



HP Wolf Protect and Trace



Service benefits

- **“Find”** command helps to locate missing or stolen PCs from your TechPulse dashboard²
- **“Lock”** command ensures that PCs are no longer accessible to unauthorised users
- **“Erase”** command removes data on unrecoverable PCs

Service highlights

- Powered by TechPulse² technology
- Service enabled in the TechPulse dashboard²
- Threshold cryptography prevents malicious use, if ITDM PC is compromised
- Available via Care Pack and Electronic Software Delivery (eSD) SKUs
- Access to HP Service Experts
- Remote problem diagnosis and support through HP Customer Support.

Service overview

Reliably protect data, track your fleet of high-end HP devices and keep unauthorised users from accessing your files and documents on your network with HP Wolf Protect and Trace.¹ Powered by HP TechPulse², HP Wolf Protect and Trace provides a complete hardware-enforced³ find, lock and erase service.⁴

Utilise our most secure service with threshold cryptography to find, lock and erase data from all of your premium HP devices, helping ensure that your sensitive information is protected.^{1,2,4}

Through the HP TechPulse² simplified user dashboard, ITDMs can respond to reported lost or stolen devices faster, monitoring through HP Wolf Protect and Trace along with the health and protection status of all devices on one user-friendly platform.

Losing an important PC can cost much more than money. Help mitigate risk and reduce the costs associated with losing a PC with HP Wolf Protect and Trace.¹ Now you have a comprehensive way to locate a missing or stolen PC and easily lock or erase files and data if necessary.

Features and specs

Find command: This command on your device allows ITDMs to quickly locate a missing device. Once the device appears on a map, you can decide to lock the device or wipe it, protecting the data on the device from unauthorised access.

Lock command: Use HP's most secure service solution with threshold cryptography to find, lock and erase data from all of your premium HP devices, ensuring that your sensitive information is protected. Additionally, by remote locking your PC, unauthorised users can no longer access your PC and files.^{1,2,4}

Erase command: Reliably protect data, manage your fleet of high-end HP devices and keep unauthorised users from accessing your files and documents on your network with HP Wolf Protect and Trace.¹ Powered by HP TechPulse, HP Wolf Protect and Trace provides a complete hardware-enforced find, lock and erase service. When a PC is deemed unrecoverable by the ITDM, you can now erase the data and files to ensure data is destroyed and not accessed.

Persistence: HP Wolf Protect and Trace¹ uses hardware-enforced³ persistence via HP Sure Run Gen4. If TechPulse is removed without authorisation, HP Sure Run reinstalls the software automatically.

Threshold cryptography: This allows ITDMs to assign multiple ITDM approvers holding partial keys to lock and erase a lost or stolen PC.

Delivery specs

Coverage window

The coverage window specifies the time during which the described services are delivered remotely as indicated in the table below. Requests received outside the coverage window will be logged at the time of the call and will be acknowledged on the next coverage day.

All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.

Table 1: Coverage window per region

	Latin America	North America	EMEA	APJ
Coverage (hours/days per week, excluding holidays)	11 hours/day 5 days/week	12 hours/day 5 days/week		
Operating hours	07:00–18:00 CST	06:00–18:00 MST	06:00–18:00 CET	06:00–18:00 IST
	Mon/Fri			
Support routes	FAQ, ChatBot, Knowledge Base, HP Search Tools, HP Service Expert			

Escalation management

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

Electronic remote support solution

For eligible products¹, the electronic remote support solution provides robust troubleshooting via remote system access software, enabling HP support specialists to provide more efficient troubleshooting and faster problem resolution. HP support specialists will only use remote system access with the customer's authorisation.

Remote support

As part of this service, HP provides access to certain commercially available electronic and web-based tools. Tools are both self-help and agent-based and are described below:

- **ChatBot:** The ChatBot can be found within the HP TechPulse Portal² and within the HP Search Tools and Knowledge Library. The ChatBot's primary purpose is to direct customers to other help resources based on their needs and, as such, it is your key starting point for any issue you encounter while using HP Wolf Protect and Trace.¹
- **FAQ:** For issues where the customer feels self-help is appropriate, the ChatBot will lead them to the FAQ for HP Wolf Protect and Trace. The FAQ is designed to quickly and simply answer the most common questions that users have when using the Service.
- **HP Service Experts via remote system access software:** For issues where self-help is not applicable, HP offers the customer support through direct interaction with HP Service Experts through remote system access software. The software allows HP Service Experts to take control of the customer's screen and walk the customer through using the TechPulse Portal² to execute the requested HP Wolf Protect and Trace¹ actions. Customers can be directed to these HP Service Experts through the same ChatBot detailed above. Upon being directed, an HP Service Expert will conduct an email exchange to schedule the remote appointment.

