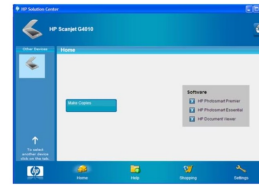


hp Services Scan Software



hp Services Scan Software User Guide

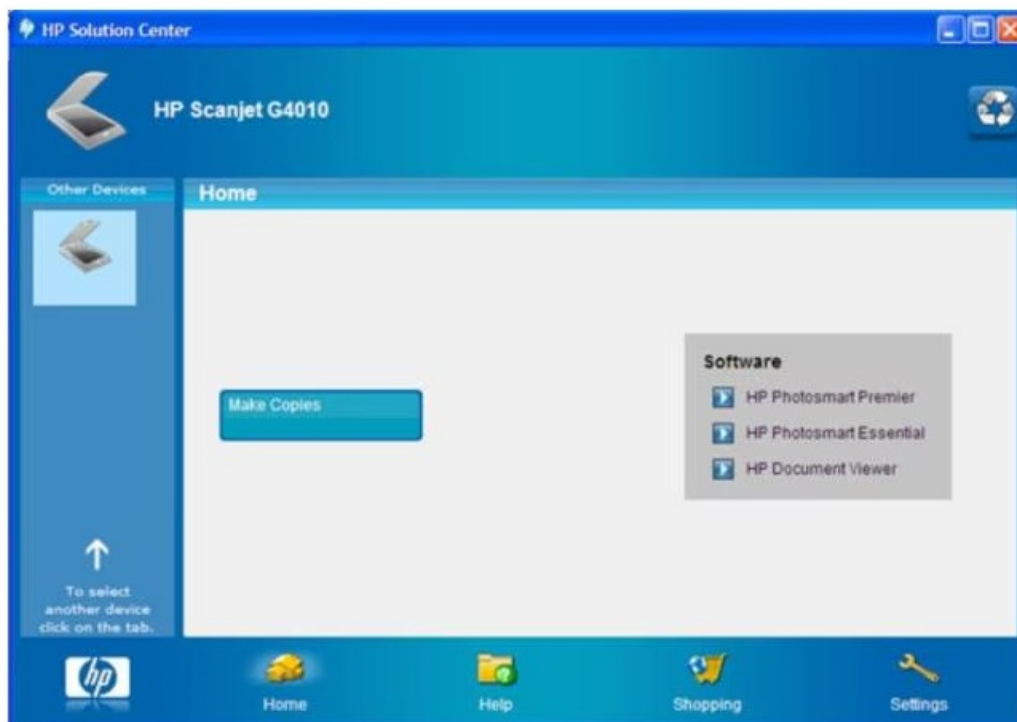
[Home](#) » [HP](#) » hp Services Scan Software User Guide 

Contents

- 1 [hp Services Scan Software](#)
- 2 [Product Information](#)
- 3 [Product Usage Instructions](#)
- 4 [Introduction](#)
- 5 [Background](#)
- 6 [Supported HP Platforms](#)
- 7 [Supported Operating Systems](#)
- 8 [Installing HP Services Scan](#)
- 9 [HP Services Scan Architecture](#)
- 10 [BIOS Location for HP Services Scan](#)
- 11 [Operating System Locations for HP Services Scan](#)
- 12 [Legal Disclaimer](#)
- 13 [Documents / Resources](#)
 - 13.1 [References](#)



hp Services Scan Software



Product Information

HP Services Scan (HPSS) is a lightweight support application that facilitates seamless, zero-touch installations of HP software. It checks for service entitlements on a PC to determine if any HP services are available for that device. If a service entitlement is found, HPSS will automatically download applicable software to enable the HP service.

Specifications:

- **Product:** HP Services Scan
- **Type:** Support application for HP Commercial PCs
- **Release Date:** April 2024
- **Supported Platforms:** All Commercial Notebooks, Desktops, Chromebooks, and Retail Point-of-Sale (RPOS) devices released in 2021 and later

Supported Services:

- Service 1
- Service 2
- Service 3

Product Usage Instructions

• Installing HP Services Scan:

There are several ways HP Services Scan can be installed on a device:

• HP Services Scan Architecture:

The architecture for HP Services Scan consists of components that check for service entitlements, download corresponding software, and install the software related to the entitlements (or monitor the software if already installed).

