



HP technical white paper

# Sprout Pro by HP OS reinstallation (for the purpose of creating a custom Windows 10 Pro image)

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## Executive summary

This document clarifies the process of reinstalling the operating system, drivers, and Sprout software for the purpose of creating a custom image. The Sprout Pro by HP platform can then be deployed and customized for any use.

HP only supports loading Windows 10 Pro on the Sprout Pro by HP platform.

This document does not provide a license to create or distribute a Microsoft operating system. It is intended to be a guide for installing the operating system and includes information about support for Microsoft Windows 10 Pro®.

**Target audience:** Customers that intend to create a custom image for deployment on their Sprout Pro by HP platform.

## Installation notes

All installations must be completed in UEFI mode. UEFI mode and optional ROM settings can be configured in the F10 BIOS menu.

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### CAUTION

Before using Sprout Pro by HP, read the *Sprout by HP User Guide* for important information about your health and safety.

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## Vocabulary

The following definitions and acronyms are used in this document:

- **HP Driver Recovery DVD (DRDVD)** is an iso image available from HP.com/support that contains all the basic drivers and applications for the Sprout Pro by HP platform.
- **Windows Operating System Disc (OSDVD)** refers to the orderable iso image from HP support
- **Sprout Pro Workspace** is a software package that installs all of the proprietary software and applications needed to use all of the Sprout Pro by HP features.
- **Out-of-box Experience (OOBE)** is the set of initial Windows start-up and configuration screens after a fresh install of the Windows 10 Pro operating system.
- **Operating System (OS)** refers to the Microsoft Windows 10 Pro operating system that is required for a clean install of a Sprout Pro by HP platform.

## Summary of steps

The following summarizes the steps required to set up a Sprout Pro by HP platform:

1. Power on the system and complete operating system installation.
2. Complete initial configuration tasks to the extent possible.
3. Set system name.
4. Install Driver recovery DVD.
5. Install Sprout Pro Workspace.

## Preliminary configuration tasks

1. Obtain the HP OSDVD and HP DRDVD from HP Support ([hp.com/support](http://hp.com/support)).
2. Before powering on the Sprout Pro by HP system for the first time, connect a Windows 10 Pro operating system UEFI USB drive or an external USB DVD drive with a Windows OSDVD (not included).
3. Power on Sprout by pressing the power button on the top right-hand side of the screen.
4. As soon as the BIOS screen appears, press F9 to activate the boot options. Choose your Windows UEFI USB or external DVD and press enter (see [Figure 1](#)).

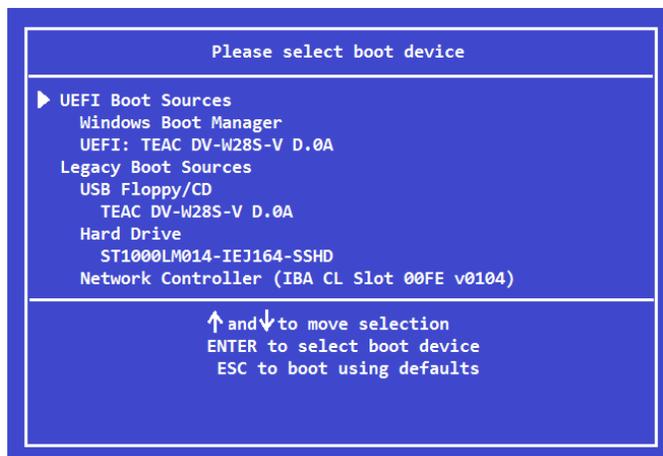
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### NOTE

HP does not support the legacy install option on the Sprout Pro platform. (Legacy installations apply outdated methods for formatting the system drive and accessing all drives.)

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Figure 1



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### NOTE

If an OSDVD is being used, a second prompt will ask for confirmation to boot from the DVD. Press the enter key.

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# Windows installation tasks

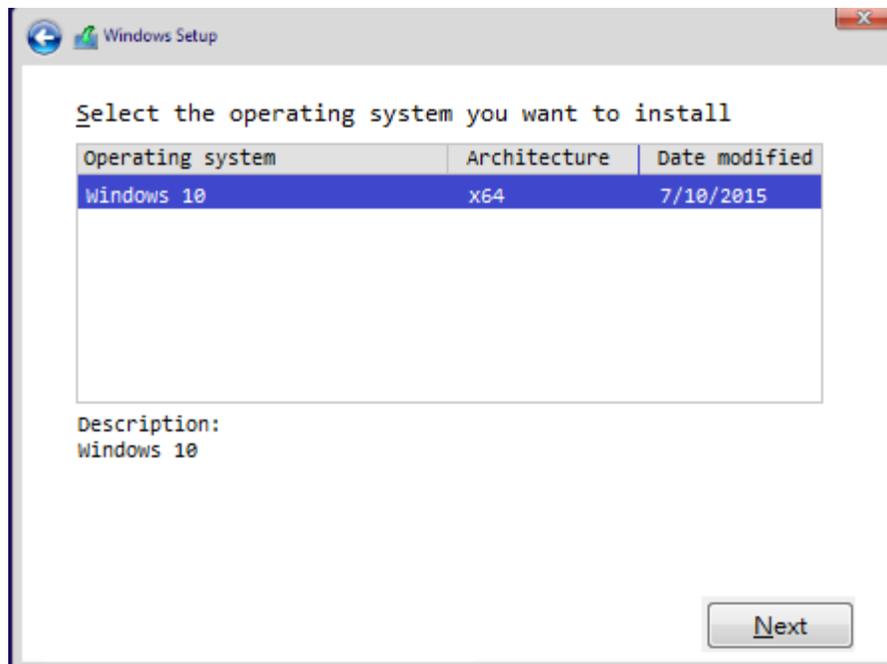
After the HP OSDVD displays the initial Windows installation screen, you are prompted to choose a language, time, currency format, and keyboard. Choose the localization that is appropriate for the system's use and click Next (See [Figure 2](#)).

Figure 2



The next screen offers one or more options for the OS distribution to install, depending on the license. Choose the appropriate OS for the license associated with the Sprout Pro by HP platform and click Next (See [Figure 3](#)). Then click "Install now".

Figure 3



The next screen might prompt for the Windows product code; enter the product code and click Next to continue, or click Skip to skip this step (See [Figure 4](#)).