HP Service Experts are located in facilities worldwide. The coverage, operating hours and time zones are detailed above in Table 1: Coverage window per region.

Devices managed by HP will have a software client installed to collect information related to the device. For retail systems, additional device software will be installed to collect information related to the retail peripherals. User-sensitive data, including credentials, files, content and personal data, will not be captured. Collected data will be stored in a secure cloud repository.⁵

If specified responsibilities are not met, HP will (a) not be obligated to deliver the services as described, or (b) perform such services at your expense at the prevailing time and material rates.

If required by HP, you or an HP authorised representative must activate the hardware product to be supported within 10 days of purchasing this service, using the registration instructions within the HP Care Pack or the email document provided by HP, or as otherwise directed by HP. If a covered product changes location, activation and registration (or a proper adjustment to existing HP registration) must occur within 10 days of the change.

Upon request, the customer must support HP remote problem resolution efforts with the following actions:

- Provide all information necessary for HP to deliver timely and professional remote support, and for HP to determine the level of support eligibility.
- Start self-tests and install and run other diagnostic tools and programs.
- Install customer-installable firmware updates and patches.
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP.

You are responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as Customer Self Repair (CSR) parts and replacement products delivered to you. You agree to pay additional charges if you request that HP install customer-installable firmware updates or patches. Any additional charges to you will be on a time-and-materials basis unless otherwise previously agreed in writing.

In cases where CSR parts or replacement products are shipped to resolve a problem, you are responsible for returning the defective part or product within a time period designated by HP. If HP does not receive the defective part or product within the designated time period, or if the part or product is degaussed or otherwise physically damaged upon receipt, you will be required to pay the HP list price for the defective part or product, as determined by HP.

You are responsible for the security of your own proprietary and confidential information, and for properly sanitising or removing data from products that may be replaced and returned to HP as part of the repair process. For more information on these responsibilities, including those outlined in the HP Media Sanitization Policy and Media Handling Policy for Healthcare Customers, see hp.com/go/mediahandling.

TechPulse Portal

HP Wolf Protect and Trace is powered by HP TechPulse, a fleet management software platform that allows the customer to view its fleet of HP Wolf Protect and Trace-enabled devices and execute the Find, Lock and Erase commands. Customers must have appropriate licences for any underlying firmware that will be covered under these services.

For instructions on how to use and set up the TechPulse Portal, please refer to the detailed [Knowledge Articles online](#).

TechPulse software can be downloaded at hpdaas.com/software.

Hardware components and BIOS

Persistence or self-healing describes the process by which software is monitored to ensure it is running properly and is reinstalled if required. For HP Wolf Protect and Trace, there is a multi-stage persistence starting in the OS and terminating in a combination of the hardware components and the BIOS of your device. When TechPulse is first installed, HP Wolf Protect and Trace is configured for capable devices, and the persistence capabilities are engaged for the HP TechPulse software.

Rules and responsibilities

Customer responsibilities

TechPulse Portal access and onboarding requirements are as follows:

- Accept terms and conditions to have software client on your devices.
- Automatically or manually enrol devices using the instructions provided by HP.
- Ensure compliance with software application licensing requirements.
- Troubleshoot common end-user support issues before escalating to HP Support.
- Roll back OS updates in case of failure.
- Authorise partners to access or manage the account, if applicable.

Service limitations

Platform requirements

HP Wolf Protect and Trace is only usable on high-end new (2021 or later) HP devices. The full list can be found below.

