HP Business PCs - Using HP Image Assistant

HP Image Assistant (HPIA) is a free tool that scans the computer and installs recommended BIOS updates, drivers, and HP software for business PCs.

For more information about HP Image Assistant, go to Client Management Solutions.

Install HP Image Assistant (HPIA)

Download and install HP Image Assisant from the HP website or using the Client Management Script Library (CMSL).

Download and install the latest version of HP Image Assistant from the HP website

Follow these steps to download the HPIA utility from the HP website.

1. Go to HP Image Assistant (HPIA).
2. In the **SoftPaq** column, select the SoftPaq download link.

   The SoftPaq exe file downloads in the browser download bar or the Downloads folder on the computer.
3. Double-click the downloaded HPIA SoftPaq file to launch the installation wizard.
4. Follow the on-screen instructions to extract the utility. The utility is extracted to the SWSetup folder on the system drive.

Download and install the latest version of HP Image Assistant in CMSL using PowerShell

Follow these steps to install the HPIA utility using the Client Management Script Library and PowerShell.

1. Search for `PowerShell`, and then select **Run as an administrator**.
2. In the PowerShell window, type `Install-HPImageAssistant`.

> **NOTE:** For more information on this command, see Install-HPImageAssistant | HP Developer Portal (in English).

Capture and save an image configuration

You can use HP Image Assistant to capture and save an image configuration or manage an internet proxy configuration.

1. In File Explorer, navigate to **HPImageAssistant.exe**. Right-click **HPImageAssistant.exe**, and then select **Run as an administrator**.

NOTE: The default installation location is C:\SWSetup. If you changed the default folder location while installing the setup file, navigate to the correct location.

2. Click **Languages**, and then select your language.
3. Click **Tools**, and then select a configuration type.
   - **Capture Target Image Configuration**: Captures the system image of the PC that you are using. Save the configuration files to a USB flash drive.
   - **Configuration options**: Allows you to create and save a proxy system image. Continue with these steps.
4. If an internet proxy is required, click the **Proxy** tab, and in the **URL** area, type the **Address** and **Port** for the proxy configuration in the appropriate fields.
5. In the **Credential** area, type the **Username**, **Password**, and **Domain** for the proxy configuration in the appropriate fields.
6. Click the **Thread** tab to set the number of simultaneous downloads.
7. Save the configuration files.

Analyze the system to identify available updates

Analyze the system image to identify available updates.

NOTE: To receive recommendations from HP Image Assistant, you must be connected to the internet.

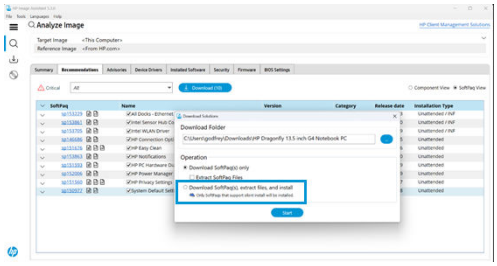
1. In File Explorer, navigate to **HPImageAssistant.exe**. Right-click **HPImageAssistant.exe**, and then select **Run as an administrator**.

NOTE: The default installation location is C:\SWSetup. If you changed the default folder location while installing the setup file, navigate to the correct location.

2. Click **Languages**, and then select your language.
3. Click **Analyze**.

   HP Image Assistant analyzes the device and makes recommendations for updates.
4. After the analysis is complete, click the *Recommendations* tab.
5. Select the updates to install, and then click **Download**.

6. In the *Download Solutions* window, select **Download SoftPaq(s), extract files, and install**, and then click **Start**.



7. Your computer might need to be restarted after the updates are installed.

Download SoftPaqs

Download available SoftPaqs for your computer using HP Image Assistant.

1. In File Explorer, navigate to **HPImageAssistant.exe**. Right-click **HPImageAssistant.exe**, and then select **Run as an administrator**.