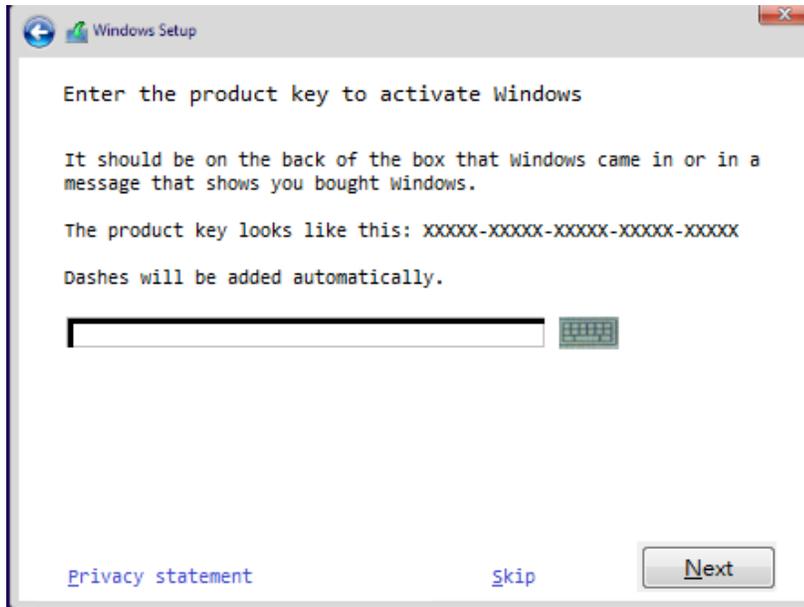
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## NOTE

Depending on the license being installed, this screen might not appear. If the option to skip is chosen, Windows requires that a license key be entered at a later time. Otherwise, Windows will eventually lock until activated.

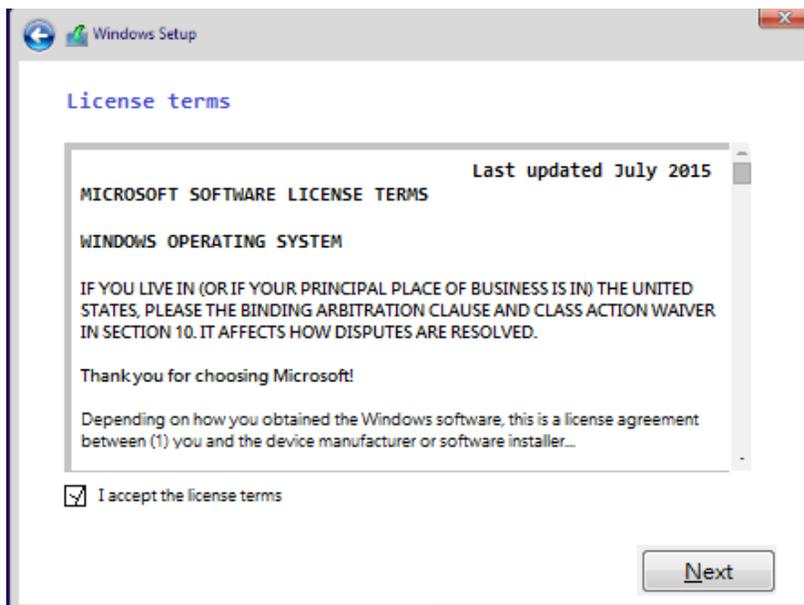
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Figure 4



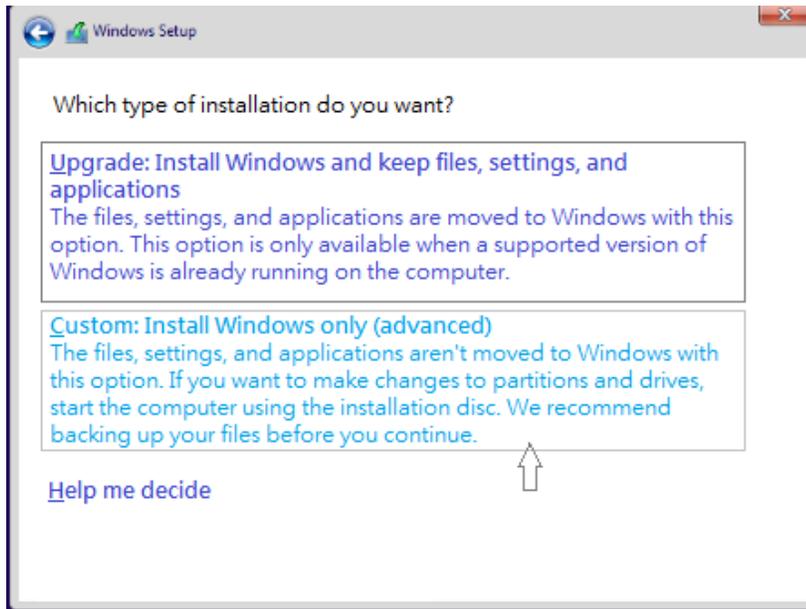
The next screen displays the Windows End User License Agreement (UELA). Click the "I accept the license terms" check box to proceed (The box must display a check mark (✓)). Press Next (See [Figure 5](#)).

Figure 5



The next screen prompts for the installation method. This paper only covers the “custom install” option. Once Custom Install has been selected, continue to the next step (See [Figure 6](#)).

Figure 6



The next screen is used to format the hard drive. HP recommends deleting all pre-existing partitions on the primary hard drive (See [Figure 7](#)).

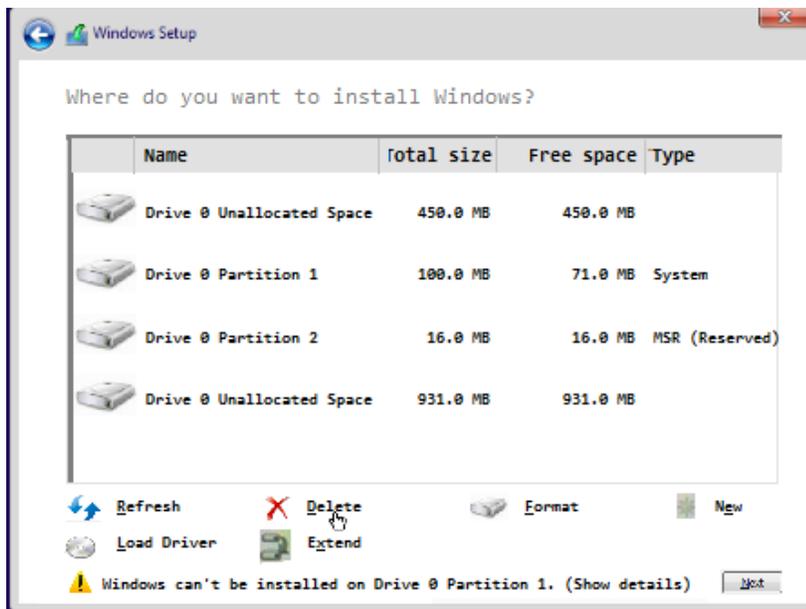
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### CAUTION

Formatting the hard drive(s) removes all data from that drive(s). The lost data cannot be recovered. Make sure you back up all of your data.

