



# **HP TechPulse Device Software Deployment Guide**



# HP TechPulse Device Software Deployment Guide

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# HP TechPulse Device Software Deployment Guide

## Introduction

Enrolling devices with HP TechPulse may be done manually or automatically using various options. Enrollment options provided in this guide include the following:

- Manually Enrolling Devices
- Automatically Enrolling Devices Using an Install.CMD Batch File
- Automatically Enrolling Devices Using Microsoft Active Directory
- Automatically Enrolling Devices Using SCCM

HP Service Experts or your Business Partner are available for consultation regarding any of these options.



**WARNING: Do not skip the Prerequisites Section of this guide.**

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## Prerequisites

Before enrolling any devices with HP TechPulse, ensure that you have completed the prerequisites in the sections below.

### Providing UPN Suffixes to HP or a Business Partner



**WARNING:** A valid UPN suffix is required for silent enrollment. Failure to provide UPN suffixes to an HP Service Expert or Business Partner will prevent devices from silently enrolling.

---

Silent enrollment uses User Principal Name (UPN) suffixes, so domain-joined devices must have a valid UPN. If the device is not domain-joined, the device can be silently enrolled without a valid UPN. Follow these steps to get UPN suffixes for each domain or subdomain using a Windows computer:

1. Open a command prompt, then type **WhoAmi /UPN**. Press **Enter** to get the UPN.
2. Send the UPN suffix to your HP Service Expert or Business Partner. For example, if the UPN is `user@contoso.com`, then send `contoso.com` to your service expert.
3. For multi-level domain environments, repeat these steps on another device located in another domain or subdomain, then send the UPN suffixes to your HP Service Expert or Business Partner.

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## Downloading the HP TechPulse Device Software

HP TechPulse Device Software is required for both manual and automatic enrollment. For manual enrollment, download the software on the local computer. For automatic enrollment, download the software to a location accessible by all computers on the network.

1. Download the HP TechPulse Device Software from <https://www.hpdaas.com/software>.
2. For Windows computers, there are 2 types of installers:
  - a. Download the HP TechPulse Windows Application (HPTechPulse.exe) by clicking the **Download** button next to HP TechPulse Windows Application and selecting HPTechPulse.exe from the dropdown. The HPTechPulse.exe file will be downloaded. See the [HP TechPulse Windows Application \(HPTechPulse.exe\)](#) section for details about the HPTechPulse.exe file.
  - b. Download the HP TechPulse Windows Application (MSI Installer) by clicking the Download button next to HP TechPulse Windows Application and selecting MSI from the dropdown, a zip file named "HPTechPulse.zip" will be downloaded. See the [HP TechPulse Windows Application \(MSI Installer\)](#) section below for the contents of the HPTechPulse.zip file and how to deploy it.
3. For Apple computers, download the macOS Application (APMAgent.PKG file). For Android devices, download the HP TechPulse Android App from Google Play.

## Configuring Proxies or Firewalls for Communication with HP TechPulse

For information about configuring proxies and firewalls, refer to the [Configuring a Proxy or Firewall](#) document.

## Software Prerequisites for the HP TechPulse Windows Application

### HP TechPulse Windows Application (HPTechPulse.exe)

Deploying the HPTechPulse.exe causes the HP TechPulse Windows Application to:

1. Install the HP TechPulse package including the VC++ Redistributable
2. Download and install of HP Touchpoint Analytics package, including the HP Touchpoint Analytics – Dependencies package, and the HP TechPulse Updater Windows Task Scheduler task.

The HP TechPulse Windows Application (HPTechPulse.exe) consists of the following separate installation packages, with each package having its own independent version, pre-requisites (as visible in the Add/Remove programs on a Windows device), and a Windows Task Scheduler task.

Package Name	Prerequisites	Download Package Size (MB)
HP TechPulse	<ul style="list-style-type: none"><li>• VC++ Redistributable 14.0.24212.0 (Installed by the HP TechPulse package)</li><li>• .NET Framework 4.5 or backward compatible higher version (Included in Windows 10)</li></ul>	~30
HP Touchpoint Analytics Client (Installed by the HP TechPulse package)	HP Touchpoint Analytics – Dependencies (Installed by the HP Touchpoint Analytics package)	~35

# HP TechPulse Device Software Deployment Guide

## HP TechPulse Windows Application (MSI Installer)



**WARNING:** For devices that are already enrolled to HP TechPulse using the HP TechPulse Windows Application (HPTechPulse.exe), do not deploy the HP TechPulse Windows Application (MSI Installer) to those devices.

The HP TechPulse Windows Application MSI Installer is primarily for customers who want to conserve network bandwidth.

The VC++ Redistributable (x86), VC++ Redistributable (x64), and the HP Touchpoint Analytics Client - Dependencies packages must be installed first, followed by the HP Touchpoint Analytics Client package and finally the HP TechPulse package. If the packages are installed in this order, the HP Touchpoint Analytics Client package will not be downloaded from the internet during initial deployment of HP TechPulse Windows Application.

The HP TechPulse Windows Application (MSI Installer) consists of the following separate installation packages, with each package having its own independent version, pre-requisites (as visible in the Add/Remove programs on a Windows device), and a Windows Task Scheduler task:

Package Name	Prerequisites	Package Names	Package Size (MB)
HP TechPulse <sup>1</sup>	<ul style="list-style-type: none"><li>VC++ Redistributable 14.0.24212.0 (x86)</li><li>.NET Framework 4.5 or backward compatible higher version (Included in Windows 10)</li></ul>	HPTechpulse.msi	~10
HP Touchpoint Analytics Client <sup>1</sup>	VC++ Redistributable 14.0.24212.0 (x64)	HPTouchPointAnalytics.msi	~17
HP Touchpoint Analytics Client - Dependencies <sup>1,2</sup>	None	HPTouchpointAnalyticsDependencies.msi	~12
VC++ Redistributable 14.0.24212.0 (x86) and above <sup>1</sup> Version 14.25.28508.3 included in HPTechPulse.zip file.	None	vc_redist.x86.exe	~14
VC++ Redistributable 14.0.24212.0 (x64) and above <sup>1</sup> Version 14.25.28508.3 included in HPTechPulse.zip file (cannot be installed on 32-bit OS)	None	vc_redist.x64.exe	~14

<sup>1</sup> Included in the HPTechPulse.zip file.

# HP TechPulse Device Software Deployment Guide

## Configuring Proxy Settings for the HP TechPulse Windows Application

Information in this section contains advanced information intended for IT Professionals.

If your devices connect through a proxy for internet access, the HP TechPulse Windows Application will automatically detect the proxy server based on the proxy auto-discovery, proxy auto-configuration or static proxy settings on the device. If the proxy server cannot be automatically detected, you may need to specify a static proxy server or proxy auto-configuration URL for the HP TechPulse Windows Application.

To configure the HP TechPulse Windows Application to connect to a specific proxy auto-configuration URL (PAC URL) or static proxy server, the following registry keys can be set on the device prior to installing the HP TechPulse Windows Application. You can include the registry keys in the batch script file used to deploy the HP TechPulse Windows Application.

### Configure proxy auto-configuration URL (PAC URL)

To specify a PAC URL for the HP TechPulse Windows Application, use the following command in a batch script to add the required registry key. Replace the `http://autoconfigurl` with the proxy auto-configuration URL you want the device to utilize to discover the proxy server.

```
REG ADD "HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Hewlett-Packard\HP Touchpoint Manager\GPO\ProxyPath" /v AutoConfigProxy /t REG_SZ /d http://autoconfigurl /f
```

Example:

```
REG ADD "HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Hewlett-Packard\HP Touchpoint Manager\GPO\ProxyPath" /v AutoConfigProxy /t REG_SZ /d http://autocache.proxyserver.net/proxy.pac /f
```

### Configure static proxy server

To specify a static proxy server for the HP TechPulse Windows Application, use the following command in a batch script to add the required registry key. Replace the `proxy:port` with the proxy:port you want the device to communicate through:

```
REG ADD "HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Hewlett-Packard\HP Touchpoint Manager\GPO\ProxyPath" /v StaticProxy /t REG_SZ /d proxy:port /f
```

Example:

```
REG ADD "HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Hewlett-Packard\HP Touchpoint Manager\GPO\ProxyPath" /v StaticProxy /t REG_SZ /d web-proxy.corp.domain.com:8080 /f
```

### Configure settings for authenticated proxy servers (User Authentication)

To configure the HP TechPulse Windows Application to work with an authenticated proxy, you must be using HP TechPulse Windows Application version 3.20.455 (released on April 15, 2020) or higher. Use the following commands in a batch script to add the required registry key:

```
REG ADD "HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Hewlett-Packard\HP Touchpoint Manager" /v EnableUserAuthProxy /t REG_SZ /d True /f
```

Note that Negotiate (Kerberos, NTLM) and NTLM authentication are supported. Basic and Digest authentication are not supported by the HP TechPulse Windows Application.

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## ***Configure settings for authenticated proxy servers (Computer Authentication)***

To configure the HP TechPulse Windows Application to work with an authenticated proxy, you must be using HP TechPulse Windows Application version 3.20.455 (released on April 15, 2020) or higher. Use the following commands in a batch script to add the required registry key:

```
REG ADD "HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Hewlett-Packard\HP  
Touchpoint Manager" /v EnableComputerAuthProxy /t REG_SZ /d True /f
```

Note that Negotiate (Kerberos, NTLM) and NTLM authentication are supported. Basic and Digest authentication are not supported by the HP TechPulse Windows Application.

## ***Configure proxy settings with Group Policy***

To apply PAC URL or static proxy settings for the HP TechPulse Windows Application using Group Policy, a set of Group Policy Administrative Templates (.ADMX and .ADML files) are available. Download the [HP TechPulse Group Policy Administrative Templates](#).



# HP TechPulse Device Software Deployment Guide

## Manual Enrollment

### Enrolling Computers Manually



**WARNING:** Computers must be connected to the Internet to complete these steps.

---

### Installing the HP TechPulse Windows Application



**Note:** Only computers running Windows 10 (Version 1809) or higher can be enrolled with HP TechPulse.

---

Follow these steps to install the HP TechPulse Windows Application.

1. Download the HP TechPulse Windows Application from <https://www.hpdaas.com/software>.
2. Double-click **HPTechPulse.exe** to start the installation, then click **Next**.
3. Check the box “I accept the Terms and Conditions of the End User License Agreement,” then select **Install**.  
The installation wizard guides you through the process.
4. After the installation is completed, click **Close**.

### Manually Enrolling a Windows Computer Using a Company-wide PIN

Follow these steps to manually enroll Windows devices using a company-wide PIN. If you do not know your company-wide PIN, sign into [hpdaas.com](https://www.hpdaas.com) and view the **Settings > Preferences** page.

