



HP Refresh System Requirements

FREQUENTLY ASKED QUESTIONS

Q. What is needed?

A. You will need a minimum of 2 computers.

Computer #1: (Fully functioning computer that will be used to create the USB Flash Drive that will reimage the donated computer)

- A computer that meets these requirements in order to download software:
 - Windows 10 or Windows 7
 - USB port (to create the USB boot drive)
- USB flash drive (4GB or larger)

Computer #2: (Donated Computer)

- A computer that meets these requirements in order to be wiped and reimaged:
 - 64-bit x86 processor or equivalent
 - At least 2 GB of memory (RAM)
 - USB port to upload new image and Secure Erase software
- Hard drive (4GB or larger)

For the setup process, you will also need a USB flash drive that is 4 GB or larger. For best results, the drive should be USB 3.0 compliant.

Note: If you are using a USB 2.0-compliant drive or USB 2.0-compliant port, this process might be as much as several hours slower than it would be on a USB 3.0-compliant drive and port.

- **HP Refresh software** - available for download [here](#).