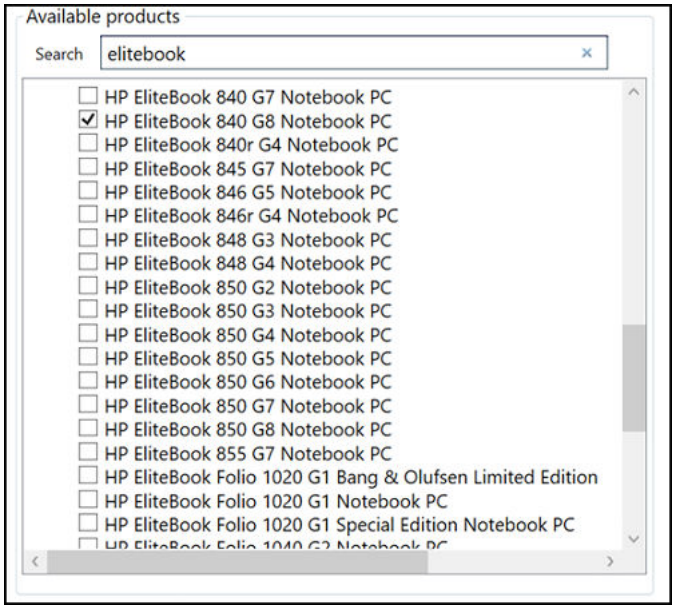
NOTE: The default installation location is C:\SWSetup. If you changed the default folder location while installing the setup file, navigate to the correct location.

2. Click **Languages**, and then select your language.
3. Click the *Download SoftPaqs* tab .
4. In **Step 1 Create My Products List**, click **Create** or **Edit** to open the **Edit My Products List**.
5. Click the drop-down menu for **Select operating system**, and then select your version of Windows.



6. Select your product from the HP Product Catalog menu or use the search box and search for your product by name or number. For example, you could search for `EliteBook` or `800`.

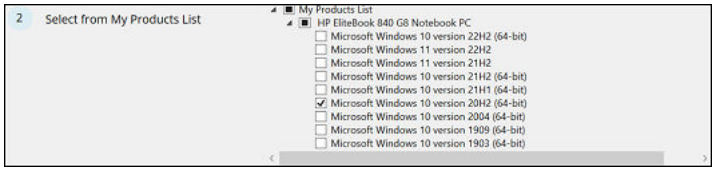
NOTE: You must be connected to the internet to view or search the list of supported platforms.



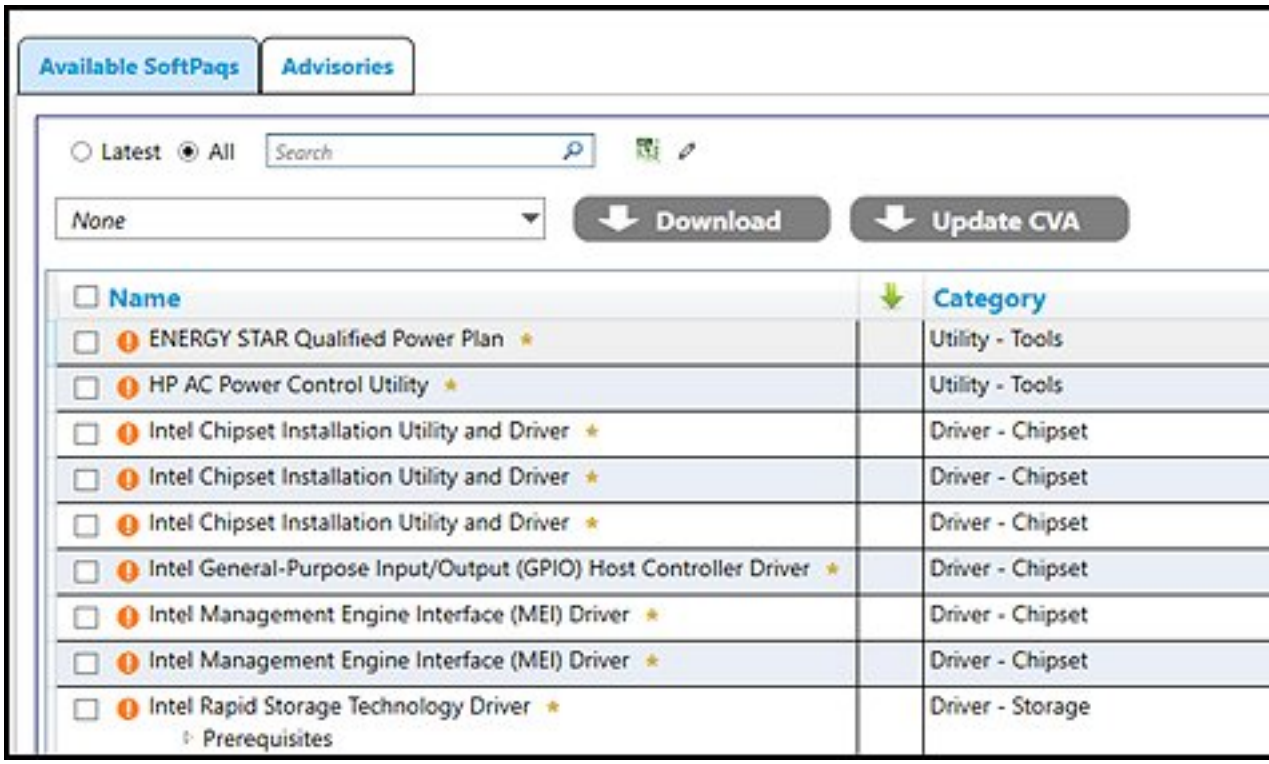
7. Click **Apply**.

