

# HP Client Manager from Symantec™ User Guide

Version 7.0 SP2



# HP Client Manager from Symantec™ User Guide

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- Available memory, disk space, and NIC information
- Operating system

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- Network topology
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  - Troubleshooting that was performed before contacting Symantec
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To access more information about Enterprise services, please visit our Web site at the following URL:

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Select your country or language from the site index.



# Contents

Technical Support .....	3
Chapter 1	Introducing HP Client Manager ..... 11
	About HP Client Manager ..... 11
	Components of HP Client Manager ..... 12
	How HP Client Manager integrates with the Symantec Management Platform ..... 14
	About Out of Band Management Component ..... 15
	What you can do with HP Client Manager ..... 16
	Where to get more information ..... 19
Chapter 2	Installing HP Client Manager ..... 23
	About installing HP Client Manager ..... 23
	Installation requirements for HP Client Manager ..... 24
	Sources for information about installing the Symantec Management Platform ..... 25
	Scenarios for installing HP Client Manager ..... 26
	Installing HP Client Manager 7.0 and Symantec Management Platform for the first time ..... 27
	Upgrading from HP Client Manager 6.x to 7.0 ..... 28
	Downloading the HP Client Manager installation file ..... 30
	Installing Symantec Installation Manager ..... 32
	Installing HP Client Manager and the Symantec Management Platform ..... 33
	Installing HP Client Manager on an existing Symantec Management Platform ..... 35
	Upgrading from an earlier 7.0 version of HP Client Manager ..... 37
Chapter 3	Setting up HP Client Manager ..... 39
	Setting up HP Client Manager ..... 40
	Quick Start Web part ..... 43
	Activating HP Client Manager ..... 43
	Installing a license for HP Client Manager ..... 44
	Discovering all computers ..... 46

	About the Altiris Agent .....	47
	About configuring Altiris Agent settings .....	48
	Methods for installing the Altiris Agent on client computers .....	49
	Manually pushing the Altiris Agent to HP client computers .....	50
	Installing the Altiris Agent with a scheduled policy (scheduled push) .....	52
	Disabling Windows XP simple file sharing .....	53
	Installing the Altiris Agent from a Web page (manual pull) .....	53
	Verifying server-to-client communication .....	54
	Discovering HP client computers .....	55
	Viewing the discovered client computers .....	56
	About the HP Client Manager Agent .....	57
	Installing the HP Client Manager Agent .....	58
	Upgrading the HP Client Manager Agent .....	59
	Configuring the email settings in Notification Server .....	59
<b>Chapter 4</b>	<b>Performing common tasks in HP Client Manager .....</b>	<b>61</b>
	About the HP Client Manager Home page .....	61
	Accessing the HP Client Manager Home page .....	62
	HP Client Manager Home page .....	63
	About the predefined filters in HP Client Manager .....	64
	Viewing the predefined filters in HP Client Manager .....	65
	Scheduling and selecting target computers in an HP Client Manager task .....	65
	Viewing the HP Client Manager reports .....	66
	Viewing the Microsoft Windows 7 readiness reports .....	67
	About platform tasks in HP Client Manager .....	68
<b>Chapter 5</b>	<b>Gathering client computer inventory .....</b>	<b>69</b>
	About client computer inventory .....	69
	Gathering the client computer inventory .....	71
	Viewing the client computer inventory reports .....	71
	Viewing client computer inventory data in the Resource Manager .....	72
<b>Chapter 6</b>	<b>Managing TPM (Trusted Platform Module) devices on HP computers .....</b>	<b>75</b>
	About HP Embedded Security .....	76
	About Embedded Security tasks and the HP Embedded Security Wizard .....	76



	Default filters for the Embedded Security tasks .....	77
	Initializing Embedded Security on HP client computers .....	78
	Creating a Configure Embedded Security task .....	79
	Configure Embedded Security task page .....	81
	Manage Embedded Security Credential task page .....	82
	Changing the Embedded Security owner's password .....	84
	Resetting an Embedded Security user's password .....	85
	Creating a token for resetting an Embedded Security user's password .....	86
	Creating a task to reset an Embedded Security user's password .....	88
	Archiving Embedded Security credentials and settings .....	89
	Restoring Embedded Security credentials and settings .....	90
	Viewing the Embedded Security reports .....	92
Chapter 7	Managing driver and BIOS updates (SoftPaqs) .....	93
	About HP SoftPaq management .....	94
	Obtaining and delivering HP SoftPaqs .....	94
	About HP Instant Support System Health Scan .....	96
	Performing a System Health Scan .....	97
	Viewing the System Health Scan reports .....	98
	Viewing System Health Scan results in the Resource Manager .....	99
	About downloading HP SoftPaqs .....	100
	Downloading and importing the required HP SoftPaqs .....	101
	Downloading HP SoftPaqs manually .....	102
	About importing HP SoftPaqs .....	103
	About importing HP SoftPaqs with a Windows scheduled task .....	104
	Importing HP SoftPaqs manually .....	104
	Delivering an HP SoftPaq to client computers .....	105
	Editing an HP SoftPaq delivery task .....	106
	Viewing the HP SoftPaq delivery reports .....	107
Chapter 8	Managing the BIO settings of HP client computers .....	109
	About HP BIOS Settings .....	109
	Modifying the BIOS settings of HP client computers .....	110
	Editing an HP BIOS task .....	111
	Configure HP BIOS Settings pages .....	112
	Creating HP BIOS reports .....	114
	Editing an HP BIOS report .....	115
	Viewing the HP BIOS reports .....	116

Chapter 9	Monitoring HP client computer health .....	119
	About health monitoring and alerts .....	120
	Monitoring the health of HP client computers .....	120
	Initiating the HP client health monitoring .....	121
	HP Health Monitoring Task page .....	122
	Configuring local alerts for HP client computers .....	123
	HP Local Alerts Configuration Task page .....	125
	About health alert automation .....	126
	Enabling an HP Client Manager automation policy .....	127
	Options for automation policies in HP Client Manager .....	128
	About the email settings for HP Client Manager automation policies .....	130
	Customizing an HP Client Manager automation policy .....	130
	Customizing an HP Client Manager automation task .....	131
	Customizing an HP Client Manager automation job .....	132
	Viewing the HP health monitor reports .....	133
Chapter 10	Performing HP Instant Support diagnostics .....	135
	About HP Instant Support diagnostics .....	135
	Performing the HP Instant Support diagnostics .....	136
	Installing the HP Instant Support Diagnostics tool .....	137
	Viewing the computers that have the HP Instant Support tools .....	138
	Running HP Instant Support diagnostics on client computers .....	138
	Viewing the HP Instant Support diagnostic reports .....	139
Chapter 11	Performing administrative tasks .....	141
	About the HP Supported Systems list .....	141
	Updating the HP Supported Systems list .....	142
	About the HP tools in HP Client Manager .....	143
	About updating HP tools automatically .....	145
	Updating HP tools with the Update HP Tools wizard .....	145
	About HP backup and recovery .....	146
	Requirements for HP backup and recovery .....	146
	Performing an HP backup .....	147
	Performing a disaster recovery .....	148
	Purging HP data .....	149
	Uninstalling the HP Client Manager Agent .....	150
Index .....		153

# Introducing HP Client Manager

This chapter includes the following topics:

- [About HP Client Manager](#)
- [Components of HP Client Manager](#)
- [What you can do with HP Client Manager](#)
- [Where to get more information](#)

## About HP Client Manager

HP Client Manager is a hardware management tool that lets you manage HP and Compaq-branded desktops, notebooks, workstations, and HP Blade PCs. A Web-based console centralizes management tasks to minimize visits to individual desktops and reduce the time and cost of identifying and fixing problems manually. HP Client Manager is a free product for HP customers and comes with a 90-day evaluation license. After the evaluation period, you must activate the product and install a permanent license to continue using HP Client Manager.

HP Client Manager is a solution in the Symantec Management Platform. It leverages the platform's abilities to provide extensive reporting, alerting, policy-driven software delivery, and patch management.

HP Client Manager lets you perform the following management tasks remotely:

- Track HP client hardware.
- Collect valuable inventory information such as processor, memory, video, and security settings.

- Monitor a client computer's health and receive hardware alerts at the **Symantec Management Console** or the local computer.
- Intelligently deploy HP driver and BIOS updates (SoftPaqs).
- Remotely configure BIOS settings.
- Remotely manage TPM (Trusted Platform Module) devices on HP ProtectTools enabled clients.

See [“What you can do with HP Client Manager”](#) on page 16.

You can install HP Client Manager as a suite or as a solution. The suite includes Out of Band Management Component and other components. Out of Band Management Component lets you manage client computers regardless of the state of their power, operating system, or management agents.

See [“About Out of Band Management Component”](#) on page 15.

See [“Components of HP Client Manager”](#) on page 12.

See [“What you can do with HP Client Manager”](#) on page 16.

See [“Where to get more information”](#) on page 19.

## Components of HP Client Manager

The components of HP Client Manager help you manage the HP client computers in your environment.

HP Client Manager is a solution in the Symantec Management Platform. It leverages the platform's abilities to provide extensive reporting, alerting, policy-driven software delivery, and patch management.

See [“How HP Client Manager integrates with the Symantec Management Platform”](#) on page 14.

**Table 1-1** Components of HP Client Manager

Component	Description
HP Client Manager Agent (plug-in)	<p>Works with the Altiris Agent to perform tasks on the target computers and communicate with the Symantec Management Platform.</p> <p>The HP Client Manager Agent (plug-in) must be installed on every HP client computer that you plan to manage.</p> <p>See <a href="#">“About the HP Client Manager Agent”</a> on page 57.</p>

**Table 1-1**      Components of HP Client Manager (*continued*)

Component	Description
<b>HP Client Manager Home page</b>	<p>Provides a centralized Web console from which you can manage your HP client computers. This portal page consists of Web parts, which provide links to the tasks that you can perform and the summary information about your managed computers.</p> <p>See <a href="#">“About the HP Client Manager Home page”</a> on page 61.</p>
HP tools	<p>Help you manage your HP client computers.</p> <p>HP Client Manager is integrated with HP Instant Support System Health Scan, HP Instant Support Diagnostics, and HP System Software Manager (SSM). The advantage of using these tools through HP Client Manager is that you can perform the management tasks remotely.</p> <p>See <a href="#">“About the HP tools in HP Client Manager”</a> on page 143.</p>
Tasks	<p>Actions that are performed on a computer. Server tasks are run on the Notification Server computer. Client tasks are run on managed computers.</p> <p>HP Client Manager contains predefined tasks to perform the management actions on your managed HP computers. For example, these tasks can perform the following actions: discover HP computers, inventory the HP clients, manage SoftPaqs, perform health monitoring, perform diagnostics, and manage Embedded Security, and perform backups.</p>
Policies	<p>The sets of rules that control the execution of automated actions. Policies can be scheduled or based on incoming data that triggers an immediate action. Policies determine when an action should start and who or what should be notified of the results.</p> <p>HP Client Manager contains predefined policies to install and upgrade the HP Client Manager Agent, deploy SoftPaq updates, and send client health alerts.</p>
Filters	<p>Define the groups of computers that you are most likely to target for specific management tasks. HP Client Manager contains many predefined filters, which are used as default targets in the HP Client Manager tasks and policies.</p> <p>See <a href="#">“About the predefined filters in HP Client Manager”</a> on page 64.</p>
Reports	<p>Display and filter the information that is collected from your managed HP computers so that you can analyze their data.</p> <p>See <a href="#">“Viewing the HP Client Manager reports”</a> on page 66.</p>
Out of Band Management Component	<p>Lets you manage client computers regardless of the state of their power, operating system, or management agents. Out of Band Management Component is included with HP Client Manager.</p> <p>See <a href="#">“About Out of Band Management Component”</a> on page 15.</p>

## How HP Client Manager integrates with the Symantec Management Platform

The Symantec Management Platform provides a set of services that IT-related solutions leverage. For example, some of the platform services include security, reporting, communications, package deployment, and Configuration Management Database (CMDB) data. Because the solutions share the same platform, they can also share the platform data. The solutions are easier to use because they work in a common environment and are administered through a common interface.

For more information about any aspect of the Symantec Management Platform, see the *Symantec Management Platform Help*.

The HP Client Manager solution integrates and interacts with the Symantec Management Platform.

**Table 1-2** The Symantec Management Platform components that HP Client Manager uses

Component	Descriptions
Notification Server computer	<p>The primary server that is installed with the Symantec Management Platform.</p> <p>The Notification Server computer is responsible for solution coordination, the primary user interface, policy-based administration, reporting, and notification. A Notification Server computer can act as a secondary server in a hierarchy. It can also be designated as a reporting server, which is used only to generate and display enterprise-wide reports.</p>
Notification Server software	<p>The Symantec Management Platform service that processes events, facilitates communications with managed computers, and coordinates the work of the other Symantec Management Platform services.</p>
CMDB (Configuration Management Database)	<p>The database that stores all the information about managed computers.</p>
Altiris Agent	<p>The software that establishes communication between Notification Server and the computers in your network. The computers that have the Altiris Agent installed are called managed computers.</p> <p>Notification Server and the Altiris Agent interact to monitor and manage each computer from the Symantec Management Console.</p> <p>See <a href="#">“About the Altiris Agent”</a> on page 47.</p> <p>The Altiris Agent also lets you install and manage the solution agents and plug-ins that add solution-specific functionality.</p> <p>See <a href="#">“About the HP Client Manager Agent”</a> on page 57.</p>

**Table 1-2** The Symantec Management Platform components that HP Client Manager uses (*continued*)

Component	Descriptions
<b>Symantec Management Console</b>	<p>The <b>Symantec Management Console</b> is the core interface for Symantec Management Platform and any solutions or components that are installed. From this console, you can run or schedule tasks, view system resources, view reports, change configuration settings, update system settings, and perform other actions. These items are available from the console menus.</p> <p>The majority of the HP Client Manager functionality is located on the <b>HP Client Manager Home</b> page, which you access from the <b>Symantec Management Console</b>.</p> <p>See <a href="#">“About the HP Client Manager Home page”</a> on page 61.</p>
Platform tasks	<p>HP Client Manager uses platform tasks to perform the following actions:</p> <ul style="list-style-type: none"> <li>■ Discover HP client computers. See <a href="#">“Discovering HP client computers”</a> on page 55.</li> <li>■ Install the HP Instant Support Diagnostics tool. See <a href="#">“Installing the HP Instant Support Diagnostics tool”</a> on page 137.</li> <li>■ Perform an inventory of non-HP computers. See <a href="#">“Gathering the client computer inventory”</a> on page 71.</li> <li>■ Back up your managed HP computers. See <a href="#">“Performing an HP backup”</a> on page 147.</li> </ul>

## About Out of Band Management Component

Out of Band Management Component lets you manage client computers regardless of the state of their power, operating system, or management agents. Out of Band Management Component is included with HP Client Manager. It was formerly known as Altiris Out of Band Management Solution.

Remotely managing a client computer often requires the managed computer to be in-band, which means that it is turned on with the operating system running.

Out of Band Management Component lets you manage the client computers that are in one of the following out-of-band states:

- The computer is plugged in, but not actively running (off, standby, hibernated).
- The operating system is not loaded (software or hardware boot failure).
- The software-based management agent is not available.

Computers with Intel AMT, ASF, or DASH capabilities can be managed out of band. You can remotely change the computer’s power state, collect hardware inventory, and perform other management tasks that would normally require a visit to the computer.

When you install HP Client Manager as a suite, Out of Band Management Component and other components are included. When you install the HP Client Manager solution only, Out of Band Management Component is not included. However, you can install Out of Band Management Component at any time after the HP Client Manager installation.

See [“Installing HP Client Manager and the Symantec Management Platform”](#) on page 33.

See [“Installing HP Client Manager on an existing Symantec Management Platform”](#) on page 35.

For more information about using Out of Band Management Component, see the *Out of Band Management Help*.

## What you can do with HP Client Manager

HP Client Manager provides comprehensive, automatic, and remote administration of the HP client computers in your environment.

See [“About HP Client Manager”](#) on page 11.