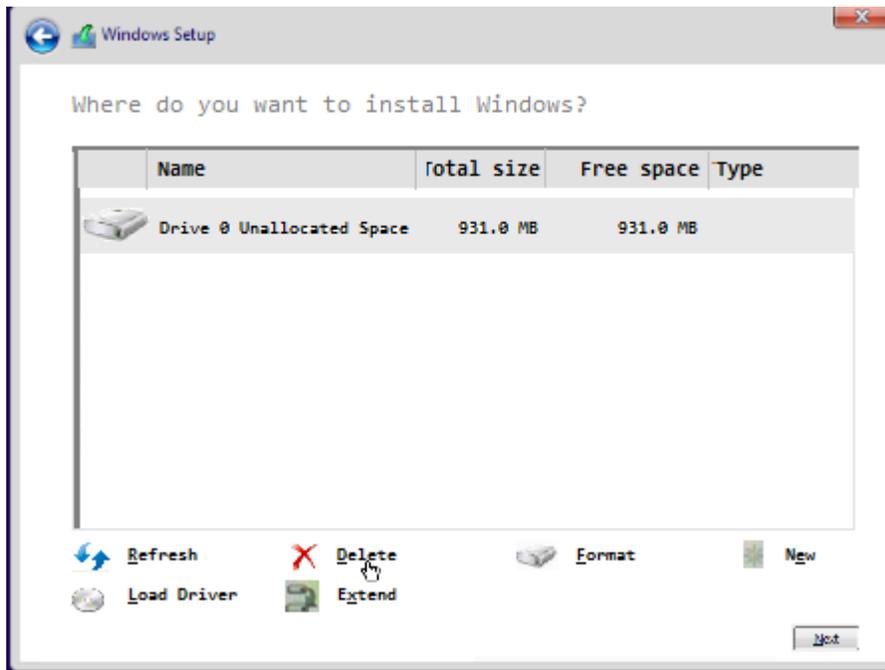
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Figure 7



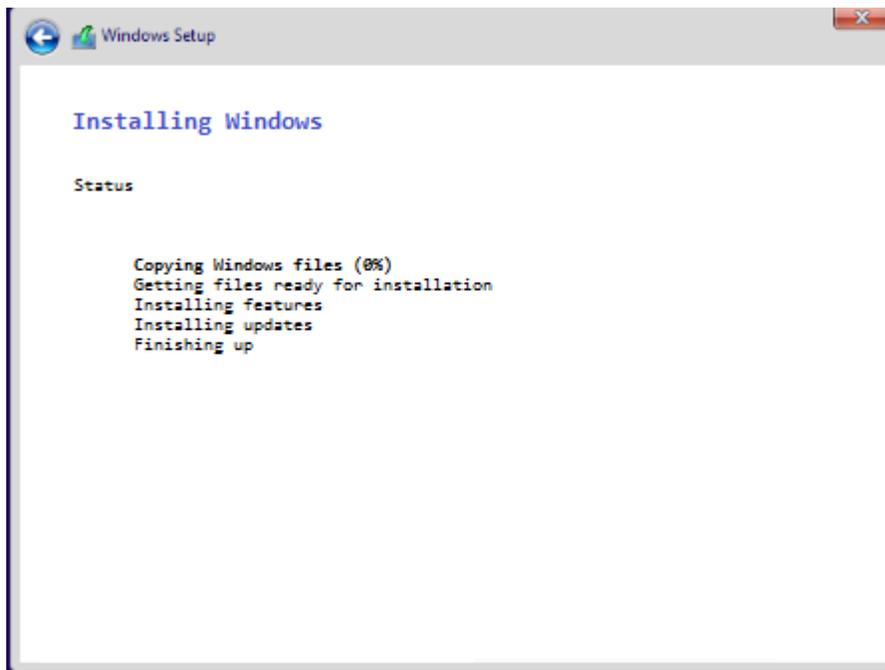
Once all partitions have been deleted from the primary drive, select the unallocated partition and click Next (See [Figure 8](#)).

Figure 8



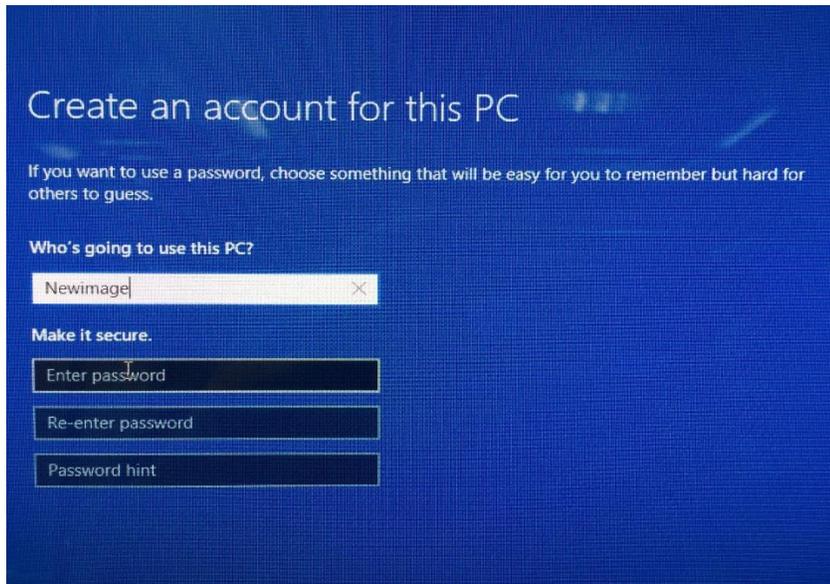
Windows begins installing the OS. This process might take up to 2 hours and cause the system to reboot several times. Once the process completes, continue to the next step (See [Figure 9](#)).

Figure 9



Once Windows finishes installing, the OOBE screen prompts for the initial set-up of the system. Proceed through all prompts and continue to next step (See [Figure 10](#)).

Figure 10



The Out of Box Experience (OOBE) installation completes at the Windows home screen. Insert the DRDVD USB or DVD and run the Shortcut\_to\_HPSoftwareSetup.exe. The HP DRDVD might launch on its own if auto run is enabled (See [Figure 11](#)).