8. In **Step 2 Select from My Products List**, select your product or products.

NOTE: If you directly search for your computer from the HP Product Catalog menu, you might see multiple compatible operating system options. Select the correct Windows operating system version.

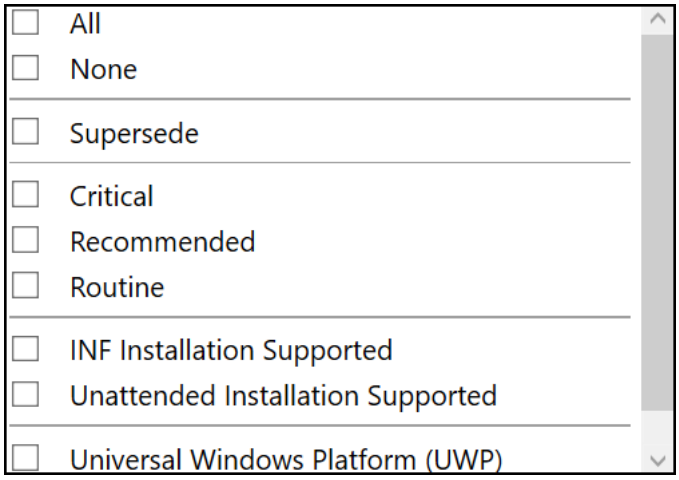


9. In **Step 3 Get SoftPaqs**, click **Analyze**, and then wait while HPIA retrieves and downloads the image configuration from HP. The *Available SoftPaqs* tab lists the SoftPaqs available for the selected computers.



10. Click the drop-down menu for **Select Components to Download/Apply**, and then select one of the options.

- **All**: Selects all packages.
- **None**: Selects no packages.
- **Supersede**: Selects all superseded packages.
- **Critical**: Selects all critical packages.
- **Recommended**: Selects all recommended packages.
- **Routine**: Selects all packages classified as routine.
- **INF Installation Supported**: Selects all packages that support installation via INF.
- **Unattended Installation Supported**: Selects all packages that support Software Manager (SSM) installation.
- **Universal Windows Platform (UWP)**: Selects all packages that contain UWP applications.



11. Click the pencil icon to select the columns to include in the table, and then click **OK**.
12. Click **Download**.

    The download button displays the number of items.
13. Choose to **Download SoftPaq(s) only** or to **Download and extract SoftPaqs**, and then click **Start**.



