

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.

CAUTION

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

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).
- 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).

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.)

Figure 1



NOTE

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

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).



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 <u>Figure 3</u>). Then click "Install now".





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 <u>Figure 4</u>).

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.

Figure 4

0	🔏 Windows Setup			×
	Enter the product key to activate	Windows		
	It should be on the back of the box th message that shows you bought Windows.	at Windows cam	e in or in	a
	The product key looks like this: XXXXX	-xxxxx-xxxxx-x	xxxx-xxxxx	_
	Dashes will be added automatically.			_
	Privacy statement	<u>S</u> kip	<u>N</u> ext	

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 ($\sqrt{1}$). Press Next (See Figure 5).



MICROSOFT SOFTWARE LICENSE TERMS	Last undated July 2015	
	Lust updated suly 2015	
WINDOWS OPERATING SYSTEM		
IF YOU LIVE IN (OR IF YOUR PRINCIPAL PLACE OF STATES, PLEASE THE BINDING ARBITRATION CLAU IN SECTION 10. IT AFFECTS HOW DISPUTES ARE RE	BUSINESS IS IN) THE UNITED JSE AND CLASS ACTION WAIVER ESOLVED.	
Thank you for choosing Microsoft!		
Depending on how you obtained the Windows softy between (1) you and the device manufacturer or soft	ware, this is a license agreement tware installer	
I accept the license terms		

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).

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.

Figure 7

	Name	rotal size	Free space	Туре
S	Drive 0 Unallocated Space	450.0 MB	450.0 MB	
Ì	Drive 0 Partition 1	100.0 MB	71.0 MB	System
Ì	Drive 0 Partition 2	16.0 MB	16.0 MB	MSR (Reserved
Ì	Drive 0 Unallocated Space	931.0 MB	931.0 MB	

Once all partitions have been deleted from the primary drive, select the unallocated partition and click Next (See <u>Figure 8</u>).

Figure 8

🕒 💰 Winde	ows Setup			<u></u>
Where	do you want to inst	all Window	s?	
	Name	rotal size	Free space	Туре
-	Drive 0 Unallocated Space	931.0 MB	931.0 MB	
∳∳ <u>R</u> e	fresh X Delete	SP I	Format	New New
6 <u>L</u> e	ad Driver 🚉 Extend			
				Next

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 <u>Figure 9</u>).





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).

Create an acco	bunt for t	his PC		
If you want to use a password, others to guess.	choose something	that will be easy	for you to reme	mber but hard for
Who's going to use this PC?				
Newimage	×			
Make it secure.				
Enter password				
Re-enter password				
Password hint				

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).

NOTE

The HP DRDVD can be downloaded from "HP.com/support".

Figure 11

G v + Compute	er → DRDVD (G:) →			-	-	-	✓ 4y Search NERD (G:)		×
Organize 🔻 Share with	h ▼ Burn New folder							800 -	0
★ Favorites Deskop Deskop Downleads Deskop Downleads Bea GoneDrive - Hewlett- Recert Places Urdenties Urdenties Videos Wusic Videos PC COE (Cs) New Yorkes PC COE (Cs) New Yorkes PULSAR Training Do Network	Name	Date modified 7(22/2015.11:43 AM 1/7/2009.125 PM 11/79/2015.2:12 PM	Type File folder Setup Information Shortcut	Size 1 KB 1 KB					
3 items									

HP driver recovery disc installation tasks

Once the HP DRDVD loads, click the "Hardware Enabling Drivers" button (See <u>Figure 12</u>). 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 <u>Figure 13</u>).



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).



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 <u>Figure 15</u>).

Figure 15

		×
÷	👿 Windows Features	
	An app on your PC needs the following Windows feature:	
	.NET Framework 3.5 (includes .NET 2.0 and 3.0)	
	Download and install this feature Windows will get the files that it needs from Windows Update and complete the installation.	
	→ Skip this installation Your apps might not work correctly without this feature.	
	Tell me more about this feature	
	Car	ncel

Once the system restarts, the DRDVD should automatically launch. If it does not, run the "Shortcut_to_HPSoftwareSetup.exe" (See <u>Figure 16</u>).