**Table 1-3** What you can do with HP Client Manager

Task	Description
Gather inventory information from client computers.	<p>HP Client Manager contains the predefined tasks that run automatically to perform the following actions:</p> <ul style="list-style-type: none"><li>■ Gather extensive inventory data from your managed HP computers. For example, you can capture detailed information about the processors, hard drives, memory, BIOS, serial numbers, operating systems, and battery and chassis details.</li><li>■ Gather general inventory data from managed non-HP computers.</li></ul> <p>You can view and analyze the inventory data to track and analyze different aspects of your HP computers. Other functions in HP Client Manager can also use the inventory data. For example, the computer inventory identifies which computers support Embedded Security.</p> <p>See <a href="#">“About client computer inventory”</a> on page 69.</p>



**Table 1-3** What you can do with HP Client Manager (*continued*)

Task	Description
<p>Remotely manage HP Embedded Security on any managed HP computers that have the Trusted Platform Module (TPM) device.</p>	<p>HP Client Manager interacts with the Embedded Security module of HP ProtectTools, which protects against unauthorized access to user data or credentials on client computers. HP Client Manager lets you secure your client infrastructure in less time by performing the following tasks remotely:</p> <ul style="list-style-type: none"> <li>■ Initialize the Embedded Security on the HP client computers.                      HP Client Manager uses the computer inventory information to identify which computers support Embedded Security and which ones need to be initialized.</li> <li>■ Change the owner (Embedded Security administrator) password.</li> <li>■ Reset an Embedded Security user's password.</li> <li>■ Archive and restore the Embedded Security credentials and settings on the client computers.</li> </ul> <p>See <a href="#">“About HP Embedded Security”</a> on page 76.</p>
<p>Proactively and remotely manage the driver and BIOS updates (SoftPaqs) that HP provides.</p>	<p>HP Client Manager integrates with HP Instant Support System Health Scan to help you automate the management of HP SoftPaq updates. HP Client Manager contains a predefined health scan task that runs daily. The health scan identifies issues on your managed HP computers and the SoftPaqs that are needed to resolve those issues.</p> <p>After the health scan runs, you can take the following actions:</p> <ul style="list-style-type: none"> <li>■ Review the results of the health scan.                      You can view a report that lists the computers that have issues and shows the recommendations for resolving the issues. Those recommendations can include links to any related HP support documents or a list of SoftPaqs that are required.</li> <li>■ Download the SoftPaqs that the health scan identified.</li> <li>■ Deliver the SoftPaqs to the client computers that need it.</li> <li>■ Monitor the success of the SoftPaq deliveries.</li> </ul> <p>See <a href="#">“About HP SoftPaq management”</a> on page 94.</p>
<p>Remotely manage and modify the BIOS and security settings of your managed HP computers.</p>	<p>You can manage the BIOS settings of your managed HP computers by performing the following tasks:</p> <ul style="list-style-type: none"> <li>■ Deploy new BIOS settings to one or more groups of client computers.                      For example, you can change the BIOS passwords, hide the availability of certain ports, or change the boot order of the computer's devices</li> <li>■ Use the HP BIOS reports to view and analyze the BIOS data, which is gathered during the client computer inventory process.                      You can use the predefined report and you can create custom reports to filter the BIOS information in different ways.</li> </ul> <p>See <a href="#">“About HP BIOS Settings”</a> on page 109.</p>

**Table 1-3** What you can do with HP Client Manager (*continued*)

Task	Description
<p>Proactively monitor the health of your managed HP computers and receive health automated alerts at the <b>Symantec Management Console</b> or on the client computer.</p>	<p>The computer health is defined as a set of elements that perform within a range of values and functionality. When a health-related element is outside a set range or does not function in the desired state, a health alert is created. Monitoring the health of client computers lets you address issues before performance is affected.</p> <p>You can monitor and evaluate computer health by performing the following tasks:</p> <ul style="list-style-type: none"> <li>■ Specify the general categories of hardware health issues to monitor. For example, monitor for hard drive failures or free space, overheating, faulty batteries or charge levels, and changes to hardware assets.</li> <li>■ Configure the specific hardware health issues to monitor on one or more managed HP computers. For example, you can disable the threshold monitoring of disk space on certain computers.</li> <li>■ Configure the health alerts to appear to the user on the client computer.</li> <li>■ Automate the process of running HP health monitor reports and sending notifications.</li> <li>■ Use the HP health monitor reports to view the alert data and identify and analyze the health issues.</li> </ul> <p>See <a href="#">“About health monitoring and alerts”</a> on page 120.</p>
<p>Automate the troubleshooting of hardware and configuration issues on HP client computers.</p>	<p>HP Client Manager integrates with the HP Instant Support Diagnostics tool to reduce the time it takes to troubleshoot and resolve hardware problems.</p> <p>HP Client Manager uses predefined tasks to perform the following actions automatically:</p> <ul style="list-style-type: none"> <li>■ Install the HP Instant Support Diagnostics tool on managed HP client computers. This task runs weekly.</li> <li>■ Run the diagnostics and gather the resulting data. This task runs monthly to checks your computers for the hardware issues that are tracked in the HP Instant Support knowledge base.</li> </ul> <p>You can view reports to verify the installation of the diagnostics tool and to analyze and identify issues with your managed HP client computers.</p> <p>See <a href="#">“About HP Instant Support diagnostics”</a> on page 135.</p>
<p>Update your HP Supported Systems list.</p>	<p>The HP Supported Systems list contains all the computer models that HP Client Manager supports. HP Client Manager uses the information in this list to identify HP client computers.</p> <p>The master list is in XML format and resides on a Web page. The information in the list is also stored locally in the CMDB (Configuration Management Database) on the Notification Server computer. You must update the local list periodically to ensure that it contains the most recent computers.</p> <p>See <a href="#">“Updating the HP Supported Systems list”</a> on page 142.</p>

**Table 1-3** What you can do with HP Client Manager (*continued*)

Task	Description
<p>Update the HP tools that HP Client Manager uses to help you manage your HP client computers.</p>	<p>HP Client Manager uses the following HP tools: HP Instant Support System Health Scan, HP Instant Support Diagnostics, and HP System Software Manager (SSM). You need to download updated versions of these tools from the HP Web site when HP makes them available.</p> <p>HP Client Manager can update these tools automatically with a Windows scheduled task and you can also update the tools on demand.</p> <p>See <a href="#">“About the HP tools in HP Client Manager”</a> on page 143.</p>
<p>Perform automatic, remote backups of your managed HP computers.</p>	<p>HP Client Manager uses the HP Backup and Recovery Manager tool to run and report backups of your managed HP computers.</p> <p>Client Manager contains a predefined task that runs daily to performs a one-time backup of the primary drive on each HP client computer. The backup data is stored in a protected area on the primary hard drive. If an HP client computer suffers a data loss, you can restore its data from the backup.</p> <p>See <a href="#">“About HP backup and recovery”</a> on page 146.</p>
<p>Purge HP data.</p>	<p>The data that is collected from managed HP computers is stored in the CMDB (Configuration Management Database). To manage the size of the CMDB, you can specify how long certain types of data are stored.</p> <p>See <a href="#">“Purging HP data”</a> on page 149.</p>
<p>Customize Web reports.</p>	<p>Create Web-based reports on hardware inventory and business-critical details, such as computers with health alerts or changes to hardware assets.</p> <p>For more information, see the topics about customizing reports in the <i>Symantec Management Platform Help</i>.</p>
<p>Support remote users.</p>	<p>HP Client Manager supports remote access using HTTPS, SSL, and VPN protocols. It uses advanced functionality to regulate the file downloading speed and compression of files and to activate a checkpoint restart if the download fails.</p>
<p>Integrate with other solutions.</p>	<p>HP Client Manager provides tight integration with other Symantec client lifecycle management solutions.</p>

## Where to get more information

Use the following documentation resources to learn and use this product.

**Table 1-4** Documentation resources

Document	Description	Location
<i>Release Notes</i>	Information about new features and important issues.  This information is available as an article in the knowledge base.	<a href="http://kb.altiris.com/">http://kb.altiris.com/</a>  You can search for the product name under Release Notes.
<i>User Guide</i>	Information about how to use this product, including detailed technical information and instructions for performing common tasks.  This information is available in PDF format.	<ul style="list-style-type: none"> <li>■ The Documentation Library, which is available in the <b>Symantec Management Console</b> on the <b>Help</b> menu.</li> <li>■ The <b>Documentation</b> page, which is available at the following URL: <a href="http://www.altiris.com/Support/Documentation.aspx">http://www.altiris.com/Support/Documentation.aspx</a> When you open the <b>Documentation</b> page, look for the section that applies to this product.</li> </ul>
<i>Help</i>	Information about how to use this product, including detailed technical information and instructions for performing common tasks.  Help is available at the solution level, the suite level, and the Symantec Management Platform level.  This information is available in HTML help format.	<p>The Documentation Library, which is available in the <b>Symantec Management Console</b> on the <b>Help</b> menu.</p> <p>Context-sensitive help is available for most screens in the <b>Symantec Management Console</b> and the <b>HP Client Manager Home</b> page.</p> <p>You can open context-sensitive help in the following ways:</p> <ul style="list-style-type: none"> <li>■ The F1 key</li> <li>■ The Context command, which is available in the <b>Symantec Management Console</b> on the <b>Help</b> menu.</li> </ul>

In addition to the product documentation, you can use the following resources to learn about Altiris products.

**Table 1-5** Altiris information resources

Resource	Description	Location
Knowledge base	Articles, incidents, and issues about Altiris products.	<a href="http://kb.altiris.com/">http://kb.altiris.com/</a>

**Table 1-5** Altiris information resources (*continued*)

Resource	Description	Location
Symantec Connect (formerly Altiris Juice)	An online magazine that contains best practices, tips, tricks, forums, and articles for users of this product.	<a href="http://www.symantec.com/connect/endpoint-management-virtualization">http://www.symantec.com/connect/endpoint-management-virtualization</a>



# Installing HP Client Manager

This chapter includes the following topics:

- [About installing HP Client Manager](#)
- [Installation requirements for HP Client Manager](#)
- [Sources for information about installing the Symantec Management Platform](#)
- [Scenarios for installing HP Client Manager](#)
- [Installing HP Client Manager 7.0 and Symantec Management Platform for the first time](#)
- [Upgrading from HP Client Manager 6.x to 7.0](#)
- [Downloading the HP Client Manager installation file](#)
- [Installing Symantec Installation Manager](#)
- [Installing HP Client Manager and the Symantec Management Platform](#)
- [Installing HP Client Manager on an existing Symantec Management Platform](#)
- [Upgrading from an earlier 7.0 version of HP Client Manager](#)

## About installing HP Client Manager

HP Client Manager must be installed with the Symantec Management Platform. HP Client Manager, the Symantec Management Platform, and other products are installed from Symantec Installation Manager.

Symantec Installation Manager (SIM) handles the installation and initial configuration of the Symantec Management Platform and its suites and solutions. This easy-to-use installation wizard verifies installation readiness and steps you through the product installation and configuration.

If you need to update, install, or uninstall HP Client Manager after the initial installation, Symantec Installation Manager is available in the **Symantec Management Console**.

See “[Installation requirements for HP Client Manager](#)” on page 24.

See “[Scenarios for installing HP Client Manager](#)” on page 26.

## Installation requirements for HP Client Manager

HP Client Manager must be installed with the Symantec Management Platform. Therefore, the server on which you install HP Client Manager must meet the requirements for the Symantec Management Platform.

See “[Sources for information about installing the Symantec Management Platform](#)” on page 25.

You might want to install HP Client Manager in a test environment before you roll it out to your production environment.

**Table 2-1** Installation requirements for HP Client Manager

Requirement	Description
Server	<p>You must select an appropriate Windows server on which to install the Symantec Management Platform, HP Client Manager, and any additional suites or solutions. This server is referred to as the Notification Server computer.</p> <p>For testing, you can use a computer that meets the minimal server requirements.</p> <p>As you roll out HP Client Manager to a domain or a production workgroup, you might increase RAM and disk space or upgrade the server. The upgrade requirements depend on the number of managed computers and the needs of your environment and IT team.</p>
Client computers	<p>HP Client Manager supports a range of HP and Compaq-branded desktops, notebooks, workstations, and HP Blade PCs. A list of the computers that HP Client Manager supports is available from the following URL:</p> <p><a href="http://www.altiris.com/docs/support/HPClientManager/HPCMSSupportedSysIds_7_0.xml">http://www.altiris.com/docs/support/HPClientManager/HPCMSSupportedSysIds_7_0.xml</a></p> <p>See “<a href="#">About the HP Supported Systems list</a>” on page 141.</p> <p>For testing, you can use a single client computer.</p>



**Table 2-1** Installation requirements for HP Client Manager (*continued*)

Requirement	Description
Network type	You can run HP Client Manager in either a workgroup environment or on a domain.  For testing, the simplest network setup is a workgroup. Running in a workgroup lets you perform the basic installation and management tasks and get a sense of the capabilities of HP Client Manager.
Operating system	HP Client Manager runs on most of the current versions of Microsoft Windows. For more information, see the <i>HP Client Manager Release Notes</i> .  <b>Note:</b> If a client computer runs Windows XP SP2 with firewall enabled, you must unblock ports 80 and 445. You can block these ports again after the installation. You can also create an exception for the Altiris Agent in the <b>Windows Firewall</b> dialog box. HP Client Manager functions properly only if the Altiris Agent is installed successfully on the client computer.

## Sources for information about installing the Symantec Management Platform

The Altiris Knowledgebase and other online resources contain information about installing the Symantec Management Platform.

See “[Installation requirements for HP Client Manager](#)” on page 24.

**Table 2-2** Sources for information about installing the Symantec Management Platform

Information	Source	Location
The requirements and other installation notes for the latest version of HP Client Manager	The latest <i>HP Client Manager Release Notes</i>	This article is available from the following locations: <ul style="list-style-type: none"> <li>■ The knowledge base, which is located at the following URL: <a href="http://kb.altiris.com/">http://kb.altiris.com/</a></li> <li>■ The Documentation Web site, which is available at the following URL: <a href="http://www.altiris.com/Support/Documentation.aspx">http://www.altiris.com/Support/Documentation.aspx</a></li> </ul>

**Table 2-2** Sources for information about installing the Symantec Management Platform (*continued*)

Information	Source	Location
<p>The requirements and other installation notes for the latest version of the Symantec Management Platform</p>	<p>The latest <i>Symantec Management Platform Release Notes</i></p>	<ul style="list-style-type: none"> <li>■ The knowledge base, which is located at the following URL:  <a href="http://kb.altiris.com/">http://kb.altiris.com/</a></li> <li>■ Knowledge base article 45141, <i>Release Notes Available for Symantec Management Platform 7</i>, which is located at the following URL:  <a href="https://kb.altiris.com/display/1/articleDirect/index.asp?aid=45141&amp;r=3.762454E-02">https://kb.altiris.com/display/1/articleDirect/index.asp?aid=45141&amp;r=3.762454E-02</a></li> <li>■ The Documentation Web site, which is available from the following URL:  <a href="http://www.altiris.com/Support/Documentation.aspx">http://www.altiris.com/Support/Documentation.aspx</a></li> </ul>
<p>An overview of the installation process and links to additional resources</p>	<p>Knowledge base article 45732, <i>Installing the Symantec Management Platform products</i></p>	<p><a href="https://kb.altiris.com/display/1/kb/article.asp?aid=45732&amp;link=">https://kb.altiris.com/display/1/kb/article.asp?aid=45732&amp;link=</a></p>
<ul style="list-style-type: none"> <li>■ The minimum system requirements for installing the Symantec Management Platform products and the recommended system requirements for installing the products in different environments</li> <li>■ Information about how to configure the Symantec Management Platform in different environments</li> </ul>	<p>Knowledge base article 45597, <i>Symantec Management Platform Capacity Planning</i></p>	<p><a href="https://kb.altiris.com/display/1/kb/article.asp?aid=45597&amp;link=">https://kb.altiris.com/display/1/kb/article.asp?aid=45597&amp;link=</a></p>
<p>Capacity recommendations, design models, scenarios, test results, and optimization best practices to consider when you plan or customize an Altiris 7.x infrastructure</p>	<p>Knowledge base article 45803, <i>Altiris 7 Planning and Implementation Guide</i></p>	<p><a href="https://kb.altiris.com/display/1/kb/article.asp?aid=45803&amp;link=">https://kb.altiris.com/display/1/kb/article.asp?aid=45803&amp;link=</a></p>

## Scenarios for installing HP Client Manager

The installation process that you follow for HP Client Manager depends on which scenario fits your organization’s situation.

**Table 2-3** Typical scenarios for installing HP Client Manager

Scenario	Description
Installation in a test environment	<p>HP Client Manager is not yet installed and you want to evaluate it in a test environment before you deploy it to your production environment. You must install both HP Client Manager and the Symantec Management Platform.</p> <p>The installation process is the same as for a new installation, except for the capacity and complexity of your network setup.</p> <p>See <a href="#">“Installing HP Client Manager 7.0 and Symantec Management Platform for the first time”</a> on page 27.</p>
New installation	<p>Neither HP Client Manager nor any other Symantec Management Platform product is installed. You must install both HP Client Manager and the Symantec Management Platform.</p> <p>See <a href="#">“Installing HP Client Manager 7.0 and Symantec Management Platform for the first time”</a> on page 27.</p>
Addition of HP Client Manager to an existing installation of the Symantec Management Platform	<p>You have already implemented a Symantec Management Platform 7.0 product and now you are ready to implement HP Client Manager in that environment.</p> <p>See <a href="#">“Installing HP Client Manager on an existing Symantec Management Platform”</a> on page 35.</p>
Upgrade from HP Client Manager 6.x	<p>You have an installation of HP Client Manager 6.x and you want to upgrade to 7.0.</p> <p>See <a href="#">“Upgrading from HP Client Manager 6.x to 7.0”</a> on page 28.</p>
Upgrade from an earlier 7.0 version	<p>You have an installation of HP Client Manager 7.0 and an update is available.</p> <p>You can upgrade HP Client Manager through Symantec Installation Manager.</p> <p>See <a href="#">“Upgrading from an earlier 7.0 version of HP Client Manager”</a> on page 37.</p>

When the installation is finished, you can proceed to the steps for setting up HP Client Manager.

See [“Setting up HP Client Manager”](#) on page 40.

## Installing HP Client Manager 7.0 and Symantec Management Platform for the first time

Use this process to install HP Client Manager when you do not have any Symantec Management Platform products installed. This process is appropriate for installing HP Client Manager in a test environment or a production environment.

Before you begin, ensure that you meet the requirements for installing HP Client Manager and the Symantec Management Platform.

See [“Installation requirements for HP Client Manager”](#) on page 24.