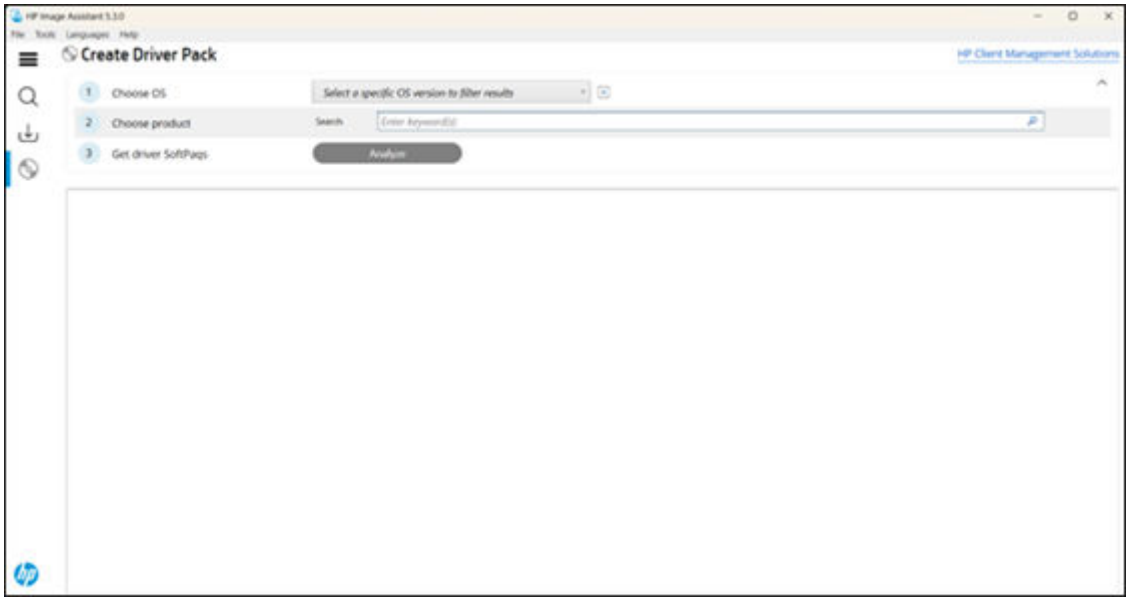
Create a driver pack

Create a new driver pack for any supported system using HP Image Assistant.

1. In File Explorer, navigate to **HPImageAssistant.exe**. Right-click **HPImageAssistant.exe**, and then select **Run as an administrator**.

NOTE: The default installation location is C:\SWSetup. If you changed the default folder location while installing the setup file, navigate to the correct location.

2. Click **Languages**, and then select your language.
3. Click the **Create Driver Pack** tab .



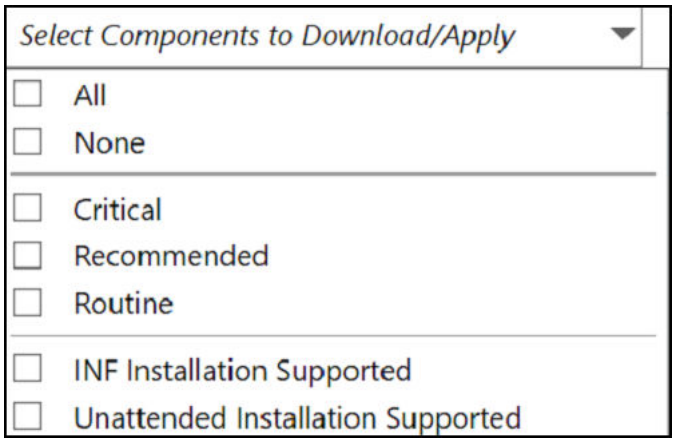
4. In **Step 1 Choose OS**, select your Windows operating system version.
5. In **Step 2 Choose product**, select the PC that you are using.
6. In **Step 3 Get driver SoftPaqs**, click **Analyze**.

   HP Image Assistant lists the driver SoftPaqs available for the selected product and operating system.

7. Click the drop-down menu for **Select Components to Download/Apply**, and then select one of the following options.

   - **All**: Selects all packages.
   - **None**: Selects no packages.
   - **Critical**: Selects all critical packages.
   - **Recommended**: Selects all recommended packages.
   - **Routine**: Selects all packages classified as routine.
   - **INF Installation Supported**: Selects all packages that support installation via INF.

