

Managing driver and BIOS updates (SoftPaqs)

This chapter includes the following topics:

- [About HP SoftPaq management](#)
- [Obtaining and delivering HP SoftPaqs](#)
- [About HP Instant Support System Health Scan](#)
- [Performing a System Health Scan](#)
- [Viewing the System Health Scan reports](#)
- [Viewing System Health Scan results in the Resource Manager](#)
- [About downloading HP SoftPaqs](#)
- [Downloading and importing the required HP SoftPaqs](#)
- [Downloading HP SoftPaqs manually](#)
- [About importing HP SoftPaqs](#)
- [About importing HP SoftPaqs with a Windows scheduled task](#)
- [Importing HP SoftPaqs manually](#)
- [Delivering an HP SoftPaq to client computers](#)
- [Editing an HP SoftPaq delivery task](#)
- [Viewing the HP SoftPaq delivery reports](#)

About HP SoftPaq management

A SoftPaq is a single executable file that contains drivers, BIOS updates, or other system files for HP computers. SoftPaqs can be downloaded from the HP Web site and then deployed to multiple computer models or to a specific model.

With HP Client Manager, you can proactively and remotely manage the SoftPaqs that HP provides to keep your managed HP computers updated and working properly.

Integration with HP Instant Support System Health Scan lets HP Client Manager identify the computers that require SoftPaq updates and the SoftPaqs that are required. This SoftPaq information provides a list of the SoftPaqs that must be downloaded.

See [“About HP Instant Support System Health Scan”](#) on page 96.

You can use scheduled tasks to automate and streamline the SoftPaq process. For example, you can automate the identification of SoftPaq requirements, the SoftPaq downloads, and the preparation of SoftPaq files for delivery.

You can also perform the SoftPaq management tasks manually for specific problems or critical issues.

See [“Obtaining and delivering HP SoftPaqs”](#) on page 94.

The information about the health scan results and the SoftPaqs is stored in the CMDB (Configuration Management Database) on the Notification Server computer. The downloaded and imported SoftPaqs are saved in the **Filestore** folder, which is an allocated storage area on the Notification Server computer.

HP Client Manager uses the software delivery functions of the Symantec Management Platform to deploy the SoftPaqs to the client computers.

Some of the platform features that the delivery process takes advantage of are as follows:

- Checkpoint recovery, which lets you resume downloading a file if interrupted
- Bandwidth throttling, which lets you control how much bandwidth a download can use
- Data to generate reports

Obtaining and delivering HP SoftPaqs

HP Client Manager lets you obtain the latest SoftPaqs that are available from HP and deploy them to your managed HP computers. A SoftPaq is a single executable

file that contains drivers, BIOS updates, or other system files that are unique to HP computers.

See [“About HP SoftPaq management”](#) on page 94.

The process of managing SoftPaqs is ongoing because HP releases new SoftPaqs frequently. To keep your managed HP computers updated with the latest driver and BIOS information, HP recommends that you check for new SoftPaqs regularly.

Table 7-1 Process for obtaining SoftPaqs and delivering them to HP client computers

Step	Action	Description
Step 1	Perform a health scan to identify the SoftPaqs that are needed.	<p>The HP Instant Support System Health Scan task identifies issues on your managed HP computers and determines which SoftPaqs are needed to resolve those issues.</p> <p>By default, this task runs at 1:30 A.M. daily. However, you can perform the scan manually at any time.</p> <p>See “Performing a System Health Scan” on page 97.</p>
Step 2	Review the results of the health scan.	<p>The health scan information includes the HP client computers that have issues, the issue type and severity, and the SoftPaqs that can resolve the issues.</p> <p>You can view the health scan information in the following places:</p> <ul style="list-style-type: none"> ■ In the HP Instant Support Health Scan reports Lets you view the health scan information for multiple computers in several formats. See “Viewing the System Health Scan reports” on page 98. ■ In the Resource Manager Lets you view detailed health scan information for a specific HP client computer. See “Viewing System Health Scan results in the Resource Manager” on page 99.
Step 3	Download the SoftPaqs to the Filestore .	<p>The download process copies the required SoftPaq files from the HP Web site and saves them in the Filestore folder on the Notification Server computer.</p> <p>You can download the SoftPaqs in the following ways:</p> <ul style="list-style-type: none"> ■ Automatically download all the SoftPaqs that the health scan identified. This method uses the Download HP Health Scan SoftPaqs task, which also imports the SoftPaqs. ■ Manually download specific SoftPaqs directly from the HP Web site. <p>See “About downloading HP SoftPaqs” on page 100.</p>

