HP Refresh Installation
FREQUENTLY ASKED QUESTIONS

Requirements and setup

Q: What hardware is needed and what are the system requirements for HP Refresh?

A: You'll need a USB flash drive, one fully functional computer, and at least one donated computer. These must meet the following requirements:

USB flash drive:	Computer #1:	Computer #2:
• 4 GB or larger	(Fully functioning computer that you will use to download the HP Refresh software and create a bootable USB flash drive that will reimage the donated computer)	(Donated computer that you will reimage using the bootable USB flash drive)
	• Windows 10 or Windows 7	• 64-bit x86 processor or equivalent
	• USB port (to create the bootable USB flash drive)	• At least 2 GB of memory (RAM)
		• Hard drive (4 GB or larger)
		• USB port (for reimaging this computer using the bootable USB flash drive)

Q: How do I get started with setting up HP Refresh?

A: On computer #1, go to https://www.hp.com/hprefresh and download the HP Refresh software. Follow the procedures in the *Installation Guide* to perform the installation process.

Q: What if my computer does not meet the minimum requirements or I run into another hardware issue?

A: The software is designed to run on almost any modern hardware. If it does not work on your current computer, try using a different computer.

Q: Can computer #2 (the donated computer) be a Mac OS-based computer?

A: No, the donated computer must be Windows-based.

Q: Can computer #2 (the donated computer) be an HP Chromebook?

A: An HP Chromebook might work but has not been tested.

Q: I have an old computer that I want to donate or reimage myself (as computer #2). How can I determine if it meets the HP Refresh system requirements?

A: If the computer will boot into Windows, open the **Control Panel** (the method to do this varies depending on the version of Windows). In the Control Panel:

- If the view (indicated in the upper-right of the window) is set to "Category", select **System and Security**, and then select the **System** section header.
- If the view is set to one of the "icons" views, you just need to select the **System** icon.

In the system summary that appears, if the "System type" shows **x64-based processor**, the computer most likely meets the requirements.

Known issues with HP Refresh Software

Q: What are the known issues with HP Refresh Software?

A: Here is a list of bug fixes, known issues, and modifications with the latest HP Refresh Software.

Version 1.9

Bug Fixes

- Fixed an issue where the chrome browser crashed when attempting to use Zoom.

- Fixed an issue where the network did not work.

- Fixed an issue where auto update was not running.

Known Issues

- Securely erasing the PC disks can take an extremely long time.

- Some Wi-Fi network cards do not support Bluetooth.

- Some PCs may be detected as supported but may not successfully boot.

- On some PCs, the PC may not go to sleep or "sleep" may not appear in the start menu's power menu.

- When sharing an entire desktop with Zoom, the Zoom controls appear to the viewers as black boxes.

- The shared whiteboard feature in Zoom does not work.

- The OS taskbar is allowed to be shared in Zoom.

- The "Default Email" selection in Zoom's "invite by email" feature does not work because the OS does not include a built-in email client. The "Gmail" and "Yahoo Mail" selections do work.

- On low resolution screens, the Zoom meeting window may not show all user interface controls. Please resize the Zoom content window.

- Sometimes when joining a Zoom meeting for the first time, the meeting code is incorrectly displayed as "invalid", but the meeting can actually be joined.

Version 1.8

Bug Fixes

- Fixed an issue where sometimes the preconfigured contact info and default URL was not properly incorporated into the refreshed PC software.

- Fixed an issue where double clicking the desktop Zoom icon or selecting Zoom from the start menu will terminate the Zoom program.

- Fixed an issue where sometimes the refreshed PC software showed a "licensing error".

- Fixed an issue where you had to have a chrome browser running before you could sign into Zoom via SSO.

Modifications

- Updated the Zoom client to version 5.0

- Added support for a few more Realtek Wi-Fi devices (RTLl8822BE/CE).

- Added support for PCs with NVME and eMMC storage devices.

