Infosheet

HP Sure Click Pro

Frequently Asked Questions

HP is offering HP Sure Click Pro for use free of charge until Sept. 30, 2020 to help businesses and individuals stay digitally safe when working remotely during the current crisis. HP Sure Click Pro will offer enhanced protections beyond those provided by the version of HP Sure Click that is included with the purchase of most HP PCs. This offer is available to HP and non-HP PCs.

DEPLOYMENT

QUESTION:
I am a large scale, IT/SOC managed Enterprise. Can I use HP Sure Click Pro for endpoint security?

ANSWER:
HP Sure Click Pro is a pre-configured solution targeted for SMBs and individual users. Although it provides powerful enterprise-grade protection, it does not provide extensive centralized management and configuration that would be necessary for a large enterprise. It can be deployed via Intune or SCCM and provides basic management via WMI interfaces, but it is likely not adequate for large enterprises. Medium or large enterprises should choose HP Proactive Security Service or HP Sure Click Enterprise.

QUESTION:
What is the validity of the HP Sure Click Pro free offer?

ANSWER:
You can use HP Sure Click Pro for free until Sept. 30, 2020. HP reserves the right to end the free offer at any time. However, if you have already installed HP Sure Click Pro, you can continue to use the software until Sept. 30, 2020.

INSTALLATION

QUESTION:
How do I install HP Sure Click Pro?

ANSWER:
HP Sure Click Pro is available as a software download from here. Once downloaded, just run HPSureClckProSetup,msi to start the install. The installation needs to happen in an administrator context, so you will be seeing the UAC (User Account Control) prompt during the install. Alternatively, you can use the mouse to right-click on the MSI file and choose 'Run as Administrator'. Once the install is done, the installation window will automatically exit, and the Sure Click Initialization process will start.

To verify that your install is successful, go to Windows Start menu and search for "HP Sure Click". You should see the program and you can click and open the program dashboard. Note that it may still be initializing the first time you open it, so give it some time for it to be successfully initialized and begin protection.

QUESTION:
While installing HP Sure Click Pro, I see a Windows alert which says, "HP Sure Click may not work fully, please resolve the following: Enable Virtualization technology from BIOS". What do I need to do?

ANSWER:
HP Sure Click Pro is a virtualization-based security product. It requires virtualization extensions to be enabled in the BIOS (Intel Vt-x or AMD-v). To enable these hardware virtualization features, you need to access your computers BIOS or UEFI settings. If you have a modern PC, it's highly likely you have a UEFI based system. Fear not, this is a relatively easy step to enable this feature to get advanced protection from HP Sure Click Pro.

To access BIOS settings, restart your PC and press the appropriate key during the reboot based on your manufacturer. For HP PCs, this is the "F10" key. For other manufacturers, it's most likely the 'Delete' or "F2" key.

For UEFI based Windows 10 systems, you will need to keep the "SHIFT" key pressed as you restart the system, which should then boot into the UEFI settings. Or you could do an Advanced Restart following these steps:

1. Open Windows Settings.
2. Go to "Update and Security", then Recovery.
3. Click on the "Restart Now" button under the Advanced Start-up section.

Whether your PC uses BIOS or UEFI, once you're in the settings menu, you can begin looking around for an option labeled something like "Intel VT-x", "Intel Virtualization Technology", "Virtualization Extensions", "Vanderpool" or something similar. Often, you'll find the option under a "Processor" submenu. That submenu may be located somewhere under a "Chipset", "Northbridge", "Advanced Chipset Control", or "Advanced CPU Configuration" menu. Enable the option and then select "Save and Exit" or the equivalent feature to save your settings changes and reboot your PC.

For more information on enabling virtualization, please click here.

QUESTION:
I installed HP Sure Click Pro. Why does the desktop console and the HP Sure Click Pro Secure Browser display 'Preparing for use' for so long?

ANSWER:
When HP Sure Click Pro is first installed, it needs to undergo a process of initialization to prepare the virtual machine template it needs to provide protection. Initialization creates a template that includes settings specific to the user. On shared systems, where different users have different settings (for example DPI display scaling or language settings) multiple templates may be created. The template is a snapshot of the applications protected by HP Sure Click Pro and from which the isolated containers are spawned.

Usually this process takes about 4-8 minutes. HP Sure Click Pro will automatically go into the Running state when this process is done.

If you update any application supported by HP Sure Click Pro, it must re-initialize, or the isolated containers will continue to use the previous application version. HP Sure Click Pro monitors the changes in installed applications and automatically re-initializes if a change is detected, with no user action required.