1. After the HP TechPulse Windows Application is installed, enrollment begins automatically. Click **Next** to begin enrollment.
2. Select **Company** if the computer is owned by a company or **Personal** if the computer is owned by an individual person, then click **Next**.
3. Select **PIN** as the enrollment method.
4. When prompted, enter the **company-wide PIN**, then click **Enroll**.  
The company-wide PIN can be obtained by signing into [hpdaas.com](https://www.hpdaas.com) and viewing the **Settings > Preferences** page.
5. When the enrollment confirmation window appears, click **Agree**.

A confirmation window appears. “**Device Is Enrolled**” is displayed if the computer has been successfully enrolled.



**Note:** In the Windows System Tray, HP TechPulse will show as enrolled.

---

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## Manually Enrolling a macOS Computer Using a Company-wide PIN

Follow these steps to manually enroll macOS computers using a company-wide PIN. If you do not know your company-wide PIN, sign into [hpdaas.com](https://www.hpdaas.com) and view the **Settings > Preferences** page.

1. Download and install the macOS Device Software from <https://www.hpdaas.com/software>.
2. After the macOS software is installed, HP TechPulse enrollment automatically begins. Click **Enroll** to proceed.
3. Select **Company** if the computer is owned by a company or **Personal** if the computer is owned by an individual person, then click **Next**.



**Note:** If “Personal” is chosen, some HP TechPulse functionality will not be enabled.

---

4. Enter the company-wide **PIN**, then click **Next**.  
The company-wide PIN can be obtained by signing into [hpdaas.com](https://www.hpdaas.com) and viewing the **Settings > Preferences** page.
5. When the enrollment confirmation window appears, click **Yes** to authorize company-owned computers. Or, click either **Yes** or **No** for individually owned computers, depending on company policies.  
A confirmation window appears, and **Device Is Enrolled** is displayed If the computer is successfully enrolled.  
Remember, computers must be connected to the Internet during enrollment.
6. If you prefer, click **Details** for more information about the enrollment.
7. On the left, click **About > Update** to check for HP TechPulse software updates.  
Be sure the box is checked to Automatically download and install updates.



**Note:** In the Mac Notification Center, HP TechPulse will show enrolled

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## Manually Enrolling an Android Device Using a Company-wide PIN

Follow these steps to manually enroll Android devices using a company-wide PIN. If you do not know your company-wide PIN, sign into [hpdaas.com](https://www.hpdaas.com) and view the **Settings > Preferences** page.

1. Search for the “HP TechPulse” app in Google Play.
2. Click **Install** to proceed, then click **Open** after the app is installed.
3. Select **Company** if the computer is owned by a company or **Personal** if the computer is owned by an individual person, then click **Next**.



**Note:** If “Personal” is chosen, some HP TechPulse functionality will not be enabled.

---

4. Enter the company-wide **PIN**, then click **Next**.  
The company-wide PIN can be obtained by signing into [hpdaas.com](https://www.hpdaas.com) and viewing the **Settings > Preferences** page.
5. Select **OK** to accept the End User License Agreement.
6. When prompted, select **Allow** to allow HP TechPulse to access the device’s location.
7. On the Usage Data Access screen, select the HP TechPulse app and toggle on **Allow usage tracking** to allow HP TechPulse to collect usage data from the device.
8. A Setup Complete screen appears, and **Success!** is displayed If the device is successfully enrolled.

# HP TechPulse Device Software Deployment Guide

## Automatic Enrollment

There are two methods to perform automatic enrollment of Windows devices to HP TechPulse:

- **Automatic Enrollment with Serial Number** can only be used if your devices meet the prerequisites in the Automatic Enrollment with Serial Number section below. This method is recommended if your devices will be enrolled to more than one HP TechPulse tenants or if the HP TechPulse Windows Application will be installed into a Windows 10 Custom Image.
- **Automatic Enrollment with Company-wide PIN** is recommended if your devices will only be enrolled to a single HP TechPulse tenant and you will be deploying the HP TechPulse Windows Application from GPO or a deployment tool such as SCCM.



**Note:** If you are currently using this enrollment method, there is no need to use the Automatic Enrollment with Serial Number method.

---

## Automatic Enrollment of Windows Devices with Serial Number

### Prerequisites

The following prerequisites must be satisfied to use Automatic Enrollment with Serial Number:

- HP-manufactured PC shipped on or after January 1, 2018.
- HP-manufactured PC must be running Windows 10 1703 or higher. Pro, Enterprise or Education editions only, Windows 10 Home editions are not supported by this feature.
- This feature is only supported on HP TechPulse Windows Application (HPTechPulse.exe) version 3.20.495 and above.

### Import Serial Numbers to HP TechPulse



**Note:** To import serial numbers using the Automatic Enrollment with Serial Number method, you must sign into HP TechPulse using the Partner Admin or Partner Specialist Role.

---

Obtain the serial numbers for the devices you want to enroll. Then proceed with the steps below:

1. Sign into [www.hpdaas.com](http://www.hpdaas.com).
2. Go to **Devices**.
3. Click **Add**.
4. Select the company tenant from the drop-down list that you want these devices to be added to and click **Next**.
5. Select **Auto Enrollment** and click **Next**.
6. Choose **Upload File** to import multiple Serial Numbers using a .CSV file or choose **Enter Manually** to enter serial numbers one-by-one, then click **Next**.
7. If **Upload File** was chosen, click **Browse** to upload a .CSV file containing the serial numbers of devices to enroll. To obtain a sample .CSV file, click on the link: ***Click here to download the sample file***. The uploaded file must be in the exact same format as described in the sample .CSV file.
8. If **Enter Manually** was chosen, enter the **Serial Number** and an **Alias** (optional) for the device(s) to enroll.
9. Click **Add**.

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10. The serial numbers imported will show up in the **Pending Enrollment** list. The status of the device will be displayed as **Validating**.
11. You must wait for the status to display as **Ready** before your devices can be automatically enrolled to HP TechPulse.
12. If the status of the device is displayed as **Error**, the device cannot be enrolled using the Automatic Enrollment with Serial Number method. The **Logs** page will display the reason for the error on that Serial Number.

## Deploy the HP TechPulse Windows Application

---



**WARNING:** If the status of the device does not display as **Ready** in the **Pending Enrollment** tab, the devices will not enroll to HP TechPulse.

---

1. Download the HP TechPulse Windows Application (HPTechPulse.exe). For help, see [Downloading the HP TechPulse Device Software](#).
2. Install the HP TechPulse Windows Application using the following command:  
**HPTechPulse.exe /silent ZTEMODE=0**
3. If deploying the HP TechPulse Windows Application using an install.cmd batch script file, using MS AD Group Policy, or using MS SCCM, follow the steps in the [Automatic Enrollment with Company-wide PIN](#) section below, but use the **ZTEMODE=0** parameter above instead of the **CPIN=<Company-wide PIN>** parameter.
4. If installing the HP TechPulse Windows Application in a Windows 10 Custom Image, start the device with the Reference Image to Audit Mode and install the HP TechPulse Windows Application using the **HPTechPulse.exe /silent ZTEMODE=0** command, then capture the Reference Image. For more information about installing the HP TechPulse client in a Windows 10 Custom Image, refer to the [Installing HP TechPulse Device Software into a Windows 10 Custom Image](#) document.
5. The HP TechPulse Windows Application will be silently installed and will await enrollment once installed. Once the device status changes to **Ready** on the **Pending Enrollment** tab and the device has internet connectivity, the device will automatically enroll to HP TechPulse.
6. If the device was powered on prior to the device status changing to **Ready** on the **Pending Enrollment** tab, the HP TechPulse Windows Application will re-attempt enrolment every 24 hours or upon device restart.

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## Automatic Enrollment of Windows Devices with Company-wide PIN (HPTechPulse.exe)

This method requires the company-wide PIN. To obtain the company-wide PIN to enroll the device, please sign into [www.hpdaas.com](http://www.hpdaas.com) and go to **Settings > Preferences**.

### Using an Install.CMD Batch Script File for Automatic Enrollment

---



**WARNING:** Computers must be connected to the Internet for automatic enrollment.

---

This section provides three different methods for automatically enrolling Windows devices with HP TechPulse, which includes using an install.cmd batch script file, using MS AD Group Policy, or using MS SCCM. The Install.cmd batch script file can be used once to enroll a single device or with AD Group Policy to enroll multiple devices simultaneously.

### Creating an Install.CMD Batch Script File

Follow these steps to create an Install.CMD batch script File. These steps will also be used for Using AD Group Policy for Automatic Enrollment.

1. Download the HP TechPulse Windows Application (HPTechPulse.exe). For help, see [Downloading the HP TechPulse Device Software](#).
2. Download the sample batch script file from: [ftp://ftp.hp.com/pub/caps-softpag/HP\\_DaaS/DaaS%20Client%20Scripts/GPO/Install/install.zip](ftp://ftp.hp.com/pub/caps-softpag/HP_DaaS/DaaS%20Client%20Scripts/GPO/Install/install.zip)
3. Extract the install.zip file. The Install.CMD batch script file will be extracted.
4. Place the HPTechPulse.exe file and Install.CMD batch script file in a location that is accessible by all computers on the network. Or, place the files on a USB drive for computers that are not able to connect to the network.
5. Using a text editor such as Notepad, open the Install.CMD.
6. The following code will be displayed in the body of the Install.cmd batch script file:

```
REG QUERY "HKLM\SOFTWARE\Hewlett-Packard\HP Touchpoint Manager\Agent" /v
"DeviceEnrolled" | Find "True"
If %ERRORLEVEL% == 0 goto end
If %ERRORLEVEL% == 1 goto install goto end
:install
\\<NetworkShare> \ HPTechPulse.exe /silent CPIN=<Company-wide PIN>
goto end
:end
```
7. Replace <NetworkShare> with the location of the batch script file.
8. Replace the <Company-wide PIN> with the company-wide PIN.  
Do not include the brackets.
9. If copying the Install.CMD file from a USB drive to a local computer, replace <NetworkShare> with a local path such as C:\Temp where files will be copied.
10. Save the Install.CMD file.