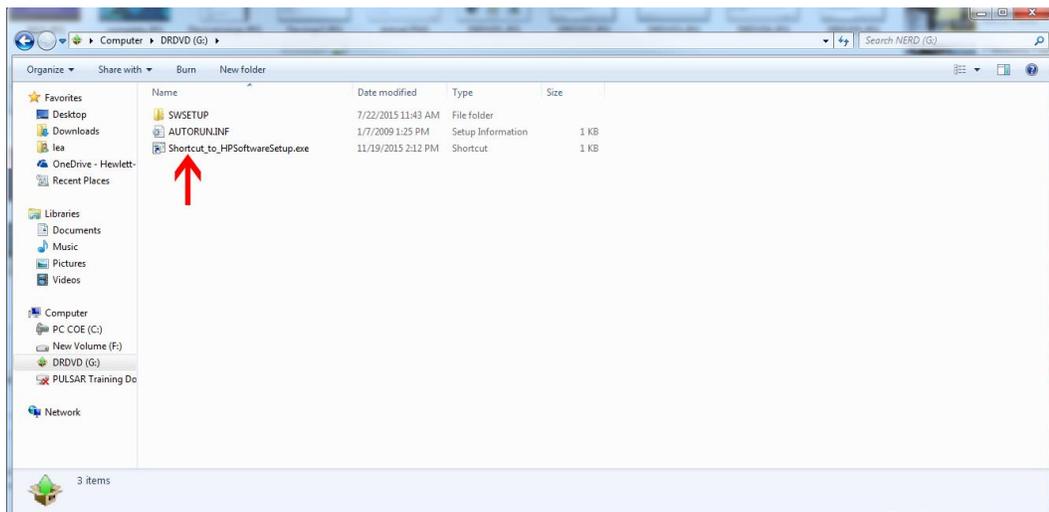
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## NOTE

The HP DRDVD can be downloaded from “[HP.com/support](http://HP.com/support)”.

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Figure 11



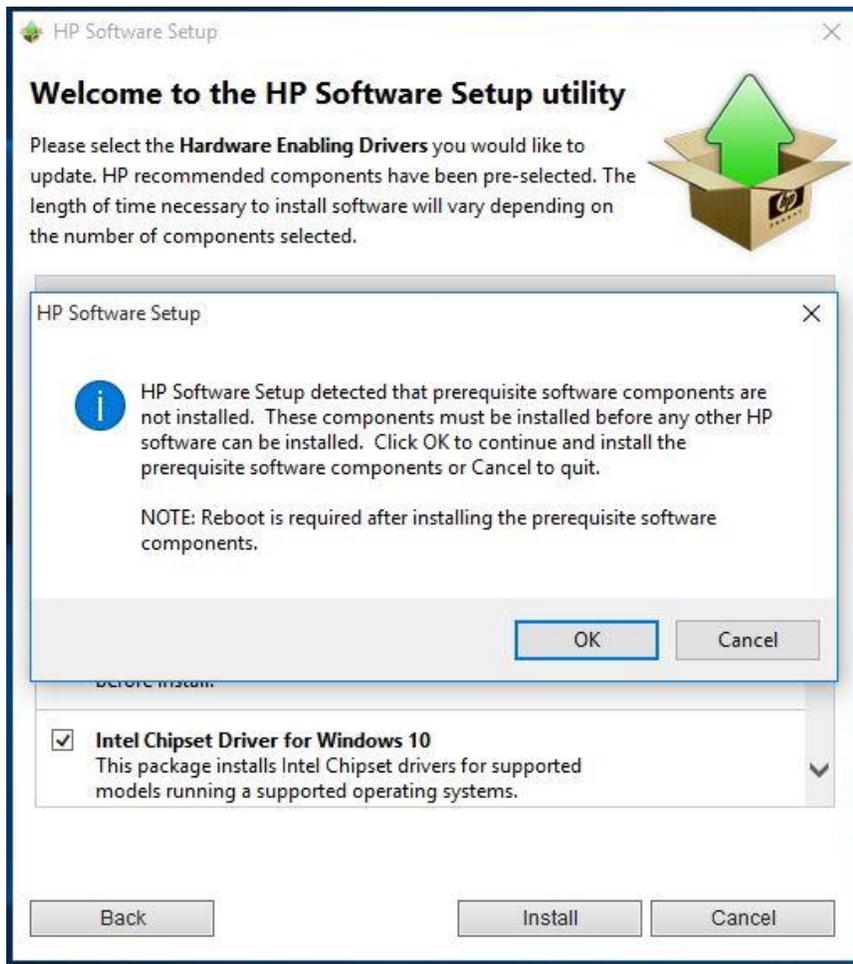
## HP driver recovery disc installation tasks

Once the HP DRDVD loads, click the “Hardware Enabling Drivers” button (See [Figure 12](#)). A popup will prompt you to install the required prerequisite software. Click OK and wait for the installation to complete. Then continue to next step (See [Figure 13](#)).

Figure 12

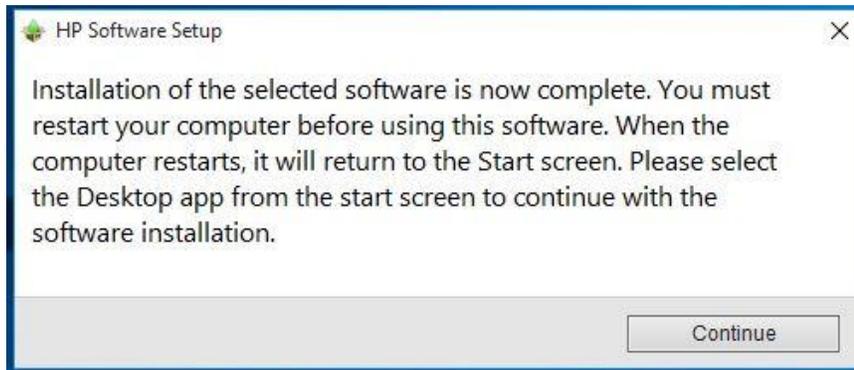


Figure 13



Once the Windows software installation is complete, a prompt to restart the system appears. Click Continue and wait for the system to restart (See [Figure 14](#)).

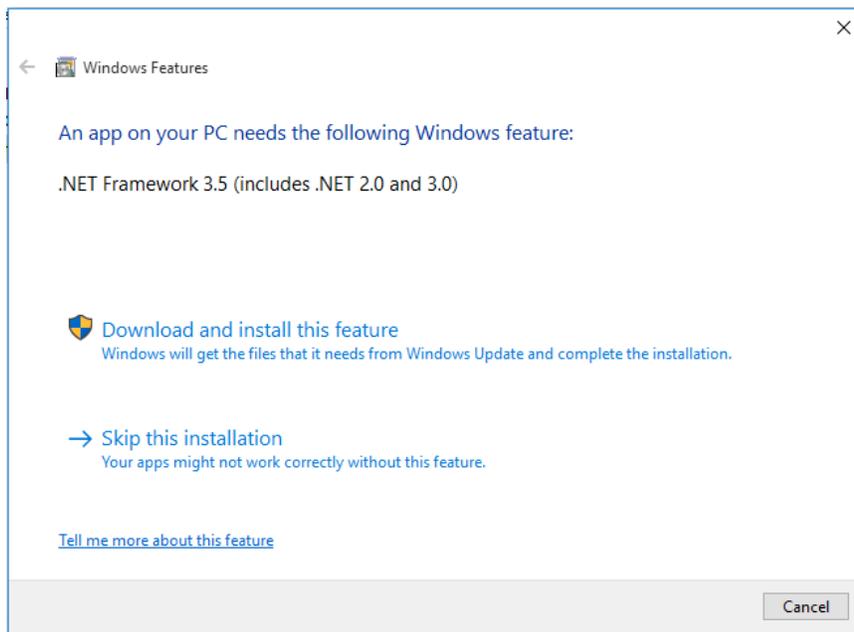
Figure 14



**NOTE**

A prompt to install .NET Framework 3.5 might appear, depending on the OSDVD and license used during the initial Windows installation. HP recommends installing the .NET Framework 3.5 for full functionality of the Sprout Pro by HP platform. Once .NET Framework 3.5 has installed, restart the system and continue (See [Figure 15](#)).