**Table 2-4** Process for installing HP Client Manager 7.0 and Symantec Management Platform for the first time

Step	Action	Description
Step 1	Set up the environment for the Symantec Management Platform 7.0.	<p>You must set up a network environment that consists of a Windows server and one or more HP client computers that can access the server. This server is referred to as the Notification Server computer.</p> <p>Your network environment must meet the requirements for the Symantec Management Platform. For testing, you can use a network that meets the minimum requirements.</p> <p>See <a href="#">“Installation requirements for HP Client Manager”</a> on page 24.</p>
Step 2	Download the HP Client Manager installation file.	<p>You can download a file that installs Symantec Installation Manager and contains the information to install the Symantec Management Platform and HP Client Manager.</p> <p>See <a href="#">“Downloading the HP Client Manager installation file”</a> on page 30.</p>
Step 3	Install Symantec Installation Manager.	<p>HP Client Manager is installed from Symantec Installation Manager (SIM). You must install Symantec Installation Manager on the Notification Server computer.</p> <p>See <a href="#">“Installing Symantec Installation Manager”</a> on page 32.</p>
Step 4	Install HP Client Manager and the Symantec Management Platform.	<p>HP Client Manager requires an installation of the Symantec Management Platform. You can use Symantec Installation Manager to install both products at the same time.</p> <p>For testing, you can accept the defaults for most of the installation settings.</p> <p>See <a href="#">“Installing HP Client Manager and the Symantec Management Platform”</a> on page 33.</p>

When the installation is finished, you can proceed to the steps for setting up HP Client Manager.

See [“Setting up HP Client Manager”](#) on page 40.

## Upgrading from HP Client Manager 6.x to 7.0

HP Client Manager 7.0 contains major feature upgrades, which replace the functions of HP Client Manager 6.x. When you upgrade from HP Client Manager 6.x to 7.0, you must also upgrade your Notification Server installation to Symantec

Management Platform 7.0. Symantec Installation Manager helps you perform the upgrade.

For more information about upgrading to Symantec Management Platform 7.0, see the *Symantec Management Platform Installation Guide*. This document is available from the Documentation Web site, which is located at the following URL:

<http://www.altiris.com/Support/Documentation.aspx>

**Table 2-5** Process for upgrading from HP Client Manager 6.x to 7.0

Step	Action	Description
Step 1	Upgrade your environment for the Symantec Management Platform 7.0.	Your network environment must meet the requirements for the Symantec Management Platform 7.0. You might need to upgrade certain aspects of your network environment before you upgrade the software. For example, you might need to increase the allotted disk space for the database or complete additional design optimization tasks.  See “ <a href="#">Installation requirements for HP Client Manager</a> ” on page 24.
Step 2	Download the HP Client Manager installation file.	You can download a file that installs Symantec Installation Manager and contains the information to install the Symantec Management Platform and HP Client Manager.  See “ <a href="#">Downloading the HP Client Manager installation file</a> ” on page 30.
Step 3	Install Symantec Installation Manager.	HP Client Manager is installed from Symantec Installation Manager (SIM). You install Symantec Installation Manager on the Notification Server computer.  See “ <a href="#">Installing Symantec Installation Manager</a> ” on page 32.
Step 4	Upgrade to the Symantec Management Platform 7.0 and HP Client Manager 7.0.	HP Client Manager requires an installation of the Symantec Management Platform. You can use Symantec Installation Manager to upgrade both products at the same time.  When you run Symantec Installation Manager, include both the Symantec Management Platform and HP Client Manager in the installation.  See “ <a href="#">Installing HP Client Manager and the Symantec Management Platform</a> ” on page 33.  This upgrade procedure is nearly the same as for a new installation, with the following exception:  If the <b>Optional Installs</b> page appears, be sure to select the option to install the <b>Migration Wizard</b> components.

**Table 2-5** Process for upgrading from HP Client Manager 6.x to 7.0 (continued)

Step	Action	Description
Step 5	Migrate any Altiris 6.x data to the Symantec Management Platform 7.0 product.	<p>When the installation is finished, you have the option to run the <b>Migration Wizard</b>, which lets you migrate any Altiris 6.x data to the 7.0 product.</p> <p>For more information about migrating Altiris 6.x data, see knowledge base article 44969, <i>Migration of 6.x Data to Symantec Management Platform 7.0</i>. It is available at the following URL:</p> <p><a href="https://kb.altiris.com/article.asp?article=44969&amp;p=1">https://kb.altiris.com/article.asp?article=44969&amp;p=1</a></p> <p>For more information about the HP Client Manager data that can be migrated, see the latest <i>HP Client Manager Release Notes</i>.</p> <p>See “<a href="#">Where to get more information</a>” on page 19.</p>

When the upgrade is finished, you can proceed to the steps for setting up HP Client Manager.

See “[Setting up HP Client Manager](#)” on page 40.

## Downloading the HP Client Manager installation file

HP Client Manager is installed from Symantec Installation Manager (SIM). You can download a file that installs Symantec Installation Manager and contains the information to install the Symantec Management Platform and HP Client Manager. The file that you download is a compressed file that you extract to obtain the SIM installation file.

This task is a step in the process for installing HP Client Manager.

See “[About installing HP Client Manager](#)” on page 23.

See “[Installing HP Client Manager 7.0 and Symantec Management Platform for the first time](#)” on page 27.

You can download the installation file directly to the Windows server on which you plan to install the Symantec Management Platform and HP Client Manager. This server is referred to as the Notification Server computer. If the Notification Server computer does not have Internet access, you can download the file to a different computer.

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**Note:** This procedure describes how to download the installation file for HP Client Manager. If you plan to install another Symantec Management Platform product, you must download the installation file for that particular product. For example, to install Client Management Suite, you must download the installation from that product's page on the Symantec Web site.

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#### To download the HP Client Manager installation file

- 1 Launch a Web browser and go to the following URL:  
[http://www.symantec.com/business/theme.jsp?themeid=hp\\_client\\_manager](http://www.symantec.com/business/theme.jsp?themeid=hp_client_manager)
- 2 On the **HP Client Manager** page, click **Download Now**.
- 3 On the **Download** page, in **Select a product to download**, click **HP Client Manager 7**, and then click **Submit**.
- 4 On the **Eligibility Export Restrictions** page, click **I Agree**.
- 5 On the **SymAccount Login** page, enter your user name and password.  
If you are a new user, create a new user account.
- 6 On the **Software Download** page, at the right of the **HP Client Manager 7** row, click **DOWNLOAD NOW**.
- 7 When you are prompted, save the file.  
The file name is `atrs-hp_client_manager_7_0.exe`. This file is a compressed wrapper for the SIM installation file.
- 8 When the download finishes, close the download dialog box and any download Web pages that are still open.
- 9 If you did not download the file to the Notification Server computer, copy or move the file to that server.
- 10 On the Notification Server computer, in Windows Explorer, navigate to the downloaded file and double-click it.
- 11 In the **Symantec Installation Manager - Install Package** dialog box, click **Continue**.
- 12 When you are prompted to select the folder to unzip the files to, click **Ok**.
- 13 When the file extraction is finished, click **Ok**.  
The extracted file is named `Symantec_sim_7_0x.exe`, where *x* is the product build number.
- 14 When the Symantec Installation Manager setup launches, take one of the following actions:

- Install Symantec Installation Manager.  
See [“Installing Symantec Installation Manager”](#) on page 32.
- If you prefer to install Symantec Installation Manager later, in the **Welcome** dialog box, click **Close**.

## Installing Symantec Installation Manager

Symantec Installation Manager (SIM) handles the installation and initial configuration of the Symantec Management Platform and its suites and solutions, including HP Client Manager. This easy-to-use installation wizard verifies installation readiness and steps you through the product installation and configuration.

After the initial platform installation, Symantec Installation Manager is available in the **Symantec Management Console**. You can use it to install, upgrade, and uninstall HP Client Manager and the other Symantec Management Platform products.

For more information, see the *Symantec Management Platform Installation Guide*.

Before you can install Symantec Installation Manager, you must have downloaded its installation file and the server must have access to the file’s location.

See [“Downloading the HP Client Manager installation file”](#) on page 30.

This task is a step in the process for installing HP Client Manager.

See [“Installing HP Client Manager 7.0 and Symantec Management Platform for the first time”](#) on page 27.

### To install Symantec Installation Manager

- 1 On the Notification Server computer, navigate to and double-click the following file:

```
Symantec_sim_7_0x.exe
```

where *x* is the product build number.

- 2 On the **Welcome** page, click **Next**.
- 3 On the **License Agreement** page, read and accept the license agreement, and then click **Next**.
- 4 On the **Destination Folder** page, accept the default destination path, and then click **Begin install**.
- 5 When the installation is complete, take the following steps:
  - Check or uncheck **Automatically launch Symantec Installation Manager**.



- Click **Finish**.

## Installing HP Client Manager and the Symantec Management Platform

HP Client Manager requires an installation of the Symantec Management Platform. If you do not have the Symantec Management Platform installed, you can install both products at the same time. This procedure is appropriate for installing HP Client Manager in a test environment or a production environment. For testing, you can accept the defaults for most of the installation settings.

Before you begin this installation, you must have installed Symantec Installation Manager.

See [“Installing Symantec Installation Manager”](#) on page 32.

You can install HP Client Manager as a suite or as a solution. The suite includes Out of Band Management Component and other components. If you install the HP Client Manager solution only, you can install Out of Band Management Component later.

See [“About Out of Band Management Component”](#) on page 15.

This task is a step in the process for installing HP Client Manager.

See [“About installing HP Client Manager”](#) on page 23.

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**Note:** The steps that are described in this procedure assume that you install HP Client Manager instead of some other Symantec Management Platform product. These steps might differ from those that are required for the Symantec Management Platform suites, solutions, and other products.

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### To install HP Client Manager and the Symantec Management Platform

- 1 On the Windows **Start** menu, click **Programs > Altiris > Symantec Installation Manager > Symantec Installation Manager**.
- 2 On the **Install New Products** page, in the list of available products, check **HP Client Manager from Symantec**.
- 3 If you are prompted to install any prerequisite software, click **OK**.
- 4 On the **Install New Products** page, click **Review selected products**.
- 5 On the **Selected Products and Features** page, review the products to be installed, and then click **Next**.

- 6 On the **End User License Agreement** page, read and accept the license agreements, and then click **Next**.
- 7 On the **Install Readiness Check** page, take one of the following actions:

If all requirements are met Click **Next**.

If additional requirements are listed

Take the following steps:

- Click **Cancel**.
- Install any software that is required and make sure that any other requirements are met.  
For example, if the wrong version of Microsoft Internet Explorer is installed, uninstall it and then install the required version.
- Restart this procedure.

- 8 On the **Product Licensing** page, take one of the following actions:

If this installation is for evaluation or you do not have a permanent license for HP Client Manager Click **Next**.

If you have obtained the permanent license for HP Client Manager

You can click **Install licenses** to apply the license now, or you can click **Next** and apply it later.

See [“Installing a license for HP Client Manager”](#) on page 44.

- 9 On the **Notification Server Configuration** page, enter the user credentials, and then click **Next**.

This page appears only when you install the Symantec Management Platform. You can configure the email settings now or after the installation.

To configure the email settings now, enter the domain, user name, and password that you want to use to access Notification Server. The user account that you specify must be a Windows user with local administrator rights to the Notification Server computer.

See [“Configuring the email settings in Notification Server”](#) on page 59.

- 10 On the **Database Configuration** page, provide information about the database, and then click **Next**.

This page appears only when you install the Symantec Management Platform. In most cases, you can accept the default values.

**11** On the **Computers to Manage** page, take one of the following actions:

- |   |  |
|---|--|
| To perform the Altiris Agent installation later         | Click <b>Begin Install</b> .   |
| To discover computers and install the Altiris Agent now | <p>Select the computers on which to install the agent in one of the following ways:</p> <ul style="list-style-type: none"> <li>■ On the <b>Active Directory</b> tab or the <b>Domain</b> tab, check the domain or expand the domain and check specific computers.</li> <li>■ On the <b>Manual</b> tab, type the computer name or a domain.</li> </ul> <p>Click the <b>Right Arrow</b> option to add the computers to the <b>Selected Computers</b> list at the right of the dialog box. Type the connection credentials or accept the default. You can click <b>Validate computers</b> to verify to connections to the selected computers.</p> <p>When you finish selecting the computers, click <b>Begin install</b>.</p> |

The installation can take some time to complete.

**12** When the installation finishes, on the **Installation Complete** page, check or uncheck any of the following options, and then click **Finish**.

- **Launch Symantec Management Console**  
See “[Accessing the HP Client Manager Home page](#)” on page 62.
- **Run Notification Server 6 Migration Wizard**  
For more information about the **Migration Wizard**, see knowledge base article 44969, *Migration of 6.x Data to Symantec Management Platform 7.0*. It is available at the following URL:  
<https://kb.altiris.com/article.asp?article=44969&p=1>

**13** If the **Symantec Installation Manager** window is still open, you can close it.

## Installing HP Client Manager on an existing Symantec Management Platform

You can install HP Client Manager on an existing 7.0 installation of the Symantec Management Platform. HP Client Manager provides additional management capabilities for your managed HP computers.

Before you begin, ensure that the Symantec Management Platform is installed and implemented and that you meet the requirements for installing HP Client Manager.

See “[Installation requirements for HP Client Manager](#)” on page 24.

HP Client Manager is installed from Symantec Installation Manager in the same way as any other Symantec Management Platform product.

You can install HP Client Manager as a suite or as a solution. The suite includes Out of Band Management Component and other components. If you install the HP Client Manager solution, you can install Out of Band Management Component later.

See “[About Out of Band Management Component](#)” on page 15.

This task is a step in the process for installing HP Client Manager.

See “[About installing HP Client Manager](#)” on page 23.

#### To install HP Client Manager on an existing Symantec Management Platform

- 1 On the Windows **Start** menu, click **Programs > Altiris > Symantec Installation Manager > Symantec Installation Manager**.
- 2 On the **Installed Products** page, click **Install new products**.
- 3 On the **Install New Products** page, select the product to install in either of the following ways:

To install the HP Client Manager suite

By default, the page is filtered to display suites.

Click **HP Client Manager from Symantec**, and then click **Next**.

To install the HP Client Manager solution

■ Click the **Filter** option on the right, and then click **Solutions**.

■ When the solutions are displayed, click **Symantec HP Client Manager**, and then click **Next**.

- 4 On the **Optional Installs** page, select the options to install the documentation and any additional products, and then click **Next**.
- 5 On the **End User License Agreement** page, read and accept the license agreement, and then click **Next**.
- 6 On the **Contact information** page, enter your contact information, and then click **Next**.
- 7 On the **Review Installation Details** page, review the items to be installed, and then click **Begin Install**.

The installation can take some time to complete.

- 8 On the **Product Licensing** page, take one of the following actions:

If this installation is for evaluation or you do not have a permanent license for HP Client Manager Click **Next**.

If you have obtained the permanent license for HP Client Manager You can click **Install licenses** to apply the license now, or you can click **Next** and apply it later.

See “[Installing a license for HP Client Manager](#)” on page 44.

- 9 On the **Installation Complete** page, check or uncheck any of the following options, and then click **Finish**.

■ **Launch Symantec Management Console**

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

■ **Run Notification Server 6 Migration Wizard**

For more information about the **Migration Wizard**, see knowledge base article 44969, *Migration of 6.x Data to Symantec Management Platform 7.0*. It is available at the following URL:

<https://kb.altiris.com/article.asp?article=44969&p=1>

- 10 If the **Symantec Installation Manager** window is still open, you can close it.

## Upgrading from an earlier 7.0 version of HP Client Manager

When you have an installation of HP Client Manager 7.0 and an update is available, you can use Symantec Installation Manager to install it.

For information about any installation requirements or whether data migration is required for a specific update, see the latest *HP Client Manager Release Notes* and *Symantec Management Platform Release Notes*. You can search for the release notes in the knowledge base, which is located at the following URL:

<http://kb.altiris.com/>

To upgrade from an earlier 7.0 version of HP Client Manager

- 1 On the Windows **Start** menu, click **Programs > Altiris > Symantec Installation Manager > Symantec Installation Manager**.
- 2 On the **Installed Products** page, click **View and install updates**.

- 3** On the **Product Updates** page, click the options to update HP Client Manager and any other products that you want to update, and then click **Next**.
- 4** Step through and complete the installation wizard as you would for a new installation.

See “[Installing HP Client Manager on an existing Symantec Management Platform](#)” on page 35.

# Setting up HP Client Manager

This chapter includes the following topics:

- [Setting up HP Client Manager](#)
- [Quick Start Web part](#)
- [Activating HP Client Manager](#)
- [Installing a license for HP Client Manager](#)
- [Discovering all computers](#)
- [About the Altiris Agent](#)
- [About configuring Altiris Agent settings](#)
- [Methods for installing the Altiris Agent on client computers](#)
- [Manually pushing the Altiris Agent to HP client computers](#)
- [Installing the Altiris Agent with a scheduled policy \(scheduled push\)](#)
- [Disabling Windows XP simple file sharing](#)
- [Installing the Altiris Agent from a Web page \(manual pull\)](#)
- [Verifying server-to-client communication](#)
- [Discovering HP client computers](#)
- [Viewing the discovered client computers](#)
- [About the HP Client Manager Agent](#)

- [Installing the HP Client Manager Agent](#)
- [Upgrading the HP Client Manager Agent](#)
- [Configuring the email settings in Notification Server](#)

## Setting up HP Client Manager

Before you use HP Client Manager to manage HP client computers, you must set it up and prepare your environment for its use.

For your convenience, several of the setup tasks are accessible on the **HP Client Manager Home** page, under the **Quick Start** Web part. Other setup tasks run automatically.

See [“Quick Start Web part”](#) on page 43.