**WARNING:** Network paths cannot contain spaces in the file path. Otherwise, HP TechPulse device enrollment will fail.

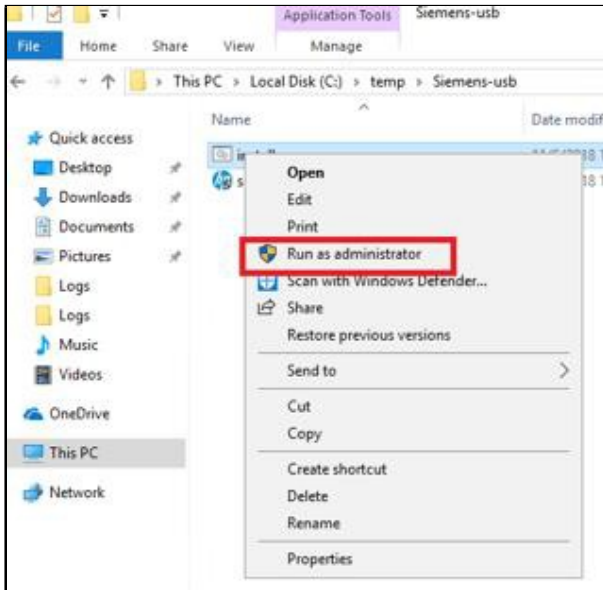
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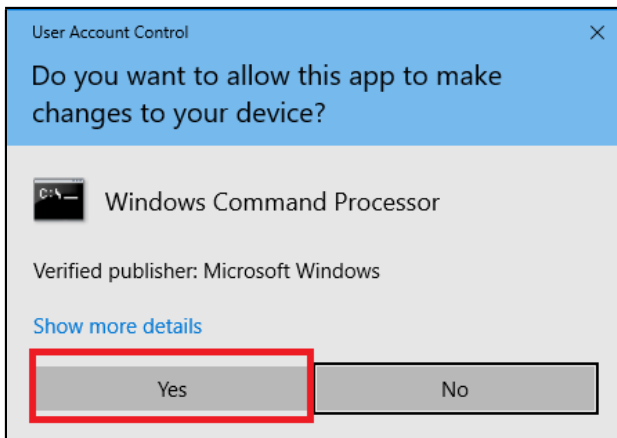
## Enrolling Windows Devices Automatically Using the Install.CMD File

Follow these steps to run the Install.CMD file on one computer and automatically enroll the Windows device with HP TechPulse.

1. Browse to the location of the Install.CMD file, either in a network location accessible by all computers or on a USB drive for computers not connected to the network.
2. Right click **Install.CMD** > then click **Run as administrator**.



3. Select **Yes** if prompted for permissions to run the script.



A command prompt appears. The HP TechPulse Windows Application will be installed, and the device will be automatically enrolled with HP TechPulse.

4. Wait while the installation completes.



**Note:** In the Windows System Tray, HP TechPulse will show as enrolled if the installation is successful

# HP TechPulse Device Software Deployment Guide

## **Using MS Active Directory (AD) Group Policy for Automatic Enrollment**

Information in this section contains advanced information intended for IT Professionals.

This automatic deployment method uses a script to check if the HP TechPulse Windows Application is installed when computers or devices start up. If the software is not installed, the software is copied from the network and installed automatically with Group Policy. When users log onto devices, the devices automatically enroll with HP TechPulse.

Remember, devices must be connected to the Internet to enroll with HP TechPulse.

## **Create a Group Policy Object (GPO) and Install the HP TechPulse Windows Application**

Follow these steps to create a new AD GPO to silently install the HP TechPulse Windows Application

1. Create an Install.CMD batch script file. For help, see [Create an Install.CMD Batch Script File](#).
2. On an AD Domain Controller, open a command prompt then type **gpmc.msc** to open the AD Group Policy Management Console.
3. Right click the **domain name**, then select **Create a GPO in this Domain**, and **Link It Here**.
4. Name the Group Policy Object **HP TechPulse Windows Application Auto Install**.
5. Right click the new **GPO HP TechPulse Windows Application Auto Install**, then select **Edit**.
6. Select **Computer Configuration > Windows Settings > Scripts (Startup/Shutdown) > Startup**.
7. In the Startup Properties Dialog Box, select **Show Files**.
8. Copy the **Install.CMD batch file** into the folder.
9. In the Startup Properties Dialog Box, select **Add**, then browse to the location of and select the **Install.CMD file**.
10. Select **OK** to close the dialog box. Computers receive Group Policy Updates during the next refresh interval.



**Note:** The HP TechPulse Windows Application installation requires admin rights. Therefore, computers must restart to begin the installation under the system context.

---



**Note:** Force group policy to refresh immediately on any computer. Open a command prompt on the target computer, then type **gpupdate /force**. Restart the computer to install the HP TechPulse Device Software

---

# HP TechPulse Device Software Deployment Guide

## ***Using Microsoft System Center Configuration Manager (SCCM) for Automatic Enrollment***

Information in this section contains advanced information intended for IT Professionals.

Follow these steps to deploy the HP TechPulse Windows Application (HPTechPulse.exe) and to enroll devices using Microsoft SCCM. These instructions are intended for use with Microsoft (MS) SCCM v.1902 but may apply to newer versions of SCCM as well.



**Note:** Devices must be connected to the Internet to successfully enroll with HP TechPulse.

---

There are four parts to deploying the HP TechPulse Windows Application (HPTechPulse.exe) with SCCM. The process follows this sequence of steps:

1. Download the HP TechPulse Windows Application.
2. Create an HP TechPulse Application in SCCM.
3. Distribute the Application content.
4. Deploy the HP TechPulse Application.

Before beginning these steps, be sure to provide the UPN suffixes to your HP Service Expert or Business Partner. You'll also need your company-wide PIN for HP TechPulse. For more information, see [Prerequisites](#).

### ***Creating an Application in SCCM***

Follow these steps to create a new SCCM Application Package to install HP TechPulse Windows Application.

1. Download the HP TechPulse Windows Application (HPTechPulse.exe). For help, see [Downloading the HP TechPulse Device Software](#). Be sure the HPTechPulse.exe file is saved to a location accessible by SCCM.
2. Download the Uninstallation Powershell script from: [ftp://ftp.hp.com/pub/caps-softpag/HP\\_DaaS/HP\\_TechPulse\\_Deployment/MSI\\_Installer/UninstallHPTechPulse.zip](ftp://ftp.hp.com/pub/caps-softpag/HP_DaaS/HP_TechPulse_Deployment/MSI_Installer/UninstallHPTechPulse.zip).
3. Extract the uninstall script and be sure the script file is saved to a location accessible by SCCM.
4. Log into the SCCM Admin Console and start the Create Application Wizard.
5. In the SCCM Admin Console, click **Software Library**.
6. In the Software Library workspace, click **Application Management > Applications**, then click **Create Application** at the top.
7. Select **Manually specify the application information**, then click **Next**.
8. Type the following in the respective fields, then click **Next**:
  - Name: **HP TechPulse Windows Application**
  - Publisher: **HP Inc.**
  - Version: 3.xx.xxx (replace with the version of the HPTechPulse.exe file you are deploying)



**Note:** To find the file version, right click the HPTechPulse.EXE then click **Properties > Details**

---

9. Click **Next** to accept the defaults for the Application Catalog entry.
10. Click **Add** to create a new Deployment Type, then select **Script Installer**.
11. Manually specify the deployment type information, which will automatically be selected, then click **Next**.
12. Type "HP TechPulse Windows Application silent install" as the name for the Deployment Type, then click **Next**.
13. In the Content Location, specify the **Network path (UNC name)** to the HPTechPulse.EXE file.



# HP TechPulse Device Software Deployment Guide

14. In the Installation Program, specify the following command making sure to replace the Company-wide PIN with your company-wide PIN:

```
HPTechPulse.exe /silent CPIN=Company-wide PIN
```



**Note:** To configure proxy or update settings for the HP TechPulse Device Software, create a batch script to add the required regkeys and specify the batch script in the Installation Program.

15. In the Uninstall Program, specify the following command:

```
powershell.exe -executionpolicy bypass -windowstyle hidden -  
noninteractive -nologo -file "UninstallHPTechPulse.ps1"
```

16. Select the checkbox for **Run installation** and uninstall program as 32-bit process on 64-bit clients, then click **Next**.
17. To specify the detection rules, click **Add Clause** and enter the following rules to detect the existence of the client binaries, then click **OK**. Click **Next** to proceed.
  - Setting Type: File System
  - Path: %ProgramFiles%\Hewlett-Packard\HP Touchpoint Manager\Agent
  - File or folder name: LHAgent.exe
  - Select the check box for This file or folder is associated with a 32-bit application on 64-bit systems.
  - Select the check box for “The file system setting must exist on the target system to indicate presence of this application”.
18. To specify the **User Experience** settings, select the following settings, and then click **Next**.
  - Installation behavior: Install for system
  - Logon requirement: Whether a user is logged on
  - Installation program visibility: Hidden
  - Maximum allowed run time (minutes): 20
19. Click **Next** to accept the defaults for software dependencies.
20. Confirm the deployment details, then click **Next**.
21. When the completion screen is displayed, click **Close**.
22. In the Create Application Wizard, click **Next** to proceed.
23. Confirm the settings, then click **Next**.
24. When the completion screen is displayed, click **Close**.

## **Modifying the HP TechPulse Windows Application Settings**

Follow these steps to modify the application settings before copying the package to SCCM DPs:

1. In the left column of the SCCM Admin Console, click **Software Library > Application Management > Applications**.
2. In the right pane, right click the new **HP TechPulse Windows Application**, then click **Properties**.
3. Select the **Distribution Settings tab**, then select **Automatically download content** when packages are assigned to distribution points, then click **OK**.
4. Click **Apply**, then click **OK** to close the HP TechPulse application Properties.

# HP TechPulse Device Software Deployment Guide

## ***Distributing the content to Distribution Points (DPs)***

Follow these steps to distribute the HP TechPulse application content to the SCCM DPs:

1. In the left column of the SCCM Admin Console, click **Software Library > Application Management > Applications**.
2. In the right pane, right click the new **HP TechPulse Windows Application > Distribute Content**.
3. In the Distribute Content Wizard on the General Page, click **Next**.
4. Review the content to distribute, then click **Next**.
5. A meter will appear showing distribution progress. Review the actions taken, then click **Close**.

## ***Verifying Content Status on Distribution Points (DPs)***

In large environments where DPs are geographically dispersed it is best practice to verify the content status before deploying the HP TechPulse Windows Application. Follow these steps:

1. In the SCCM Admin Console, click **Monitoring > Distribution Status > Content Status**.
2. Right click the **HP TechPulse Windows Application**, then click **View Status**.
3. Verify the package has been successfully copied to all DPs before proceeding.

## ***Deploying the HP TechPulse Windows Application with SCCM***

Follow these steps to deploy the HP TechPulse Windows Application in SCCM:

1. In the left column of the SCCM Admin Console, click **Software Library > Application Management > Applications**.
2. In the right pane, right click the new **HP TechPulse Windows Application**.
3. In the Deploy Software Wizard, click **Browse** next to collections.
4. Then select the **Device Collection(s)** to which the package will be deployed.
5. Click **OK**, then click **Next**.
6. Click **Next** to accept the content destination settings.
7. Select **Required** for the HP TechPulse Windows Application, then click **Next**.
8. To accept the default deployment schedule and deploy as soon as possible after the available time, click **Next**. Otherwise, specify a schedule for the deployment as needed.
9. Select the following **User Experience** settings, then click **Next**.
  - User notifications: Hide in Software Center and all notifications
10. To accept the default alert options, click **Next**.
11. Confirm the settings for the deployment and click **Next**.
12. Review the actions taken, then click **Close**.