Table 7-1 Process for obtaining SoftPaqs and delivering them to HP client computers (*continued*)

Step	Action	Description
Step 4	Import the SoftPaqs.	<p>The import process refreshes the CMDB (Configuration Management Database) and makes the SoftPaqs available for delivery.</p> <p>You can skip this step if you used the Download HP Health Scan SoftPaqs task, because it imports the SoftPaqs automatically.</p> <p>You can import the SoftPaqs in the following ways:</p> <ul style="list-style-type: none"> ■ Automatically import all available SoftPaqs on a daily basis. This method uses a Windows scheduled task to import SoftPaqs at 2:30 A.M. daily, but you can edit the task to change the schedule. ■ Manually run the HP SoftPaq Import task to import any SoftPaqs that were not imported through another method. <p>See “About importing HP SoftPaqs” on page 103.</p>
Step 5	Deliver the SoftPaqs to the client computers.	<p>The HP SoftPaq Delivery Wizard delivers a SoftPaq to the HP client computers that need it.</p> <p>Using information from the imported SoftPaq files, the wizard automatically lists the HP client computers that need that specific SoftPaq.</p> <p>See “Delivering an HP SoftPaq to client computers” on page 105.</p>
Step 6	Monitor the HP SoftPaq deliveries.	<p>The HP SoftPaq delivery reports provide information about the SoftPaqs that were delivered, the computers that received the SoftPaqs, and the status of the deliveries.</p> <p>See “Viewing the HP SoftPaq delivery reports” on page 107.</p>

About HP Instant Support System Health Scan

HP Client Manager is integrated with the HP Instant Support System Health Scan tool, which analyzes managed HP computers to check their overall health status. The scan can identify problems, check to see if the latest drivers are installed, and provide recommendations for resolving potential issues.

The System Health Scan tool is incorporated into the HP Client Manager Agent that is installed on your managed HP computers. The HP Instant Support System Health Scan task works with the agent to let you perform the health scans remotely.

See [“Performing a System Health Scan”](#) on page 97.

When the health scan task runs on an HP client computer, it performs or initiates the following actions:

- Delivers the latest known issues to the client computer.
- Scans the client computer to check the health of its drivers and BIOS and to determine whether any known issues exist on that computer.
- Provides possible resolutions to the issues that are found.
This information includes links to the HP support documents that are related to the issues.
For example, if a computer's monitor is not configured for optimal performance, a link is provided to a support page that describes configuring the display.
- Determines whether a SoftPaq is available to resolve a known issue and identifies which SoftPaq is needed for that computer.
This information is used to create the list of required SoftPaqs that is used during the download process.
- Reports the data to the CMDB (Configuration Management Database) on the Notification Server computer.
The data is available for viewing with reports or in the Resource Manager.
See [“Viewing the System Health Scan reports”](#) on page 98.
See [“Viewing System Health Scan results in the Resource Manager”](#) on page 99.

After you perform a scan and review its results, you can take action on the issues that were found. If SoftPaqs are available to resolve the issues, you can take steps to obtain and deliver them as needed.

See [“Obtaining and delivering HP SoftPaqs”](#) on page 94.

Performing a System Health Scan

The HP Instant Support System Health Scan task identifies issues on your managed HP computers. It provides possible resolutions to those issues, including a list of the SoftPaqs that can resolve BIOS and driver issues.

See [“About HP Instant Support System Health Scan”](#) on page 96.

By default, this task runs at 1:30 A.M. daily. It runs automatically on all the HP client computers that have the HP Client Manager Agent installed. Each scan overwrites the data from the previous scan.

This task is a step in the process for obtaining and delivering HP SoftPaqs.

See [“Obtaining and delivering HP SoftPaqs”](#) on page 94.

You can skip this step unless you need to run it on a different schedule or on a different group of computers.

