



HP Modern Management Services

With HP Modern Management Services deployment become simple and straight forward, so you can focus on your business

HP Modern Management services leverage technical expertise and factory capabilities to deliver essential pre-deployment solutions, enabling users to get up and running with new devices quickly.

HP offers a range of service options designed to give you the flexibility you need. Whether you want to benefit from HP's powerful pre-provisioning processes, or more simply elect for the post factory device registration into your tenant or want to keep control of the registration by managing it yourselves, HP has the service you need.

Additionally, if you need a specific image for your devices, check all imaging services from simple to very advanced that HP offers.

HP Provisioning Connect Service

OFFER DESCRIPTION

With HP Provisioning Connect (AY155AV), IT professionals can easily pre-provision Windows devices for delivery to employees, whether they're working from home or in the office. It ensures that everyone has the latest corporate image and that your new HP devices are up to date with the latest software and security settings. Provisioning Connect gets your workforce up and running fast by delivering the corporate device persona using your cloud-based endpoint management solution, or by extending your network topology into our HP facilities with enterprise class security.

Service highlights

- HP pre-provisions your devices at an HP second touch facility prior to end-user product delivery
- Devices are automatically registered within your tenant prior to the pre-provisioning process
- Supports most modern device management platforms
- Supports Windows 11 version 23H2 or later, is required in one of the following editions:
 - Pro
 - Pro for Workstations
 - Education
 - Pro Education
 - Enterprise

Service benefits

- Reduces the dependency on network bandwidth at corporate offices or end-user remote work location
- End-user is productive within a few minutes of powering on the PC
- Reduces the need for internal IT resources and logistics and thus removes the need for the on-premises staging
- Simplifies or reduces the need to create, test, maintain a "golden image"
- Effectively decreases priceless IT support time and multi-touchpoints requirements, and overall IT costs thereby streamlining new device deployments into a modern IT environment

Service limitations

- The service applies only to HP PCs and is delivered through an HP second-touch facility.
- Non-HP PC products are not supported
- HDD encryption is not part of this service
- Does not support Linux operating systems
- Does not support network connections to customer domains during manufacturing
- This service may not be available in all locations. Customers should confirm availability with their HP sales representative.

Customer responsibilities

- Customer must first provide consent to HP to register their devices via the established Microsoft Process⁶
- Customer must provide all necessary and required information to HP, prior to ordering (i.e. tenant details, group tag strategy and specifications).⁷

HP Device Registration Service

OFFER DESCRIPTION

HP Device Registration Service¹(AY777AV) streamlines device registration in your preferred tenant within 2 business days of the order shipment date. The service supports one or multiple tenants, with or without group tags. The service must be purchased at the time of hardware purchase and requires a corresponding service SKU for each individual HP PC. It can be combined with other HP Configuration Services. This service is available globally where HP does business.

SERVICE HIGHLIGHTS/BENEFITS

- HP registers your new devices directly into your preferred tenant using group tags you provide.
- Devices are registered within 2 business days from the order shipment date so the user's profile can be assigned before the unit is delivered to them.²
- This service can be purchased with or without additional HP Configuration Service as it can be combined with any of our other services for pain-free device rollouts.³
- Autopilot user profiles and settings can be applied from Intune for a simplified end-user out of the box experience upon delivery of the device.⁴
- This service supports one or multiple tenants and fixed group tags, or dynamic group tags are available for direct customer only.⁵
- With automation designed to ensure fast and accurate registration, HP provides dedicated reporting for enhanced monitoring and efficient data management, through secure access to registration data.

Aftermarket Modern Management Services

OFFER DESCRIPTION

HP aftermarket Standalone Device Registration Service allows customers and partners to register HP Windows Commercial PCs in their own tenant after hardware purchase and is ideal for managing customer fleets or partner-held inventory. Two other options also support Hardware Hash or PKID reporting, enabling customers to self-register or their designated authorized partners to register devices on their behalf.

SERVICE HIGHLIGHTS/BENEFITS

HP Standalone Device Registration Service (AY228AA)

- Register Windows HW in channel inventory or customer fleets with HP
- Fast replies via the HP Inbox: device.registrationservices@hp.com
- Outsource this time-consuming task and focus IT cycles on higher value add work

Standalone Device Registration Service with Hardware Hash Reporting (AY239AA)

- Register Windows HW in channel inventory or customer fleets with HP
- This service includes a file sent with the Hardware Hashes for all devices registered

HP PKID Reporting Service (AY229AA)

HP Hardware Hash Reporting Service (AY230AA)

- Enables customers that want to self-register their devices
- Partners can use this information to support their own device registration offerings
- Fast replies via the HP Inbox: device.registrationservices@hp.com

SERVICE FEATURES AND DELIVERY SPECIFICATIONS

HP Standalone Device Registration Service - AY228AA or AY239AA with Hardware Hashes included.

- Request registration of your serial numbers via HP device registration services Inbox: device.registrationservices@hp.com
- Each request must include all needed information in a .CSV file⁶ including:
 - a. Serial numbers of all devices
 - b. Tenant ID/Tenant Domain
 - c. Group Tags by Serial number if applicable
 - d. Original HW PO number if available
 - e. HP Sales order or Service PO number that confirms service was purchased in matching serial number quantities
- HP will reply confirming successful registration of serial numbers provided or failure of some or all to register. In the latter case, customers will need to resubmit valid serial numbers within 2 business days to complete the service or Service PO will be considered closed.
- Option with Hardware Hashes included, HP also sends a file with this information for each device registered.
- Service POs can only be submitted once per request and must match the quantity of serial numbers requested for the service requested.