# HP TechPulse Device Software Deployment Guide

## Verifying the HP TechPulse Windows Application Deployment

Check the date and time of the HP TechPulse Application Deployment. Follow these steps:

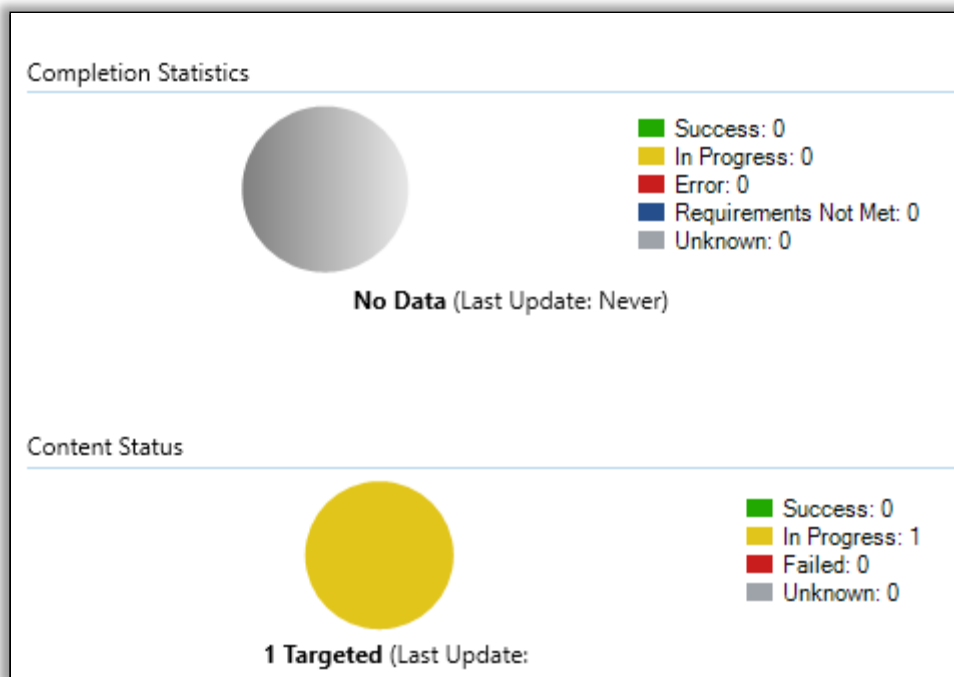
1. In the left column of the SCCM Admin Console, click **Monitoring > Deployments**.
2. In the search field at the top, type **HP TechPulse Windows Application**. Click the **HP TechPulse Windows Application deployment** in the search results.

A graph is displayed at the bottom right showing the number of computers from the SCCM collection with the software installed.

Status includes:

- Successful
- Not installed
- Error
- Unknown state

Unknown state means that the computers have most likely not connected to SCCM to receive the HP TechPulse Windows Application deployment package yet.



HP TechPulse Windows Application installation can also be verified on the target computer. To do so, follow these steps:

1. On the end-user computer, open **Program and Features** in the **Control Panel**.  
HP TechPulse and HP Touchpoint Analytics Client should be installed.
2. If the system tray icon was not hidden during the deployment, click the **HP TechPulse system tray icon** and select **Status**.

The Device enrollment status should show as **Enrolled**.

# HP TechPulse Device Software Deployment Guide

## Automatic Enrollment of Windows Devices with Company-wide PIN (MSI Installer)

This method requires the company-wide PIN. To obtain the company-wide PIN to enroll the device, please sign into [www.hpdaas.com](http://www.hpdaas.com) and go to **Settings > Preferences**.

## Using Microsoft System Center Configuration Manager (SCCM) for Automatic Enrollment

Information in this section contains advanced information intended for IT Professionals.

Follow these steps to deploy the HP TechPulse Windows Application (MSI Installer) and to enroll devices using Microsoft SCCM. These instructions are intended for use with Microsoft (MS) SCCM v.1902 but may apply to newer versions of SCCM as well.



**Note:** Devices must be connected to the Internet to successfully enroll with HP TechPulse.

There are four parts to deploying the HP TechPulse Windows Application (MSI Installer) with SCCM. The process follows this sequence of steps:

1. Download the HP TechPulse Windows Application (MSI Installer) and Dependencies.
2. Create Applications in SCCM.
3. Distribute the Application content.
4. Deploy the HP TechPulse Windows Application.

Before beginning these steps, be sure to provide the UPN suffixes to your HP Service Expert or Business Partner. You'll also need your company-wide PIN for HP TechPulse. For more information, see [Prerequisites](#).

### Download the HP TechPulse Windows Application and Dependencies

1. Download the HP TechPulse Windows Application (MSI Installer) by clicking the **Download** button next to HP TechPulse Windows Application and selecting **MSI** from the dropdown, a zip file named HPTechPulse.zip will be downloaded. Be sure the contents of the HPTechPulse.zip file is saved to a location accessible by SCCM.

Download the Uninstallation Powershell scripts from: [ftp://ftp.hp.com/pub/caps-softpag/HP\\_DaaS/HP\\_TechPulse\\_Deployment/MSI\\_Installer/UninstallHPTechPulse.zip](ftp://ftp.hp.com/pub/caps-softpag/HP_DaaS/HP_TechPulse_Deployment/MSI_Installer/UninstallHPTechPulse.zip)

A zip file named UninstallHPTechPulse.zip will be downloaded.

2. Extract the contents of the UninstallHPTechPulse.zip file. Several Powershell script files will be extracted. Be sure the contents of the UninstallHPTechPulse.zip file is saved to a location accessible by SCCM.
3. After downloading and extracting all files, the SCCM location should consist of the following files:
  - HPTechpulse.msi
  - HPTouchpointAnalytics.msi
  - VC\_redist.x86.exe
  - VC\_redist.x64.exe
  - HPTouchpointAnalyticsDependencies.msi
  - HPTechPulseMSIuninstall.ps1

# HP TechPulse Device Software Deployment Guide

## Creating Applications in SCCM

Follow these steps to create new SCCM Applications to install the HP TechPulse Windows Application (MSI Installer).

### Creating the VC++ Redistributable (x86) package

1. Log in to the SCCM Admin Console and start the **Create Application Wizard**.
2. In the SCCM Admin Console, click **Software Library**.
3. In the Software Library workspace, click **Application Management > Applications**, then click **Create Application** at the top.
4. Select **Manually specify the application information**, then click **Next**.
5. Type the following in the respective fields, then click **Next**:
  - Name: **VC++ Redistributable (x86)**
  - Publisher: **Microsoft**
  - Version: 14.XX.XXXXX.X (replace with the version of the VC\_redist.x86.exe file you are deploying)
6. Click **Next** to accept the defaults for the **Application Catalog** entry.
7. Click **Add** to create a new **Deployment Type**, then select **Script Installer**.
8. Manually specify the deployment type information, which will automatically be selected, then click **Next**.
9. Type “**VC++ Redist (x86) silent install**” as the name for the Deployment Type, then click **Next**.
10. In the **Content Location**, specify the **Network path (UNC name)** to the vc\_redist.x86.exe file.
11. In the Installation Program, specify the following command:

```
vc_redist.x86.exe /install /quiet
```
12. In the Uninstall Program, specify the following command, then click **Next**:

```
vc_redist.x86.exe /uninstall /quiet
```
13. To specify the detection rules, click **Add Clause** and enter the following rules, then click **OK**. Click **Next** to proceed.
  - Setting Type: **Registry**
  - Hive: **HKEY\_LOCAL\_MACHINE**
  - Key: **SOFTWARE\WOW6432Node\Microsoft\VisualStudio\14.0\VC\Runtimes\x86**
  - Select **This registry setting must exist on the target system to indicate presence of this application**.
14. To specify the **User Experience** settings, select the following settings, and then click **Next**.
  - Installation behavior: **Install for system**
  - Logon requirement: **Whether a user is logged on**
  - Installation program visibility: **Hidden**
  - Maximum allowed run time (minutes): **20**
  - Device Restart Behavior: **No specific action**
15. Click **Next** to accept the defaults for software dependencies.
16. Confirm the deployment details, then click **Next**.
17. When the completion screen is displayed, click **Close**.
18. In the **Create Application Wizard**, click **Next** to proceed.
19. Confirm the settings, then click **Next**.

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20. When the completion screen is displayed, click **Close**.

## Creating the VC++ Redistributable (x64) package

1. Log in to the SCCM Admin Console and start the **Create Application Wizard**.
2. In the SCCM Admin Console, click **Software Library**.
3. In the Software Library workspace, click **Application Management > Applications**, then click **Create Application** at the top.
4. Select **Manually specify the application information**, then click **Next**.
5. Type the following in the respective fields, then click **Next**:
  - Name: **VC++ Redistributable (x64)**
  - Publisher: **Microsoft**
  - Version: **14.XX.XXXXX.X** (replace with the version of the VC\_redist.x64.exe file you are deploying)
6. Click **Next** to accept the defaults for the **Application Catalog** entry.
7. Click **Add** to create a new **Deployment Type**, then select **Script Installer**.
8. Manually specify the deployment type information, which will automatically be selected, then click **Next**.
9. Type **“VC++ Redist (x64) silent install”** as the name for the **Deployment Type**, then click **Next**.
10. In the **Content Location**, specify the **Network path (UNC name)** to the vc\_redist.x64.exe file.
11. In the Installation Program, specify the following command:

```
vc_redist.x64.exe /install /quiet
```
12. In the Uninstall Program, specify the following command, then click **Next**:

```
vc_redist.x64.exe /uninstall /quiet
```
13. To specify the detection rules, click **Add Clause** and enter the following rules, then click **OK**. Click **Next** to proceed.
  - Setting Type: **Registry**
  - Hive: **HKEY\_LOCAL\_MACHINE**
  - Key: **SOFTWARE\Microsoft\VisualStudio\14.0\VC\Runtimes\x64**
  - Select **This registry setting must exist on the target system to indicate presence of this application**.
14. To specify the **User Experience** settings, select the following settings, and then click **Next**.
  - Installation behavior: **Install for system**
  - Logon requirement: **Whether a user is logged on**
  - Installation program visibility: **Hidden**
  - Maximum allowed run time (minutes): **20**
  - Device Restart Behavior: **No specific action**
15. Click **Next** to accept the defaults for software dependencies.
16. Confirm the deployment details, then click **Next**.
17. When the completion screen is displayed, click **Close**.
18. In the Create Application Wizard, click **Next** to proceed.
19. Confirm the settings, then click **Next**.
20. When the completion screen is displayed, click **Close**.