- **BIOS Location for HP Services Scan:**

HP Services Scan is directly associated with the HP Application Driver. To disable HP Services Scan in the BIOS:

1. Enter the device's BIOS utility.
2. Navigate to the Advanced tab and select System Options.
3. Locate the HP Application Driver setting at the bottom of the list and deselect it to disable both HP Application Driver and HP Services Scan.
4. Return to the Main tab save changes and exit.

Frequently Asked Questions (FAQ):

Q: Can I disable HP Services Scan in the BIOS?

A: Yes, you can disable HP Services Scan in the BIOS by navigating to the Advanced tab, selecting System Options, locating the HP Application Driver setting, and deselecting it to disable both HP Application Driver and HP Services Scan.

This document provides detailed information about features related to HP Services Scan, a support application for HP Commercial PCs

© 2024 HP Development Company, L.P. HP shall not be liable for technical or editorial errors or omissions contained herein. The information contained herein is subject to change without notice. This is an uncontrolled copy when in printed form.

Introduction

HP Services Scan (HPSS) is a lightweight support application (in the form of a virtual driver) that facilitates seamless, zero-touch installations of HP software. HPSS checks for service entitlements on a PC to determine if any HP services are available for that device. If a service entitlement is found, HPSS will automatically download applicable software to enable the HP service.

As of the publication of this whitepaper, HP Services Scan supports the following services:

- HP Premium+ Support (formerly HP Active Care)
- HP Smart Support

Background

- Beginning in April 2019, the HP Application Driver setting (also known as HP Hardware ID) was enabled by default within the BIOS on all HP Commercial Desktop and Notebook platforms. This setting allows Microsoft to follow its standard process of pulling down OEM-specific HP drivers onto the device through Windows Update (WU) service.
- With HP Application Driver enabled, HP Services Scan will automatically download to applicable HP platforms through the Windows Update service. (See Supported HP Platforms below) Additionally, starting with 2024 HP PCs, HP Services Scan will be preinstalled in the standard HP image that ships from the factory.

Supported HP Platforms

All Commercial Notebooks, Desktops, Chromebooks and Retail Point-of-Sale (RPOS) devices released in 2021 and later support HP Services Scan.

Supported Operating Systems

HP Services Scan is supported in the following Windows editions:

- Windows 10 All Editions (Supported from version 1709 forward)
- Windows 10 IoT Enterprise (Supported from version 1607 forward)
- Windows 11 All Editions

Installing HP Services Scan

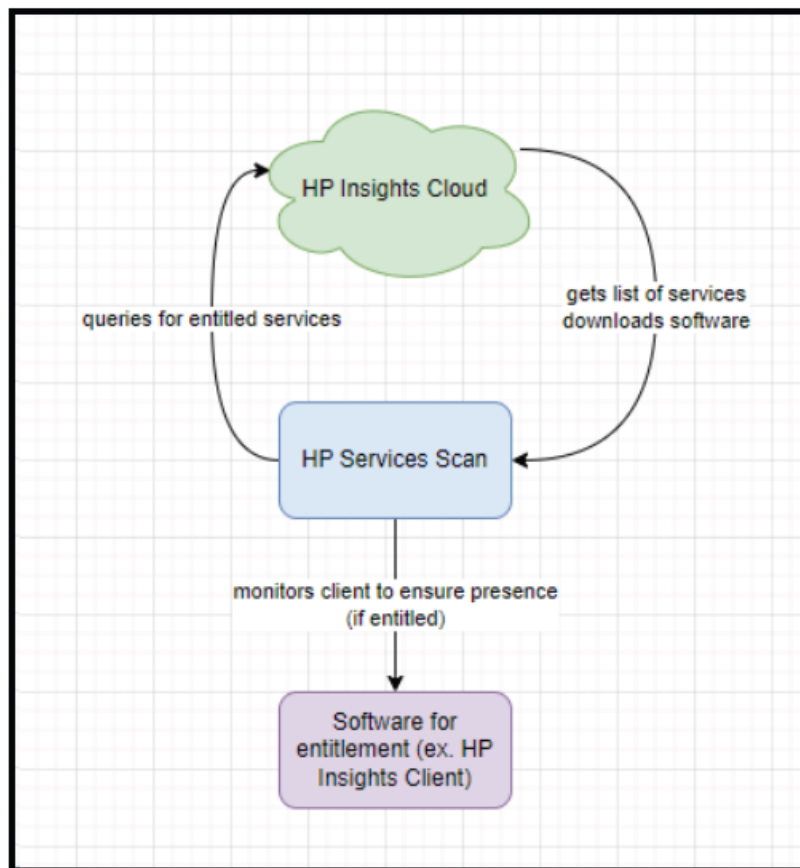
There are several ways HP Services Scan can be installed on a device:

- **Preinstalled from the Factory** – Beginning in April 2024, HP Services Scan will be preinstalled in the standard HP image on supported HP platforms. (See supported products below)
- **Installed Via Windows Update** – Users can connect to Microsoft's Windows Update service on their device, which will allow the driver to be installed automatically.
- **Installed Manually** – Users can visit the HP Software & Drivers page of their device model to locate the latest version of HP Services Scan for their system. Once downloaded, this SoftPaq will install the driver software needed to run the HPSS service.

HP Services Scan Architecture

The architecture for HP Services Scan consists of the following components:

- **Config file** – Defines entitlements and corresponding file download locations.
- **Discovery Service** – Cloud endpoint that takes a given device ID (Serial/System SKU/BIOS UUID hashed) and returns a list of entitlement(s)
- **Software Install** – Takes the entitlement list from discovery, looks up the entitlement and corresponding software, and installs the software related to the entitlements (or monitors the software if already installed).

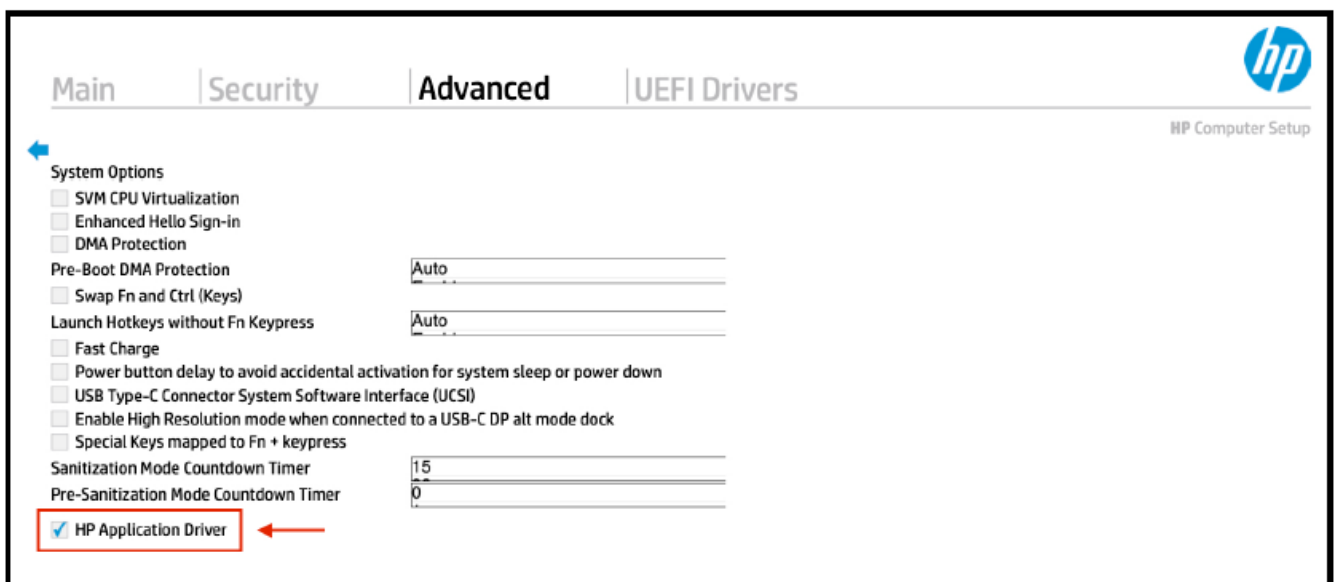


BIOS Location for HP Services Scan

HP Services Scan is directly associated with the HP Application Driver. While there is currently no specified setting for HP Services Scan in the BIOS, there is a setting for HP Application Driver.