HP PKID Reporting Service - AY229AA

HP Hardware Hash Reporting Service - AY230AA

- Request Hardware Hashes or PKID's for your serial numbers via HP Device Registration Devices inbox: device.registrationservices@hp.com.
- Each request must include all needed information in a .CSV file to provide the PKIDs or HW Hashes including:
 - a. Serial numbers of all devices
 - b. HP Sales order or Service PO number that confirms service was purchased in matching serial number quantities
- HP will reply with all matching HW Hashes or PKIDs for each serial number or confirming failure of some or all serial numbers to have a valid HW Hash or PKID. In the latter case, customers will need to re-submit valid serial numbers within two business days to complete the service or Service PO will be considered closed.
- Service POs can only be submitted once per request and must match the quantity of serial numbers requested for the service requested.

Coverage and HP Responsibilities

- HP will cover requests from customers and partners globally where HP does business.
- Requests will generally be answered within two business days of receipt at the HP Device Registration Services Inbox (device.registrationservices@hp.com) provided all required information is submitted.
- Coverage by the HP Contact Center is provided 5 business days per week and 17 hours per day, globally. Supported language is English only.
- For AY228AA, HP Standalone Device Registration Service, the HP contact center will reply to a completed request with confirmation of successful registration or issues found with the submission including invalid serial numbers or missing information. If the option with Hardware Hashes is chosen (AY239AA) then a file is sent with this information for every device registered.
- For both AY229AA, (HP PKID Reporting Service) or AY230AA (HP Hardware Hash Reporting Service) HP will reply to each request with a .CSV file that will contain either the PKIDs or Hardware Hashes for each of the serial numbers requested.
- HP will also indicate the quantity of invalid serial numbers requested that could not be successfully processed for PKID or Hardware Hashes.
- All HP replies will be to the e-mail from which the request originated.

Customer/Partner responsibilities

- Customer must first give consent to HP to register their devices via the established Microsoft Process (Instructions below) - Applicable only for the HP Standalone Device Registration Service - AY228AA or AY239AA⁷.
- Purchase the requested service from HP directly or your partner that matches the quantity of serial numbers requested. Must be exact match on the HP Sales Order number provided.
- Partners may purchase the service through HP authorized distributors or directly from HP post purchase, submit the requested service via device.registrationservices@hp.com.
- Partners requesting any of the aftermarket services listed here on behalf of their customers will be responsible for providing the needed information to HP for delivering the service.

Service limitations

- Services can only be provided for valid serial numbers, and invalid serial numbers cannot be credited after purchase, but HP will notify of any failed or invalid serial numbers, missing or invalid information and provide opportunity within two business days for the customer or partner to remedy by re-submitting corrections.
- After two business days, the current service PO will be considered closed if no further corrections, additions, or remediations are received from the submitter.
- Services do not apply to renewed/remarketed products and serial numbers sent to the contact center for these products will be considered invalid.

Exclusions

- HP's aftermarket Device Registration Services only cover what is stated in this datasheet and no other information or services.

Terms and conditions

For purchases from HP through hp.com, this data sheet is governed by the terms of sale applicable to your purchase, as made available on the website where you made the purchase.

For all other purchases from HP, this data sheet is governed by HP's Portfolio Customer Terms for the country of the HP affiliate accepting the order ("Lead Country"). A copy of these terms for all countries where HP has a direct presence can be found at <https://www8.hp.com/us/en/hp-information/end-user-agreement/terms.html?show>. However, if the customer has a separately signed agreement with HP ("Custom Agreement"), the Custom Agreement will govern in the Lead Country. If the customer has a Custom Agreement and places orders or accepts delivery in countries other than the Lead Country, HP's Portfolio Customer Terms for such country take precedence over the Custom Agreement only to the extent they reflect local law or business practice.

For purchases from an authorized HP Partner, this data sheet is governed by your terms with the HP Partner.

For more information

contact any of our worldwide sales offices or resellers or visit <http://hp.com/go/configuration>



Legal Disclaimers

1. This service doesn't provide reports containing Hash ID or PKID values for customer self-registration or partner managed devices, decommissioned device de-registration, support for non-paid device registration (such as customer self-registration, partner managed, or similar), missing devices, tenant or group tag related questions, registration and de-registration related questions, any error in this context, break-fix deregistration and re-registration.
2. Profile can be assigned by customer before device delivery. Device information must be available.
3. Except Provisioning Connect, that already includes HP Device Registration.
4. Managed by the customer.
5. Dynamic group tags may be supported in limited indirect scenarios. Such cases are evaluated on a case-by-case basis and are subject to HP approval. Defined during project setup. For the Aftermarket Modern Management Services, a template for group tag and tenant information can be requested from the HP contact center device.registrationservices@hp.com
6. Microsoft requires customer consent for HP Inc. to register devices for Autopilot. Consent is only required once per tenant and applies for all subsequent orders/requests.

HP Inc requests permission to register your devices to your Azure tenant.

Link to the Microsoft Support page describing the OEM Direct API method HP Inc will use:

<https://docs.microsoft.com/en-us/mem/autopilot/registration-auth#oem-authorization> under the header "OEM Authorization".

Specific link for you to Authorize HP Inc to register devices for you:

Note: User with Global Admin permission is required to accept relationship <https://admin.microsoft.com/Adminportal/Home?invType=OEM&partnerId=0b93bfb7-4fed-471a-8e89-0d2a608adec6#/partners/invitation>

7. Please provide:

- a) Confirmation once you have completed these authorizations (Microsoft does NOT send OEMs any confirmation)
- b) Your Tenant ID
- c) Your Tenant Domain Name (usually a "xxx.onmicrosoft.com address")
- d) Group Tag preferences (If this should vary dependent per device(s), please specify requested schema)

HP Services are governed by the applicable HP terms and conditions of service provided or indicated to the Customer at the time of purchase. The 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 an HP product.

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