**Table 3-1**      Setting up HP Client Manager

Step	Action	Description
Step 1	Activate HP Client Manager and install the full license.	<p>HP Client Manager is a free product for HP customers and comes with a 90-day evaluation license. After the evaluation period, you must activate the product and install a permanent license to continue using HP Client Manager.</p> <p>See <a href="#">“Activating HP Client Manager”</a> on page 43.</p> <p>See <a href="#">“Installing a license for HP Client Manager”</a> on page 44.</p> <p>You can skip this step when you install HP Client Manager in a test environment.</p>
Step 2	Discover all computers.	<p>Identifies the computers that are on your network and creates resources for them in the Configuration Management Database (CMDB).</p> <p>When you install HP Client Manager in a test environment and in certain other situations, you can skip this step. You can install the Altiris Agent without completing a full network discovery operation.</p> <p>See <a href="#">“Discovering all computers”</a> on page 46.</p>



**Table 3-1**      Setting up HP Client Manager (*continued*)

Step	Action	Description
Step 3	Install the Altiris Agent.	<p>The Altiris Agent must be installed on each client computer that you want to manage through the Symantec Management Platform and HP Client Manager.</p> <p>See <a href="#">“Methods for installing the Altiris Agent on client computers”</a> on page 49.</p> <p>(Optional) Before you install the Altiris Agent, you can configure the settings that determine how the agent is deployed.</p> <p>See <a href="#">“About configuring Altiris Agent settings”</a> on page 48.</p>
Step 4	Verify server-to-client communication.	<p>You can verify that the Altiris Agent is installed on HP client computers and that the server computer and client computers can communicate.</p> <p>See <a href="#">“Verifying server-to-client communication”</a> on page 54.</p>
Step 5	Discover HP client computers.	<p>Finds the HP client computers that are on your network so that you can manage them.</p> <p>HP Client Manager contains a predefined task that discovers HP client computers and non-HP client computers. By default, the task runs every hour.</p> <p>You can skip this step unless you need to run it on a different schedule or on a different group of computers.</p> <p>See <a href="#">“Discovering HP client computers”</a> on page 55.</p>
Step 6	(Optional) View the discovered HP computers and non-supported computers.	<p>You can use reports and filters to view the HP computers that were discovered. For example, after you add new HP computers to your network, you can view a report to verify that those new computers were discovered.</p> <p>You can also view the discovered computers that HP Client Manager does not support.</p> <p>See <a href="#">“Viewing the discovered client computers”</a> on page 56.</p>

**Table 3-1**      Setting up HP Client Manager (*continued*)

Step	Action	Description
Step 7	Install or upgrade the HP Client Manager Agent.	<p>The HP Client Manager Agent must be installed on every HP client computer that you plan to manage. This agent works with the Altiris Agent to perform tasks on the target computers and communicate with the Symantec Management Platform.</p> <p>HP Client Manager contains a predefined policy that installs the HP Client Manager Agent to your managed HP computers. You must schedule and turn on (enable) the policy to install the agent.</p> <p>See <a href="#">“Installing the HP Client Manager Agent”</a> on page 58.</p> <p>(Upgrade installations only) HP Client Manager contains a predefined policy that upgrades the HP Client Manager Agent on HP client computers. Schedule and turn on (enable) this policy after you upgrade from an earlier version of HP Client Manager.</p> <p>See <a href="#">“Upgrading the HP Client Manager Agent”</a> on page 59.</p>
Step 8	Update the HP tools.	<p>HP Client Manager uses several tools from HP to help you manage your HP client computers. After you install or upgrade HP Client Manager, you should update the HP tools to ensure that you have the most current versions. You can perform a manual update by running the <b>Update HP Tools</b> wizard.</p> <p>See <a href="#">“Updating HP tools with the Update HP Tools wizard”</a> on page 145.</p>
Step 9	Initialize Embedded Security, if applicable.	<p>HP Embedded Security support is provided through a hardware security chip that is embedded in some models of HP computers. If any of your managed HP computers contain the security chip, we recommend that you initialize Embedded Security immediately after setting up HP Client Manager. The initialization reduces the risk that an unauthorized user, a computer worm, or a virus might gain access to the computers.</p> <p>See <a href="#">“Initializing Embedded Security on HP client computers”</a> on page 78.</p>
Step 10	(Optional) Install the HP Instant Support Diagnostics tool.	<p>This tool lets you run the HP Instant Support diagnostics on HP client computers.</p> <p>The diagnostics tool automates the troubleshooting of hardware and configuration issues on HP client computers.</p> <p>See <a href="#">“Installing the HP Instant Support Diagnostics tool”</a> on page 137.</p>

## Quick Start Web part

On the **HP Client Manager Home** page, the **Quick Start** Web part provides shortcuts for several of the initial tasks that you perform to set up HP Client Manager.

See [“Setting up HP Client Manager”](#) on page 40.

**Table 3-2** Tasks on the **Quick Start** Web part

Task	Description
<b>Activate Product</b>	Lets you register with Symantec as an HP Client Manager user and obtain a permanent license key.  See <a href="#">“Activating HP Client Manager”</a> on page 43.
<b>Discover all Computers</b>	Identifies the computers that are on your network and creates resources for them in the Configuration Management Database (CMDB).  See <a href="#">“Discovering all computers”</a> on page 46.
<b>Install the Altiris Agent</b>	The Altiris Agent must be deployed to each client computer that you want to manage through the Symantec Management Platform and HP Client Manager.  See <a href="#">“Methods for installing the Altiris Agent on client computers”</a> on page 49.
<b>Deliver HP Client Manager Plug-in</b>	To manage HP computers, you must install the HP Client Manager Agent (plug-in) on them. This agent works with the Altiris Agent to perform tasks on the target computers and communicate with the Symantec Management Platform.  See <a href="#">“Installing the HP Client Manager Agent”</a> on page 58.

See [“About the HP Client Manager Home page”](#) on page 61.

## Activating HP Client Manager

HP Client Manager is a free product for HP customers and comes with a 90-day evaluation license. To continue using HP Client Manager after the evaluation period, you must activate the product and install a permanent license. The activation process consists of registering as an HP Client Manager user and downloading a free, permanent license file. You can activate HP Client Manager at any time before the 90-day evaluation license expires.

This task is a step in the process for setting up HP Client Manager.

See “[Setting up HP Client Manager](#)” on page 40.

You can skip this step when you install HP Client Manager in a test environment.

After you activate HP Client Manager and download the permanent license file, you can install the license.

See “[Installing a license for HP Client Manager](#)” on page 44.

#### To activate HP Client Manager

- 1 On the **HP Client Manager Home** page, under **Quick Start**, click **Activate Product**.  
See “[Accessing the HP Client Manager Home page](#)” on page 62.
- 2 On the Web page that opens, read the restrictions, terms, and conditions, and then click **I AGREE**.
- 3 On the **SymAccount Login** page, take one of the following actions:
  - If you already have an account, under **Existing Users**, type your account information, and then click **LOGIN**.
  - If you do not have an account, under **Sign up Now: Create a new account**, type your email address and a unique password, and then click **CREATE ACCOUNT**.
- 4 Complete any informational pages or survey pages that appear.  
For example, if you create a new account, you must provide account information.
- 5 On the **SOFTWARE DOWNLOAD** page, follow the instructions to download the free, permanent license for HP Client Manager.
- 6 When you are prompted, save the file to the computer on which HP Client Manager is installed.  
The default location for license files is as follows:  

```
installation directory\Altiris\Symantec Installation  
Manager\Licenses
```

  
The file name is `HPCM_License.zip`.
- 7 In Windows Explorer, navigate to the `HPCM_License.zip` file and double-click it to extract the license text file.

## Installing a license for HP Client Manager

When you activate HP Client Manager, you receive a free permanent license that replaces your initial evaluation license. The license information is in a text file

that you save during the product activation. Before you can install the license, you must have access to the license file.

See “[Activating HP Client Manager](#)” on page 43.

You can install the permanent HP Client Manager license at any time before the 90-day evaluation license expires. You use Symantec Installation Manager to install the licenses for all Symantec Management Platform products.

For more information about installing licenses, see the *Symantec Management Platform Installation Guide*.

This task is a step in the process for setting up HP Client Manager.

See “[Setting up HP Client Manager](#)” on page 40.

You can skip this step when you install HP Client Manager in a test environment.

#### To install a license for HP Client Manager

- 1 On the Windows **Start** menu, click **Program Files > Altiris > Symantec Installation Manager > Symantec Installation Manager**.
- 2 On the **Install Products** page, click **Add/Update licenses**.
- 3 On the **Product Licensing** page, click **Install licenses**.
- 4 In the **Select License Files** dialog box, select the text file that contains the license for HP Client Manager, and then click **Open**.

If you saved the license file in a location other than the default `Licenses` directory, navigate to the other location.

- 5 If you are prompted to overwrite the existing license, click **Yes**.
- 6 When the license installation finishes, on the **Product Licensing** page, confirm that the HP Client Manager license information is updated, and then click **Close**.
- 7 If you are prompted to restart services, select one of the following options:

<b>Restart services</b>	Restarts the services and applies the new license immediately. <b>Warning:</b> Restarting services can interrupt other applications that are running.
-------------------------	--

<b>Apply without restart</b>	Let the license be applied without interrupting services. The license application might be delayed.
------------------------------	---

- 8 Close Symantec Installation Manager.

## Discovering all computers

Computer discovery identifies the computers that are on your network. When a computer is discovered, a resource is created for it in the CMDB (Configuration Management Database) in the Symantec Management Platform. Before you can manage any computers, you must discover them so that you can install the Altiris Agent on them. Use this discovery process when you need to install the Altiris Agent on several computers in a large environment.

For more information, see the topics about discovering computers in the *Symantec Management Platform Help*.

This task is a step in the process for setting up HP Client Manager.

See [“Setting up HP Client Manager”](#) on page 40.

You can skip this step in the following situations:

- You installed HP Client Manager in a test environment.
- You installed HP Client Manager in a workgroup environment.
- You discovered computers during the HP Client Manager installation.
- You installed HP Client Manager on an existing installation of Symantec Management Platform, in which the computers were already discovered.

After you discover the client computers on your network, you can install the Altiris Agent on them.

See [“Methods for installing the Altiris Agent on client computers”](#) on page 49.

### To discover all computers

- 1 On the **HP Client Manager Home** page, under **Quick Start**, click **Discover all Computers**.

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

- 2 On the **Domain Membership/WINS Import** page, in **Add Domain**, specify the domains to search in any of the following ways:

- Type the domain name in the box, and then click the **Add** symbol (the blue plus sign).

You can repeat this step to add more domains.

- Click the **Browse** symbol (the yellow file folder) and in the **Domain Picker** dialog box, select one or more domains to search, and then click **OK**.

- 3 (Optional) To enter a different user name and password for the domain so that Notification Server has access, take the following steps:

- Select the domain from the list.

- Click the **Edit** symbol (the pencil).
  - On the **Discovery Credentials** page, click **Use these credentials**.
  - Type the **Login ID** and **Password**, and then click **OK**.
- 4 Select at least one of the following options:
- Domain Browse List** Discovers all the computers that share files or printers or that run the Windows Messenger Service.
- This option is for small, peer-to-peer environments. This option does not work in the following situations: the computers are not in the browse list; or the computers are not registered as sharing files or printers on the domain.
- Domain Membership** Discovers all the computers that have trust accounts in the domain.
- This discovery includes all the computers in the domain that run Windows 2000 or later. This method is slower than the **Domain Browse List** method and does not identify the operating system of the computers.
- 5 Select one of the following options:
- Discover Now** Begins the discovery immediately.
- Schedule** Lets you select a specific time to run the discovery.
- If you select one of the schedule options, click **Save changes**.
- 6 Close the **Domain Membership/WINS Import** page.

## About the Altiris Agent

The Altiris Agent is the software that establishes communication between Notification Server and the computers in your network. Computers with the Altiris Agent installed on them are called managed computers. Notification Server then interacts with the Altiris Agent to monitor and manage each computer from the Symantec Management Console.

Notification Server and the Altiris Agent work together to provide the following management functions:

- Monitoring hardware and software
- Scheduling software installations and file updates

- Collecting basic inventory information
- Managing policies and packages

The Altiris Agent was formerly called the Notification Server Client or NS Client.

The Altiris Agent must be installed on each client computer that you want to manage through the Symantec Management Platform and HP Client Manager. You might have had the option to install the Altiris Agent during the HP Client Manager installation.

Before you install the Altiris Agent on client computers, you can configure the settings that determine how the agent is deployed.

See [“About configuring Altiris Agent settings”](#) on page 48.

See [“About the HP Client Manager Agent”](#) on page 57.

## About configuring Altiris Agent settings

The Altiris Agent must be deployed to each client computer that you want to manage through the Symantec Management Platform and HP Client Manager.

See [“About the Altiris Agent”](#) on page 47.

Before you install the Altiris Agent on client computers, you can configure the settings that determine how the agent is deployed.

You can configure the Altiris Agent settings in the following ways:

**On the *Altiris Agent Install* page**      The **Settings** option lets you configure the settings for each manual push installation. The Altiris Agent pull installation uses the same defaults except for **Download agent package from closest Package Server**, which is irrelevant.

For more information, see the topics about setting the Altiris Agent installation options in the *Symantec Management Platform Help*.

**In the global agent settings**      The global configuration settings apply to all Altiris Agents on all managed computers. These settings are applied as a global agent settings policy, so they are updated in the same way as any other policy. By default, the global agent settings policy is refreshed hourly.

For more information, see the topics about configuring the global agent settings in the *Symantec Management Platform Help*.



In the targeted agent settings

The targeted agent settings policy lets you configure the general parameters that control the Altiris Agent, including how the agent communicates with Notification Server. You can apply these settings to particular groups of computers. For example, some groups of computers may have different purposes, or you may want to treat servers differently from other managed computers.

For more information, see the topics about configuring the targeted agent settings in the *Symantec Management Platform Help*.

See [“Methods for installing the Altiris Agent on client computers”](#) on page 49.

## Methods for installing the Altiris Agent on client computers

After you discover the client computers on your network, you can install the Altiris Agent on them. A computer on which the Altiris Agent is installed is considered a managed computer.

See [“About the Altiris Agent”](#) on page 47.

You must have administrator rights to install the Altiris Agent.

You might have had the option to install the Altiris Agent during the HP Client Manager installation.

**Table 3-3** Methods for installing the Altiris Agent on client computers

Method	Description
Manual push method	Lets you deploy the Altiris Agent immediately to the Windows target computers that you select.  See <a href="#">“Manually pushing the Altiris Agent to HP client computers”</a> on page 50.
Scheduled push method	Lets you schedule a policy that installs the Altiris Agent to the target computers at a specific time.  See <a href="#">“Installing the Altiris Agent with a scheduled policy (scheduled push)”</a> on page 52.

**Table 3-3** Methods for installing the Altiris Agent on client computers  
(continued)

Method	Description
Manual pull method	Lets you install the Altiris Agent manually on a single client computer by downloading the agent from a Web page.  Use this method when you cannot push the Altiris Agent to the client computer or when the client computer has not been discovered. For example, you cannot install the Altiris Agent remotely to a workgroup computer on which the Windows XP simple file sharing option is enabled.  See <a href="#">“Installing the Altiris Agent from a Web page (manual pull)”</a> on page 53.

For more information, see the topics about installing the Altiris Agent in the *Symantec Management Platform Help*.

## Manually pushing the Altiris Agent to HP client computers

You can deploy the Altiris Agent immediately to the Windows target computers that you select.

You must have administrator rights to install the Altiris Agent.

This task is a step in the process for setting up HP Client Manager.

See [“Setting up HP Client Manager”](#) on page 40.

For more information, see the topics about installing the Altiris Agent in the *Symantec Management Platform Help*.

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**Note:** If the Windows XP simple file sharing option is enabled on a client computer within a workgroup, it does not allow non-guest access over the network. As a result, it does not allow the Altiris Agent to be deployed remotely. You can either disable simple file sharing or install the Altiris Agent from a Web page.

See [“Disabling Windows XP simple file sharing”](#) on page 53.

See [“Installing the Altiris Agent from a Web page \(manual pull\)”](#) on page 53.

---

**To manually push the Altiris Agent to HP client computers**

- 1** On the **HP Client Manager Home** page, under **Quick Start**, click **Deliver Altiris Agent**.

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

- 2** On the **Altiris Agent Install** page, click the **Install Altiris Agent** tab.
- 3** On the **Install Altiris Agent** tab, under **Altiris Agent installs to computers**, select the client computers on which to install the Altiris Agent in one of the following ways:

Add known computers by name. Type a computer name in the box and click **Add**.

Select one or more computers that have been discovered. Click **Select Computers** and in the **Select Computers** dialog box, select client computers from the **Available computers** list. Click **OK**.

This list contains all the computers that have been discovered. To filter this list, in the **Group** drop-down list, select the appropriate organizational view or group.

Select the computers from an existing filter. Click **Select Computers** and in the **Select Computers** dialog box, under **Selected computers**, click **Open**. In the **Open** dialog box, select a filter and click **OK**.

The **Discovered computers not reporting inventory** filter contains all the discovered client computers that do not have the Altiris Agent installed.

You can repeat any of these actions to add more computers to the list.

- 4** On the **Install Altiris Agent** tab, under **Altiris Agent installs to computers**, click **Install Altiris Agent**.
- 5** In the **Altiris Agent Installation Options** dialog box, take the following actions:
  - Click **Show the Altiris Agent icon in the system tray**.
  - Configure any other settings as needed.
  - Click **Proceed with Install**.

## Installing the Altiris Agent with a scheduled policy (scheduled push)

You can schedule a policy that installs the Altiris Agent to the target computers at a specific time.

You must have administrator rights to install the Altiris Agent.

This task is a step in the process for setting up HP Client Manager.

See [“Setting up HP Client Manager”](#) on page 40.

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**Note:** When the Windows XP simple file sharing option is enabled on a client computer within a workgroup, non-guest access over the network is not allowed. As a result, the Altiris Agent cannot be installed remotely. You can either disable the simple file sharing or install the Altiris Agent from a Web page.

See [“Disabling Windows XP simple file sharing”](#) on page 53.