To locate this setting:

1. Enter the device's BIOS utility. (For help with this step, consult your product's user guide for specific instructions on entering and using the BIOS.)
2. Navigate to the Advanced tab and select System Options.
3. The HP Application Driver setting is located at the bottom of this list.



Disabling HP Services Scan in the BIOS

As HP Services Scan is directly associated with the HP Application Driver, disabling the HP Application Driver setting will also disable HP Services Scan.

Important Note:

Disabling HP Services Scan will prevent your device from receiving important services designed to support and protect HP Commercial products. HP does not recommend disabling this tool.

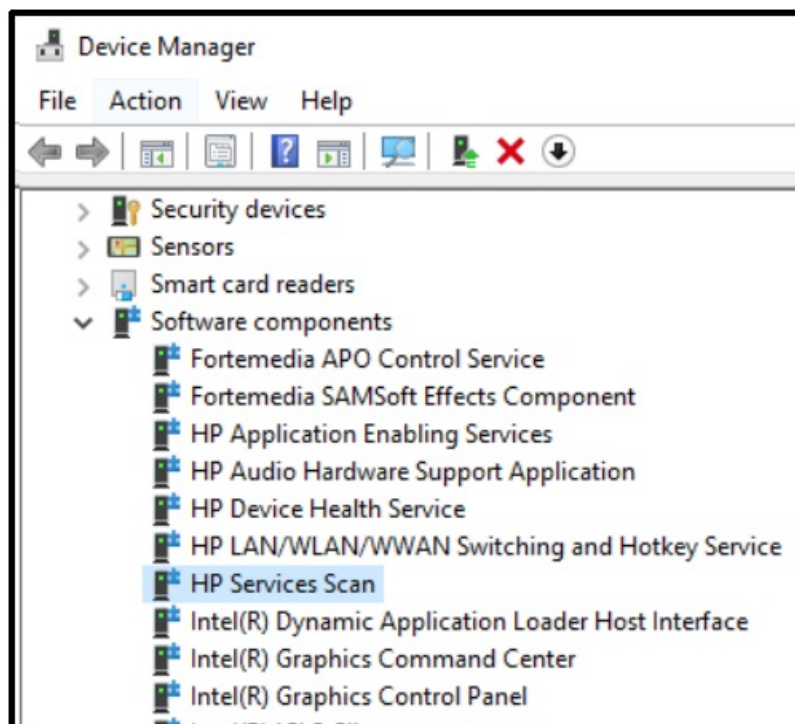
To locate and disable this setting:

1. Enter the device's BIOS utility. (For help with this step, consult your product's user guide for specific instructions on entering and using the BIOS.)
2. Navigate to the Advanced tab and select System Options.
3. Locate the HP Application Driver setting at the bottom of this list and select the box to remove the checkmark.
This will deactivate HP Application Driver as well as HP Services Scan.
4. Return to the Main tab and select Save Changes and Exit.

