage an HP-authorized support provider.²

During the support process, if a remote support session is needed to investigate a problem, an HP-authorized support provider will request control of the end user's PC. A 6-digit User Consent Code (in Intel® client consent mode) will appear on the end user's HP PC. The user will then provide the User Consent Code to the HP-authorized support provider. By entering the User Consent Code, the end user is granting HP permission to remotely access the HP device with a secure connection. The user may choose to end the session at any time by pressing SHIFT+ ESC or by disconnecting from the network for at least two minutes.

After an encrypted, secure connection to the device has been established, an HP-authorized support provider will begin to isolate, troubleshoot, and resolve the incident as if they were working in person and with limited user assistance. This out-of-band access allows an HP-authorized support provider to:

- Remotely and jointly control the user's mouse and keyboard as well as see the user's screen exactly as the user sees it
- Initiate and maintain control of the user's keyboard and mouse as well as see their screen through power cycles
- Force power off remotely
- Access the BIOS to run diagnostics that can quickly and positively identify hardware-related issues, remotely determine issues at the firmware level, and remediate
- Assist with the recovery or reimaging of device³

For incidents that cannot be resolved remotely, an HP-authorized support provider will deliver onsite technical support (depending on the type of Care Pack chosen at the time of device purchase) to return the device to operating condition, including available and recommended engineering improvements. Check which Hardware Support option ([HP Essential Support](#),⁴ [HP Premium Support](#),^{4,5} or [HP Premium+ Support](#)^{4,5}) the device is entitled to or contact your sales representative in case of doubt.

HP prioritizes the security and privacy of our customers' data. Our service is designed to meet and exceed regulatory requirements. For details on how HP handles security with regard to the out-of-band diagnosis and remediation, please refer to the security white paper.

TURNAROUND TIME

The out-of-band diagnosis and remediation service is an add-on option to these support Care Packs, ([HP Essential Support](#),⁴ [HP Premium Support](#),^{4,5} or [HP Premium+ Support](#)^{4,5}) and is available at the time of hardware purchase. Please refer to the turnaround time for the Hardware Support service purchased with the hardware. Turnaround time is not available for all geographic locations.²

ESCALATION MANAGEMENT

HP has established formal escalation procedures to facilitate the resolution of complex incidents. HP management coordinates incident escalation, enlisting the skills of appropriate HP resources and/or selected third parties to assist with problem solving.

WORK COMPLETION

Remediation is considered complete upon HP verification that the device malfunction has been corrected or that the device has been replaced. HP is not liable for any lost data; customer is responsible for implementing appropriate backup procedures. Verification by HP may be accomplished by the completion of a power-on self-test, standalone diagnostic, or visual verification of proper operation. At its sole discretion, HP will determine the level of testing necessary to verify that the device is remediated. At its sole discretion, HP may permanently replace the product in order to meet the remediation time commitment. Work completion may necessitate the device be repaired onsite if it cannot be diagnosed and remediated remotely. HP determines the necessity of onsite repair at its discretion and based on the chosen tech support added with the initial device purchase.

Coverage

Out-of-band diagnosis and remediation is available in North America (including the United States and Canada), and EMEA markets (limited to specific countries). Check with your HP-authorized support provider for availability.

This service provides coverage for eligible HP PCs including HP-supported and supplied internal components such as memory and optical drives. For more details on coverage, choose which Hardware Support option (HP Essential Support,⁴ HP Premium Support,^{4,5} or HP Premium+ Support^{4,5}) the device is entitled to or contact your sales representative.

Coverage window

The coverage window depends on the Hardware Support service or support Care Pack chosen with the original device purchase.

Customer responsibilities

The service is available for current HP devices with Intel vPro® Enterprise. Customers are responsible for enabling the service on devices as described below. In cases where the customer does not act upon the specified customer responsibilities as stated below, an HP-authorized support provider will not be obligated to deliver the services as described.

The Provisioning Application must be operating on the device and is available for installation and activation through one of the following methods:

1. HP Services Scan (HPSS)⁶ is pre-installed on HP's standard image on most HP commercial PCs sold starting in 2025. HPSS checks for service entitlement on each hardware device and downloads applicable software automatically to enable the service. HPSS will verify the device has Intel vPro® with Intel® AMT configured to enable out-of-band diagnosis and remediation when authorized by the end user.
2. Manually download a standalone Provisioning Application from HP Downloads to complete the enrollment. <https://downloads.hpdaas.com/production/windows/OutOfBandRemediation/HPOutOfBandRemediation.msi>
3. Microsoft Intune™ - the Provisioning Application or HPSS is compatible with Intune-deployed software.