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USB flash drives and ports

Q: What is a USB flash drive?

A: A USB flash drive is a removable, rewritable data storage device. It is also referred to as a USB thumb drive, USB drive, USB storage, pen drive, USB stick, or memory stick (the terms all are interchangeable).

Q: What type of USB flash drive and USB port are needed for this process?

A: For the USB flash drive, a traditional (type-A) connector is needed for most computers. Other types of USB connectors will likely need an adapter converting it to type-A to work with most PCs.

For best results, the USB flash drive (4 GB or larger) and the USB ports on the computers should be USB 3.0 compliant. If you are using a USB flash drive or USB ports that are USB 2.0 compliant, this process might take longer than it would with USB 3.0.

Most USB 3.0 ports are blue if you look inside the port and typically have an icon like the following next to them:

SS⛌→

Q: Will HP be providing USB flash drives?

A: No. HP is providing the instructions for creating a bootable USB flash drive.

Q: What is a bootable USB flash drive?

A: A bootable USB flash drive includes the necessary components to enable a computer to boot or start from a USB drive.

Bootable USB flash drive creation (computer #1)

Q: Will creating the bootable USB flash drive erase computer #1?

A: No, creating the bootable USB flash drive will not erase computer #1. However, once the bootable USB flash drive is created, do NOT test booting from it or the reimaging process on computer #1. That process is for computer #2.

Reimaging (computer #2)

Q: How do I enter the boot menu on computer #2?

A: After turning on computer #2, repeatedly press the prompted function key to enter the boot menu (function keys F1 through F12 are at the top of the keyboard). Usually one of the following keys will work:

- HP: F9, F12, or Esc
- Dell: F12 or F8
- Lenovo: F12 or F11

Q: What if I am still unsure about which key to press to enter the boot menu on computer #2?

A: Perform an internet search (using a search engine such as Google) for the computer type plus "enter boot menu".

For example: `HP Envy enter boot menu`

Q: The reimaging process on computer #2 is taking a long time.

A: Depending on the hardware/USB specifications, the reimaging process might take a while. This is normal.

Q: I copied the HP Refresh software to the USB flash drive, but when I try to use it on computer #2, nothing happens.

A: It is possible that you missed one of the installation steps. See the *Installation Guide* for more information.

Q: Does computer #2 need to be connected to power during the reimaging process?

A: Yes, computer #2 needs to be connected to power to avoid disruptions.

Q: I just erased the drive on computer #2, but someone needs it back.

A: The HP Refresh software makes it impossible to recover data from the system.

Q: Computer #2 does not have Wi-Fi®. Can HP Refresh make it Wi-Fi compatible?

A: HP Refresh does not have the capability to add Wi-Fi. You can use an ethernet cable to connect to the internet. Alternatively, you have the option to add a Wi-Fi card if computer #2 supports it.

Q: Computer #2 is a desktop computer, and I reimaged it with the HP Refresh software, but the computer cannot connect to my local Wi-Fi network.

A: Few desktop computers have Wi-Fi. You can use an ethernet cable to connect to the internet. Alternatively, you have the option to add a Wi-Fi card if computer #2 supports it.

Q: Computer #2 has a Wi-Fi card, but I am still unable to connect via Wi-Fi.

A: Not all Wi-Fi cards are currently supported. Only a limited set of Atheros, Intel, and Realtek cards are supported.

Q: If the Wi-Fi card on computer #2 has been disabled, how do I enable it?

A: If computer #2 has a physical Wi-Fi switch, you can enable Wi-Fi by putting the switch to the "on" position. For computers that don't have a physical Wi-Fi switch, you can enable Wi-Fi via the following instructions:

1. After turning on computer #2, repeatedly press the prompted function key to enter the boot menu (as described in this document or in the *Installation Guide*).
2. Select **Apply Factory Defaults**, save the changes, and restart the computer.
3. Let the computer boot all the way to the HP Refresh desktop.
4. Select **Menu** at the bottom-right of the desktop.
5. Select **Control Panel**, and then select **System**.