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 <u>Figure 18</u>). Once again, upon completion, a prompt to restart Sprout will appear. Press Continue (See <u>Figure 19</u>).

Figure 18



Figure 19

💠 HP Software Setup	×
Installation of the selected software is now complete. You must restart your computer before using this software. When the computer restarts, it will return to the Start screen. Please select the Desktop app from the start screen to continue with the software installation.	
Continue	

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 <u>Figure</u> <u>20</u>). Verify there are no yellow exclamation marks ("yellow bangs") in the list. Close the Device Manager and continue (See <u>Figure 21</u>).

	Programs and Eeatures
	Power Options
	Event Viewer
	System
Г	Device Manager
ľ	Network Connections
	Disk Management
	Computer Management
	Command Prompt
	Command Prompt (Admin)
	Task Manager
	Control Panel
	File Explorer
	Search
	<u>R</u> un
	Shut down or sign out
	Desktop

Figure 21

File Action View Help Image: Strop-410DCLK Image: Strop-410DCLK Ima	🚔 Devi	ce Manager		×
Image: Second	File A	ction View Help		
Image: Storage controllers Image: Storage controllers Image: Storage controllers				
 ∑ Software devices ↓ Software devices ↓ Storage controllers ↓ System devices ↓ Universal Serial Bus controllers ↓ Universal Serial Bus devices 		Image Image ESKTOP-410DCLK Audio inputs and outputs Bluetooth Computer Disk drives Display adapters Firmware Human Interface Devices Intel WiUSB Keyboards Monitors Network adapters Portable Devices Print queues Processors Security devices		
		Software devices Sound, video and game controllers Storage controllers System devices Universal Serial Bus controllers Universal Serial Bus devices		

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 <u>Figure 22</u>) 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 <u>Figure 23</u>).

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 <u>Figure 24</u>).



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 <u>Figure 25</u>).

NOTE

The Sprout Pro Workspace is essential to Sprout 1.55 functionality, and can be downloaded from "HP.com/support". See <u>Vocabulary</u> 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

Please read the following license agree	ment carefully.		
SITE IS SUBJECT TO THE TERMS AN YOU AGREE TO THESE TERMS, PLEA LOCATED ADJACENT TO THE SCREE DISPLAYED. IF YOU DO NOT AGREE CHOOSE THE "I DO NOT ACCEPT" O SOFTWARE FROM THIS SITE.	ND CONDITIONS TH SE CHOOSE THE ' N WHERE THIS AC TO THESE LICENS PTION AND DO NO	AT FOLLOW. IF I ACCEPT" OPTI REEMENT IS E TERMS, PLEAS T DOWNLOAD A	ON E NY
End-User Lice	ense <mark>Agreemen</mark> t		
READ CAREFULLY REFORE LISING TH			~
I accept the terms in the license agreement	ent		
I do not accept the terms in the license a	agreement		
ilShield			

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 <u>Figure 27</u>).

SP73268 - InstallShield Wi	izard		
Location to Save Files			4.
Where would you like to	o save your files?		
Please enter the folder	where you want these file	s saved. If th	e folder <mark>do</mark> es not
exist, it will be created t	for you. To continue, click	Next.	
Save files in folder:			
C:\SWSETUP\SP73268			
			Change
tallShield			
stallShield	<	Back N	lext > Cancel

Figure 27

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

Figure 28

Sprout Wo	rkspace Update			×			
?	Save any documents, images, and projects, and close all applications before proceeding with the update. Please tap "YES" to proceed with the update.						
		Yes	No	Cancel			

Figure 29

Sprout Workspace Update		
Please waitupdate in pro	ogress	
		1

Figure 30

Sprout We	orkspace Update			×
?	Update has compl Save any documer your system.	eted. nts, close all applicat	tions, and click "Y	ES" to restart
		Yes	No	Cancel

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 **sc** 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 <u>Figure 33</u>).

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Figure 33
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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

NOTE

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

References and Information

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

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