Computrace BIOS enabled machines:

- nc4220
- nc6110
- nc6120
- nc6220
- nc6230
- nc8230
- nx6110
- nx6120
- nx6310
- nx6320
- nx8220
- nx9420
- nw8240
- tc4200 Tablet

HP and Absolute have partnered together to add an extra level of security to all HP computers.

Absolute Software's Computrace provides both Computer Theft Recovery, Secure Asset Tracking™ and Data Delete solutions. The product is centrally managed by IT, and meant for organizations with large populations of remote and mobile users. In the area of computer theft, the product deters theft, minimizes computer drift, and recovers stolen computers. For IT asset management, Computrace gives IT staff visibility to up to 100% of their connected computer assets.

The Computrace BIOS-based agent which is now pre-loaded in the BIOS, has the ability to survive operating re-installations, hard-drive reformats, hard drive replacements and hard drive re-imaging. This persistence is critical in order to survive unauthorized removal attempts in case of theft. The extra level of persistence provided by the Computrace BIOS agent enables the Absolute Recovery Team to track and recover computers that have been stolen even if the hard drive has been replaced or tampered with. This new offering will now provide HP customers with the highest level of theft protection.

⋰ How is Computrace preloaded on laptops?

The self-healing, persistence module of the Computrace agent is built-in, but disabled. The customer must activate Computrace in order for the persistence module to be enabled in the BIOS. To activate Computrace, the customer first purchases the service, (preferably at the same time as purchase) and installs the Computrace software. The first call to the monitoring server will detect and enable the persistence module. Once enabled, the BIOS module's self-healing feature will repair a Computrace agent installation even if the hard drive is completely replaced. The IT Department may also install the Computrace software through the factory imaging process, through their own imaging process or through a network installation process. Absolute routinely provides tools, assistance, and scripts in support of most mass-deployment technologies in use today.

⋰ How does having Computrace in the BIOS improve theft recovery?

The Computrace BIOS self-healing persistence module is the most persistent solution. It will survive unauthorized attempts to delete it as well as accidental removal during IMAC procedures. With the Computrace BIOS agent the IT Department has the very best chance of recovering their stolen or lost computer.

⋰ I understand the agent is more persistent, but in the real world, what added functionality does this provide?

BIOS-based persistence makes the Computrace agent more secure, reliable, and easier to track and recover if stolen. Additionally, IT staffs do not have to alter any of their IMAC procedures to accommodate the addition of Computrace.

⋰ How is the Computrace BIOS agent enabled/disabled on HP computers?

The self-healing persistence module of Computrace is shipped disabled on the computer and must be at the time of computer purchase. The Computrace persistence module is enabled by installing the Computrace software provided by Absolute Software, or by being included in an image deployment.

Absolute Software

Keep IT Simple.

EXTEND YOUR REACH BEYOND THE NETWORK.
Absolute Software gives you visibility into all of your computers, including your remote and mobile users. The patented technology automatically gathers data and alerts you via email when you need to be concerned. If you already have an asset management system in place, Absolute Software can extend your reach to all of your machines.

Absolute Software keeps IT simple.

Keep IT Safe.

KNOW WHERE YOUR COMPUTERS ARE, WHAT IS ON THEM AND WHO IS USING THEM.
As long as your machine touches the Internet or a phone line, you will know its status. Stolen? We will locate it and return it safely to you. We are so confident of our computer recovery service that if we can't find it in 60 days, we will pay you up to $1000. Absolute Software keeps IT safe.

Absolute Software

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What happens if the IT Department flashes the BIOS? Will they need to reinstall Computrace?

No. If the persistence module in the BIOS has been enabled, Computrace's self-healing feature will repair the agent software and the computer will still be protected. The enable/disable state of the persistence module is not stored in a part of the BIOS that can be flashed to remove it.

Will Computrace still work if the computer undergoes an IMAC process such as replacing the hard drive?

Yes. The BIOS-resident self-healing feature of Computrace will survive IMAC procedures such as imaging, hard drive replacement, or operating system changes and will continue to protect the computer.

What information is the Computrace agent reporting?

The make, model, hardware serial numbers and IP address of the computer.

Is the Computrace agent monitoring activities on the computer?

No. The agent is inactive until its next scheduled call. Only if the computer is reported stolen by the customer is any further action taken.

How does the IT Department remove the product if they no longer want it on their computer?

The product can be disabled through account management in Absolute's Customer Center. The server will deactivate the agent and BIOS module during the next call if a properly authenticated request is posted to the account for that specific platform. Also, after a grace period, the agent and BIOS modules are automatically disabled at the end-of-contract.

Does the BIOS-enabled Computrace agent support all of Absolute's products, or just some?

All Absolute products can take advantage of Computrace in the BIOS.

Is the computer automatically protected from theft by having the Computrace agent in the BIOS?

No. The IT Department must purchase and activate the Computrace theft recovery service in order to leverage the BIOS-based self-healing and persistence feature of our product.

Is there a special version of Computrace that the IT Department needs to buy to take advantage of the BIOS-based agent on laptops?

No. All current versions of Computrace will support the BIOS based agent.

Which laptops come with Computrace pre-loaded?

To date, the following HP machine models have support for Computrace in the BIOS:

- nc4220
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- nc8230
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