See [“Installing the Altiris Agent from a Web page \(manual pull\)”](#) on page 53.

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### To install the Altiris Agent with a scheduled policy

- 1 On the **HP Client Manager Home** page, under **Quick Start**, click **Deliver Altiris Agent**.  
See [“Accessing the HP Client Manager Home page”](#) on page 62.
- 2 On the **Altiris Agent Install** page, click the **Install Altiris Agent** tab.
- 3 On the **Install Altiris Agent** tab, under **Scheduled Push to Computers**, under **Apply To**, select the computers on which to install the Altiris Agent.  
You can use the default filter or select a different set of target computers.  
The **Discovered computers not reporting inventory** filter contains all the discovered client computers that do not have the Altiris Agent installed.  
For more information, see the topics about specifying the targets of a policy or task in the *Symantec Management Platform Help*.
- 4 Under **When**, schedule the policy to run at a specific date and time or on a shared schedule.
- 5 Turn on the policy.  
At the upper right of the page, click the colored circle and then click **On**.
- 6 Click **Save changes**.

## Disabling Windows XP simple file sharing

If the Windows XP simple file sharing option is enabled on a client computer within a workgroup, it does not allow non-guest access over the network. As a result, it does not allow the Altiris Agent to be installed remotely. Before you can push the Altiris Agent to a workgroup computer, you must first disable its simple file sharing option.

After you disable simple file sharing, you can deliver the Altiris Agent.

See [“Manually pushing the Altiris Agent to HP client computers”](#) on page 50.

See [“Installing the Altiris Agent with a scheduled policy \(scheduled push\)”](#) on page 52.

As an alternative, you can install the Altiris Agent from a Web page.

See [“Installing the Altiris Agent from a Web page \(manual pull\)”](#) on page 53.

### To disable simple file sharing

- 1 On the Windows **Start** menu, click **My Computer**.
- 2 In the **My Computer** window, on the **Tools** menu, click **Folder Options**.
- 3 In the **Folder Options** dialog box, click the **View** tab.
- 4 Under **Advanced Settings**, uncheck the **Use simple file sharing (Recommended)** check box, and then click **OK**.
- 5 Close the **My Computer** window.

## Installing the Altiris Agent from a Web page (manual pull)

You can install the Altiris Agent manually on a single client computer by downloading the agent from a Web page.

Use this installation method in the following situations:

- When you cannot push the Altiris Agent to the client computer.  
For example, when the Windows XP simple file sharing option is enabled on a workgroup computer, non-guest access over the network is not allowed. As a result, the Altiris Agent cannot be installed remotely.  
As an alternative, you can disable the simple file sharing option.  
See [“Disabling Windows XP simple file sharing”](#) on page 53.
- When the client computer has not been discovered.

You must have administrator rights to install the Altiris Agent.

This task is a step in the process for setting up HP Client Manager.

See “[Setting up HP Client Manager](#)” on page 40.

**To find the URL for downloading the Altiris Agent**

- 1 On the Notification Server computer, on the **HP Client Manager Home** page, click **4. Deliver Altiris Agent**.
- 2 On the **Altiris Agent Install** page, under **URL of download page**, copy or note the URL that appears.
- 3 Close the **Altiris Agent Install** page.

**To install the Altiris Agent from a Web page**

- 1 On a client computer, open a browser and go to the URL that you found on the **Altiris Agent Install** page.

The default URL is as follows

**`http://NSName/Altiris/NS/Agent/AltirisAgentDownload.aspx`**

Where *NSName* is the name of your Notification Server computer.

- 2 If you are prompted to install the bootstrap utility (AltirisAgentInstBootstrap.cab), click **Install**.
- 3 On the **Altiris Agent Download** page, click **Click here to begin the download and install**.

## Verifying server-to-client communication

You can verify that the Altiris Agent is installed on HP client computers and that the server computer and client computers can communicate.

You can perform the verification in the following ways:

**On the client computers** When the Altiris Agent is installed on a client computer, its icon appears in the computer’s system tray. On the client computer, this agent and its icon are named Symantec Management Agent. If the icon does not appear, the agent was not installed properly.

With an inventory report

In a larger environment with several client computers, it is more practical to verify the client-to-server communication by running an inventory report. As part of its routine, the Altiris Agent sends basic inventory information to the Notification Server computer soon after it is installed. This information includes the managed computers that were recently inventoried.

See [To verify the Altiris Agent installation with an inventory report](#).

You may want to run the Altiris Agent basic inventory (sorted by last update) report to check the client-to-server communication.

#### To verify the Altiris Agent installation with an inventory report

- 1 In the **Symantec Management Console**, on the **Reports** menu, click **All Reports**.
- 2 In the left pane, click **Reports > 6.0 Legacy Reports > Notification Server Infrastructure > Agent > Altiris Agent Inventory**.

## Discovering HP client computers

After the Altiris Agent is installed, the predefined Discover HP Computers task runs automatically on all client computers. This task identifies all the HP computers in your network as well as the computers that HP Client Manager does not support.

By default, this task runs every hour. You can change the schedule and targets for this task but not the settings.

This task is a step in the process for setting up HP Client Manager.

See [“Setting up HP Client Manager”](#) on page 40.

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

It takes some time to discover the computers. After the HP computers are discovered, you can view them.

See [“Viewing the discovered client computers”](#) on page 56.

#### To view or schedule the Discover HP Computers task

- 1 In the **Symantec Management Console**, on the **Settings** menu, click **All Settings**.
- 2 In the left pane, click **HP Client Manager > HP Client Manager Configuration > Discover HP Computers**.
- 3 To view the settings for running the task, on the task page, under **Software Settings**, click **Advanced**.
- 4 On the task page, under **Task Status**, schedule the task and select the target computers.  
[See “Scheduling and selecting target computers in an HP Client Manager task” on page 65.](#)
- 5 When you finish scheduling the task, you can close the task page.

## Viewing the discovered client computers

After the Discover HP Computers task runs, you can use reports and filters to view the HP computers that were discovered. For example, after you add new HP computers to your network, you can view a report to verify that those new computers were discovered.

You can also view the discovered computers that HP Client Manager does not support.

See [“Discovering HP client computers” on page 55.](#)

This task is a step in the process for setting up HP Client Manager.

See [“Setting up HP Client Manager” on page 40.](#)

#### To view discovered computers in a report

- 1 In the **Symantec Management Console**, on the **Reports** menu, click **All Reports**.
- 2 In the left pane, click through one of the following folder hierarchies:
  - **HP Client Manager > HP Client Information > HP Supported Computer Information > All HP Computers by IP Address**  
Displays the HP client computers that have been discovered.
  - **HP Client Manager > Non Supported Computers > Non Supported Computer Information**  
Displays the non-HP client computers that have been discovered.
- 3 To display the latest information, in the right pane, click **Refresh**.



- 4 Under **Parameters**, 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.

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

#### To view discovered computers in a filter

- 1 In the **Symantec Management Console**, on the **Manage** menu, click **Filters**.
- 2 In the left pane, click **HP Client Manager Filters**, and then click one of the following filters:

<b>Discovered Computers Requiring HP Client Manager Agent</b>	Displays the HP client computers that have been discovered but do not have the HP Client Manager Agent installed.
<b>Unsupported HP Client Manager Computers</b>	Displays the non-HP client computers that have been discovered.

- 3 To display the latest information, in the right pane, click **Update membership**.

## About the HP Client Manager Agent

The HP Client Manager Agent (plug-in) must be installed on every HP client computer that you plan to manage. This agent works with the Altiris Agent to perform tasks on the target computers and communicate with the Symantec Management Platform. The HP Client Manager Agent requires the Altiris Agent.

See [“About the Altiris Agent”](#) on page 47.

The HP System Health Scan tool and the HP System Software Manager (SSM) tool are incorporated into the HP Client Manager Agent. The tools perform their tasks on the client computers and the agent reports the resulting data to the Notification Server computer.

You can use a predefined policy to install the HP Client Manager Agent on new HP client computers automatically. Another predefined policy can upgrade the HP Client Manager Agent whenever you upgrade HP Client Manager.

See [“Installing the HP Client Manager Agent”](#) on page 58.

See [“Upgrading the HP Client Manager Agent”](#) on page 59.

# Installing the HP Client Manager Agent

The HP Client Manager Agent must be installed on every HP client computer that you plan to manage. This agent works with the Altiris Agent to perform tasks on the target computers and communicate with the Symantec Management Platform.

See [“About the HP Client Manager Agent”](#) on page 57.

The HP Client Manager Agent Install policy lets you schedule the agent installation on the target computers at a specific time. By default, this policy is turned off. You must schedule and turn on (enable) the policy to install the agent.

This task is a step in the process for setting up HP Client Manager.

See [“Setting up HP Client Manager”](#) on page 40.

Before you begin this task, you must install the Altiris Agent on target computers.

See [“Methods for installing the Altiris Agent on client computers”](#) on page 49.

## To install the HP Client Manager Agent

- 1 On the **HP Client Manager Home** page, under **Quick Start**, click **Deliver HP Client Manager Plug-in**.

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

- 2 On the **HP Client Manager Agent Install** page, under **Applied to**, select the target computers on which to install the HP Client Manager Agent.

You can use the default filter or select a different set of target computers. When the policy runs, it ignores any computers that already have the agent installed.

For more information, see the topics about specifying the targets of a policy or task in the *Symantec Management Platform Help*.

- 3 Under **Schedule**, click **Add schedule** to schedule the policy to run at a specific date and time or during a span of time.

You can specify as many schedules as you need.

For more information, see the topics about specifying a policy schedule in the *Symantec Management Platform Help*.

- 4 Turn on the policy.

At the upper right of the page, click the colored circle, and then click **On**.

- 5 Click **Save changes**.

# Upgrading the HP Client Manager Agent

When you upgrade HP Client Manager from an earlier version, you must upgrade the HP Client Manager Agent that is on your managed HP computers.

The HP Client Manager Upgrade policy performs the agent upgrade. By default, this policy is turned on. You can skip this step unless you need to run it on a different schedule or on a different group of computers.

This task is a step in the process for setting up HP Client Manager after you perform an upgrade.

See [“Setting up HP Client Manager”](#) on page 40.

See [“About the HP Client Manager Agent”](#) on page 57.

To view or configure the HP Client Manager Agent Upgrade policy

- 1 In the **Symantec Management Console**, on the **Settings** menu, click **All Settings**.
- 2 In the left pane, click **Agent/Plug-ins > HP Client Manager Agent > HP Client Manager Agent Upgrade**.
- 3 (Optional) On the **HP Client Manager Agent Upgrade** page, under **Applied to**, select the target computers on which to upgrade the HP Client Manager Agent.

You can use the default filter or select a different set of target computers.

For more information, see the topics about specifying the targets of a policy or task in the *Symantec Management Platform Help*.

- 4 Under **Schedule**, click **Add schedule** to schedule the policy to run at a specific date and time or during a span of time.

You can specify as many schedules as you need.

For more information, see the topics about specifying a policy schedule in the *Symantec Management Platform Help*.

- 5 Turn on the policy.  
At the upper right of the page, click the colored circle, and then click **On**.
- 6 Click **Save changes**.

# Configuring the email settings in Notification Server

You can define a mail server and the email addresses for the email messages that Notification Server can send. For example, Notification Server can send notices

when reports run successfully, automation actions are executed, and system scalability checks are performed.

If you configured the email settings during the Symantec Management Platform installation, you usually do not have to change them.

---

**Warning:** These settings are global and they affect all of the Symantec Management Platform. If other solutions are installed, do not enter the settings and email addresses that are specific to HP Client Manager administrators. Instead, you can customize the HP Client Manager automation policies.

See [“Customizing an HP Client Manager automation policy”](#) on page 130.

---

#### To configure the email settings in Notification Server

- 1 In the **Symantec Management Console**, on the **Settings** menu, click **All Settings**.
- 2 In the left pane, click **Settings > Notification Server > Notification Server Settings**.
- 3 In the right pane, click the **E-mail** tab.
- 4 Under **Default E-mail Addresses**, in **To**, type the email address of the person who should receive the emails from Notification Server.

The email address can be any valid SMTP address that your SMTP server recognizes.

- 5 (Optional) Configure other email settings as needed.

For more information, see the topics about email server and address settings in the *Symantec Management Platform Help*.

- 6 Click **Send test email** to ensure that the email works.
- 7 After you confirm that the email works, click **OK**.

# Performing common tasks in HP Client Manager

This chapter includes the following topics:

- [About the HP Client Manager Home page](#)
- [Accessing the HP Client Manager Home page](#)
- [HP Client Manager Home page](#)
- [About the predefined filters in HP Client Manager](#)
- [Viewing the predefined filters in HP Client Manager](#)
- [Scheduling and selecting target computers in an HP Client Manager task](#)
- [Viewing the HP Client Manager reports](#)
- [Viewing the Microsoft Windows 7 readiness reports](#)
- [About platform tasks in HP Client Manager](#)

## About the HP Client Manager Home page

You can use the **HP Client Manager Home** page as the starting point for all your HP client tasks.

This page is a portal page, which contains several Web parts. The Web parts provide links to the tasks that you can perform and summary information about your managed computers. You can collapse a Web part or modify the home page altogether.

See [“HP Client Manager Home page”](#) on page 63.

You can start the **HP Client Manager Home** page from the Notification Server computer or from a remote client computer.

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

## Accessing the HP Client Manager Home page

The **HP Client Manager Home** page consists of the Web parts that provide access to HP Client Manager-related tasks and status information.

See “[About the HP Client Manager Home page](#)” on page 61.

You can start the **HP Client Manager Home** page from the Notification Server computer or from a remote client computer. A remote connection requires that the remote computer has access to the Notification Server computer and runs supported versions of Microsoft Windows and Microsoft Internet Explorer.

For more information about accessing the **Symantec Management Console**, see the *Symantec Management Platform Help*.

### Accessing the HP Client Manager Home page from the Notification Server computer

- 1 On the Notification Server computer, on the Windows **Start** menu, click **All Programs > Altiris > Altiris Console x**, where *x* is the current version number.
- 2 In the **Symantec Management Console**, on the **Home** menu, click **HP Client Manager**.

### Accessing the HP Client Manager Home page from a client computer

- 1 Log on to a remote computer.

Use an account that has administrator privileges to access the Notification Server computer.

- 2 Open a Web browser and go to the following URL:

**`http://Notification Server name/Altiris/Console`**

where *Notification Server name* is the name of the Notification Server computer.

The Notification Server computer name should be the fully qualified domain name. You can use https if necessary. If the Notification Server computer is not on port 80, include the appropriate port number after the Notification Server computer name.

- 3 In the **Symantec Management Console**, on the **Home** menu, click **HP Client Manager**.

# HP Client Manager Home page

The **HP Client Manager Home** page consists of the Web parts that provide access to HP Client Manager-related tasks and status information.

See [“About the HP Client Manager Home page”](#) on page 61.

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

**Table 4-1** Web parts on the **HP Client Manager Home** page

Web part	Description
Left pane	<p>Provides the links to all the management tasks that are available through HP Client Manager.</p> <p>The following Web parts are available:</p> <ul style="list-style-type: none"> <li>■ <b>Quick Start</b> Lists most of the tasks that you perform to set up HP Client Manager. See <a href="#">“Quick Start Web part”</a> on page 43.</li> <li>■ <b>Administrative Tasks</b> Lists the tasks that are performed on the HP Client Manager server.</li> <li>■ <b>Management Tasks</b> Lists the tasks that are performed on client computers.</li> <li>■ <b>Other features you can evaluate</b> Lists the other Symantec solutions that are available for evaluation.</li> </ul>
Center pane	<p>Contains the Web parts that show the status of HP computers.</p> <p>The following Web parts are available:</p> <ul style="list-style-type: none"> <li>■ <b>HP Health Alert Trending</b> Summarizes the alert summaries that appear in the right pane. You can view a summary of the last three months or six months of data. The data in this graph is displayed over units of weeks. Therefore, you might have to wait a few days before any data is visible in the graph.</li> <li>■ <b>Percent of computers needing updates</b> Contains the reports that reflect all the HP computers that have had HP Diagnostics or an HP Health Scan run. Use the drop-down list to select the graph to view.</li> <li>■ <b>Summary of HP Computers</b> Shows a breakdown by percentage of computer types: Desktop computers, notebooks, workstations, and blades. When you click an area of the graph, the Supported HP Computers details report lists all the computers that the area represents.</li> </ul>

**Table 4-1** Web parts on the **HP Client Manager Home** page (continued)

Web part	Description
Right pane	<p>Contains the Web parts that provide an overview of the health of your HP computers.</p> <p>The following Web parts are available:</p> <ul style="list-style-type: none"><li>■ <b>HP Asset Change Alerts</b></li><li>■ <b>HP Threshold Alerts</b></li><li>■ <b>HP Hardware Health Alerts</b></li></ul> <p>Each of these Web parts can display 100 alerts.</p>
Bottom pane	<p>Contains the <b>Event Console</b> Web part, which provides a consolidated view of device health across your network.</p> <p>For more information, see the topics about alerts and alert management in the <i>Symantec Management Platform Help</i>.</p>

## About the predefined filters in HP Client Manager

A resource filter, usually known as a filter, is a dynamic definition of a set of resources. The resources can be organized in groups, which are based on certain criteria such as the operating system. For example, a filter might contain all Windows XP computers or all computers that have the Altiris Agent installed. Filters are used as the resource targets for tasks and policies.

Filters replace the collections that were used in HP Client Manager 6.x and Notification Server 6.x.

HP Client Manager contains many predefined filters, which define the groups of computers that you are most likely to target for specific management tasks. When you select target computers in a task or policy, you can use and re-use the predefined filters or you can build new filters.