Figure 15



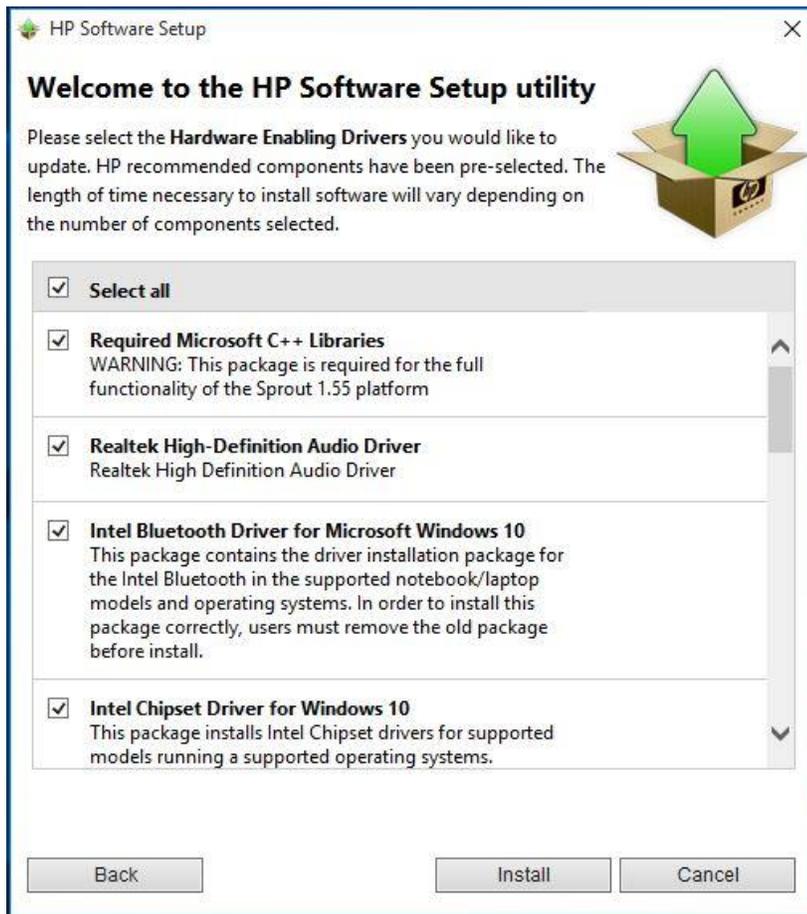
Once the system restarts, the DRDVD should automatically launch. If it does not, run the "Shortcut\_to\_HPSoftwareSetup.exe" (See [Figure 16](#)).

Figure 16



Once the HP DRDVD launches again, click the “Hardware Enabling Drivers” icon. This time, a full list of available drivers for the Sprout Pro by HP system becomes available. Select the “Select all” check box and then click Install (See [Figure 17](#)).

Figure 17



## NOTE

HP recommends installing all drivers on the DRDVD. Sprout might not function properly if all drivers are not installed.

Wait for all the drivers to install completely. This process may take several minutes (See [Figure 18](#)). Once again, upon completion, a prompt to restart Sprout will appear. Press Continue (See [Figure 19](#)).

Figure 18

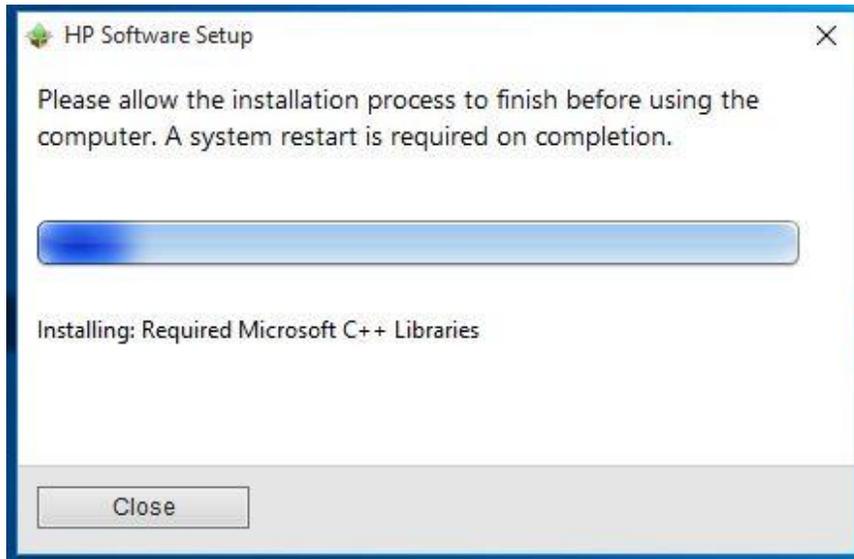
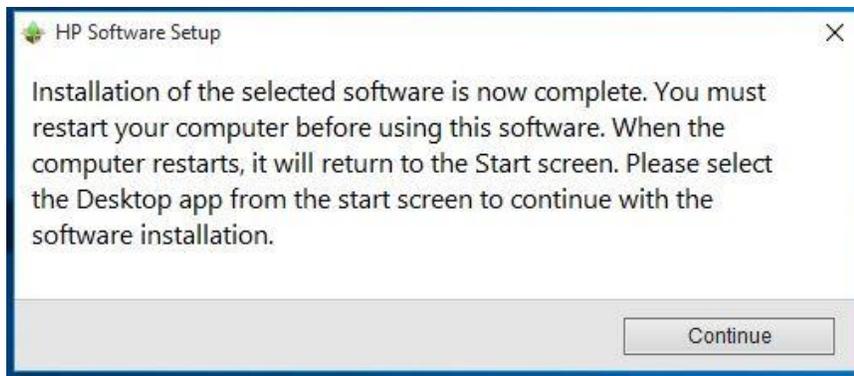


Figure 19



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#### NOTE

HP recommends opening Device Manager to confirm all drivers have installed correctly on the Sprout platform before continuing.

To navigate to Device Manager, press the Windows key (⊞) and X, then choose Device Manager from the list (See [Figure 20](#)). Verify there are no yellow exclamation marks ("yellow bangs") in the list. Close the Device Manager and continue (See [Figure 21](#)).