QUESTION:
I have a compatible non-HP Windows 10 device. Can I install HP Sure Click Pro?

ANSWER:
Yes. HP is committed to support and enhance digital security for all users affected by the current situation, especially for customers and end-users who are working from home. So, HP Sure Click Pro is being offered for all Windows 10 devices that satisfy the minimum hardware requirements.

QUESTION:
I have an HP laptop with HP Sure Click already installed. What happens if I install HP Sure Click Pro?

ANSWER:
If you install HP Sure Click Pro on a device with HP Sure Click, it will upgrade your existing installation of HP Sure Click. You will be asked to reboot once the upgrade is finished, and after the machine restarts HP Sure Click Pro will become active. You may not see the product name updated to Sure Click Pro, but rest assured that your protection has been updated. The best way to check is to open an Excel file and you will see that the dialogue box name would say "HP Sure Click Secure View".

QUESTION:
I installed HP Sure Click Pro. How do I know that I am protected?

ANSWER:
HP Sure Click Pro opens untrusted documents in a virtual machine container but maintains the native appearance and UX of the host application (MS Word or Excel or Adobe Reader). This is done to cause the least amount of disruption to the user's workflow. There are a couple of ways to tell if you are protected and whether the document has opened in an isolated virtual machine. (1) The title bar of the document will show 'HP Sure Click Secure View' or (2) Open 'Live View' from the tray icon or the desktop console and check that the virtual machine is in the list.

QUESTION:
I installed HP Sure Click Pro, but the installed product still says HP Sure Click. How do I know that I have HP Sure Click Pro?

ANSWER:
HP Sure Click Pro upgrades HP Sure Click with an enhanced Pro feature-set. The desktop console and start menu shortcuts will still display HP Sure Click. To confirm that you have the advanced feature-set, try opening an untrusted Word document. If you are able to edit, save and print the document, you have the advanced HP Sure Click Pro feature set.

QUESTION:
I have installed HP Sure Click Pro. Should I uninstall other AV software?

ANSWER:

HP does not recommend uninstalling or disabling your existing AV software. HP Sure Click Pro will trap malware delivered via the most common delivery vectors (office and pdf documents) that has evaded the installed AV protection. However, traditional AV software is still useful for detecting common malware that comes via files or documents that HP Sure Click Pro does not support opening in a secure virtual machine (e.g. Visio documents).

QUESTION:
What languages are supported by HP Sure Click Pro?

ANSWER:

HP Sure Click Pro is supported in English, French, German, Spanish, Swedish, Japanese, Italian, and Brazilian Portuguese. You might see an error "No supported Windows language pack is installed" if you install Sure Click Pro on an unsupported local language OS. To get rid of this error, you need to install one of the supported languages with a language pack from Windows settings.

1. Open 'Language Settings' from Windows settings.
2. Click "Add a preferred language".
3. Select either English (US), French, German, Spanish (Spain), Swedish, Japanese, Italian or Brazilian Portuguese.
4. Make sure the 'Install Language Pack' option is checked.

QUESTION:
I installed HP Sure Click Pro, and now my system does not boot up. What do I do?

ANSWER:

We highly recommend that you install HP Sure Click Pro on Microsoft Windows version 1903 (RS6) and above only. If you installed HP Sure Click Pro on an earlier version OS, you might encounter a rare situation where your machine does not boot up. If this happens, follow these steps.

1. Access your BIOS settings on boot. To access BIOS settings, restart your PC and during the reboot, press the appropriate key based on your manufacturer. For HP PCs, this is the F10 key. For other manufacturers, it may be the Delete or F2 key.
2. Reset your BIOS settings to the manufacturer defaults and reboot the machine.

Please upgrade Microsoft Windows to version 1903 or above as recommended.

PROTECTION

QUESTION:
How does HP Sure Click Pro protect me? What is the most common use case?

ANSWER:

During the current crisis, most employees are working from home or remotely. Email is the preferred form of communication for most of the workforce, especially now even more so when working from home. Our data indicates that email is a primary threat vector, and Word document is the most preferred malware delivery vehicle.

The most common business workflow is opening documents that come as attachments in email. With HP Sure Click Pro, you have complete peace of mind while opening any email-attached or downloaded Word or Excel document, since it will always open in a separate hardware-enforced virtual machine container. Unlike HP Sure Click, HP Sure Click Pro allows you to edit and save or safely

print these documents, right from within the virtual machine container. Moreover, you can open multiple documents at once, each will open in its own separate container, completely isolated from each other. You don't have to worry about whether the document might be malicious or not. Any embedded malware is completely isolated and is destroyed as soon as you close the document.