To view or modify the System Health Scan task

- 1 On the **HP Client Manager Home** page, under **Management Tasks**, click **HP Instant Support > Perform HP Instant Support Health Scan**.
See [“Accessing the HP Client Manager Home page”](#) on page 62.
- 2 On the task page, under **Task Status**, you can view the details of an existing task instance, run the task, or create a new schedule.
See [“Scheduling and selecting target computers in an HP Client Manager task”](#) on page 65.
- 3 When you finish viewing or scheduling the task, you can close the task page.

Viewing the System Health Scan reports

The HP Instant Support System Health Scan task scans your managed HP computers for known issues. It provides information about the computers that have issues, the issue type and severity, and the actions or SoftPaqs that can resolve those issues. You can use the System Health Scan reports to view and analyze the health scan information.

See [“About HP Instant Support System Health Scan”](#) on page 96.

Examples of how you can use these reports are as follows:

- List the computers that have issues and show the recommendations for resolving the issues, including links to any related HP support documents.
- Determine the SoftPaqs that are required.
- Display a bar graph that quickly shows the number of issues by severity.

If these reports are empty, all your HP client computers contain the most recent SoftPaqs.

This task is a step in the process for obtaining and delivering HP SoftPaqs.

See [“Obtaining and delivering HP SoftPaqs”](#) on page 94.

For more information, see the topics about viewing and managing resource data with reports in the *Symantec Management Platform Help*.

You can also view health scan information in the Resource Manager.

See [“Viewing System Health Scan results in the Resource Manager”](#) on page 99.

To view the System Health Scan reports

- 1 On the **HP Client Manager Home** page, under **Management Tasks**, click **HP Instant Support > View HP Instant Support Health Scan Reports**.
See “[Accessing the HP Client Manager Home page](#)” on page 62.
- 2 In the left pane, under **Reports > HP Client Manager > HP Instant Support System Health Scan**, select a report.
- 3 When the report appears in the right pane, click **Refresh** to display the latest information.
- 4 If the report page contains a **Parameters** section, you can select additional ways to organize and display the information.
After you select new parameters, click **Refresh**.
- 5 (Optional) You can print the report or save it in a variety of formats. Other actions might be available depending on the type of report.

Viewing System Health Scan results in the Resource Manager

The HP Instant Support System Health Scan task scans your managed HP computers for known issues. It provides information about the computers that have issues, the issue type and severity, and the actions or SoftPaqs that can resolve those issues. The health scan data is added to each computer’s resource record in the CMDB (Configuration Management Database). The Resource Manager in the Symantec Management Platform provides views of the data in the CMDB. You can use the Resource Manager to view the health scan information.

See “[About HP Instant Support System Health Scan](#)” on page 96.

You can also view health scan information in the System Health Scan reports.

See “[Viewing the System Health Scan reports](#)” on page 98.

To view System Health Scan results in the Resource Manager

- 1 To access the **Resource Manager** window, take one of the following actions:

From a report	In the report view, select a computer and click Actions > Resource Manager .
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From a list of resources

- In the **Symantec Management Console**, on the **Manage** menu, click **Resource**.
- In the **Select Resource** dialog box, select a computer and then click **OK**.
If another type of resource is listed, in **Group**, select **Resource > Asset > Network Resource > Computer**.

From a filter

- In the **Symantec Management Console**, on the **Manage** menu, click **Filter**.
- In the left pane, click **Filters > HP Client Manager Filters**, and then select a filter from the list.
- In the right pane, click a computer in the list, and then click **Actions > Resource Manager**.

- 2 In the **Resource Manager** window, on the **View** menu, click **Events**.
- 3 In the center pane, expand **Data Classes > HP Client Manager Inventory**.
- 4 Click **HPCMS ActiveCheckIssueResult**.
- 5 When you finish viewing the data, you can close the **Resource Manager** window.

About downloading HP SoftPaqs

The HP Instant Support System Health Scan identifies which of the available SoftPaqs each managed HP computer needs to resolve its known issues. After you perform the scan, you can download the SoftPaqs from the HP Web site so that you can deliver them to the appropriate computers.

This task is a step in the process for obtaining and delivering HP SoftPaqs.