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Figure 20

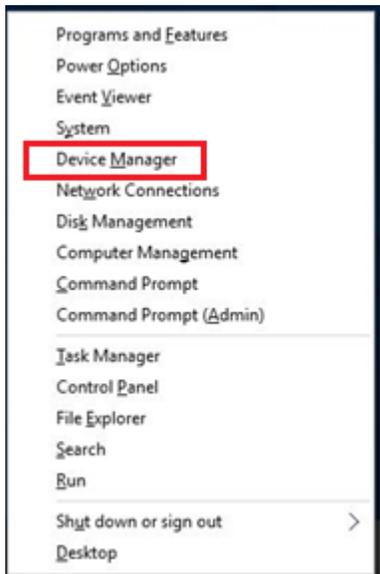
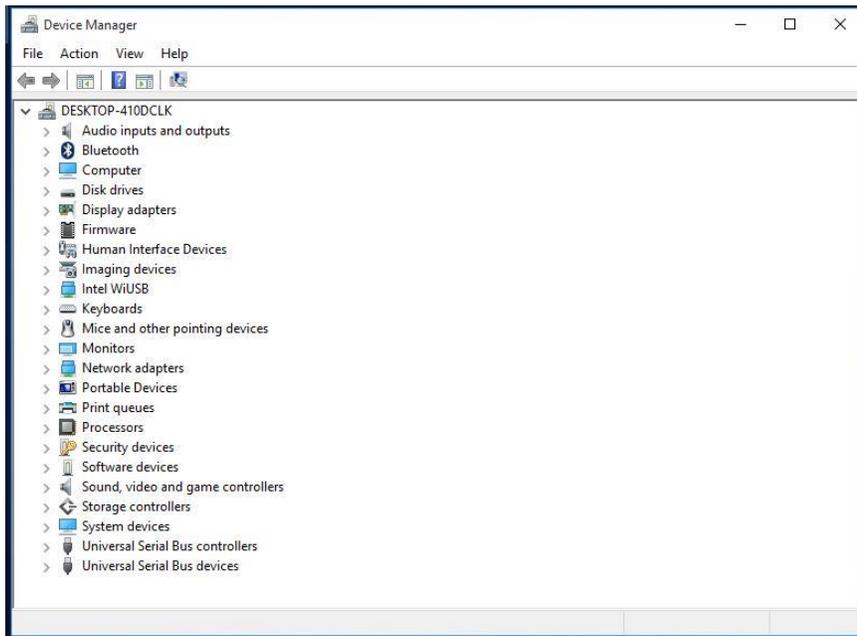


Figure 21



The next step is optional. The suggested applications increase the utility of the Sprout platform but are not required for full functionality.

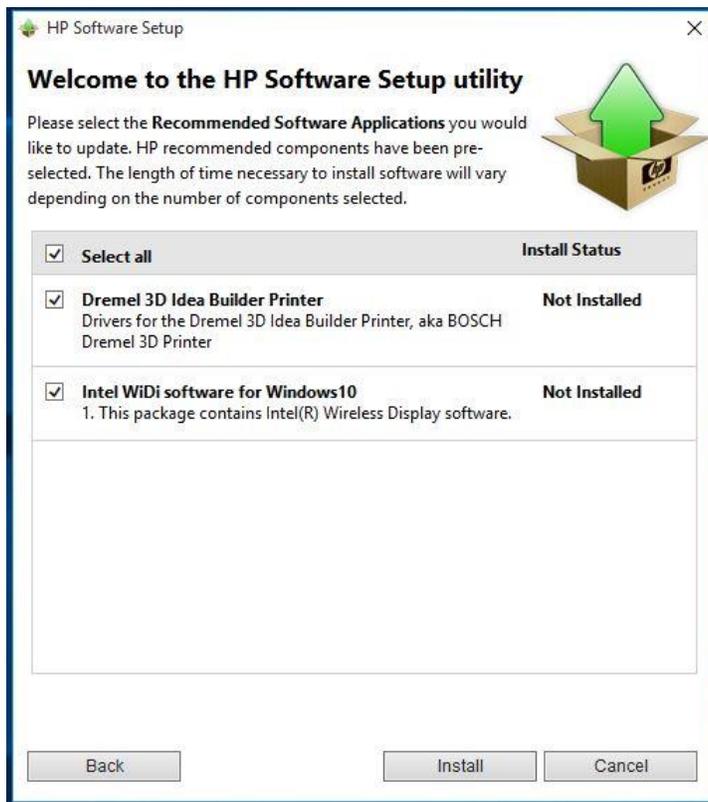
Once the system restarts, the DRDVD should automatically launch. If it does not, run the "Shortcut\_to\_HPSoftwareSetup.exe".

The HP DRDVD launches again. Click the Recommended Software Applications icon (See [Figure 22](#)) to display a full list of available Applications for the Sprout Pro by HP platform. Select the “select all” check box and then click install (See [Figure 23](#)).

Figure 22

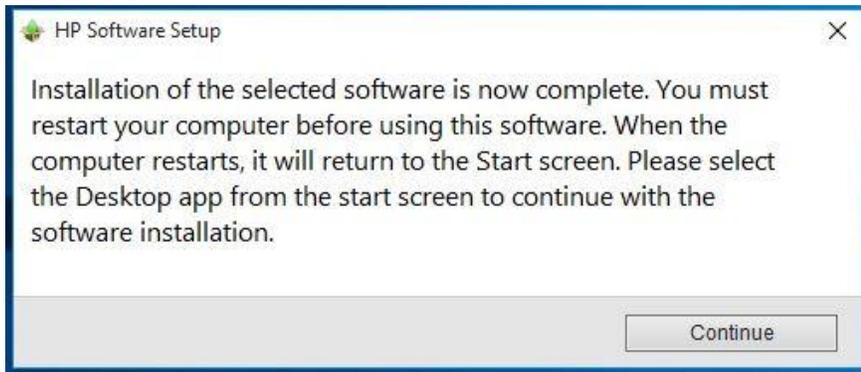


Figure 23



Once the application installation is complete, the prompt to restart the Sprout platform appears one more time. Click Continue and wait for Sprout to restart. Continue on to next stage (See [Figure 24](#)).

Figure 24



Click Continue. The Sprout Pro by HP now has a complete suite of drivers.