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## Creating the HP TechPulse package

1. Log in to the SCCM Admin Console and start the **Create Application Wizard**.
2. In the SCCM Admin Console, click **Software Library**.
3. In the Software Library workspace, click **Application Management > Applications**, then click **Create Application** at the top.
4. Select **Windows Installer (\*.msi file)**, specify the UNC path to the HPTechPulse.msi file and click **Next**.
5. Verify the imported information then click **Next**.
6. Confirm the name of the application, then update the Installation Program command to:

```
msiexec /i HPTechpulse.msi CPIN=<companypin> /qn /l*v tp-log.txt
```

Replace the Company-wide PIN with the company-wide PIN for your HP TechPulse tenant. To obtain the company-wide PIN to enroll the device, please sign into [www.hpdaas.com](http://www.hpdaas.com) and go to **Settings > Preferences**.



**Note:** To configure proxy settings for the HP TechPulse Windows Application, create a batch script to add the required regkeys and specify the batch script in the Installation Program.

7. Set Install behavior to “Install for system”.
8. Select the following **User Experience** setting, then click **Next**.
  - Device Restart Behavior: **No specific action**
9. Click **Next** to confirm settings for the application.
10. Confirm the settings, then click **Next**.
11. When the completion screen is displayed, click **Close**.

## Modifying the HP TechPulse Package

Follow these steps to modify the application settings for the HP TechPulse package:

1. In the left column of the SCCM Admin Console, click **Software Library > Application Management > Applications**.
2. In the right pane, right click the new **HP TechPulse** application, then click **Properties**.
3. Select the **Distribution Settings tab**, then select **Automatically download content** when packages are assigned to distribution points, then click **OK**.
4. Select the **Deployment Types** tab, then select the HP TechPulse – Windows Installer (\*.msi file) entry and click **Edit**.
5. Select the **Programs** tab, in the Uninstall program field, specify the following command:  
**powershell.exe -executionpolicy bypass -windowstyle hidden -noninteractive -nologo -file "UninstallHPTechPulse.ps1"**
6. Select the **Detection Method** tab, delete the existing detection for the MSI Product Code. Click **Add Clause** and enter the following rules, then click **OK**. Click **Next** to proceed.
  - Setting Type: **File System**
  - Type: **File**
  - Path: **%ProgramFiles%\Hewlett-Packard\HP Touchpoint Manager\Agent**
  - File or folder name: **LHAgent.exe**
  - Select the check box for **This file or folder is associated with a 32-bit application on 64-bit systems**.

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- Select the check box for **The file system setting must satisfy the following rule to indicate the presence of this application.**
  - Property: **Version**
  - Operator: **Greater than or equal to**
  - Value: **<replace with the version of the HPTechPulse.msi being deployed>**
  - Associated with 32-bit app on 64-bit clients: **Yes**
- 7. Select the **User Experience** tab, ensure the following settings are configured:
  - Installation behavior: **Install for system**
  - Logon requirement: **Whether a user is logged on**
  - Installation program visibility: **Hidden**
  - Maximum allowed run time (minutes): **20s**
  - Device Restart Behavior: **No specific action**
- 8. Select the **Dependencies** tab, then click **Add**.
  - In Dependency Group Name, type **VC++ Redistributable (x86)** as the group name
  - Click **Add** and select the **VC++ Redistributable (x86)** app from the list of dependency apps, select the checkbox next to these applications and click **OK**.
  - Ensure that **Auto Install** is selected
  - Click **OK** to create the dependency group
- 9. Click **Apply**, then click **OK** to close the HP TechPulse application Properties.

## Creating the HP Touchpoint Analytics Client – Dependencies package

1. Log in to the SCCM Admin Console and start the **Create Application Wizard**.
2. In the SCCM Admin Console, click **Software Library**.
3. In the Software Library workspace, click **Application Management > Applications**, then click **Create Application** at the top.
4. Select **Windows Installer (\*.msi file)**, specify the UNC path to the HPTouchpointAnalyticsDependencies.msi file and click **Next**.
5. Verify the imported information then click **Next**.
6. Confirm the name of the application and Installation Program command is set to:  
`msiexec /i "HPTouchpointAnalyticsDependencies.msi" /q`
7. Set Install behavior to "Install for system".
8. Select the following **User Experience** setting, then click **Next**.
  - Device Restart Behavior: **No specific action**
9. Click **Next** to confirm settings for the application.
10. Confirm the settings, then click **Next**.
11. When the completion screen is displayed, click **Close**.

## Creating the HP Touchpoint Analytics Client package

1. Log in to the SCCM Admin Console and start the **Create Application Wizard**.
2. In the SCCM Admin Console, click **Software Library**.
3. In the Software Library workspace, click **Application Management > Applications**, then click **Create**



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**Application** at the top.

4. Select **Windows Installer (\*.msi file)**, specify the UNC path to the HPTouchpointAnalytics.msi file and click **Next**.
5. Verify the imported information, then click **Next**.
6. Confirm the name of the application, then update the Installation Program command to:  
`msiexec /i HPTouchpointAnalytics.msi /qn /l*v ta-log.txt`
7. Set Install behavior to "Install for system".
8. Select the following **User Experience** setting, then click **Next**.
  - Device Restart Behavior: **No specific action**
9. Click **Next** to confirm settings for the application.
10. Confirm the settings, then click **Next**.
11. When the completion screen is displayed, click **Close**.

## Modifying the HP Touchpoint Analytics Client package

Follow these steps to modify the application settings for the HP Touchpoint Analytics package:

1. In the left column of the SCCM Admin Console, click **Software Library > Application Management > Applications**.
2. In the right pane, right click the new **HP Touchpoint Analytics Client** application, then click **Properties**.
3. Select the **Distribution Settings** tab, then select **Automatically download content** when packages are assigned to distribution points, then click **OK**.
4. Select the **Deployment Types** tab, then select the HP Touchpoint Analytics – Windows Installer (\*.msi file) entry and click **Edit**.
5. Select the **Programs** tab, in the Uninstall program field, specify the following command:  
`powershell.exe -executionpolicy bypass -windowstyle hidden -noninteractive -nologo -file "UninstallHPTechPulse.ps1"`
6. Select the **Detection Method** tab, delete the existing detection for the MSI Product Code. Click **Add Clause** and enter the following rules, then click **OK**. Click **Next** to proceed.
  - Setting Type: **File System**
  - Type: **File**
  - Path: **%ProgramFiles%\HP\HP Touchpoint Analytics Client**
  - File or folder name: **TouchpointAnalyticsClient.exe**
  - Select the check box for: **The file system setting must satisfy the following rule to indicate the presence of this application.**
    - Property: **Version**
    - Operator: **Greater than or equal to**
    - Value: **<replace with the version of the HPTouchPointAnalytics.msi being deployed>**
    - Associated with 32-bit app on 64-bit clients: **Yes**
7. Select the **User Experience** tab, ensure the following settings are configured:
  - Installation behavior: **Install for system**

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- Logon requirement: **Whether or not a user is logged on**
  - Installation program visibility: **Hidden**
  - Maximum allowed run time (minutes): **20**
  - Device Restart Behavior: **No specific action**
8. Select the **Dependencies** tab, then click **Add**.
    - In Dependency Group Name, type **VC++ Redistributable (x64)** as the group name.
    - Click **Add** and select the **VC++ Redistributable (x64)** app from the list of dependency apps. Select the checkbox next to these applications and click **OK**.
    - Ensure that **Auto Install** is selected.
    - Click **OK** to create the dependency group.
  9. Repeat step 8 above to add the **HP TechPulse** and **HP Touchpoint Analytics Client - Dependencies** apps, each with its own Dependency group name.
  10. Click **Apply**, then click **OK** to close the HP Touchpoint Analytics application properties.

## **Distributing the content to Distribution Points (DPs)**

Follow these steps to distribute the HP TechPulse Windows Application and Dependencies content to the SCCM DPs:

1. In the left column of the SCCM Admin Console, click **Software Library > Application Management > Applications**.
2. In the right pane, right click the new **HP TechPulse application > Distribute Content**.
3. In the **Distribute Content Wizard** on the **General** page, click **Next**.
4. Review the content to distribute, then click **Next**.
5. A meter will appear showing distribution progress. Review the actions taken, then click **Close**.
6. Repeat the same steps above for the **VC++ Redistributable (x86)**, **VC++ Redistributable (x64)**, **HP Touchpoint Analytics Client**, and **HP Touchpoint Analytics Client - Dependencies** applications.

## **Verifying Content Status on Distribution Points (DPs)**

In large environments where DPs are geographically dispersed it is best practice to verify the content status before deploying the HP TechPulse Windows Application. Follow these steps:

1. In the SCCM Admin Console, click **Monitoring > Distribution Status > Content Status**.
2. Right click each of the applications: **VC++ Redistributable (x86)**, **VC++ Redistributable (x64)**, **HP TechPulse**, **HP Touchpoint Analytics Client**, **HP Touchpoint Analytics Client – Dependencies** applications, then click **View Status**.
3. Verify the package has been successfully copied to all DPs before proceeding.

## **Deploying the HP TechPulse Application with SCCM**

Follow these steps to deploy the HP TechPulse Windows Application in SCCM.

1. In the left column of the SCCM Admin Console, click **Software Library > Application Management > Applications**.
2. In the right pane, right click the new **HP TechPulse application**.
3. In the **Deploy Software Wizard**, click **Browse** next to collections.
4. Then select the **Device Collection(s)** to which the package will be deployed.

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5. Click **OK**, then click **Next**.
6. Click **Next** to accept the content destination settings.
7. Select **Required** for the HP TechPulse application, then click **Next**.
8. To accept the default deployment schedule and deploy as soon as possible after the available time, click **Next**. Otherwise, specify a schedule for the deployment as needed.
9. Select the following **User experience** settings, then click **Next**.
  - User notifications: Hide in Software Center and all notifications
10. To accept the default alert options, click **Next**.
11. Confirm the settings for the deployment and click **Next**.
12. Review the actions taken, then click **Close**.

## **Deploying the HP Touchpoint Analytics Client Application with SCCM**

Follow these steps to deploy the HP Touchpoint Analytics Client Windows Application in SCCM.

1. In the left column of the SCCM Admin Console, click **Software Library > Application Management > Applications**.
2. In the right pane, right click the new **HP Touchpoint Analytics Client application**.
3. In the **Deploy Software Wizard**, click **Browse** next to collections.
4. Then select the **Device Collection(s)** to which the package will be deployed.
5. Click **OK**, then click **Next**.
6. Click **Next** to accept the content destination settings.
7. Select **Required** for the HP Touchpoint Analytics Client application, then click **Next**.
8. To accept the default deployment schedule and deploy as soon as possible after the available time, click **Next**. Otherwise, specify a schedule for the deployment as needed.
9. Select the following **User experience** settings, then click **Next**.
  - User notifications: Hide in Software Center and all notifications
10. To accept the default alert options, click **Next**.
11. Confirm the settings for the deployment and click **Next**.
12. Review the actions taken, then click **Close**.