You can also view the contents of the HP Client Manager filters to obtain information about your managed HP computers. For example, you can view the HP computers that have been discovered or the computers that have the HP Instant Support Diagnostic tool installed.

See “[Viewing the predefined filters in HP Client Manager](#)” on page 65.

For more information, see the topics about resource filters and about specifying the targets of a policy or task in the *Symantec Management Platform Help*.



## Viewing the predefined filters in HP Client Manager

HP Client Manager contains many predefined filters that group HP client computers by criteria such as the computer type. You can view the contents of the HP Client Manager filters to obtain information about your managed HP computers. For example, you can view the HP computers that have been discovered or the computers that have the HP Instant Support Diagnostic tool installed.

See [“About the predefined filters in HP Client Manager”](#) on page 64.

**To view the predefined filters for view HP Client Manager**

- 1 In the **Symantec Management Console**, take one of the following actions:
  - On the **Manage** menu, click **Filters**, and then in the left pane, expand **HP Client Manager Filters**.
  - On the **Settings** menu, click **All Settings**, and in the left pane, expand **Agents/Plug-ins > HP Client Manager Agent**.
- 2 Click a filter to view the resources that are represented in that filter.
- 3 Click **Update membership**.
- 4 When you finish viewing the filters, you can go to a different page.

## Scheduling and selecting target computers in an HP Client Manager task

HP Client Manager uses the task management component of the Symantec Management Platform.

A single task can have multiple schedules or instances, which lets you run the task on different computers at different times. For example, if you manage computers in multiple locations, you can set up separate tasks to run at a different time in each location.

For more information, see the topics about adding a schedule in the *Symantec Management Platform Help*.

HP Client Manager contains several predefined tasks that let you perform management tasks. Some of these tasks have a default schedule that automatically runs the task at a set interval, such as once a week. You can use the default schedule or configure a new schedule for those tasks.

Most of the predefined tasks also contain a default filter to help you select the correct targets for each specific task.

See [“Viewing the predefined filters in HP Client Manager”](#) on page 65.

### To schedule and select target computers in an HP Client Manager task

- 1 In the **Symantec Management Console**, open the task for editing.
- 2 On the task page, under **Task Status**, take any of the following actions:

Double-click an existing task in the list.

Lets you reschedule that instance of the task.

In the **Modify Task Schedule** dialog box, select the scheduling options and select one or more targets, and then click **OK**.

You might want to reschedule an existing instance if the task failed due to an incorrect setting. In that case, you can fix the setting and reschedule the task instead of creating a new task.

Some tasks cannot be rescheduled.

Click **Quick Run**.

Lets you run the task or policy as soon as possible on one selected target, unless it must wait for a maintenance window.

In the **Quick Run Now** dialog box, select the target, and then click **Run**.

This option is not available for some tasks.

Click **New Schedule**.

Lets you schedule the task or policy to run at a specific time.

In the **New Schedule** dialog box, define the schedule, and then click **Schedule**.

- 3 (Optional) To create multiple schedules for this task, repeat step 2 for each additional schedule.
- 4 When you finish scheduling the task, you can close the task page.

## Viewing the HP Client Manager reports

When information is collected from your managed HP computers, it is sent to the Notification Server computer and stored in a central database. HP Client Manager contains predefined reports, which display this information to help you analyze your data. You can view these reports from a Web browser.

### To view the HP Client Manager reports

- 1 In the **Symantec Management Console**, on the **Reports** menu, click **All Reports**.
- 2 In the left pane, click **Reports > HP Client Manager**.
- 3 Expand the **HP Client Manager** folder, expand a subfolder, and then select a report.

- 4 When the report appears in the right pane, click **Refresh** to display the latest information.
- 5 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**.
- 6 (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 the Microsoft Windows 7 readiness reports

HP Client Manager 7.0 SP2 and later supports Microsoft Windows 7 operating systems on HP client computers.

HP Client Manager supports the following editions of Windows 7:

- Windows 7 Enterprise 32-bit and 64-bit
- Windows 7 Professional 32-bit and 64-bit
- Windows 7 Ultimate 32-bit and 64-bit

For more information about the system requirements for HP Client Manager, see the latest *HP Client Manager Release Notes*. You can search for the release notes in the Altiris Knowledgebase, which is located at the following URL:

<http://kb.altiris.com/>

The Windows 7 readiness reports help you gather information about the Windows 7 readiness of your HP client computers. You can run, view, or schedule any of the Windows 7 readiness reports.

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

### To view the Windows 7 readiness reports

- 1 In the **Symantec Management Console**, on the **Reports** menu, click **All Reports**.
- 2 In the left pane, click **Reports > HP Client Manager > Windows 7 Ready**, and then 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.

## About platform tasks in HP Client Manager

HP Client Manager uses several tasks that originate in the Symantec Management Platform.

**Table 4-2** Platform tasks in HP Client Manager

Task	Description
Discover HP Computers	Identifies all the HP computers in your network as well as the computers that HP Client Manager does not support.  This task is a step in the process for setting up HP Client Manager.  See <a href="#">“Discovering HP client computers”</a> on page 55.
HP Instant Support Diagnostics Install	Automatically installs the HP Instant Support Diagnostics tool on all the managed HP client computers that have the HP Client Manager Agent.  This tool is required before you can run the HP Instant Support diagnostics on HP client computers.  See <a href="#">“Installing the HP Instant Support Diagnostics tool”</a> on page 137.
Non HP Client Inventory	Gathers general inventory data from managed non-HP computers.  You can use this data to track and analyze different aspects of your non-HP computers.  See <a href="#">“Gathering the client computer inventory”</a> on page 71.
HP Backup	Performs automatic, remote backups of your managed HP computers.  If an HP client computer suffers a data loss, you can restore its data from the backup.  See <a href="#">“Performing an HP backup”</a> on page 147.

# Gathering client computer inventory

This chapter includes the following topics:

- [About client computer inventory](#)
- [Gathering the client computer inventory](#)
- [Viewing the client computer inventory reports](#)
- [Viewing client computer inventory data in the Resource Manager](#)

## About client computer inventory

HP Client Manager lets you gather extensive inventory data from your managed HP computers. You can use this data to track and analyze different aspects of your HP computers. The more information you have about each computer, the better you can manage it.

Because many networks contain computers from multiple manufacturers, HP Client Manager can also gather general inventory data from managed non-HP computers.

Some of the data that is gathered from HP computers is as follows:

- Computer name and type
- System manufacturer, product name, description, and classification
- BIOS vendor and version
- System ID
- Serial number

- HP SKU number
- IP address
- Operating system name
- CPU processor name and speed
- Battery and chassis details
- Total memory
- Language
- Storage device details
- Embedded Security support

HP Client Manager contains predefined tasks to gather inventory data from HP client computers and non-HP client computers. By default, the tasks run once a week. You can skip these tasks unless you need to run them on a different schedule or on a different group of computers.

See [“Gathering the client computer inventory”](#) on page 71.

The inventory data for client computers is added to each computer’s resource record in the CMDB (Configuration Management Database).

After the inventory data is gathered, you can view it in the following places:

Inventory reports	Lets you view and analyze the inventory data for all the client computers. See <a href="#">“Viewing the client computer inventory reports”</a> on page 71.
Resource Manager	Lets you view detailed inventory information for a specific client computer. See <a href="#">“Viewing client computer inventory data in the Resource Manager”</a> on page 72.

Examples of how you can use the inventory data are as follows:

- Quickly check on the kinds of computers your organization has. You can check by serial numbers, asset tags, and other criteria.
- Sort computers by criteria such as CPU speed, memory, or storage device.
- Determine how many systems of a particular HP SKU number your organization has purchased.

# Gathering the client computer inventory

HP Client Manager lets you gather inventory data from your managed HP computers and non-HP computers.

See [“About client computer inventory”](#) on page 69.

To gather the inventory data, you can use the following predefined tasks:

HP Client Inventory	Runs on the computers that are in the filter Computers with HP Client Manager Agent Installed.
Non HP Client Inventory	Runs on the computers that are in the filter All Unsupported HP Client Manager Computers.

By default, these tasks run once a week. You can skip these tasks unless you need to run them on a different schedule or on a different group of computers.

To view or configure the client computer inventory tasks

- 1 On the **HP Client Manager Home** page, under **Management Tasks**, click **Inventory**, and then click one of the following tasks:
  - **HP Client Inventory**
  - **Non HP Client Inventory**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 client computer inventory reports

The client computer inventory reports let you view and analyze the inventory data that is gathered from your managed HP computers. A report that lets you view inventory data from non-HP client computers is also available.

See [“About client computer inventory”](#) on page 69.

See [“Gathering the client computer inventory”](#) on page 71.

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

#### To view the HP client computer inventory reports

- 1 On the **HP Client Manager Home** page, under **Management Tasks**, click **Inventory > View HP Client Inventory Reports**.  
See “[Accessing the HP Client Manager Home page](#)” on page 62.
- 2 In the new window that opens, in the left pane, under **HP Client Inventory**, click a report.
- 3 To display the latest information, in the right pane, click **Refresh**.
- 4 To view additional details, in the right pane, under **Parameters**, select a different option in **Information Category**, and then 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.

#### To view the non-HP client computer inventory report

- 1 In the **Symantec Management Console**, on the **Reports** menu, click **HP Client Manager > View All Reports**.
- 2 In the left pane, click **Reports > HP Client Manager > Non Supported Computers > Non Supported Computer Information**.
- 3 To display the latest information, in the right pane, click **Refresh**.
- 4 To view additional details, in the right pane, under **Parameters**, select a different option in **Information Category**, and then 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 client computer inventory data in the Resource Manager

When you gather inventory data for client computers, the 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 detailed inventory information for your managed HP computers.

See “[About client computer inventory](#)” on page 69.

See “[Gathering the client computer inventory](#)” on page 71.

#### To view HP client computer inventory data in the Resource Manager

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



**Viewing client computer inventory data in the Resource Manager**

- |                          |   |
|--------------------------|---|
| From a report            | In the report view, select a computer and click <b>Actions &gt; Resource Manager</b> .  |
| From a list of resources | <ul style="list-style-type: none"><li>■ In the <b>Symantec Management Console</b>, on the <b>Manage</b> menu, click <b>Resource</b>.</li><li>■ In the <b>Select Resource</b> dialog box, select a computer and then click <b>OK</b>.<br/>If another type of resource is listed, in <b>Group</b>, select <b>Resource &gt; Asset &gt; Network Resource &gt; Computer</b>.</li></ul>     |
| From a filter            | <ul style="list-style-type: none"><li>■ In the <b>Symantec Management Console</b>, on the <b>Manage</b> menu, click <b>Filter</b>.</li><li>■ In the left pane, click <b>Filters &gt; HP Client Manager Filters</b>, and then select a filter from the list.</li><li>■ In the right pane, click a computer in the list, and then click <b>Actions &gt; Resource Manager</b>.</li></ul> |

- 2 In the **Resource Manager** window, on the **View** menu, click **Inventory**.
- 3 In the center pane, expand **Data Classes > HP Client Manager Inventory**.
- 4 Select one of the nodes that begin with HPCMS.
- 5 When you finish viewing the data, you can close the **Resource Manager** window.



# Managing TPM (Trusted Platform Module) devices on HP computers

This chapter includes the following topics:

- [About HP Embedded Security](#)
- [About Embedded Security tasks and the HP Embedded Security Wizard](#)
- [Default filters for the Embedded Security tasks](#)
- [Initializing Embedded Security on HP client computers](#)
- [Creating a Configure Embedded Security task](#)
- [Configure Embedded Security task page](#)
- [Manage Embedded Security Credential task page](#)
- [Changing the Embedded Security owner's password](#)
- [Resetting an Embedded Security user's password](#)
- [Creating a token for resetting an Embedded Security user's password](#)
- [Creating a task to reset an Embedded Security user's password](#)
- [Archiving Embedded Security credentials and settings](#)
- [Restoring Embedded Security credentials and settings](#)
- [Viewing the Embedded Security reports](#)

## About HP Embedded Security

HP Embedded Security protects against unauthorized access to user data or credentials on the client computer. Embedded Security is a module in the HP ProtectTools Security Manager software. Embedded Security support is provided through a hardware security chip that is embedded in some models of HP computers. The chip is called the Trusted Platform Module (TPM).

You can remotely manage any TPM devices that are present on your managed HP computers. HP Client Manager lets you create the tasks that perform the management actions on the client computers. This method of managing the TPM does not require the physical presence of the IT administrator at the client computer. The management tasks include enabling the TPM devices, setting passwords, changing and resetting passwords, and archiving and restoring credential data.

See “[About Embedded Security tasks and the HP Embedded Security Wizard](#)” on page 76.

The Embedded Security reports let you view and analyze the Embedded Security data that is gathered from your managed HP computers. The information about a client computer’s support of Embedded Security is gathered during the client computer inventory process.

See “[About client computer inventory](#)” on page 69.

See “[Viewing the Embedded Security reports](#)” on page 92.

For more information about how Embedded Security works, see the *HP ProtectTools Security Manager Guide* for each HP computer model. This guide is available in the sections for specific computer models on the HP Web site, which is at the following URL:

<http://www.hp.com/>

## About Embedded Security tasks and the HP Embedded Security Wizard

You can remotely manage any TPM (Trusted Platform Module) devices that are present on your managed HP computers.

See “[About HP Embedded Security](#)” on page 76.

HP Client Manager provides the Embedded Security tasks that let you perform the following management actions:

- Initialize the Embedded Security on the HP client computers.

This action initializes the TPM chip, sets the owner password, restarts the computer, and prompts the user to create a password.

See [“Initializing Embedded Security on HP client computers”](#) on page 78.

- Change the owner password.  
The owner is the administrator who can manage the Embedded Security on the client computers. The owner password is required to perform critical administrative tasks on the TPM chip. HP recommends the use of strong passwords.  
See [“Changing the Embedded Security owner’s password”](#) on page 84.
- Reset a user’s password.  
This password lets the user access the Embedded Security features on their computer. The password reset process lets you reset the user’s password without seeing the password yourself.  
See [“Resetting an Embedded Security user’s password”](#) on page 85.
- Archive and restore the credentials and settings on the client computers.  
See [“Archiving Embedded Security credentials and settings”](#) on page 89.  
See [“Restoring Embedded Security credentials and settings”](#) on page 90.

The **HP Embedded Security Wizard** helps you quickly create and schedule the Embedded Security tasks. You can also create new tasks by cloning existing Embedded Security tasks. However, we recommend that you use the wizard to create the tasks because it pre-selects the correct computer filter for each task.

See [“Default filters for the Embedded Security tasks”](#) on page 77.

## Default filters for the Embedded Security tasks

HP Client Manager contains many predefined filters, which define the groups of computers that you are most likely to target for specific management tasks. By default, each Embedded Security task targets a predefined filter that is most appropriate for that task. You can select any filter, group, or computer for an Embedded Security task. However, we recommend that you select the default filter to ensure that the task is executed properly.

See [“About the predefined filters in HP Client Manager”](#) on page 64.

See [“Viewing the predefined filters in HP Client Manager”](#) on page 65.

**Table 6-1** Default filters for the Embedded Security tasks

Task	Option	Default target filter
Configure Embedded Security See <a href="#">“Initializing Embedded Security on HP client computers”</a> on page 78.	Not applicable	Computers without Embedded Security initialized
Modify security Owner password See <a href="#">“Changing the Embedded Security owner’s password”</a> on page 84.	Not applicable	Computers with Embedded Security initialized
Manage security User passwords (Reset user passwords) See <a href="#">“Creating a token for resetting an Embedded Security user’s password”</a> on page 86.	<b>Create password reset token file</b>	Computers without Embedded Security Reset Password token file created
Manage security User passwords (Reset user passwords) See <a href="#">“Creating a task to reset an Embedded Security user’s password”</a> on page 88.	<b>Reset security User password</b>	Computers with Embedded Security Reset Password token file created
Manage security credentials and settings See <a href="#">“Archiving Embedded Security credentials and settings”</a> on page 89.	<b>Archive</b>	Computers without Embedded Security archived
Manage security credentials and settings See <a href="#">“Archiving Embedded Security credentials and settings”</a> on page 89.	<b>Restore</b>	Computers with Embedded Security archived

## Initializing Embedded Security on HP client computers

HP Embedded Security support is provided through a hardware security chip that is embedded in some models of HP computers. The chip is called the Trusted Platform Module (TPM). HP Client Manager lets you remotely initialize Embedded Security on the managed computers.

We recommend that you initialize Embedded Security immediately after setting up the HP client computers and HP Client Manager. The initialization reduces the risk that an unauthorized user, a computer worm, or a virus might gain access to the computer.

See [“About HP Embedded Security”](#) on page 76.

For HP Client Manager to support Embedded Security on a managed HP computer, the managed computer must meet the following requirements:

- The client computer must have a BIOS administrator password.
- The Embedded Security chip must be enabled in the BIOS.
- The Embedded Security software must be installed on the client computer.

**Table 6-2** Process for initializing Embedded Security on HP client computers

Step	Action	Description
Step 1	In HP Client Manager, the administrator creates and runs a Configure Embedded Security task.	The Configure Embedded Security task enables the TPM chip, sets the owner password, and initializes the user.  The owner is the administrator who can manage the Embedded Security on the client computers.  See <a href="#">“Creating a Configure Embedded Security task”</a> on page 79.  After the task runs on the client computer, the computer restarts.
Step 2	On the client computer, the Embedded Security user creates their password.	During the client computer restart, the user is prompted to press F1 to prove their physical presence. When the restart is complete, the user opens HP ProtectTools Security Manager and uses the <b>User Initialization Wizard</b> to create their user password.  For more information, see the documentation or help that is provided with HP ProtectTools Security Manager.
Step 3	(Optional) In HP Client Manager, the administrator archives the Embedded Security credentials.	The Manage Embedded Security Credential task creates a backup of the Embedded Security credentials and settings on the HP client computers. The backup includes the passwords of the owner and the Embedded Security users that are initialized on each client computer.  We recommend that you archive the credentials every time you perform an initialization.  See <a href="#">“Archiving Embedded Security credentials and settings”</a> on page 89.