Year	Platform type	Series	Device name
2021	DT	800	HP EliteDesk 880 G8 Tower PC
			HP EliteDesk 800 G8 Tower PC
			HP Z1 G8 Tower Desktop PC
			HP EliteDesk 800 G8 Small Form Factor PC
			HP Elite Desk 805 G8 Small Form Factor PC
			HP EliteDesk 800 G8 Desktop Mini PC
			HP EliteDesk 805 G8 Desktop Mini PC
	NB	mWS	HP ZBook Fury 17.3-inch G8 Mobile Workstation PC
			HP ZBook Fury 15.6-inch G8 Mobile Workstation PC
			HP ZBook Studio 15.6-inch G8 Mobile Workstation PC
			HP ZBook Create 15.6-inch G8 Notebook PC
		1000	HP Elite Dragonfly G2 Notebook PC
			HP Elite Dragonfly Max Notebook PC
			HP EliteBook x360 1040 G8 Notebook PC
			HP EliteBook x360 1030 G8 Notebook PC
			HP Elite x2 G8 Tablet
		800	HP ZBook Firefly 15.6-inch G8 Mobile Workstation PC
			HP ZBook Firefly 14-inch G8 Mobile Workstation PC
			HP EliteBook 850 G8 Notebook PC
			HP EliteBook 840 G8 Notebook PC
			HP EliteBook 840 Aero G8 Notebook PC
			HP EliteBook 830 G8 Notebook PC
			HP EliteBook x360 830 G8 Notebook PC
			HP EliteBook 855 G8 Notebook PC
			HP EliteBook 845 G8 Notebook PC
			HP EliteBook 835 G8 Notebook PC
		600	HP ProBook 635 Aero G8 Notebook PC
			HP ProBook 630 G8 Notebook PC
			HP ProBook 640 G8 Notebook PC
			HP ProBook 650 G8 Notebook PC
			HP ProBook 630 G8 Notebook PC
			HP ProBook 640 G8 Notebook PC
			HP ProBook 650 G8 Notebook PC

Device Lock

The ITDM can “Lock” a PC from the TechPulse dashboard by performing the next steps:

1. The ITDM can open the TechPulse dashboard, find the PC intended to be locked in the dashboard and select the PC.
2. The ITDM will then be able to see the “Lock” command and select it.
3. This will issue a lock request to the approvers.
4. Once the required number of approvers have approved the request, the “Lock” command will be ready to execute. If the PC is powered on and is connected to the Internet, it should execute the lock command shortly after. If the PC is powered off or is disconnected from the Internet, it will be locked the next time it is powered on and connected to the Internet.

Device Erase

The ITDM can “Erase” a PC from the TechPulse dashboard by performing the next steps:

5. The ITDM can open the TechPulse dashboard, find the PC intended to be erased in the dashboard and select the PC.
6. The ITDM will then be able to see the “Erase” command and select it. This will issue an erase request to the approvers.
7. Once the required number of approvers have approved the request, the “Erase” command will be ready to execute. If the PC is powered on and is connected to the Internet, it should execute the erased command shortly after. If the PC is powered off or is disconnected from the Internet, it will be erased the next time it is powered on and connected to the Internet.

Device location accuracy

The accuracy of the device location depends on its source. The latitude and longitude may vary according to the following ranges:

- GPS: within approximately 10 metres
- Wi-Fi: between approximately 30 metres and 500 metres
- Cell towers: between approximately 300 metres and 3,000 metres
- IP address: between approximately 1,000 metres and 5,000 metres

System requirements

See HP TechPulse [system requirements](#).

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 unauthorised attempts to install, repair, maintain or modify hardware, firmware or software.

Data privacy

HP Wolf Protect and Trace collects the following customer data to execute the service.⁵