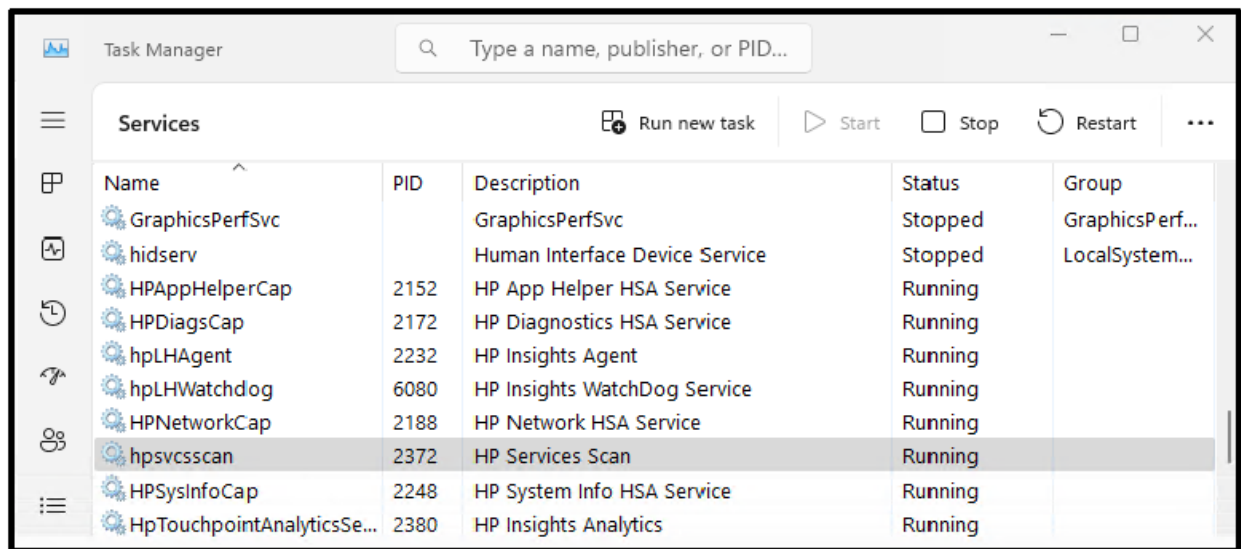
Operating System Locations for HP Services Scan

There are two locations in the operating system in which HP Services Scan will be displayed.

1. The first location is within Device Manager, under the Software Components section:



2. The second location is within Task Manager, under the name hpsvcscan:



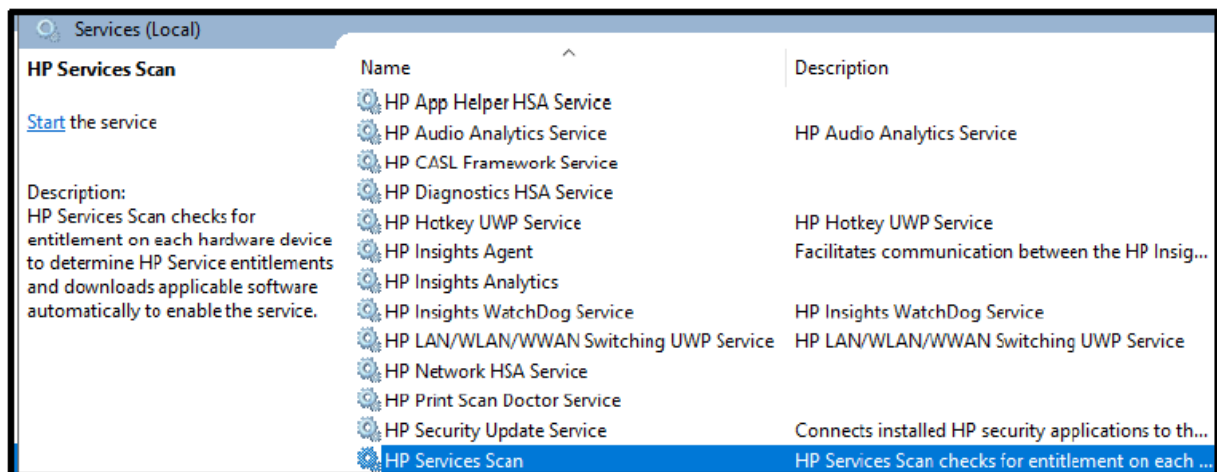
Disabling HP Services Scan in the Operating System

Important Note:

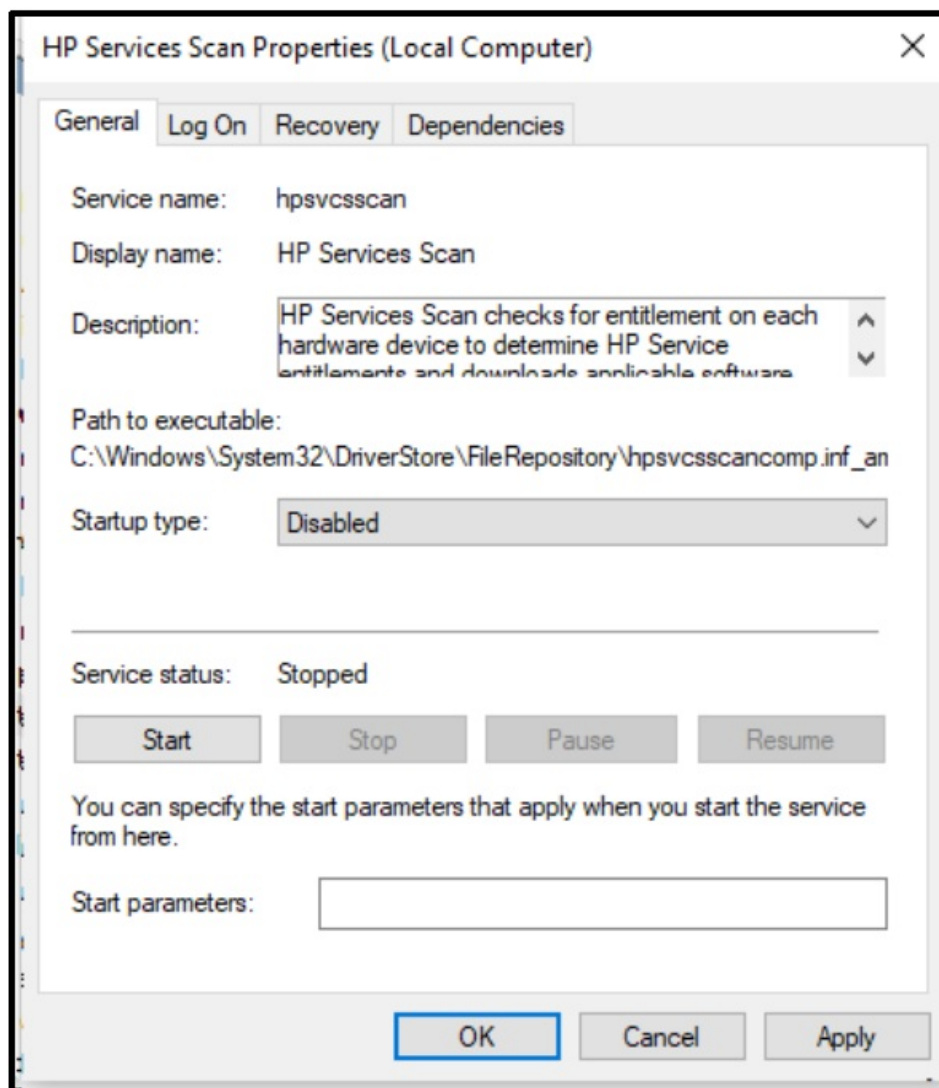
Disabling HP Services Scan will prevent your device from receiving important services designed to support and protect HP Commercial products. HP does not recommend disabling this tool.

Please see the following steps to disable HP Services Scan.

1. Open the Start menu and search for the Services app. Open this app.
2. Scroll down to the HP Services Scan service. Right-click this option and select Properties.



3. In the new dialog box, check Service Status. If the service is 'Running', select the Stop button.
4. Once the service has stopped, select the Startup Type menu and choose Disabled.




5. Click Apply to save these settings.

Legal Disclaimer

© 2024 HP Development Company, L.P. HP shall not be liable for technical or editorial errors or omissions contained herein. The information contained herein is subject to change without notice. This is an uncontrolled copy when in printed form.

Documents / Resources

	hp Services Scan Software [pdf] User Guide Services Scan Software, Scan Software, Software
---	---

References

- [User Manual](#)