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## Using Microsoft Intune for Automatic Enrollment

Information in this section contains advanced information intended for IT Professionals.

Follow these steps to deploy the HP TechPulse Windows Application (MSI Installer) and to enroll devices using Microsoft Intune.



**Note:** Devices must be connected to the Internet to successfully enroll with HP TechPulse.

There are three parts to deploying the HP TechPulse Windows Application (MSI Installer) with Microsoft Intune. The process follows this sequence of steps:

1. Download the HP TechPulse Windows Application (MSI Installer) and dependencies.
2. Convert the HP TechPulse Windows Application (MSI Installer) with the Microsoft Win32 Content Prep Tool.
3. Create and Assign the HP TechPulse Windows Application in Microsoft Intune.

Before beginning these steps, be sure to provide the UPN suffixes to your HP Service Expert or Business Partner. You'll also need your company-wide PIN for HP TechPulse. For more information, see [Prerequisites](#).

### Download the HP TechPulse Windows Application and Dependencies

1. Download the HP TechPulse Windows Application (MSI Installer) by clicking the **Download** button next to HP TechPulse Windows Application and selecting MSI from the dropdown, a zip file named "HPTechPulse.zip" will be downloaded.
2. After downloading and extracting all files, the following files will be present:
  - HPTechpulse.msi
  - HPTouchpointAnalytics.msi
  - VC\_redist.x86.exe
  - VC\_redist.x64.exe
  - HPTouchpointAnalyticsDependencies.msi

### Convert the HP TechPulse Windows Application (MSI Installer) with the Microsoft Win32 Content Prep Tool

Follow these steps to convert the HP TechPulse Windows Application (MSI Installer) to Intunewin format using the Microsoft Win32 Content Prep Tool.

1. Download the Win32 Content Prep Tool from: <https://github.com/Microsoft/Microsoft-Win32-Content-Prep-Tool>
2. Save the IntuneWinAppUtil.exe to a local folder along with the MSI and Exe files download earlier.
3. Open an Admin command prompt and run the following commands individually to convert the installers to Intunewin format. Replace [folder name] with the local folder where the files are downloaded.
  - a. IntuneWinAppUtil.exe -c [folder name] -s VC\_redist.x86.exe -o [folder name]
  - b. IntuneWinAppUtil.exe -c [folder name] -s VC\_redist.x64.exe -o [folder name]
  - c. IntuneWinAppUtil.exe -c [folder name] -s HPTouchpointAnalyticsDependencies.msi -o [folder name]
  - d. IntuneWinAppUtil.exe -c [folder name] -s HPTouchpointAnalytics.msi -o [folder name]
  - e. IntuneWinAppUtil.exe -c [folder name] -s HPTechPulse.msi -o [folder name]
4. After the files are successfully converted, the following Intunewin files will be present:
  - VC\_redist.x86.intunewin

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- VC\_redist.x64.intunewin
- HPTouchpointAnalytics.intunewin
- HPTouchpointAnalyticsDependencies.intunewin
- HPTechPulse.intunewin

## Creating Applications in Microsoft Intune

Follow these steps to create new Applications in Microsoft Intune to install the HP TechPulse Windows Application (MSI Installer).

### Creating the VC++ Redistributable (x86) Application

1. Sign into the Azure portal and go to Microsoft Intune
2. Select **Client Apps**, then go to Apps.
3. Click Add and select **Windows App (Win32)**
4. Click on "Select app package file", then select the VC++ Redistributable Installer converted to intunewin format above (**VC\_redist.x86.intunewin**).
5. Click **OK**.
6. On the **App Information** page, enter "Microsoft" as the Publisher, then click Next
7. On the **Program** page, enter the following info:
  - Install command: **vc\_redist.x86.exe /install /quiet**
  - Uninstall command: **vc\_redist.x86.exe /uninstall /quiet**
  - Device Restart Behavior: **No specific action**
  - Leave all other settings as default
8. On the **Requirements** page, enter the following info:
  - Operating system architecture: **32-bit and 64-bit**
  - Minimum Operating system: **Windows 10 1607 (or whichever version is oldest)**
9. On the **Detection Rules** page, enter the following info:
  - For Rules format, select **Manually configure detection rules**.
  - Click **Add**
  - Select Registry for Rule Type, then specify the following:
    - Key Path:  
**Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432Node\Microsoft\VisualStudio\14.0\VC\Runtimes\x86**
    - Detection Method: **Key Exists**
    - Associated with 32-bit app on 64-bit clients: **Yes**
10. Click **Next** until the end then click **Create**.

### Creating the VC++ Redistributable (x64) Application

1. Sign into the Azure portal and go to Microsoft Intune
2. Select **Client Apps**, then go to Apps.
3. Click Add and select **Windows App (Win32)**
4. Click on "Select app package file", then select the VC++ Redistributable Installer converted to intunewin format above (**VC\_redist.x64.intunewin**).
5. Click **OK**.

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6. On the **App Information** page, enter "Microsoft" as the Publisher, then click Next
7. On the **Program** page, enter the following info:
  - Install command: `vc_redist.x64.exe /install /quiet`
  - Uninstall command: `vc_redist.x64.exe /uninstall /quiet`
  - Device Restart Behavior: **No specific action**
  - Leave all other settings as default
8. On the **Requirements** page, enter the following info:
  - Operating system architecture: **64-bit**
  - Minimum Operating system: **Windows 10 1607 (or whichever version is oldest)**
9. On the **Detection Rules** page, enter the following info:
  - For Rules format, select **Manually configure detection rules**.
  - Click **Add**
  - Select Registry for Rule Type, then specify the following:
    - Key Path:  
**Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\VisualStudio\14.0\VC\Runtime s\x64**
    - Detection Method: **Key Exists**
    - Associated with 32-bit app on 64-bit clients: **No**
10. Click **Next** until the end then click **Create**.

## Creating and Assigning the HP TechPulse Application

1. Select **Client Apps**, then go to **Apps**.
2. Click **Add** and select **Windows App (Win32)**.
3. Click on "Select app package file", then select the HP TechPulse Installer converted to intunewin format above (**HPTechPulse.intunewin**).
4. Click **OK**.
5. On the **App Information** page, enter "HP Inc." as the Publisher, then click Next
6. On the **Program** page, enter the following info, replacing the <companypin> with the company-wide PIN for your TechPulse tenant:
  - Install Command: `msiexec /i HPTechPulse.msi CPIN=<companypin> /qn /l*v tm-log.txt`
  - Device Restart Behavior: **No specific action**
  - Leave all other settings as default
7. On the **Requirements** page, enter the following info:
  - Operating system architecture: **32-bit and 64-bit**
  - Minimum Operating system: **Windows 10 1607 (or whichever version is lowest)**
8. On the **Detection Rules** page, enter the following info:
  - For Rules format, select **Manually configure detection rules**
  - Click **Add**
  - Select File for Rule Type, then enter the following info then click OK:
    - Path: **%ProgramFiles%\Hewlett-Packard\HP Touchpoint Manager\Agent**
    - File or folder: **LHAgent.exe**
    - Detection method: **String (version)**
    - Operator: **Greater than or equal to**

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- Value: <replace with the version of the HPTechPulse.msi being deployed>
  - Associated with 32-bit app on 64-bit clients: **Yes**
9. On the **Dependencies** page, enter the following info:
    - Click **Add**
    - Select the following apps from the list of dependency apps:
      - **VC\_redist.x86.intunewin**
    - Ensure that **Yes** is selected for **Automatically Install**
  10. Assign the app to the targeted Assignment Groups.
  11. Click **Next** until the end then click **Create**.

## Creating the HP Touchpoint Analytics Client - Dependencies Application

1. Select **Client Apps**, then go to **Apps**.
2. Click **Add** and select **Windows App (Win32)**.
3. Click on "Select app package file", then select the HP Touchpoint Analytics Client Dependencies Installer converted to intunewin format above (**HPTouchpointAnalyticsDependencies.intunewin**)
4. Click **OK**.
5. On the **App Information** page, enter "HP Inc." as the Publisher, then click **Next**
6. On the **Program** page, enter the following info:
  - Device Restart Behavior: **No specific action**
  - Leave all other settings as default
7. On the **Requirements** page, enter the following info:
  - Operating system architecture: **32-bit and 64-bit**
  - Minimum Operating system: **Windows 10 1607 (or whichever version is oldest)**
8. On the **Detection Rules** page, enter the following info:
  - For Rules format, select **Manually configure detection rules**
  - Click **Add**
  - Select **MSI** for **Rule Type**, then leave all settings as default, click **OK**
9. Click **Next** until the end then click **Create**.

## Creating and Assigning the HP Touchpoint Analytics Client Application

1. Select **Client Apps**, then go to **Apps**.
2. Click **Add** and select **Windows App (Win32)**.
3. Click on "Select app package file", then select the HP Touchpoint Analytics Client Installer converted to intunewin format above (**HPTouchpointAnalytics.intunewin**).
4. Click **OK**.
5. On the **App Information** page, enter "HP Inc." as the Publisher, then click **Next**.
6. On the **Program** page, enter the following info:
  - Install Command: **msiexec /i HPTouchpointAnalytics.msi /qn /l\*v ta-log.txt**
  - Device Restart Behavior: **No specific action**
  - Leave all other settings as default
7. On the **Requirements** page, enter the following info:
  - Operating system architecture: **32-bit and 64-bit**
  - Minimum Operating system: **Windows 10 1607 (or whichever version is lowest)**

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8. On the **Detection Rules** page, enter the following info:
  - For Rules format, select **Manually configure detection rules**
  - Click **Add**
  - Select **File** for Rule Type, then enter the following info and click **OK**:
    - Path: **%ProgramFiles%\HP\HP Touchpoint Analytics Client**
    - File or folder: **TouchpointAnalyticsClient.exe**
    - Detection method: **String (version)**
    - Operator: **Greater than or equal to**
    - Value: **<replace with the version of the HPTouchpointAnalytics.msi being deployed>**
    - Associated with 32-bit app on 64-bit clients: **Yes**
9. On the **Dependencies** page, enter the following info:
  - Click **Add**
  - Select the following apps from the list of dependency apps:
    - **VC\_redist.x64.intunewin**
    - **HPTouchpointAnalyticsDependencies.intunewin**
    - **HPTechPulse.intunewin**
  - Ensure that **Yes** is selected for **Automatically Install**
10. Assign the app to the targeted Assignment Groups.
11. Click **Next** until the end, then click **Create**.

## Automatic Enrollment of macOS Devices Using Jamf Pro

Follow these steps to automatically deploy the HP TechPulse application to macOS devices using Jamf Pro.