See [“Obtaining and delivering HP SoftPaqs”](#) on page 94.

When you download the SoftPaqs, they are saved in the **Filestore** folder, which is an allocated storage area on the Notification Server computer. The default path is as follows:

```
installation_directory\Altiris\Notification Server\NSCap\Bin\Win32  
\X86\HPCMS\Filestore
```

After the download, the SoftPaq files must be imported to prepare them for delivery.

See [“About importing HP SoftPaqs”](#) on page 103.

Table 7-2 Methods for downloading HP SoftPaqs

Method	Description
<p>Automatically download all the SoftPaqs that the System Health Scan identified.</p>	<p>The Download HP Health Scan SoftPaqs task downloads the SoftPaqs to the Filestore and then imports them. It uses the list of required SoftPaqs that the System Health Scan identified.</p> <p>This method is the quickest and easiest way to download the SoftPaqs. It downloads only the SoftPaqs that you need but does not require you to select them individually. It also eliminates the import step.</p> <p>See “Downloading and importing the required HP SoftPaqs” on page 101.</p>
<p>Manually download specific SoftPaqs directly from the HP Web site.</p>	<p>With this method, you access the HP Web site directly and download individual SoftPaqs for specific HP computers.</p> <p>For example, you might use this method to resolve a critical BIOS issue that the System Health Scan identified on a specific computer. You can download and install the critical SoftPaq immediately and then download the SoftPaqs for the other computers later.</p> <p>See “Downloading HP SoftPaqs manually” on page 102.</p> <p>When you use this method, you must import the SoftPaqs.</p>

Downloading and importing the required HP SoftPaqs

The Download HP Health Scan SoftPaqs task downloads and imports all the required SoftPaqs that the System Health Scan identified. It downloads only the SoftPaqs that you need but does not require you to select them individually.

This task performs the following actions:

- Downloads the SoftPaqs from the HP Web site to the **Filestore** folder on the Notification Server computer.
- Imports the SoftPaqs, which prepares the SoftPaq files for delivery.
 See [“About importing HP SoftPaqs”](#) on page 103.

This task is a step in the process for obtaining and delivering HP SoftPaqs.

See [“Obtaining and delivering HP SoftPaqs”](#) on page 94.

You can also download individual SoftPaqs directly from the HP Web site.

See [“Downloading HP SoftPaqs manually”](#) on page 102.

To download and import the required HP SoftPaqs

- 1 On the **HP Client Manager Home** page, under **Administrative Tasks**, click **Download HP Health Scan SoftPaqs**.
See [“Accessing the HP Client Manager Home page”](#) on page 62.
- 2 On the **Download HP Health Scan SoftPaqs** page, click **Download SoftPaqs**.
If no SoftPaqs are listed, all your HP client computers contain the most recent SoftPaqs.

Downloading HP SoftPaqs manually

You can go directly to the HP Web site and download the individual SoftPaqs that are required to resolve issues for specific HP computers. You can obtain information about which computers require SoftPaq updates from the System Health Scan reports or from other sources.

Examples of when you might use this download method are as follows:

- When you need to resolve a critical issue on a specific computer.
You can download the critical SoftPaq immediately without having to download other SoftPaqs.
- When firewall restrictions on the Notification Server computer prevent you from performing downloads on the server.
You can perform the download on a different computer and save the SoftPaqs to the **Filestore** folder on the Notification Server computer.
- When you want to manage the **Filestore** manually.

This task is a step in the process for obtaining and delivering HP SoftPaqs.

See [“Obtaining and delivering HP SoftPaqs”](#) on page 94.

As an alternative to this download method, you can use a task that downloads all the required SoftPaqs automatically.

See [“Downloading and importing the required HP SoftPaqs”](#) on page 101.

After the download, the SoftPaq files must be imported to prepare them for delivery.

See [“About importing HP SoftPaqs”](#) on page 103.

To manually download and store SoftPaqs

- 1 Open a browser and go to the **HP Support and Drivers** Web page at the following URL:
www.hp.com/support/files
- 2 Navigate to the software and drivers download page for the SoftPaq that you need.
- 3 Download the SoftPaq and save it in the **Filestore** at the following location:
`installation directory\Altiris\Notification Server\NSCap\Bin\Win32
 \X86\HPCMS\Filestore`
- 4 Find and download any other SoftPaqs that you need.
- 5 Close the browser window.

