



# Custom System Settings Services

## HP Configuration Services

### Custom System Settings Services include:

- HP BIOS Settings Service
- Intel® vPro® Setup and Configuration Service
- HP BIOS Revision Control Service
- HP Customer Logo Setting Service

## Standardize your global PC settings

### Services overview

With Custom System Settings part of HP Configuration Services you can custom configure device BIOS and settings that are different from the factory default values so that they can meet your organization's IT and security requirements. You can select multiple settings to customize, and HP will apply those settings at the factory during the device build process. These services are available globally on most HP commercial Notebooks, Workstations, Thin Clients with an operating system, Desktops, and Retail Point-of-Sale (RPOS) Solutions.

### Specifications

#### BIOS Settings Service

As part of HP's factory-build process, this service enables the Customer to modify the factory default BIOS settings to parameter settings they specify. The Customer works with their HP team to finalize the configuration and setting requirements before new device orders are sent to the factory. HP will apply those configurations and settings during the manufacturing process. Configuring device BIOS settings at the factory will save the Customer time and resources.

This service:

- Allows configurable parameters to be set for a specified platform
- Requires settings to be validated via the target platform before submission to HP
- May require dependent settings to be established (i.e. with remote management options, ME has to be enabled first)
- May have a limited number of settings selectable on BIOS not developed by HP

#### Intel® vPro® Setup and Configuration Service

With the Intel® vPro® Setup and Configuration Service, HP will configure the Customer's Advanced Management Technology (AMT)-capable device according to Intel® vPro® parameters and supported features. HP's global technical expertise and factory capability enable the highly complex vPro® environment to be customized in the factory so that customers can save time and resources.

This service:

- Applies to vPro®-enabled systems (e.g. HP EliteBook, HP ZBook, HP EliteDesk)
- Includes setting the Public Key Infrastructure (PKI) and management engine (ME) administrator passwords
- Requires that the Customer provide one ME password per order

#### BIOS Revision Control Service

With this service, HP will configure BIOS settings to the Customer's specifications for compatible HP devices, allowing older BIOS versions to be installed on newer devices. BIOS Revision Control Service provides BIOS consistency by allowing customer-selected BIOS revisions to be applied to newer devices, thus helping to ensure the stability of their business applications. The revision of the BIOS may change under certain circumstances. Examples may include hardware, security, safety, or regulatory changes. A given BIOS revision supports a given level of hardware. The introduction of new components, production roll, and so on, may require a new BIOS revision, including new processor or new processor stepping, and a new motherboard revision (chipset roll).

Identified security, safety, or regulatory vulnerability in a given BIOS requires a new BIOS. This type of roll cannot be planned and requires that the BIOS be updated in a very short timeframe (generally within a couple of weeks).

This service:

- Provides the Customer with a BIOS revision they have specified
- Provides BIOS settings to a particular revision for the defined platform configuration
- Will review exceptions for commercial hardware that does not have an HP-developed BIOS

### HP Customer Logo Setting Service

As part of HP’s factory-build process, HP can modify the device BIOS or firmware to include the Customer’s logo for visibility during the boot process. The Customer must provide the logo to HP, and HP will ensure that the logo is configured and visible during the boot process.

This service:

- Will review exceptions for commercial hardware that does not have an HP-developed BIOS
- Enables the PC system BIOS to boot up with the Customer’s logo
- Requires that the Customer provide a logo in format and size specifications appropriate for each platform type as identified by HP

## Roles and responsibilities

Table 1 provides a brief overview of the roles and responsibilities that will help ensure a successful Custom System Settings Service.

**Table 1.** HP and Customer roles and responsibilities

Activity	HP	Customer
Provide a process for collecting the Customer’s requirements	•	
Define and submit requirements and specifications		•
Validate the capabilities and functionality of settings	•	
Complete testing and obtain the Customer’s acceptance	•	
Provide final acceptance of and approval for implementation prior to deployment		•

## Setup timeframe

**Table 2.** Setup lead time for HP Custom System Settings Services

Service	Business days
BIOS Settings Service	7
Intel® vPro® Setup and Configuration Service	6
BIOS Revision Control Service	7
Customer Logo Setting Service	6

Note: Setup lead time measures from the time requirements are submitted until an order can be placed. They exclude service requirements gathering and catalog activation times which varies by project.

## General responsibilities

### Order cancellation

Customer may cancel orders for this service prior to appointment booking delivery at no charge.

### Service delivery

Services must be received/executed in the country of ordering.

### Confidentiality

Customer is responsible for the security of its proprietary and confidential information. Information exchanged under this Agreement will be treated as confidential if identified as such at disclosure or if the circumstances of disclosure would reasonably indicate such treatment. Confidential information may only be used for the purpose of fulfilling obligations or exercising rights under this Agreement, and shared with employees, agents or contractors with a need to know such information to support that purpose. Confidential information will be protected using a reasonable degree of care to prevent unauthorized use or disclosure for 3 years from the date of receipt or (if longer) for such period as the information remains confidential. These obligations do not cover information that: i) was known or becomes known to the receiving party without obligation of confidentiality; ii) is independently developed by the receiving party; or iii) where disclosure is required by law or a governmental agency.

### Personal Information

Each party shall comply with their respective obligations under applicable data protection legislation. HP does not intend to have access to personally identifiable information ("PII") of Customer in providing services. To the extent HP has access to Customer PII stored on a system or device of Customer, such access will likely be incidental and Customer will remain the data controller of Customer PII at all times. HP will use any PII to which it has access strictly for purposes of delivering the services ordered. Customer is responsible for the security of its proprietary and confidential information, including PII.

## Ordering information

All Custom System Settings Services must be ordered with HP hardware. To ensure that all settings are validated, communicated to the factory, and ready for implementation on devices during the manufacturing process, customers must provide HP with complete requirements using the process provided by HP and allow for appropriate setup time before orders can ship with the custom settings applied.

These services can be ordered using the following part numbers:

- AY103AV for PC BIOS Settings Service
- AY106AV for Intel® vPro® Setup and Configuration Service
- AY108AV for PC BIOS Revision Control Service
- AY122AV for Customer Logo Setting Service

## For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our website: [hp.com/go/configuration](https://hp.com/go/configuration)

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