Data section	Component/name	Table spec (fields)
Health, Inventory	Battery	https://rndwiki.inc.hpincorp.net/confluence/pages/viewpage.action?spaceKey=PPSDataDictionary&title=%5BBronze%5D+Battery
Health, Inventory	BatteryMonitor	https://rndwiki.inc.hpincorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+Battery+Monitor
BIOS	BIOS	https://rndwiki.inc.hpincorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+BIOS
Health	DiskPhysical	https://rndwiki.inc.hpincorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+Disk+Physical
Health	DriverCrash	https://rndwiki.inc.hpincorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+Driver+Crash
Health	Graphics	https://rndwiki.inc.hpincorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+Graphics
Bios	HP BIOS	https://rndwiki.inc.hpincorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+HP+BIOS
Inventory	Win Install Updates	https://rndwiki.inc.hpincorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+Installed+Win-dows+Updates
Inventory	Memory	https://rndwiki.inc.hpincorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+Memory+Physical
Inventory	NV Memory	https://rndwiki.inc.hpincorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+NVME+Drive
Inventory	OS	https://rndwiki.inc.hpincorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+Operating+System
Driver	PnP	https://rndwiki.inc.hpincorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+PnP+Driver
Inventory	Processor	https://rndwiki.inc.hpincorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+Processor
Inventory	SmartDrive	https://rndwiki.inc.hpincorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+Smart+Drive
Inventory	System	https://rndwiki.inc.hpincorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+System
System Util	System Monitor	https://rndwiki.inc.hpincorp.net/confluence/pages/viewpage.action?pagelId=1081885921
System Util	System State Monitor	https://rndwiki.inc.hpincorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+System+State+-+Monitor
Health	Thermal	https://rndwiki.inc.hpincorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+Thermal
Inventory	Unit	https://rndwiki.inc.hpincorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+Unit
Health	Windows Events	https://rndwiki.inc.hpincorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+Windows+Events
Health	ah_windowsprocess-monitor	https://rndwiki.inc.hpincorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+Win-dows+Process+Monitor
Health	Windows Performance	https://rndwiki.inc.hpincorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+Windows+Per-formance
Health	Windows Runtime Monitor	https://rndwiki.inc.hpincorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+Win-dows+Run-Time+Monitor
Software Updates	Windows Updates	https://rndwiki.inc.hpincorp.net/confluence/display/PPSDataDictionary/%5BBronze%5D+Windows+Updates
Device Info	Device	https://rndwiki.inc.hpincorp.net/confluence/display/Hptm01/tm_device
Software Inventory	Device App	https://rndwiki.inc.hpincorp.net/confluence/display/Hptm01/tm_deviceapp
Device Info	Device Enrol	https://rndwiki.inc.hpincorp.net/confluence/display/Hptm01/tm_deviceenroll
Geo Location	Device Location	https://rndwiki.inc.hpincorp.net/confluence/display/Hptm01/tm_devicelocation
Device Info	Device State	https://rndwiki.inc.hpincorp.net/confluence/display/Hptm01/tm_devicestate
Health	Device Storage	https://rndwiki.inc.hpincorp.net/confluence/display/Hptm01/tm_devicestorage
BIOS Updates	Standard	https://rndwiki.inc.hpincorp.net/confluence/display/Hptm01/z_standard

Data is kept by HP for the duration of the service term. If the customer terminates the service, HP TechPulse will retain customer data for 30 days before deleting.

Purchasing the HP Wolf Protect and Trace Service and installing HP TechPulse onto customer devices assumes consent to data collection policies outlined above.

Full data collection policies can be found [online](#).

Ordering information

All units and options with individually sold HP Care Pack offerings must be ordered with the same service level as the product they are contained in for that service level to be available for those units and options. Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. Contact your local HP sales representative or channel partner to order the HP Hardware Support Onsite Service or to request additional details.

HP Wolf Protect and Trace may also be ordered via Electronic Software Delivery (eSD) SKUs, which simplifies the registration and onboarding process. The ordering process for these eSD SKUs is the same as for other HP Care Pack SKUs, except that the customer's email address is required at the time of ordering. Customers purchase HP Wolf Protect and Trace from HP partners, who then place the orders through HP distributors. Once the order is accepted, the system automatically sends a delivery confirmation email to the customer with a licence key and hyperlink to an online registration form. By completing the registration form, the customer confirms that the HP partner is authorised to access the customer's analytics and reports. Once the customer completes the online form, the HP support team begins the onboarding process.

Terms and conditions

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

HP TechPulse terms and conditions

See complete HP TechPulse [terms and conditions](#).

HP Wolf Protect and Trace cannot be resold or transferred to another company.

For more information on HP Wolf Protect and Trace, please visit the HP Wolf Security Services page at <https://www.hp.com/us-en/services/security.html>.

For more information

Contact your local HP sales representative or channel partner for details, or visit hp.com/go/pcandprintservices.

Sign up for updates
hp.com/go/getupdated

¹ HP Wolf Protect and Trace is available on select HP 600, 800, 1000 and Windows-based Elite Dragonfly laptops, select 800 desktops and Z1 G8 workstations, and it will function when the device is powered on and connected to the Internet.

² HP TechPulse is a telemetry and analytics platform that provides critical data around devices and applications and is not sold as a standalone service. HP TechPulse observes stringent GDPR privacy regulations and is ISO 27001, ISO 27701, ISO 27017 and SOC 2 Type II certified for information security. Internet access with connection to the TechPulse portal is required. For full system requirements, please visit <http://www.hpdaas>.

³ Hardware-enforced refers to HP Sure Run Gen4 and higher, which is available on compatible HP PCs with this service and requires Windows 10 or higher.

⁴ 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 the Customer at the time of purchase. Customers 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 Data is protected using SSL during data transfer from the device client to the web server. The data can only be accessed through the HP Web server.