About importing HP SoftPaqs

When SoftPaqs are downloaded from the HP Web site, they are stored in the **Filestore** folder on the Notification Server computer. Before SoftPaqs can be delivered to the HP client computers, they must be imported. The import process refreshes the CMDB (Configuration Management Database) and makes the SoftPaqs available for delivery.

This task is a step in the process for obtaining and delivering HP SoftPaqs.

See [“Obtaining and delivering HP SoftPaqs”](#) on page 94.

You can skip this step if you used the Download HP health scan SoftPaqs task, because it imports the SoftPaqs automatically.

See [“Downloading and importing the required HP SoftPaqs”](#) on page 101.

Table 7-3 Methods for importing HP SoftPaqs

Method	Description
Automatically on a daily basis.	<p>A Windows scheduled task named NS.HP File Store Update imports any available SoftPaqs.</p> <p>This task runs at 2:30 A.M. daily, but you can edit the task to change the schedule.</p> <p>See “About importing HP SoftPaqs with a Windows scheduled task” on page 104.</p>

Table 7-3 Methods for importing HP SoftPaqs (*continued*)

Method	Description
Manually import any SoftPaqs that were not imported through another method.	With this method, you use the HP SoftPaq Import task to import any available SoftPaqs between the times when the scheduled task runs. See “Importing HP SoftPaqs manually” on page 104.

About importing HP SoftPaqs with a Windows scheduled task

Before SoftPaqs can be delivered to the HP client computers, they must be imported. The import process refreshes the CMDB (Configuration Management Database) and makes the SoftPaqs available for delivery.

HP Client Manager installs a Windows scheduled task that automatically imports all the SoftPaqs that were downloaded but not yet imported. For example, if you use a different download utility to download the SoftPaqs automatically, you can run the scheduled task to import them.

By default, the task is scheduled to run at 2:30 A.M. daily, but you can edit the task to change the schedule.

This task is available on the Windows **Control Panel**, under **Scheduled Tasks > NS.HP File Store Update**.

See [“Obtaining and delivering HP SoftPaqs”](#) on page 94.

This task is a step in the process for obtaining and delivering HP SoftPaqs.

Letting the import task run daily helps keep the **Filestore** current without requiring an administrator’s involvement. You can perform the import manually when it is necessary.

See [“Importing HP SoftPaqs manually”](#) on page 104.

Importing HP SoftPaqs manually

Before SoftPaqs can be delivered to the HP client computers, they must be imported. The import process refreshes the CMDB (Configuration Management Database) and makes the SoftPaqs available for delivery.

Typically, SoftPaqs are imported daily with a Windows scheduled task or when you perform an automatic SoftPaq download.

See [“About importing HP SoftPaqs”](#) on page 103.

You can use the HP SoftPaq Import task to import all the available SoftPaqs on demand. Available SoftPaqs are those that were downloaded but not yet imported.

Examples of when you might use this import method are as follows:

- When you downloaded one or more SoftPaqs directly from the HP Web site and they were not imported through another method.
- When you need to resolve a critical issue on a specific computer. You can import the critical SoftPaq immediately without waiting for the scheduled import.

This task is a step in the process for obtaining and delivering HP SoftPaqs.

See [“Obtaining and delivering HP SoftPaqs”](#) on page 94.

To import HP SoftPaqs manually

- 1 On the **HP Client Manager Home** page, under **Administrative Tasks**, click **HP SoftPaq Import**.

See [“Accessing the HP Client Manager Home page”](#) on page 62.

- 2 On the **HP SoftPaq Import** page, type the full path to the **Filestore**. The default path is as follows:

```
installation directory\Altiris\Notification Server\NSCap\Bin\Win32  
\X86\HPCMS\Filestore
```

- 3 Click **Import**.

If the **Import** option is not available, no SoftPaqs need to be imported.

- 4 When the import is finished, you can close the page.