## Creating a Configure Embedded Security task

The Configure Embedded Security task enables the TPM (Trusted Platform Module) chip on the managed HP computers that have the chip. The task also sets the owner password and initializes the Embedded Security users.

When you create this type of task with the **Embedded Security Wizard**, the task is named Configure Embedded Security, followed by the creation date and time. After the task is created, you can edit the name and make other changes on the **Configure Embedded Security** task page.

See “[Configure Embedded Security task page](#)” on page 81.

This task is a step in the process for initializing Embedded Security on HP client computers. After the task runs on the client computers, the computers restart and the users must create their passwords.

See “[Initializing Embedded Security on HP client computers](#)” on page 78.

#### To initialize Embedded Security

- 1 On the **HP Client Manager Home** page, under **Management Tasks**, click **Embedded Security > HP Embedded Security Wizard**.  
See “[Accessing the HP Client Manager Home page](#)” on page 62.
- 2 In the **Embedded Security Wizard**, on the **Choose Embedded Security task** page, click **Initialize Embedded Security**.
- 3 To let the user accept or reject the initialization, click **Allow user to reject initialization**.  
If this option is not selected, the user can only accept the initialization.
- 4 On the **Choose Embedded Security task** page, click **Next**.
- 5 On the **Configure Embedded Security task** page, type the following passwords:

**BIOS Administrator password** Lets you access the BIOS to initialize the Embedded Security. This password must be the same as the BIOS administrator password that is set on the target computers.

**Owner password** Provides the ability to manage the Embedded Security on the client computers. This password is used to initialize the owner on the target computers. Retype this password to confirm it.

- 6 On the **Configure Embedded Security task** page, click **Next**.
- 7 On the **Computer Collections** page, select the target computers, and then click **Next**.

We recommend that you select the default filter, which is **Computers without Embedded Security initialized**.

---

**Warning:** If you select different computers and then back up and change the type of task, the new target computers remain selected for the new task.

---



- 8 On the **Schedule Task** page, specify when to run the task.  
 You can run the task immediately or create a schedule on which to run the task.  
 See [“Scheduling and selecting target computers in an HP Client Manager task”](#) on page 65.
- 9 When you finish scheduling the task, click **Finish**.

## Configure Embedded Security task page

This page represents a Configure Embedded Security task, which enables the TPM chip (Trusted Platform Module) on managed HP computers. The task also sets the owner password and initializes the Embedded Security users.

A Configure Embedded Security task is created when you use the **HP Embedded Security Wizard** or when you clone an existing Configure Embedded Security task. We recommend that you use the wizard to create this type of task.

The options on this page are similar to those that appear in the **HP Embedded Security Wizard** when you select the **Initialize Embedded Security** option.

You can access a Configure Embedded Security task from the **Manage** menu, under **Jobs and Tasks**.

See [“Creating a Configure Embedded Security task”](#) on page 79.

**Table 6-3** Options on the **Configure Embedded Security** task page

Option	Description
<b>Owner password</b>	Provides the ability to manage the Embedded Security on the client computers.
<b>BIOS Administrator password</b>	Lets you access the BIOS to initialize and manage the Embedded Security.  This password must be the same as the BIOS administrator password that is set on the target computers.
<b>Allow user to reject initialization</b>	Lets you allow the users to accept or reject the initialization on their client computers.
<b>Task Status</b> section	Lets you schedule the task and select the target computers on which to run it.  See <a href="#">“Scheduling and selecting target computers in an HP Client Manager task”</a> on page 65.

## Manage Embedded Security Credential task page

This page represents a Manage Embedded Security Credential task, which can manage, archive, and restore the owner password and user passwords on managed HP computers.

A Manage Embedded Security Credential task is created when you use the **HP Embedded Security Wizard** or when you clone an existing Manage Embedded Security Credential task. We recommend that you use the wizard to create this type of task.

The options on this page are similar to those that appear in the **HP Embedded Security Wizard** when you select any option except the initialization option.

You can access a Manage Embedded Security Credential task from the **Manage** menu, under **Jobs and Tasks**.

The **Manage Embedded Security Credential** task page contains the following sections:

**Select the type of task to run** section      Contains the options for all the actions that this type of task can perform.

You can select an option that is different from the one that you selected in the **HP Embedded Security Wizard**. When you select a different option, you must specify a schedule and the target computers. A new instance of this task is created. The task itself retains its original options.

See [Table 6-4](#).

**Task Status** section      Lets you schedule the task and select the target computers on which to run it.

See “[Scheduling and selecting target computers in an HP Client Manager task](#)” on page 65.

A Manage Embedded Security Credential task can perform any of several actions, depending on the options that you select.

**Table 6-4** Options in the **Select the type of task to run** section

Option	Sub-option	Description
<b>Modify security owner password</b>	Not applicable	<p>Lets you change the Embedded Security owner password on a group of HP client computers.</p> <p>When you select this option, you must specify the following passwords:</p> <ul style="list-style-type: none"> <li>■ <b>Current owner password</b></li> <li>■ <b>New owner password</b></li> </ul> <p>See <a href="#">“Changing the Embedded Security owner’s password”</a> on page 84.</p>
<b>Manage security user password (reset user password)</b>	<b>Create password reset token file</b>	<p>Lets you create the token file that is required to reset an Embedded Security user’s password.</p> <p>When you select this option, you must specify a <b>Reset token password</b>.</p> <p>See <a href="#">“Creating a token for resetting an Embedded Security user’s password”</a> on page 86.</p>
<b>Manage security user password (reset user password)</b>	<b>Reset security user password</b>	<p>Lets you reset an Embedded Security user’s password.</p> <p>When you select this option, you must specify the following information:</p> <ul style="list-style-type: none"> <li>■ <b>User(domain\user)</b>                      Lets you type the domain and name of the user whose password you need to reset.</li> <li>■ <b>Reset token password</b>                      This password must be the same as the one that was used to create the password reset token file.</li> </ul> <p>See <a href="#">“Creating a task to reset an Embedded Security user’s password”</a> on page 88.</p>
<b>Manage security credentials and settings</b>	<b>Archive</b>	<p>Lets you back up the credentials of the Embedded Security owner and users for a specific group of HP client computers.</p> <p>When you select this option, you must specify the following passwords:</p> <ul style="list-style-type: none"> <li>■ <b>Owner password</b></li> <li>■ <b>Recovery Token password</b></li> </ul> <p>See <a href="#">“Archiving Embedded Security credentials and settings”</a> on page 89.</p>

**Table 6-4** Options in the **Select the type of task to run** section (*continued*)

Option	Sub-option	Description
<b>Manage security credentials and settings</b>	<b>Restore</b>	Lets you restore the credentials of the Embedded Security owner and users for a specific group of HP client computers. When you select this option, you must specify the following passwords: <ul style="list-style-type: none"><li>■ <b>Owner password</b></li><li>■ <b>Recovery Token password</b> This password must be the same as the one that was used to create the archive.</li></ul> See <a href="#">“Restoring Embedded Security credentials and settings”</a> on page 90.

## Changing the Embedded Security owner's password

The HP Embedded Security owner is the administrator who can manage the Embedded Security on the client computers. The owner's password is required to perform critical administrative tasks on the TPM chip. This password must be changed at regular intervals for security purposes.

HP Client Manager lets you create a task to change your owner password.

When you create this type of task with the **Embedded Security Wizard**, the task is named Manage Embedded Security Credential, followed by the creation date and time. After the task is created, you can edit the name and make other changes on the **Manage Embedded Security Credential** task page.

See [“Manage Embedded Security Credential task page”](#) on page 82.

### To change the Embedded Security owner's password

- 1 On the **HP Client Manager Home** page, under **Management Tasks**, click **Embedded Security > HP Embedded Security Wizard**.
- 2 In the **Embedded Security Wizard**, on the **Choose Embedded Security task** page, click **Modify security Owner password**, and then click **Next**.
- 3 On the **Configure Embedded Security task** page, take the following actions:
  - Type the **Current owner password**.
  - Type the **New owner password**, and then retype it to confirm it.
  - Click **Next**.

- 4 On the **Computer Collections** page, select the target computers, and then click **Next**.

We recommend that you select the default filter, which is **Computers with Embedded Security initialized**.

---

**Warning:** If you select different computers and then back up and change the type of task, the new target computers remain selected for the new task.

---

- 5 On the **Schedule Task** page, specify when to run the task.  
 You can run the task immediately or create a schedule on which to run the task.  
 See [“Scheduling and selecting target computers in an HP Client Manager task”](#) on page 65.
- 6 When you finish scheduling the task, click **Finish**.

## Resetting an Embedded Security user's password

To access the Embedded Security features on an HP client computer, a user needs a password. HP Client Manager lets an Embedded Security owner (administrator) reset the user's password without seeing the password. Although the administrator can reset the password remotely, the password reset process requires the user's participation at the client computer.

**Table 6-5** Process for resetting an Embedded Security user's password

Step	Action	Description
Step 1	The user requests a new password.	Typically, the user initiates the password reset process when they forget a password or have problems with the authentication device.
Step 2	In HP Client Manager, the Embedded Security administrator creates a password reset token and sends it to the client computer.	The administrator uses the <b>Embedded Security Wizard</b> to create a task that sets the token password and creates the token file on the client computer.  When the task runs on the client computer, it enables the <b>Create Password Reset Token</b> option within HP ProtectTools.  See <a href="#">“Creating a token for resetting an Embedded Security user's password”</a> on page 86.

**Table 6-5** Process for resetting an Embedded Security user's password  
*(continued)*

Step	Action	Description
Step 3	On the client computer, the user authorizes the administrator to reset their user password.	<p>Typically, the administrator provides instructions to the user for performing this step, either by telephone, email, or some other method.</p> <p>After the reset token task runs, a dialog box appears on the client computer. The dialog box contains a link that the user clicks to open the HP ProtectTools software.</p> <p>In HP ProtectTools, the user uses the Password Reset feature to enable the <b>Password Reset for current user</b> option. This option lets the administrator reset the user's password.</p> <p>For more information about using HP ProtectTools, see the documentation or help that is provided with HP ProtectTools Security Manager.</p>
Step 4	In HP Client Manager, the Embedded Security administrator resets the user's password.	<p>After the user enables the password reset, the administrator creates a task to reset that user's password. The administrator must supply the same token password that was used to create the password reset token.</p> <p>See <a href="#">"Creating a task to reset an Embedded Security user's password"</a> on page 88.</p>

See ["About HP Embedded Security"](#) on page 76.

## Creating a token for resetting an Embedded Security user's password

When an Embedded Security user forgets a password or has problems with the authentication device, you can reset the password. Before you reset the user's password, you must create a password reset token file. HP Client Manager lets you create a task to set the token password and create the token file on the client computer.

This task performs the following actions on the client computer:

- Creates a password reset token file.
- Displays a dialog box that the user clicks to open the HP ProtectTools software and enable the password reset.

When you create this type of task with the **Embedded Security Wizard**, the task is named **Manage Embedded Security Credential**, followed by the creation date and time. After the task is created, you can edit the name and make other changes on the **Manage Embedded Security Credential** task page.

See [“Manage Embedded Security Credential task page”](#) on page 82.

This task is a step in the process for resetting user passwords in Embedded Security.

See [“Resetting an Embedded Security user's password”](#) on page 85.

#### To create a token for resetting an Embedded Security user's password

- 1 On the **HP Client Manager Home** page, under **Management Tasks**, click **Embedded Security > HP Embedded Security Wizard**.
- 2 In the **Embedded Security Wizard**, on the **Choose Embedded Security task** page, click **Create Password Reset Token file**, and then click **Next**.
- 3 On the **Configure Embedded Security** task page, take the following actions:
  - Click **Create password reset token file**.
  - Type a **Reset token password** and then retype the password to confirm it.  
This password is required when you create the task to reset the password.
  - Click **Next**.
- 4 On the **Computer Collections** page, select the target computers, and then click **Next**.

We recommend that you select the default filter, which is **Computers without Embedded Security Password token file created**. If you need to reset a password for a specific user, then specify that user's computer.

---

**Warning:** If you select different computers and then back up and change the type of task, the new target computers remain selected for the new task.

---

- 5 On the **Schedule Task** page, specify when to run the task.  
You can run the task immediately or create a schedule on which to run the task.  
See [“Scheduling and selecting target computers in an HP Client Manager task”](#) on page 65.
- 6 When you finish scheduling the task, click **Finish**.

## Creating a task to reset an Embedded Security user's password

When an Embedded Security user forgets a password or has problems with the authentication device, you can reset the password.

This task is a step in the process for resetting Embedded Security user passwords.

See [“Resetting an Embedded Security user's password”](#) on page 85.

Before you reset a password, the user must enable the password reset on the client computer.

See [“Creating a token for resetting an Embedded Security user's password”](#) on page 86.

After the user enables the password reset, you can create a task to reset that user's password. If you create and send the task without the user's authorization, the task fails.

When you create this type of task with the **Embedded Security Wizard**, the task is named **Manage Embedded Security Credential**, followed by the creation date and time. After the task is created, you can edit the name and make other changes on the **Manage Embedded Security Credential** task page.

See [“Manage Embedded Security Credential task page”](#) on page 82.

### To reset an Embedded Security user's password

- 1 On the **HP Client Manager Home** page, under **Management Tasks**, click **Embedded Security > HP Embedded Security Wizard**.
- 2 In the **Embedded Security Wizard**, on the **Choose Embedded Security task** page, click **Manage security User passwords (Reset user passwords)**, and then click **Next**.
- 3 On the **Configure Embedded Security task** page, take the following actions:
  - Click **Reset security User password**.
  - Type the name of the user whose password you need to reset. Use the following format:  
*domain\user*
  - Type the **Reset token password**.  
Type the same token password that was used to create the password reset token.
  - Click **Next**.



- 4 On the **Computer Collections** page, select the target computers, and then click **Next**.

We recommend that you select the default filter, which is **Computers with Embedded Security Reset Password token file created**.

---

**Warning:** If you select different computers and then back up and change the type of task, the new target computers remain selected for the new task.

---

- 5 On the **Schedule Task** page, specify when to run the task.  
You can run the task immediately or create a schedule on which to run the task.  
See [“Scheduling and selecting target computers in an HP Client Manager task”](#) on page 65.
- 6 When you finish scheduling the task, click **Finish**.

## Archiving Embedded Security credentials and settings

You can archive the Embedded Security credentials and settings for the owner and users that are initialized on one or more HP client computers. The archived data is saved in the CMDB (Configuration Management Database). We recommend that you archive the Embedded Security data on a regular schedule and every time you perform an initialization. If a loss of the archived data occurs, you can restore it.

See [“Restoring Embedded Security credentials and settings”](#) on page 90.

HP Client Manager lets you create a task to archive the Embedded Security data for HP client computers.

When you create this type of task with the **Embedded Security Wizard**, the task is named Manage Embedded Security Credential, followed by the creation date and time. After the task is created, you can edit the name and make other changes on the **Manage Embedded Security Credential** task page.

See [“Manage Embedded Security Credential task page”](#) on page 82.

### To archive Embedded Security credentials and settings

- 1 On the **HP Client Manager Home** page, under **Management Tasks**, click **Embedded Security > HP Embedded Security Wizard**.
- 2 In the **Embedded Security Wizard**, on the **Choose Embedded Security task** page, click **Manage security credentials and settings**, select **Archive** from the list, and then click **Next**.

- 3 On the **Configure Embedded Security task** page, type the following passwords:

<b>Owner password</b>	This password is required to create an archive.
<b>Recovery token password</b>	Create a password that can be used to restore this archive in the future. Retype this password to confirm it.

- 4 On the **Configure Embedded Security task** page, click **Next**.
- 5 On the **Computer Collections** page, select the target computers, and then click **Next**.

We recommend that you select the default filter, which is **Computers without Embedded Security archived**.

---

**Warning:** If you select different computers and then back up and change the type of task, the new target computers remain selected for the new task.

---

- 6 On the **Schedule Task** page, specify when to run the task.  
You can run the task immediately or create a schedule on which to run the task.  
See [“Scheduling and selecting target computers in an HP Client Manager task”](#) on page 65.
- 7 When you finish scheduling the task, click **Finish**.

## Restoring Embedded Security credentials and settings

You can restore any Embedded Security credentials and settings that have been archived. The archived data is saved in the CMDB (Configuration Management Database).

See [“Archiving Embedded Security credentials and settings”](#) on page 89.

HP Client Manager lets you create a task to restore the Embedded Security data from the CMDB to the HP client computers.

When you create this type of task with the **Embedded Security Wizard**, the task is named **Manage Embedded Security Credential**, followed by the creation date and time. After the task is created, you can edit the name and make other changes on the **Manage Embedded Security Credential** task page.

See [“Manage Embedded Security Credential task page”](#) on page 82.

The restoration task performs the following actions on the client computers:

- Restores the owner's credentials and settings.
- Prepares the users' credentials and settings for restoration.  
This preparation is done for only those users whose Embedded Security credentials and settings have been archived.
- Prompts the users to complete the restoration in the HP ProtectTools Security Manager software.  
For more information about using HP ProtectTools, see the documentation or help that is provided with HP ProtectTools Security Manager.