- **Unattended Installation Supported**: Selects all packages that support Software Manager (SSM) installation.



8. Click the pencil icon to select the columns to include in the table, and then click **OK**.

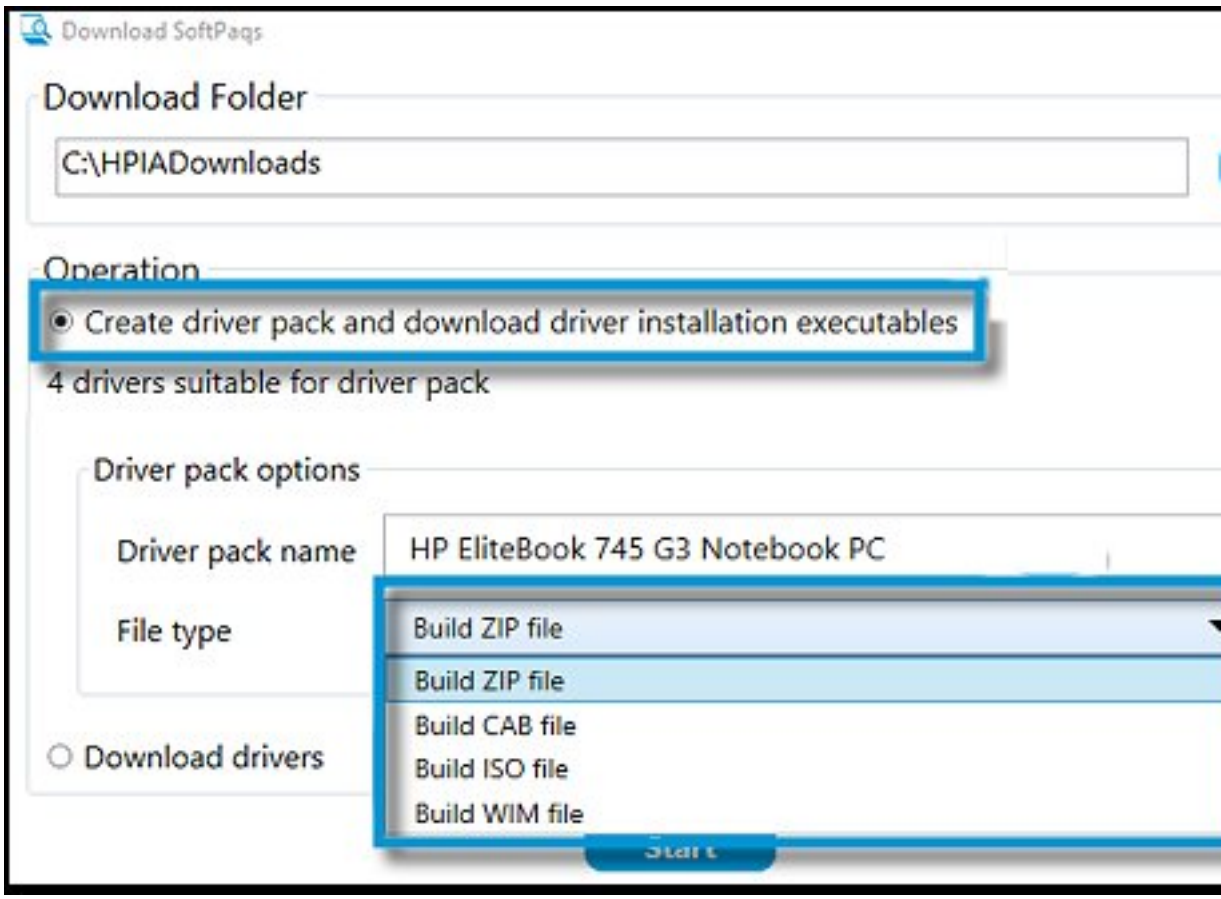


9. Click **Download** to open the Download dialog.

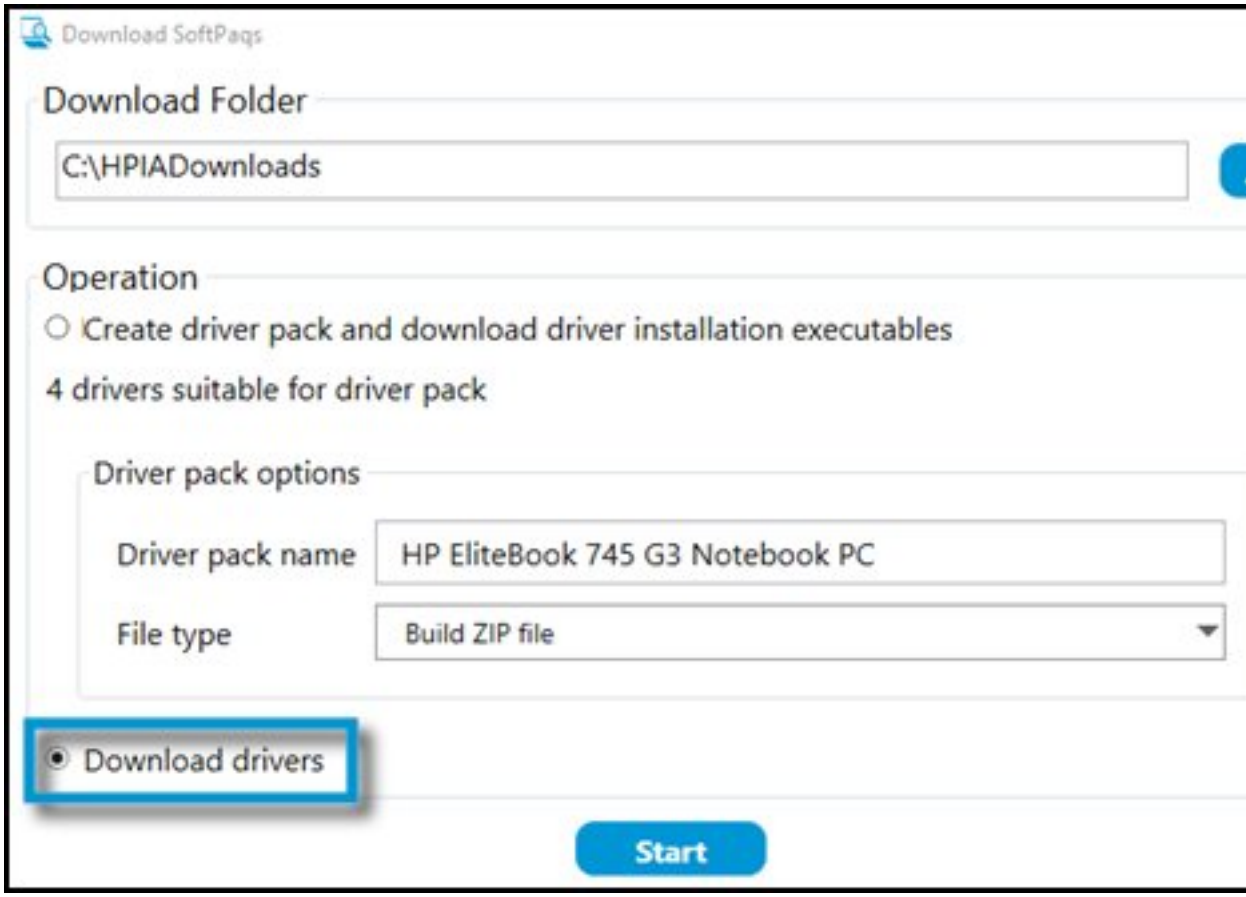


10. On the *Download Folder* screen, select one of the following.

- **Create driver pack and download driver installation executables**: Select a **File type** compatible with your corporate environment, and then click **Start** to save the driver pack.



- **Download drivers**: Click **Start** to download the drivers.


Download SoftPaqs
Download Folder
C:\HPIADownloads
Operation
Create driver pack and download driver installation executables
4 drivers suitable for driver pack
Driver pack options
Driver pack name
HP EliteBook 745 G3 Notebook PC
File type
Build ZIP file
Download drivers
Start