

HP Sure Recover



keep reinventing

Minimize user downtime and IT effort with HP Sure Recover.¹ Leveraging the capabilities of the HP Endpoint Security Controller, HP Sure Recover lets you quickly and easily reimage your device using only a network connection—and can even enable IT to schedule reimaging for the entire fleet.

Reimaging is important, but it 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.

Empower end users and IT

HP Sure Recover uses the HP Endpoint Security Controller (HP ESC) to enable employees to quickly reimage their devices to the latest OS image using only a wired network connection, 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, 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.

Secure recovery at any size

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

For small businesses, HP Sure Recover pulls the latest OS from HP. Customers with customized software images can provision machines to use their latest corporate image from the FTP or HTTP where it is hosted online.

Either way, HP Sure Recover ensures the integrity of the image with a digitally signed public/private key to make sure that the software image is authentic.

Designed for manageability

Manageability is key to securing an entire organization.

Small businesses can enable HP Sure Recover locally using HP Client Security Manager Gen4.

For enterprise users, HP Sure Recover is designed for easy remote manageability using the HP Manageability Integration Kit Gen2² plug-in for Microsoft® System Center Configuration Manager, enabling IT to quickly provision devices, schedule reimaging, and more.

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 is network based image recovery, all that is required is a physical internet connection. No additional external media is needed.

Note: HP Sure Recover currently does not support wireless networks.

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 Gen2 and HP Client Security Manager Gen4.

Technical Specifications:

Platform availability:

- HP Sure Recover is available on HP Elite PCs with 8th generation Intel® or AMD processors.

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.

Learn more at www.hp.com/go/computersecurity

© Copyright 2018. HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein. Windows and the Windows Logo are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. Intel is a trademark or registered trademark of Intel Corporation or its subsidiaries in the U.S. and/or other countries. AMD is a trademark of Advanced Micro Devices, Inc.

1. HP Sure Recover is available on HP Elite PCs with 8th generation Intel® or AMD processors and requires an open, wired network connection. You must back up important files, data, photos, videos, etc. before using HP Sure Recover to avoid loss of data.
2. HP Manageability Integration Kit can be downloaded from <http://www.hp.com/go/clientmanagement>.

