

# SOP: Setting Up HP ProBook 450 G10 (Megan's Laptop) for SVS Staff

## Overview

This Standard Operating Procedure (SOP) outlines the full end-to-end process for setting up a new HP ProBook 450 G10 laptop for SVS, using the HP Cloud Recovery Tool and configuring it to SVS standards. This includes BIOS configuration, Windows reinstallation, domain joining, software installation, and post-setup cleanup.

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## Hardware

**Laptop Model:** HP ProBook 450 15.6 inch G10 Notebook PC

**Setup performed by:** Kyle (Kyle's Laptop)

**Target Device:** Megan's Laptop

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## 1. BIOS Configuration

Access BIOS before booting into Windows:

1. Power on Megan's Laptop and press Esc repeatedly, then F10 for BIOS.
  2. In BIOS, apply the following settings:
    - Secure Boot: Enabled
    - TPM 2.0 Security: Enabled
    - Wake on LAN/WLAN: **Not configurable before Windows install** — must be set later in Device Manager
    - Numlock on Boot: **Option not available in this model's BIOS**
    - LAN/WLAN Switching: **Not configurable on this model**
  3. Save and exit BIOS.
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## 2. HP Cloud Recovery Preparation (on Kyle's Laptop)

1. Download the HP Cloud Recovery Tool:  
<https://ftp.hp.com/pub/caps-softpaq/CloudRecovery/crsupportedplatform.html>
2. Install sp156169.exe on Kyle's Laptop.
3. Create folder C:\HPRecovery when prompted to choose a download location.
4. Enter Megan's Laptop serial number when prompted.
5. Choose options:

- Windows 11 Pro
  - Region: AJP (Asia-Pacific and Japan)
  - Download server: Asia
  - Recovery type: Both (OS and Drivers)
6. Insert a blank 32GB+ USB (not the C: drive!)
  7. Let it create the recovery USB.
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### 3. Reinstall Windows on Megan's Laptop

1. Insert USB into Megan's Laptop.
  2. Boot and press Esc repeatedly, then F9.
  3. Select USB from the boot menu.
  4. Follow recovery prompts to reinstall Windows.
  5. Let the full installation process complete.
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### 4. Initial Windows Setup (OOBE)

1. When asked "Set up for personal use" or "work/school" — choose **Personal use**.
  2. Windows forces a Microsoft account — work around it:
    - Enter no@thankyou.com and a fake password
    - If blocked, unplug press Shift + F10, type: oobe\bypassnro and press Enter (this restarts setup and enables offline mode)
  3. Once prompted, create a local account (e.g., Setup / Megan-Admin)
  4. Complete setup and reach the Windows desktop.
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## 5. Post-Install Steps

### A. Remove Bloatware

- Go to Settings > Apps > Installed Apps
- Uninstall any of the following:
  - HP JumpStart
  - HP Sure Connect
  - HP Privacy Settings
  - HP QuickDrop
  - McAfee, ExpressVPN, etc.
- Keep:
  - HP Support Assistant
  - HP Hotkey Support
  - Realtek / Intel Drivers

## B. Install Drivers and Updates

1. Connect to Wi-Fi or Ethernet
2. Download and install **HP Support Assistant** from <https://support.hp.com/us-en/help/hp-support-assistant>
3. Run the assistant and install all recommended driver and BIOS updates
4. Run Windows Updates manually

## C. Join Domain

1. Go to Settings > System > About > Rename this PC (Advanced)
  2. Click **Change**
  3. Under **Member of**, select **Domain** and enter: svsgroup.local
  4. Enter domain admin credentials (e.g., svsadmin)
  5. Restart when prompted
  6. Log in with: svsgroup\username
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## 6. Install Required Software

- **Datto RMM (AEM) Agent Installation:**
  - Go to <https://syrah.rmm.datto.com/devices>
  - Click **Add Device**
  - Select the **Windows** tab
  - Type and select: SVS Veterinary Supplies Ltd
  - Open the download link **on the target computer (Megan's Laptop)**
  - This will install the Datto RMM agent and automatically register the device under the SVS account in the Datto portal
- **Antivirus Check:**
  - Open Windows Security > Virus & threat protection > Manage providers
  - Ensure **CrowdStrike Falcon Sensor** is listed and marked as the active antivirus
  - If Windows Defender or HP Wolf Security is active instead, investigate and ensure CrowdStrike is properly installed and functioning
- Confirm Crowdstrike and Tenable auto-install (may take 1–2 hours)
- Install Chrome
- Install Microsoft Office
- **Sophos:**
  - <https://103.18.118.38/vpnportal/webpages/index.html#33528>

- Use the **ITPartners Domain account**: SVSAdmin (activated by ITPartners)
  - Login to the **admin portal** using those credentials
  - Download and install Sophos from the portal
  - Once the user logs in, download and apply the user-specific configuration from the same portal
  - Be sure to remember the admin portal URL (save it in ITGlue or secure notes)
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## 7. Enable BitLocker

1. Search “BitLocker” in the Start Menu
2. Enable it for the system drive
3. Save the recovery key to:

\\SVS-Server\Data - General\IT Files\Bitlocker

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## 8. Cleanup Recovery USB (Optional)

To reuse the recovery USB:

1. Insert USB into Kyle’s Laptop
2. Open File Explorer, right-click the drive > Format...
3. Choose exFAT or NTFS, leave Quick Format checked
4. Click **Start**

Or use diskpart for full wipe:

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# Run in Command Prompt as Admin
> diskpart
> list disk
> select disk <#>
> clean
> create partition primary
> format fs=exfat quick
> assign
> exit
```

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## Troubleshooting Notes

This section lists the issues encountered during the setup of Megan’s Laptop and how they were resolved. Useful for future reference and for assisting others with similar hardware or configuration.

Issue	Resolution	
<b>Couldn't find Wake on LAN/WLAN in BIOS</b>	Not exposed on HP ProBook 450 G10 BIOS pre-Windows. Configure via Device Manager later	
<b>Recovery tool didn't auto-detect model</b>	Entered serial number and selected Windows 11 Pro manually	
<b>USB drive showed up as D: and tool asked for save location</b>	Saved recovery files to C:, not D:	
<b>Cloud Recovery Tool failed to install drivers</b>	Used HP Support Assistant after Windows setup	
<b>Forced Microsoft account login with no offline option</b>		
<b>Some BIOS options (Wake on LAN/WLAN, Numlock on Boot, LAN/WLAN Switching) not found</b>	These settings were either not present or not configurable before Windows was installed. Wake on LAN/WLAN can be set later via Device Manager	
<b>ITPartners VPN credentials unavailable</b>	Skipped VPN setup during build process; can be configured later if required	
<b>CrowdStrike was not initially showing as antivirus</b>	Verified through Windows Security > Manage Providers that CrowdStrike Falcon Sensor was installed and active; uninstalled HP or Windows Defender if necessary	Used oobe\bypass nro command to unlock offline setup

## Final Outcome

- Megan's Laptop is now:
  - Fully rebuilt using a clean HP image
  - Joined to svsgroup.local
  - Up-to-date with drivers and Windows updates
  - Free from bloatware
  - Secured with BitLocker
  - Enrolled in Sophos
  - Ready for user handover