Delivering an HP SoftPaq to client computers

The **HP SoftPaq Delivery Wizard** guides you through the creation of a task that deploys an HP SoftPaq to one or more groups of managed HP computers. The wizard lets you select the SoftPaq to deliver and define the schedule for running the task. Using information from the imported SoftPaq file, the wizard lists the computers that need the SoftPaq you selected. You can also select additional computers to deliver to.

To be available for delivery, the SoftPaq must have been downloaded and imported.

See [“About downloading HP SoftPaqs”](#) on page 100.

See [“About importing HP SoftPaqs”](#) on page 103.

When you complete the **SoftPaq Delivery Wizard**, it creates the following items:

- An HP SoftPaq Delivery task.

The tasks that the wizard creates are given generic names. After a task is created, you can edit its name and description on the task page.

See [“Editing an HP SoftPaq delivery task”](#) on page 106.

- A package of the SoftPaq files.
- A policy that initiates when the package is deployed.
- A filter that contains the computers on which to deploy the SoftPaq.

This task is a step in the process for obtaining and delivering HP SoftPaqs.

See [“Obtaining and delivering HP SoftPaqs”](#) on page 94.

To deliver an HP SoftPaq to client computers

- 1 On the **HP Client Manager Home** page, under **Management Tasks**, click **Driver Updates > HP SoftPaq Delivery Wizard**.
See [“Accessing the HP Client Manager Home page”](#) on page 62.
- 2 On the **Choose SoftPaqs** page, under **Available HP SoftPaqs**, select a SoftPaq.
- 3 If you selected a BIOS SoftPaq, in **Password**, type the BIOS setup password.
- 4 If full volume encryption is enabled on the target computers, select **Upgrade SoftPaq forcefully**.
- 5 On the **Choose SoftPaqs** page, click **Next**.
- 6 On the **Choose Computers** page, from the list of the computers that require the selected SoftPaq, select the target computers, and then click **Next**.
- 7 On the **Choose when to deliver the SoftPaq** page, define the schedule for running the task, and then click **Apply**.
You can run the task immediately or schedule it to run at a specific time.
- 8 When the task page appears, you can view or edit the task or close the page.

Editing an HP SoftPaq delivery task

The **HP SoftPaq Delivery Wizard** guides you through the creation of a task that delivers and installs SoftPaqs. The tasks that the wizard creates are given generic names. You might want to change the task names and descriptions.

See [“Delivering an HP SoftPaq to client computers”](#) on page 105.

You can also edit an HP SoftPaq Delivery task to revise its schedule.

To edit an HP SoftPaq delivery task

- 1 In the **Symantec Management Console**, on the **Manage** menu, click **Jobs and Tasks**.
- 2 In the left pane, click **Jobs and Tasks > Client Tasks > HP Client Manager > HP SoftPaq Delivery > HP SoftPaq Delivery Tasks**, and then select a task.
- 3 In the right pane, on the task page, to change the task name, click the existing task name and type the new name.

Repeat this step for the description, which is the line of text that appears under the task name.
- 4 Under **Task Status**, you can view the details of an existing task instance, run the task, or create a new schedule.
- 5 When you finish viewing or editing the task, you can close the task page.

Viewing the HP SoftPaq delivery reports

After you deliver SoftPaqs to managed HP computers, you can use the HP SoftPaq delivery reports to monitor the success of the SoftPaq installations. These reports provide information about the SoftPaqs that were delivered, the computers that received the SoftPaqs, and the status of the installations.

This task is a step in the process for obtaining and delivering HP SoftPaqs.

See [“Obtaining and delivering HP SoftPaqs”](#) on page 94.

For more information, see the topics about viewing and managing resource data with reports in the *Symantec Management Platform Help*.

To view the SoftPaq delivery reports

- 1 On the **HP Client Manager Home** page, under **Management Tasks**, click **Driver Updates > View detailed HP Softpaq delivery Reports**.

See [“Accessing the HP Client Manager Home page”](#) on page 62.
- 2 In the left pane, under **Reports > HP Client Manager > HP SoftPaq Delivery**, select a report.
- 3 When the report appears in the right pane, click **Refresh** to display the latest information.

- 4 If the report page contains a **Parameters** section, you can select additional ways to organize and display the information.
After you select new parameters, click **Refresh**.
- 5 (Optional) You can print the report or save it in a variety of formats. Other actions might be available depending on the type of report.