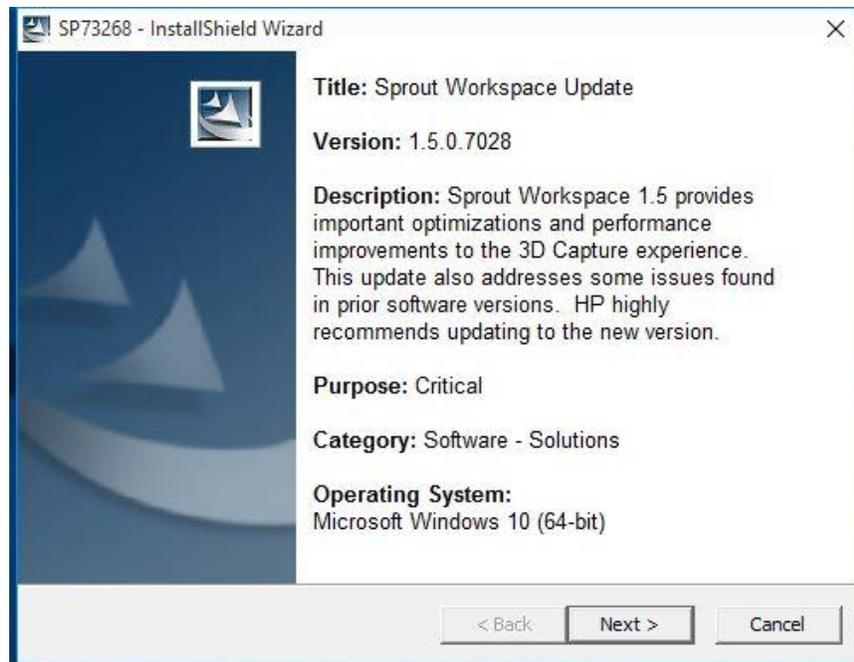
## Sprout Pro Workspace installation tasks

Copy the Sprout Pro Workspace softpaq to the Windows desktop and run the .exe. The general information window about the update pops up. Click “Next” (See [Figure 25](#)).

### NOTE

The Sprout Pro Workspace is essential to Sprout 1.55 functionality, and can be downloaded from “HP.com/support”. See [Vocabulary](#) for more information.

Figure 25

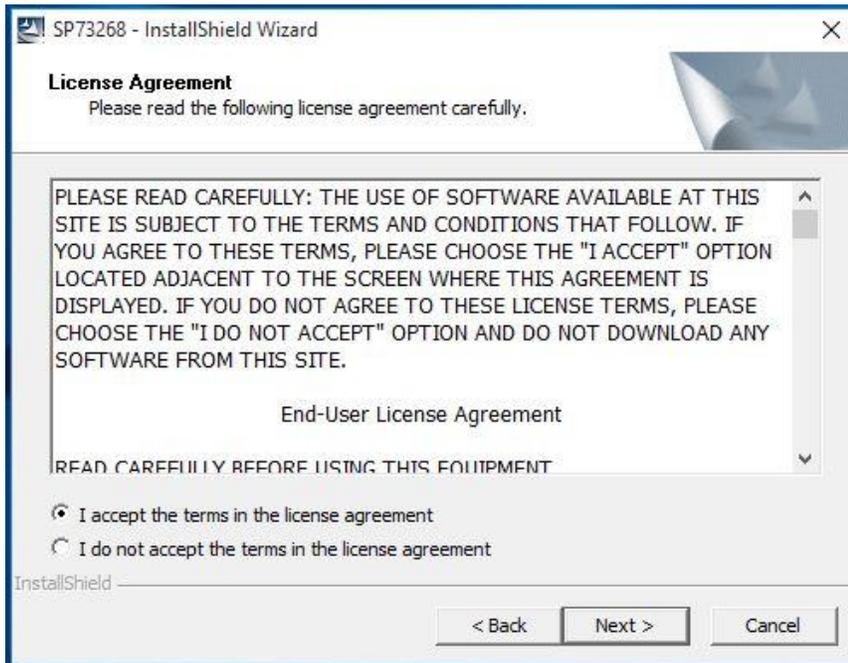


### CAUTION

Before using Sprout Pro by HP, read the *Sprout by HP User Guide* for important information about your health and safety.

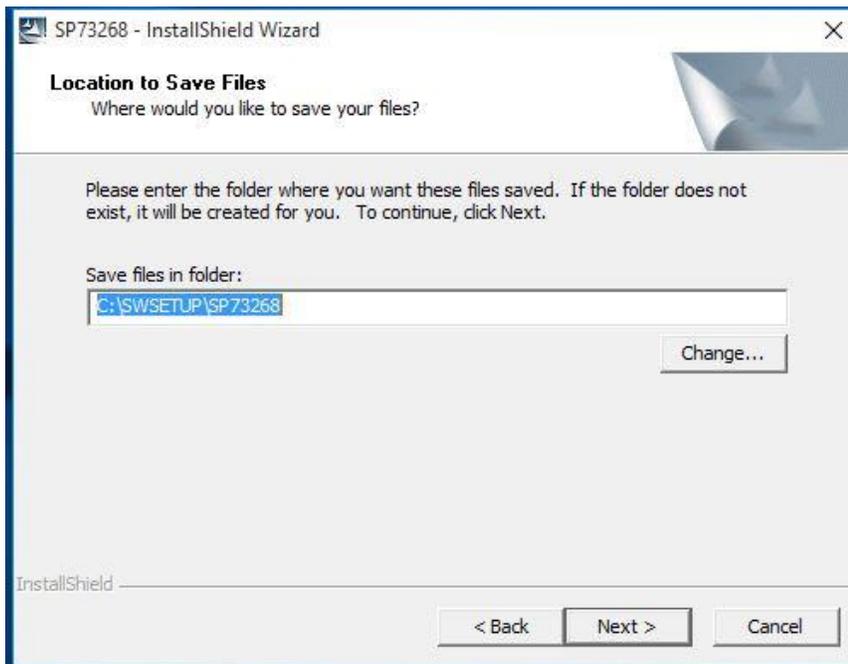
The next window asks for confirmation that you have read and accepted the license agreement. Please read the agreement, select "I accept the terms of the license agreement," and then click Next to continue (See [Figure 26](#)).

Figure 26



The next window prompts for a location in which to save files. HP recommends accepting the displayed location as the default. Click Next to continue (See [Figure 27](#)).

Figure 27



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Next, a window advises you to close all other applications. Close all other windows and applications, then click Yes to continue (See [Figure 28](#)). A progress bar will indicate the update progress (see [Figure 29](#)). Wait for the update to complete, when a prompt to restart Sprout will appear. Click Yes to continue (See [Figure 30](#)).