### Prerequisites

- Download the latest HP TechPulse macOS application from <https://www.hpdaas.com/software>
- Download and install the [Jamf Pro Installer.pkg](#) (macOS only application)
- Script to configure the application in Jamf Pro console.

### Script



**WARNING:** Make sure to edit the "PIN=" in the script below to the company pin in HP TechPulse.

```
#!/bin/bash
APPLICATION_SUPPORT_DIRECTORY=/etc/APMAgent
PIN=#####

if [ -d $APPLICATION_SUPPORT_DIRECTORY ]
then
    echo "Directory Exists"
else
    echo "Directory Does not exist, creating directory"
    mkdir "$APPLICATION_SUPPORT_DIRECTORY"
fi

echo "{\"PIN\":\"$PIN\"}" >
"$APPLICATION_SUPPORT_DIRECTORY/enrollment.json"
```



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```
if [ "$APPLICATION_SUPPORT_DIRECTORY/enrollment.json" ]
then
    echo "Successfully stored PIN at
$APPLICATION_SUPPORT_DIRECTORY/enrollment.json"
    cat "$APPLICATION_SUPPORT_DIRECTORY/enrollment.json"
    exit 0
else
    echo "Unable to store PIN"
    exit 1
fi

exit 1
```

## Uploading and configuring the application in JAMF Pro console

1. In the **Jamf Pro** console, go to the **Computers** tab and click **Management Settings**.
2. Under **Computer Management**, select **Packages**.
3. In the **Packages** window, click **New** to add the HP TechPulse macOS application package previously downloaded.
  - **Display Name:** Enter the name the package
  - **Category:** Select **Applications**
  - **Filename:** Upload the HP TechPulse macOS application package file
4. Click **Save**.
5. Under **Computer Management**, select **Scripts**.
6. In the **Scripts** window, click **New** to add the HP TechPulse install script.
  - Display Name:** Enter the name of the script
  - Category:** Select **Scripts**
7. Click **Save**.
8. Click the **Script** tab and copy the [Script](#). Make sure you replaced the PIN with the correct value.
9. Click the **Options** tab.
  - Priority:** Select **After**
10. Click **Save**.
11. Go to **Computers** tab and click **Policies**.
12. Click **New**.
  - a. In the **General** section:
    - Display Name:** Enter name the policy
    - Check **Enabled**
    - Category:** Select **Applications**
    - Trigger:** Check **Enrollment Complete and Recurring Check-in**
  - b. In the **Packages** section, click **Configure**.
    - Select the package previously created.

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**Distribution Point:** Select **Each computer's default distribution point**

**Action:** Select **Install**

- c. In the **Scripts** section, click **Configure**.

Select the script previously created.

**Priority:** Select **Before**

In the **Scope** tab, target the devices per your needs.

In the **Self-Service** tab, check **Make the policy available in Self Service**

**Self Service Display Name:** Enter the name and a description of the package

**Button Name:** You can also add in an icon

13. Click **Save**.

## Uninstalling the HP TechPulse Windows Application

This section contains instructions on how to remove the HP TechPulse Windows Application from a Windows device in one of three ways:

- Manually
- With a Group Policy
- System Center Configuration Manager (SCCM)

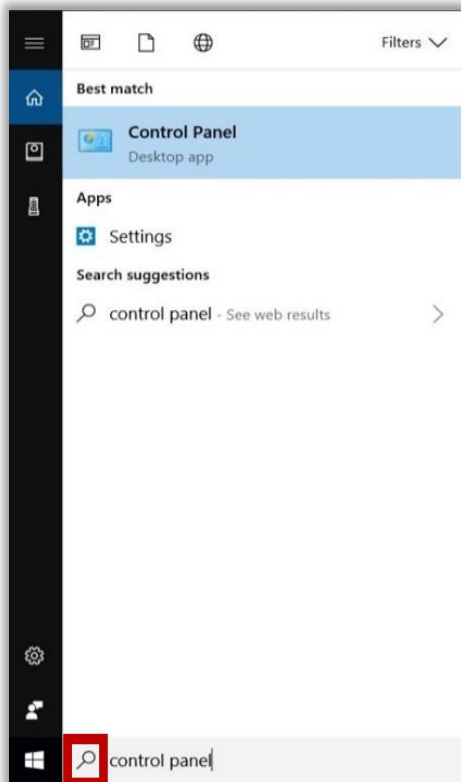
---

**Important:** Uninstalling will unenroll the device from HP TechPulse. The device must have Internet connectivity for unenrolment to succeed.

---

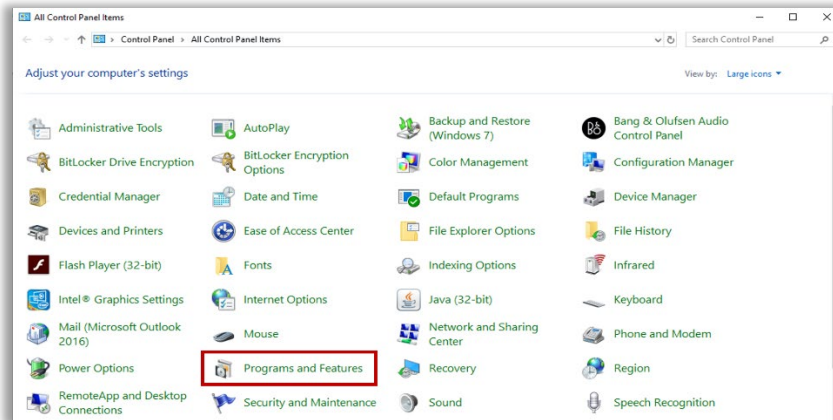
### Uninstalling Manually

1. Click the Windows Search icon, type **Control Panel** and click to open.

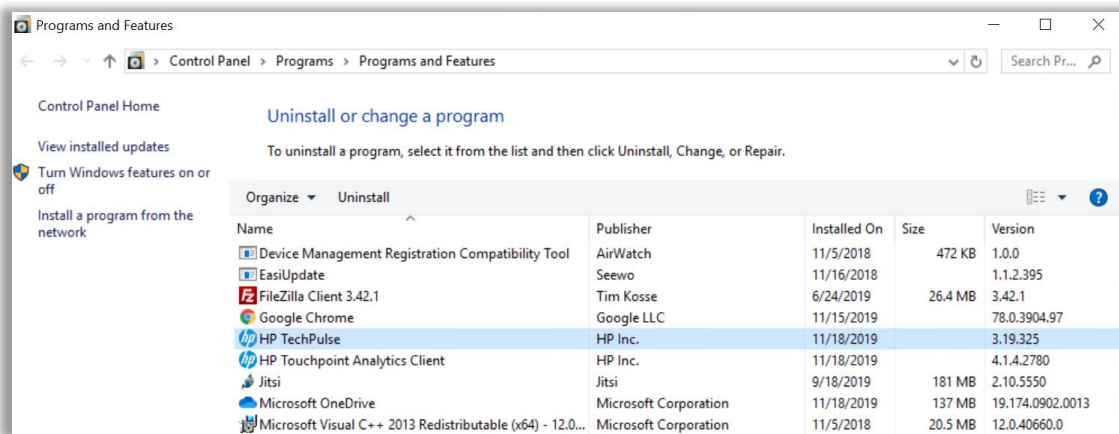


# HP TechPulse Device Software Deployment Guide

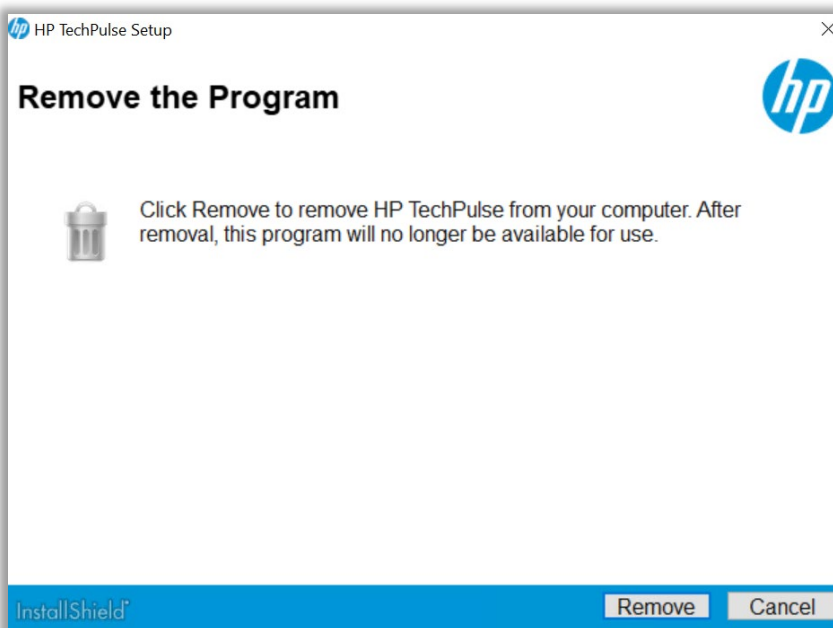
## 2. Click Programs and Features



## 3. Locate and click HP TechPulse, then click Uninstall.



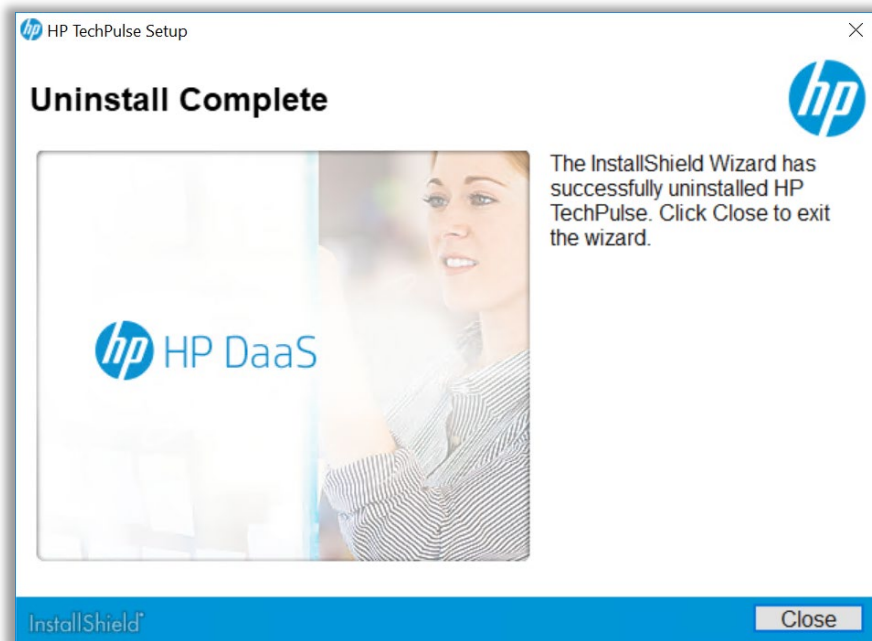
## 4. From the Uninstall wizard, click Remove.



# HP TechPulse Device Software Deployment Guide

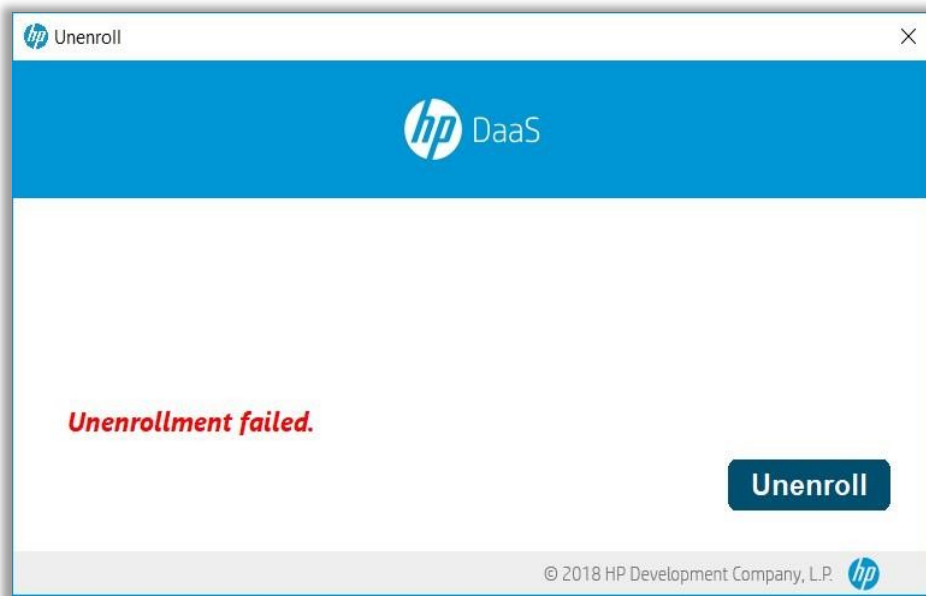
The Wizard will uninstall and unenroll the device from HP TechPulse.

5. When the dialog displays **Uninstall complete**, click **Close** to exit the uninstall wizard.



## **Troubleshooting: Unenrollment Failed Error When Uninstalling**

If you receive the "Unenrollment failed" message, ensure that the device is connected to the internet.



# HP TechPulse Device Software Deployment Guide

## Uninstalling the HP TechPulse Windows Application with System Center Configuration Manager (SCCM)

This section describes how to uninstall the HP TechPulse Windows Application from Windows® devices using System Center Configuration Manager (SCCM).

---

**Important** For the client devices to unenroll successfully, the devices must be connected to the Internet

---



**Note:** These instructions are based on Microsoft (MS) SCCM v.1902. If you are using a different version of System Center, the steps may be slightly different

---

1. Download the Uninstallation Powershell script from: [ftp://ftp.hp.com/pub/caps-softpag/HP\\_DaaS/HP\\_TechPulse\\_Deployment/MSI\\_Installer/UninstallHPTechPulse.zip](ftp://ftp.hp.com/pub/caps-softpag/HP_DaaS/HP_TechPulse_Deployment/MSI_Installer/UninstallHPTechPulse.zip).
2. Extract the uninstall script and be sure the script file is saved to a location accessible by SCCM.
3. Ensure an existing application deployment for the HP TechPulse Windows Application has been created in SCCM.

### Loading the uninstall script

1. Select the Application you created earlier for deploying the HP TechPulse Windows Application and click the **Deployment Type** tab.
2. Right-click the **Deployment Type** you created earlier and select **Properties**.
3. Select the **Programs** tab.
4. In the Uninstall Program, specify the following command:  