6. Select **Network** on the left.

7. Select the **Wireless** tab at the top.

8. Verify that **Enable Wireless** is selected (has a check in the checkbox). If it isn't, click the checkbox to enable it.

Q: Do I need to make any changes to the BIOS settings on computer #2 to install and use HP Refresh?

A: No, unless you need to enable Wi-Fi as mentioned in this document. However, when you are booting to the USB flash drive, you will be prompted to enter the boot menu. See the information in this document or in the *Installation Guide* to learn how to enter the boot menu on different computer brands.

Q: The reimaging process worked, but Bluetooth® is not working.

A: Some Wi-Fi cards do not support Bluetooth.

Q: After reimaging, computer #2 is showing an incorrect date. Why does it say the date is January 1, 1970?

A: You might have a dead battery in your computer that needs to be replaced. Most desktop computers have a CR2032 battery (basically a watch battery).

Q: What do I do if computer #2 is not usable (broken keyboard, cracked screen, no USB port, won't power on)?

A: Donated computers might not be reusable. Acquire another functioning computer.

Q: If computer #2 has a brand-new hard drive that has never been used, is it possible to skip erasing the hard drive?

A: Unfortunately, it is not possible to skip erasing the hard drive. HP has the responsibility to make sure donated drives have their data erased to protect the donor's privacy.

Q: Computer #2 has an NVMe (non-volatile memory express) solid-state drive (SSD), and the installation doesn't work because the HP Refresh software reports that the SSD cannot be erased.

A: Make sure you have the latest HP Refresh software version installed on your computer.

Q: Can the HP compatibility check be performed on computer #2 before erasing the hard drive?

A: No, the compatibility check happens after the hard drive is erased to protect the donor's privacy.

Q: After the hard drive is erased, I get an "Install Aborted" error message, and when I click OK, the computer just shuts down.

A: An issue might have occurred during the creation of the bootable USB flash drive, or there could be something wrong with the USB flash drive itself. Here are some possible solutions:

- Try running the same USB flash drive through the creation process again.

- Try using a different USB flash drive.

In both cases, ensure that you safely remove the USB flash drive when prompted to by the *Installation Instructions*. To do this, right-click the USB-drive icon in the Windows notification area (typically at the bottom-right of the screen) and select **Eject**. You might need to click the "up arrow" icon in the notification area to show hidden icons to find the USB drive icon. You will be notified when the USB flash drive can be safely removed.

Q: After the successful installation of HP Refresh on computer #2, the message "Unlicensed ThinPro Software" is shown on the desktop.

A: Try reimaging computer #2 again. If the message is still shown on desktop after reimaging, recycle the computer and use a different computer as computer #2.

Q: I have successfully installed HP Refresh on computer #2, can I change my mind and do a new install of Windows with a new license?

A: Yes, you can install Windows on computer #2. Make sure to boot from a separate bootable device like a USB key or CD ROM when installing Windows.

Q: After successful installation of HP Refresh Software, I get initramfs message when I boot from computer #2.

A: Make sure USB key is removed before you boot computer #2. If you are still having an issue, try a different USB key. it is possible USB key may have been corrupted.

Q: What languages are supported by the HP Refresh software once installed on computer #2?

A: The following languages are supported: English, French, German, Spanish, Russian, Japanese, Korean, Simplified Chinese, and Traditional Chinese.

Q: Is MS Teams compatible with the HP Refresh software once installed on computer #2?

A: Yes, you can use MS Team via browser. Both Chrome and Firefox browsers are supported.

Q: Does HP Refresh Software allow other applications to be added on computer #2?

A: No, you cannot install other software packages.

For more help

Q: If I need help using the HP Refresh software, how do I contact HP support?

A: There is a group of HP Certified Support Volunteers ready to help you. Ask your questions on the HP Refresh support forum.