If operating in a closed network or VPN, the customer IT administrators need to whitelist secure URLs for trusted connections in network or VPNs to allow a secure connection between the user's device and the HP cloud. HP URLs needed to be whitelisted in order to operate in corporate network for outbound network connections on:

- www.hpdaas.com or eu.hpdaas.com for EU
- endpointcloudservices.intel.com HTTPS/443 and 4433
- endpointcloudservices.intel.com (this domain along with sub-domains) In the future we may have more region-based URLs
- amt.endpointcloudservices.intel.com HTTPS/443 and 4433
- discovery.hpdaas.com HTTPS/443 and 4433
- downloads.hpdaas.com HTTPS/443 and 4433

The end user will need to be physically present at the device to see the User Consent Code on the device and will need to provide the User Consent Code to the HP-authorized support provider to grant access and enable the service.

Customer will provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility.

The customer or HP-authorized support provider must register and activate the service with the device within 10 days of purchase, using the registration instructions within the Care Pack or the email document provided by HP, or as otherwise directed by HP. In the event a covered device changes countries, registration (or a proper adjustment to existing HP registration) is to occur within 10 days of the change. To secure the correct activation of sold Care Pack services, it is required that all necessary end-customer information such as name and email address are provided. Not providing this information or providing incomplete or wrong information might result in the inability to activate and deliver some of the services sold.

Prerequisites

- Only HP commercial PCs (notebooks, mobile workstations, desktops, and workstations) are eligible for this service and must also include the purchase of [HP Essential Support](#),⁴ [HP Premium Support](#),^{4,5} or [HP Premium+ Support](#).^{4,5}
- Intel vPro® Enterprise system(s) 8th Generation or higher with Windows 10 or 11.
- Device must have power enabled, even if the operating system cannot boot.

Service limitations

- Phone support is offshore and only available in English. Onshore phone support is currently not available.

Exclusions

- Backup, recovery, and support of the operating system, other software, and data
- Operational testing of applications or additional tests requested or required by you
- Troubleshooting for interconnectivity or compatibility problems
- Support for network-related problems
- Services required due to failure to incorporate any system fix, repair, patch, or modification provided by HP
- Services required due to failure to take avoidance action previously advised by HP
- Services required due to improper treatment or use of the product
- Services required due to unauthorized attempts to install, repair, maintain, or modify hardware, firmware, or software

Care Pack terms and conditions

Terms and conditions apply.

See complete Care Pack [terms and conditions](#).

For more information

contact any of our worldwide sales offices and resellers or visit <https://hp.com/support-services>



1. Out-of-band diagnosis and remediation is available in North America (which includes the US and Canada) and EMEA markets (limited to specific countries) as an HP Care Pack for select HP commercial platforms that are Intel® vPro® Enterprise and Intel® AMT enabled and are entitled to HP Premium Support or HP Premium+ Support. Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/cpc. HP Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product. Check with your HP-authorized sales rep for availability.
2. Service levels and response times may vary depending on your geographic location. Online chat and offshore phone support (excluding holidays) are available in English only.
3. Remote reimaging of the PC depends on the customer having a standard image on the PC, not custom imaging; The HP-authorized support provider will make a best effort to reimage the standard image, but not a custom image.
4. The updated portfolio of Essential, Premium and Premium+ Support will be available on select HP commercial PCs (notebooks, mobile workstations, desktops and workstations) is expected to be available for November 2024. HP Essential Support, HP Premium Support and HP Premium+ Support are available at the time of device purchase. Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/cpc. HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.
5. Expected to be available for November 2024, predictive insights and proactive support are only available with HP Premium Support and HP Premium+ Support. Select HP Workforce Solutions require an HP Insights agent for Windows, Mac, & Android, available for download at <https://admin.hp.com/software>. For full system requirements and services that require the agent, please visit <https://admin.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.
6. HP Services Scan is preinstalled and/or provided thru Windows Update and checks for service entitlement on select HP commercial hardware devices and it downloads the applicable software agent automatically. To disable this feature, please follow the instructions at <http://www.hpdaas.com/requirements>. All HP commercial notebooks, desktops, workstations and mobile workstations released in 2021 and later support HP Services Scan.

HP Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.