```
powershell.exe -executionpolicy bypass -windowstyle hidden -noninteractive -nologo -file "UninstallHPTechPulse.ps1"
```
5. Select **OK** to apply the changes to the Deployment Type.
6. Right-click the **Application** and select **Properties**.
7. Select the **Content Locations** tab.
8. Select the **Distribution point** and click the **Redistribute** button.
9. Right-click the **Deployment Type** and select **Update Content**.
10. When prompted whether you want to refresh content for the deployment type, select **Yes**.

### Creating a deployment with Action set to Uninstall

If there is already an existing deployment with the Action set to Install, you must delete the deployment before you can create a deployment targeting the same Collection.

1. With the Application selected, click on the **Deploy** button.
2. Click **Browse** and select the **Collection** to target, and then click **Next**.
3. Ensure the distribution points you want to distribute the content to are in the list, and then click **Next**.
4. Set the **Action to Uninstall**, and then click **Next**.
5. Select the desired **Uninstall Deadline**, and then click **Next**.
6. Select **Hide** in Software Center and all notifications for User notifications.

# HP TechPulse Device Software Deployment Guide

7. Set the desired **Threshold** for failed removals, and then click **Next**.
8. Review the deployment settings, and then click **Next**.
9. When the completion screen is displayed, click **Close**.
10. The uninstall script will be distributed to devices in the target collection and the HP TechPulse Windows Application will be uninstalled and unenrolled after running the script.

## Uninstalling the HP TechPulse Windows Application with Group Policy

This document describes how to uninstall the HP TechPulse Windows Application from Windows® devices using Group Policy.

---

**Important** For the devices to unenroll successfully, the devices must be connected to the Internet

---

### Creating a Group Policy Object

Follow these steps to create a Group Policy Object to uninstall the HP TechPulse Windows Application:

1. Download the Uninstallation Powershell script from: [ftp://ftp.hp.com/pub/caps-softpag/HP\\_DaaS/HP\\_TechPulse\\_Deployment/MSI\\_Installer/UninstallHPTechPulse.zip](ftp://ftp.hp.com/pub/caps-softpag/HP_DaaS/HP_TechPulse_Deployment/MSI_Installer/UninstallHPTechPulse.zip).
2. Extract the uninstall script.
3. To open the Group Policy Management console, type gpmc.msc at the command prompt on the Active Directory (AD) Domain Controller.
4. Select **Create a GPO in this domain and Link it here...**
5. Name the Group Policy Object “Uninstall HP TechPulse Windows Application”.
6. Select **Computer Configuration > Windows Settings > Scripts (Startup/Shutdown) > Startup**.
7. In the **Startup Properties** dialog box, select the Powershell Scripts tab.
8. Select **Show Files**.
9. Copy the script file into the folder.
10. In the **Startup Properties** dialog box, select **Add**, browse and select the **UninstallHPTechPulse.ps1** file.
11. To exit the dialog box and apply the settings, click **OK**.

The client computer receives the Group Policy update during the next refresh interval.

When the client computer restarts or starts up, the “Uninstall HP TechPulse Windows Application” Group Policy object is applied, and the device is automatically unenrolled from HP TechPulse.

## Removing devices enrolled using Automatic Enrollment with Serial Number

To remove devices which were enrolled to HP TechPulse using the Automatic Enrollment with Serial Number method, you must follow the instructions below:

1. Sign into HP TechPulse with the IT Admin Role.
2. Go to **Devices > All**.
3. Select all devices to be removed and click **Remove**.
4. Follow the instructions above to uninstall the HP TechPulse Windows Application from all devices.

# HP TechPulse Device Software Deployment Guide

## HP DaaS for Retail

### Prerequisites for HP Retail Peripheral Agent

- Operating System: Windows 10 Pro or Windows 10 IoT
- PC manufactured by HP
- Framework: Microsoft .NET Framework v4.6
- UPOS Drivers: CCO v1.14 and peripherals' OPOS drivers stack support

### Installing HP TechPulse and HP Retail Peripheral Agent

To configure the HP Point of Sale device for HP TechPulse:

1. Complete the steps in the [Manually Enrolling a Windows Computer Using a Company-wide PIN](#) section to install HP TechPulse.
2. Follow the instructions in the [HP Retail Peripheral Agent Setup Guide](#) to Install the HP Retail Peripheral Agent.

### References

- [HP POS Configuration Guide](#)
- [UPOS v1.14 specification](#)



# HP TechPulse Device Software Deployment Guide

## Additional Information

### Gathering the HP TechPulse Windows Application logs (HPReport logs)

To troubleshoot device enrollment or connectivity problems with the HP TechPulse Windows Application, you may need to send the HPReport logs to your HP Service Expert or Business Partner.

Follow the steps below to collect the HPReport logs:

1. On a device which has the HP TechPulse Windows Application installed, launch an Administrator command prompt and navigate to C:\Program Files (x86)\Hewlett-Packard\HP Touchpoint Manager\Tools.
2. Run the HPReport tool with the following command:  
hpreport /get
3. After the tool runs, the tool will place a zip file in the C:\ root directory with a filename like “HPREPORT-#####-#####.ZIP”.
4. send this zip file to your HP Service Expert or Business Partner for further troubleshooting.

### HP Managed Services Regional Support

For additional support, contact HP Managed Services for your region.

Region	Managed Services Contact Address
HP America	<a href="mailto:HPDaaS_AMS@hp.com">HPDaaS_AMS@hp.com</a>
HP Asia, Pacific, Japan (APJ)	<a href="mailto:HPDaaS_APJ@hp.com">HPDaaS_APJ@hp.com</a>
HP China	<a href="mailto:HPDaaS_China@hp.com">HPDaaS_China@hp.com</a>
HP Europe, Middle East, & Africa (EMEA)	<a href="mailto:HPDaaS_EMEA@hp.com">HPDaaS_EMEA@hp.com</a>
HP India	<a href="mailto:HPDaaS_India@hp.com">HPDaaS_India@hp.com</a>
HP Japan	<a href="mailto:HPDaaS_Japan@hp.com">HPDaaS_Japan@hp.com</a>
HP Latin America	<a href="mailto:HPDaaS_LA@hp.com">HPDaaS_LA@hp.com</a>

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## Appendix

**Important:** Case is optional for all command line options.

### Client Enrollment Command Line Parameters

Switches	Default value	Example	Scenario
CPIN	0	HPTechPulse.exe CPIN=XXXXXX	To bulk enroll using Company Wide Pin
ZTEMODE	0	HPTechPulse.exe ZTEMODE=0	To bulk enroll using Serial Number
HIDETRAY	False	HPTechPulse.exe HIDETRAY=True	To hide the HP TechPulse system tray icon and all notifications. <ul style="list-style-type: none"><li>• No warning for domain mismatch</li><li>• No Agree/Disagree dialog for domain mismatch</li><li>• Tray icon will not be visible, but will be running in task manager</li></ul>
SILENT		HPTechPulse.exe /silent CPIN=xxxxxx	Silent installs must be used in conjunction with the CPIN switch.

When installing HP TechPulse Windows Application (HPTechPulse.exe), the installation logs are automatically generated and are stored in the following location:

%temp%/HP\_Techpulse\_<timestamp>.log

# HP TechPulse Device Software Deployment Guide

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