Figure 28

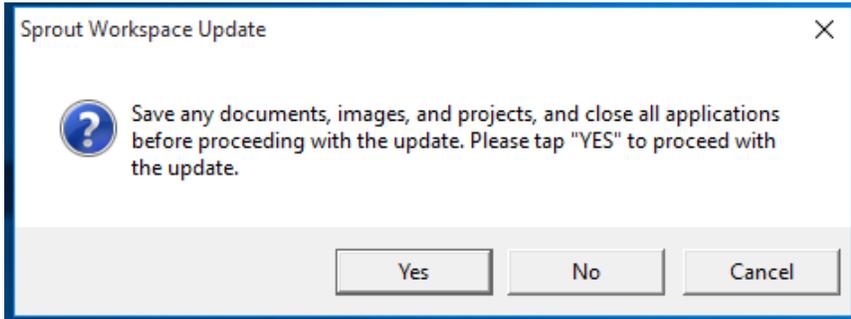


Figure 29

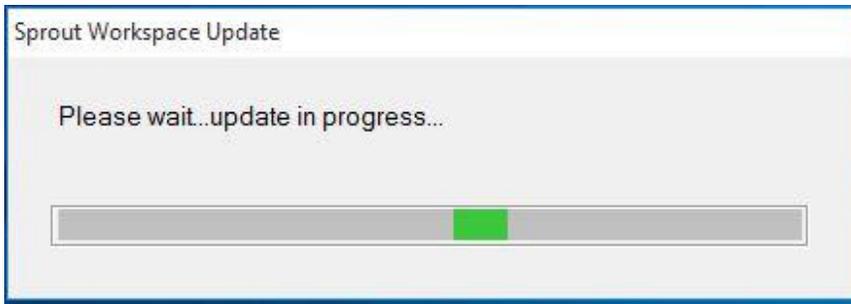
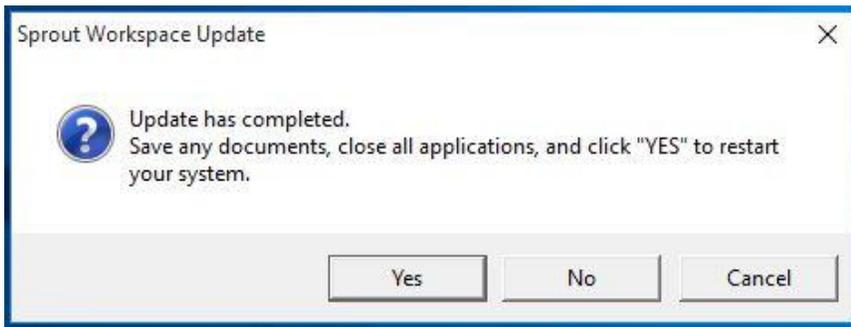
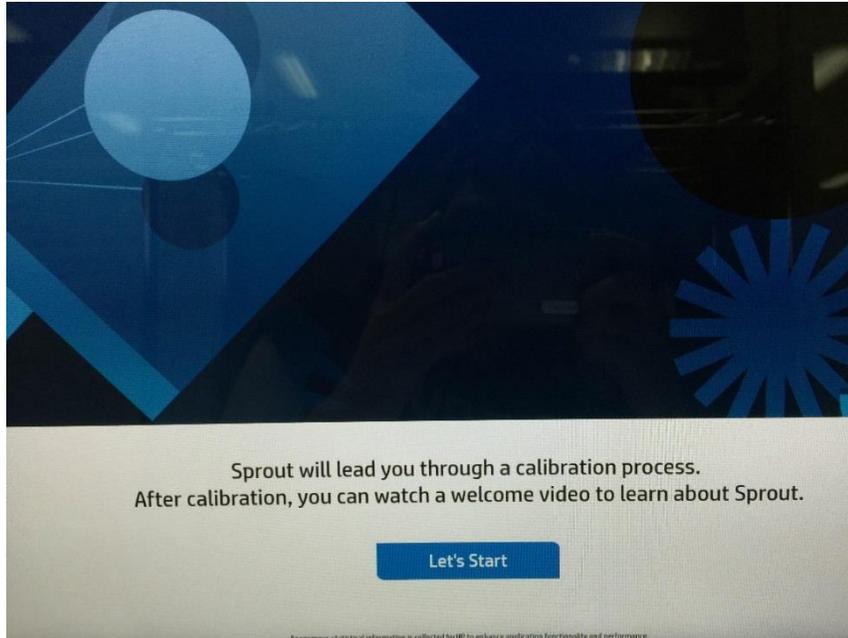


Figure 30



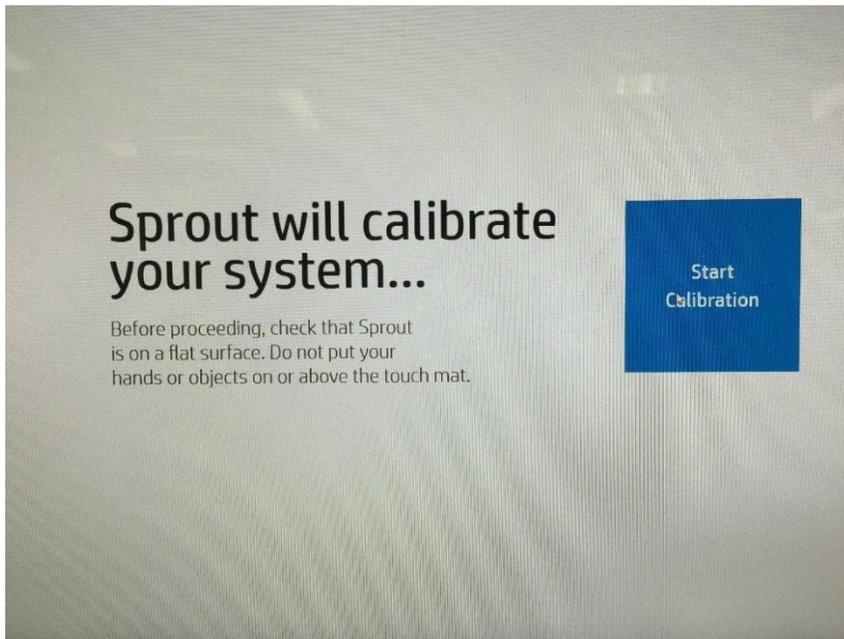
Upon restart, the Sprout Workspace launches immediately. Click Let's Start to continue (See [Figure 31](#)).

Figure 31



The Workspace prompts you to calibrate Sprout. Click Start Calibration to begin (see [Figure 32](#)).

Figure 32



Once calibration completes, an orientation video begins to play. Tap or click Start Using Sprout by HP on the monitor to move on to the next stage or wait for the video to finish. The next several screens are optional. To go to the Windows desktop, tap or click the  icon in the lower left corner of the monitor. Tap or click Start Using Sprout in the lower right-hand corner of the screen to display Sprout Workspace (See [Figure 33](#)).

Figure 33



Sprout now has a Windows 10 Pro OS, drivers, and application suite, and is ready to be configured with any additional applications or hardware to create a custom image. (See [Figure 34](#)).

Figure 34



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#### NOTE

HP recommends creating a USB recovery drive. For instructions, go to is: <http://windows.microsoft.com/en-us/windows-10/create-a-recovery-drive>

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## References and Information

Support: <http://support.hp.com>

App Developer Center: <https://sprout.hp.com/developer/>