QUESTION:
I downloaded a Microsoft PowerPoint document. Why does HP Sure Click Pro not open it in an isolated container? My earlier install of HP Sure Click was opening it in an isolated container.

ANSWER:
HP Sure Click Pro provides full editing capabilities for untrusted MS Word and MS Excel documents in an isolated container, without requiring the user to remove protection. HP feels that having only MS PowerPoint documents in a read-only container where explicit protection removal is required to edit will be a disruptive user workflow experience, as the experience is entirely different in isolated Word and Excel. Full MS PowerPoint editing capabilities in an isolated virtual container will be enabled in HP Sure Click Pro in a soon-to-come update.

QUESTION:
I don't have Adobe Reader. Why are my downloaded PDF documents opening in the HP Secure Browser?

ANSWER:
Every browser has a native PDF viewer. Since the HP Secure Browser runs every tab in an isolated container, including the native PDF viewer, HP Sure Click Pro will fall back to opening an untrusted PDF document in the HP Secure Browser in the absence of Adobe Reader. Note that only untrusted PDFs will open in this way; all other PDFs will open in the default PDF viewer of choice, which is usually Adobe Reader or Microsoft Edge.

QUESTION:
I downloaded and installed HP Sure Click Pro. Why are some documents that I had downloaded previously not protected by Sure Click Pro? Why do I see the blue HP tag only on files I recently downloaded?

ANSWER:
HP Sure Click Pro will start protecting your files from the time you install the product. HP Sure Click does not know what the ingress points of your existing documents are, so it will not go and retroactively mark files as untrusted, as doing so might cause workflow interruptions for users more broadly.

QUESTION:
I installed HP Sure Click Pro. I then created a Microsoft Word document. Why is this document not opening in an isolated container?

ANSWER:
HP Sure Click Pro only worries about documents coming into your machine via ingress applications, like email, browsers, and chat clients. Since you have created a new document on your machine, HP Sure Click Pro will implicitly trust it as it is as clean as the host machine when it is created. However, if you send your document to someone and get it back as an email attachment, HP Sure Click Pro will subsequently open the document in an isolated container as it doesn't know whether the sender's machine was also protected and clean of any malware.

QUESTION:
Why does Microsoft Internet Explorer not appear in Live View when I'm using it to browse?

ANSWER:
HP Sure Click Pro does not support full virtualization of Microsoft Internet Explorer. HP Sure Click Pro is targeted for small- and medium-sized businesses and individual users, where Internet Explorer usage is not common. Customers that are still using Internet Explorer actively and require full IE protection should choose HP Proactive Security or HP Sure Click Enterprise.

END OF TERM

QUESTION:
I like the security features offered by HP Sure Click Pro. How do I continue to use it beyond the validity period, September 30, 2020?

ANSWER:
HP Sure Click Pro is our most advanced protection and we have made it available to all users to improve their digital safety during these difficult times. At a later date, HP will provide information regarding available options beyond this period.

CHANNEL PARTNER

QUESTION:
I am a HP channel partner. How do I provide HP Sure Click Pro free offer to my customers and their users?

ANSWER:
HP is excited to make this offer available for distribution by our channel partners. We have links to the product download as well as collateral available that you can use to reach your customers and help them get access to this offer. Please reach out to your HP partner business manager for more details.

QUESTION:
What options do my customers have at the end of the validity period?

ANSWER:
HP has security offerings aimed at the SMB and large enterprise markets. Please contact your business partner for details on these solutions.

GENERAL

QUESTION:
If I have several documents open in HP Sure Click Pro virtual machine containers, won't my system run out of resources?

ANSWER:
No. While initially, a system protected with HP Sure Click Pro will use slightly more resources the overall system performance impact is negligible, due to highly efficient management of system resources and the scalable endpoint virtualization technology of HP Sure Click Pro.

QUESTION:
Is HP Sure Click Pro a sandbox solution?

ANSWER:
No. HP Sure Click Pro provides hardware-enforced isolation of untrusted apps and tasks. Architecturally it is very different from sandboxing solutions and much more secure since all computation is isolated from the hardware up including kernel mode activity. A sandbox sits above the kernel and can easily be exploited.

Learn more at https://www8.hp.com/us/en/solutions/work-from-home.html

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