### To restore Embedded Security credentials and settings

- 1 On the **HP Client Manager Home** page, under **Management Tasks**, click **Embedded Security > HP Embedded Security Wizard**.
- 2 In the **Embedded Security Wizard**, on the **Choose Embedded Security task** page, click **Manage security credentials and settings**, select **Restore** from the list, and then click **Next**.
- 3 On the **Configure Embedded Security task** page, type the following passwords:

**Owner password**      Type the same owner password that was used to create the archive.

**Recovery token password**      Type the same token password that was used to archive the credentials for this set of computers.

- 4 On the **Configure Embedded Security task** page, click **Next**.
- 5 On the **Computer Collections** page, select the target computers, and then click **Next**.

We recommend that you select the default filter, which is **Computers with Embedded Security archived**.

---

**Warning:** If you select different computers and then back up and change the type of task, the new target computers remain selected for the new task.

---

- 6 On the **Schedule Task** page, specify when to run the task.  
You can run the task immediately or create a schedule on which to run the task.  
See [“Scheduling and selecting target computers in an HP Client Manager task”](#) on page 65.
- 7 When you finish scheduling the task, click **Finish**.

## Viewing the Embedded Security reports

The Embedded Security reports let you view and analyze the Embedded Security data that is gathered from your managed HP computers. The information about a client computer's support of Embedded Security is gathered during the client computer inventory process.

See [“About client computer inventory”](#) on page 69.

Examples of how you can use the Embedded Security reports are as follows:

- List all the computers that have an Embedded Security chip and show the version of the Embedded Security software that is installed.
- Show the archive status of the Embedded Security data on the client computers.
- View the Embedded Security tasks that failed.

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

### To view the Embedded Security reports

- 1 On the **HP Client Manager Home** page, under **Management Tasks**, click **Embedded Security > View HP Embedded Security Reports**.  
See [“Accessing the HP Client Manager Home page”](#) on page 62.
- 2 In the left pane, under **Embedded Security**, select a report.
- 3 To display the latest information, in the right pane, click **Refresh**.
- 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.

# 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 <a href="#">“Performing a System Health Scan”</a> 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"> <li>■ In the HP Instant Support Health Scan reports Lets you view the health scan information for multiple computers in several formats. See <a href="#">“Viewing the System Health Scan reports”</a> on page 98.</li> <li>■ In the Resource Manager Lets you view detailed health scan information for a specific HP client computer. See <a href="#">“Viewing System Health Scan results in the Resource Manager”</a> on page 99.</li> </ul>
Step 3	Download the SoftPaqs to the <b>Filestore</b> .	<p>The download process copies the required SoftPaq files from the HP Web site and saves them in the <b>Filestore</b> folder on the Notification Server computer.</p> <p>You can download the SoftPaqs in the following ways:</p> <ul style="list-style-type: none"> <li>■ 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.</li> <li>■ Manually download specific SoftPaqs directly from the HP Web site.</li> </ul> <p>See <a href="#">“About downloading HP SoftPaqs”</a> 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"> <li>■ 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.</li> <li>■ Manually run the HP SoftPaq Import task to import any SoftPaqs that were not imported through another method.</li> </ul> <p>See <a href="#">“About importing HP SoftPaqs”</a> on page 103.</p>
Step 5	Deliver the SoftPaqs to the client computers.	<p>The <b>HP SoftPaq Delivery Wizard</b> 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 <a href="#">“Delivering an HP SoftPaq to client computers”</a> 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 <a href="#">“Viewing the HP SoftPaq delivery reports”</a> 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 <b>Actions &gt; Resource Manager</b> .
---------------	--

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 <b>Download HP Health Scan SoftPaqs</b> task downloads the SoftPaqs to the <b>Filestore</b> 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 <a href="#">“Downloading and importing the required HP SoftPaqs”</a> 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 <a href="#">“Downloading HP SoftPaqs manually”</a> 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](http://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 <b>NS.HP File Store Update</b> 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 <a href="#">“About importing HP SoftPaqs with a Windows scheduled task”</a> 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 <a href="#">“Importing HP SoftPaqs manually”</a> 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.

# Managing the BIO settings of HP client computers

This chapter includes the following topics:

- [About HP BIOS Settings](#)
- [Modifying the BIOS settings of HP client computers](#)
- [Editing an HP BIOS task](#)
- [Configure HP BIOS Settings pages](#)
- [Creating HP BIOS reports](#)
- [Editing an HP BIOS report](#)
- [Viewing the HP BIOS reports](#)

## About HP BIOS Settings

HP Client Manager lets you remotely manage and modify the BIOS and security settings of your managed HP computers. You can configure a task that deploys new settings to one or more groups of client computers.

Examples of the settings changes that you can make are as follows:

- Change the BIOS passwords.
- Set the chassis intrusion sensor to prompt for a BIOS setup password.
- Hide the availability of certain ports.
- Enable or disable the Wake on LAN functionality.
- Change the BIOS setup language.

- Enable Runtime Power Management.
- Change the boot order of the computer's devices.

See [“Modifying the BIOS settings of HP client computers”](#) on page 110.

The HP BIOS reports let you view and analyze the BIOS data, which is gathered during the client computer inventory process. You can use the predefined report and you can create custom reports to filter the BIOS information in different ways.

See [“Creating HP BIOS reports”](#) on page 114.

See [“Viewing the HP BIOS reports”](#) on page 116.

The HP BIOS data that is available for modification and for reports is gathered during the client computer inventory process.

## Modifying the BIOS settings of HP client computers

The **HP BIOS Administration Wizard** guides you through the creation of a task that deploys new BIOS settings to one or more groups of managed HP computers. The wizard lets you select any number of BIOS settings to modify, select the target computers, and define the schedule for running the task.

See [“About HP BIOS Settings”](#) on page 109.

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 BIOS task”](#) on page 111.

### To modify the BIOS settings of client computers

- 1 On the **HP Client Manager Home** page, under **Management Tasks**, click **BIOS Management > HP BIOS Administration Wizard**.

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

- 2 On the **Choose BIOS settings** page, select the specific BIOS settings to configure on the following tabs:

<b>Main</b> tab	Lets you change the BIOS password and set the common BIOS settings.
<b>Advanced</b> tab	Lets you configure the advanced BIOS settings.
<b>Boot order</b> tab	Lets you set the device boot order for the client computers any time they are reset or turned on.

See [“Configure HP BIOS Settings pages”](#) on page 112.

- 3 If you have BIOS setup protection, on the **Choose BIOS settings** page, type the **Current BIOS Setup Password**.  
 This password is required to change the BIOS settings. If the password you enter does not match the password of the client HP computer, the BIOS changes are not accepted.
- 4 On the **Choose BIOS settings** page, click **Allow Numpad** to allow the entry of numeric characters in the BIOS password from the numeric keypad on the keyboard. Click **Next**.
- 5 On the **Choose computers** page, select the computers or resources to run the task on, and then click **Next**.
- 6 On the **Choose when to run** page, define the schedule for changing the BIOS settings, and then click **Apply**.  
 You can run the task immediately or schedule it to run during off-peak network hours.
- 7 When the task page appears, you can view or edit the task or close the page.

## Editing an HP BIOS task

The **HP BIOS Administration Wizard** guides you through the creation of a task that modifies BIOS settings. The tasks that the wizard creates are given generic names. To more easily manage your BIOS tasks, you might want to change the task names and descriptions.

See [“Modifying the BIOS settings of HP client computers”](#) on page 110.

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

You cannot change the BIOS settings that you selected during the task creation.

### To edit an HP BIOS 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 BIOS Administration 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.  
 See “[Scheduling and selecting target computers in an HP Client Manager task](#)” on page 65.
- 5 When you finish viewing or editing the task, you can close the task page.

## Configure HP BIOS Settings pages

These pages let you create a task to modify the BIOS settings for one or more HP client computers. The pages appear when you run the **HP BIOS Administration Wizard**.

See “[Modifying the BIOS settings of HP client computers](#)” on page 110.

The pages in the **HP BIOS Administration Wizard** are as follows:

- Choose BIOS settings** Lets you select specific BIOS settings to configure.  
 See [Table 8-1](#).
- Choose computers** Lets you select the computers on which to modify BIOS settings.  
 See [Table 8-2](#).
- Choose when to run** Lets you define the schedule for applying these modifications to the computers.  
 See [Table 8-3](#).

**Table 8-1** Tabs and options on the **Choose BIOS settings** page

Tab	Option	Description
Main tab	<b>BIOS password</b>	Lets you change the BIOS password. The options are as follows: <ul style="list-style-type: none"> <li>■ <b>Leave Existing</b></li> <li>■ <b>Leave password blank (not recommended)</b></li> <li>■ <b>Set password</b></li> </ul>
Main tab	<b>New password</b> <b>Confirm new password</b>	If you choose to set a new password, you must type the new password and then re-type the password to confirm it. Case-sensitive characters and special characters are supported.
Main tab	Settings	For each setting that appears, you can click <b>Leave Existing</b> or you can select another option to change the setting. Scroll down the tab to see all the settings.



**Table 8-1** Tabs and options on the **Choose BIOS settings** page (*continued*)

Tab	Option	Description
<b>Advanced</b> tab The settings that appear on this tab are gathered during the client computer inventory process.	<b>Asset Tracking Number</b>	Lets you assign a number to an HP client computer so that you can track it in HP Client Manager. The tracking number is limited to 16 characters.
<b>Advanced</b> tab	<b>BIOS Power On Time</b>	Lets you specify a time at which one or more HP client computers are turned on.
<b>Advanced</b> tab	Settings	For each setting that appears, you can click <b>Leave Existing</b> or you can select another option to change the setting. Scroll down the tab to see all the settings.
<b>Boot order</b> tab	<b>Leave existing Change boot order</b>	Lets you set the device boot order for the client computers any time they are reset or turned on. You can leave the boot order as it is or click <b>Change boot order</b> and use the up and down arrow symbols to rearrange the boot order.
Not applicable	<b>Current BIOS Setup Password</b>	Lets you enter the <b>Current BIOS Setup Password</b> so that the BIOS changes are accepted at the client computers. If the password that you enter does not match the password of the HP client computer, the BIOS changes are not accepted.
Not applicable	<b>Allow Numpad</b>	When you set a new password, this option allows the entry of numeric characters in the BIOS password from the numeric keypad on the keyboard.

**Table 8-2** Options on the **Choose computers** page

Option	Description
<b>Apply to &gt; Quick apply</b>	Lets you select a single target. When you select this option, the <b>Quick apply</b> dialog box appears. You can select a target from the drop-down list, and you can type the first few characters of the target name to filter the list.

**Table 8-2** Options on the **Choose computers** page (*continued*)

Option	Description
<b>Apply to &gt; Computers</b> or <b>Apply to &gt; Resources</b>	Lets you select one or more filters, computers, or resources.  When you select one of these options, the <b>Select computers</b> dialog box or the <b>Select resources</b> dialog box appears.  You can select the target in one of the following ways: <ul style="list-style-type: none"> <li>■ You can click <b>Open</b> to select an existing filter.</li> <li>■ Under <b>Filtering Rules</b>, you can add one or more rules to specify the parameters for filtering the computers or resources, and then click <b>Update results</b>.</li> </ul>

**Table 8-3** Options on the **Choose when to run** page

Option	Description
<b>Now</b>	Lets you run the task as soon as possible, unless it must wait for a maintenance window.  A maintenance window is a scheduled time and duration when maintenance operations may be performed on a managed computer.
<b>Schedule</b>	Lets you schedule the task to run at a specific time.  When you select this option, the following options are available: <ul style="list-style-type: none"> <li>■ <b>At date/time</b>                              Lets you specify the date and time at which the task runs. You can also indicate whether the task is repeated and set the frequency.</li> <li>■ <b>Shared schedule</b>                              Lets you select from a list of predefined schedules that are available for any scheduled operation to use. For example, the daily schedule is set for 2:10 A.M. every day. You can also define additional shared schedules.                               For more information, see the topics about managing shared schedules in the <i>Symantec Management Platform Help</i>.</li> </ul>

## Creating HP BIOS reports

HP Client Manager provides a single, predefined report that lists the BIOS information for all your managed HP computers. Because the large number of BIOS settings makes it impractical to predefine reports for every possible combination, HP Client Manager lets you create custom reports. You can create custom reports to filter the information that is reported.

The **HP BIOS Report Wizard** guides you through the creation of a custom BIOS report. It lets you select any number of BIOS settings, which become the selectable parameters in the report that is created.

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

The HP BIOS reports use the inventory data that the HP Client Inventory task collects and stores in the CMDB (Configuration Management Database).

See [“About HP BIOS Settings”](#) on page 109.

#### To create BIOS reports

- 1 In the **Symantec Management Console**, on the **Reports** menu, click **HP Client Manager > Create HP BIOS Reports**.
- 2 In the **HP BIOS Report Wizard**, on the **Instructions** page, click **Next**.
- 3 On the **Settings** page, select one or more HP BIOS settings to include, and then click **Next**.
- 4 On the **Configuration** page, specify whether to join the BIOS settings with the OR operator or the AND operator, and then click **Finish**.
- 5 On the report page that appears, take one of the following actions:
  - Close the page.
  - Run the report.  
See [“Viewing the HP BIOS reports”](#) on page 116.
  - Edit the report.  
You can change the report name and description.  
See [“Editing an HP BIOS report”](#) on page 115.

## Editing an HP BIOS report

The **HP BIOS Report Wizard** guides you through the creation of custom BIOS reports. The reports that the wizard creates are given generic names. To more easily manage your BIOS reports, you might want to change the report names and descriptions.

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**Warning:** We do not recommend changing any other report information. Change it only if you are familiar with customizing reports in the Symantec Management Platform.

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For more information, see the topics about creating customized reports in the *Symantec Management Platform Help*.

### To edit an HP BIOS report

- 1 On the **HP Client Manager Home** page, under **Management Tasks**, click **BIOS Management > View HP Computer BIOS Information Reports**.  
See “[Accessing the HP Client Manager Home page](#)” on page 62.
- 2 In the left pane, click **Reports > HP Client Manager > HP BIOS**, and then select a report.
- 3 In the right pane, on the report page, click **Edit**.  
If the **Edit** option is not available, the report cannot be edited.
- 4 To change the report name, click the existing report name and type the new name.  
Repeat this step for the description, which is the line of text that appears under the report name.
- 5 Click **Cancel** to close the edit mode.  
You do not need to save the changes because the name and description are changed as soon as you type them
- 6 You can close the page or run the report.  
See “[Viewing the HP BIOS reports](#)” on page 116.

## Viewing the HP BIOS reports

HP Client Manager gathers information about the BIOS settings of your managed HP computers. You can also modify the BIOS settings on the client computers. You can use the HP BIOS reports to view and analyze the BIOS data.

The HP Computer BIOS Information report lists detailed BIOS information for all the HP client computers. To filter the BIOS information in different ways, you can create custom reports and run them as you would any other report.

See “[Creating HP BIOS reports](#)” on page 114.

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

### To view the HP BIOS reports

- 1 On the **HP Client Manager Home** page, under **Management Tasks**, click **BIOS Management > View HP Computer BIOS Information Reports**.  
See “[Accessing the HP Client Manager Home page](#)” on page 62.
- 2 In the left pane, under **Reports > HP Client Manager > HP BIOS**, select a report.

- 3 When the report appears in the right pane, click **Refresh** to display the latest information.
- 4 Under **Parameters**, 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.



# Monitoring HP client computer health

This chapter includes the following topics:

- [About health monitoring and alerts](#)
- [Monitoring the health of HP client computers](#)
- [Initiating the HP client health monitoring](#)
- [HP Health Monitoring Task page](#)
- [Configuring local alerts for HP client computers](#)
- [HP Local Alerts Configuration Task page](#)
- [About health alert automation](#)
- [Enabling an HP Client Manager automation policy](#)
- [Options for automation policies in HP Client Manager](#)
- [About the email settings for HP Client Manager automation policies](#)
- [Customizing an HP Client Manager automation policy](#)
- [Customizing an HP Client Manager automation task](#)
- [Customizing an HP Client Manager automation job](#)
- [Viewing the HP health monitor reports](#)

## About health monitoring and alerts

HP Client Manager monitors the health of your managed HP computers so that issues can be addressed before performance is affected. The computer health is defined as a set of elements that perform within a range of values and functionality. When a health-related element is outside a set range or does not function in the desired state, a health alert is created. The alert is sent to the Notification Server computer and is stored in the CMDB (Configuration Management Database).

You can monitor and receive alerts on the following elements:

- **Asset changes**  
Monitors any changes to the assets of the client computer.
- **Threshold levels**  
Monitors the levels of disk space and battery charge.
- **Hardware health**  
Monitors the hardware on the client computer.

You can configure which elements are monitored. The availability of the alerts varies by platform.

On the Notification Server computer, predefined automation policies can monitor the CMDB for computer health events and perform notification actions based on the events. For example, if an asset change event is sent to the CMDB, an automation policy can run the Asset Change Alert report. It can also email the URL of that report to a designated administrator.

You can enable and edit the predefined notification policies. If you do not want certain alert actions to occur, you can leave the corresponding automation policies disabled.

You can also configure the alerts to appear on the HP client computers. You can specify the alerts to display and the options for displaying them.

See [“Monitoring the health of HP client computers”](#) on page 120.

## Monitoring the health of HP client computers

HP Client Manager can monitor the health of your managed HP computers, create alerts when issues are found, and notify you of the alerts.

See [“About health monitoring and alerts”](#) on page 120.



**Table 9-1** Process for monitoring the health of HP client computers

Step	Action	Description
Step 1	Initiate the HP client health monitoring.	The HP Health Monitoring task lets you specify the categories of hardware health issues to monitor, the client computers to monitor, and the monitoring schedule.  See <a href="#">“Initiating the HP client health monitoring”</a> on page 121.
Step 2	Configure local alerts for HP client computers.	The HP Local Alerts Configuration task lets you configure the alerts to display and the options for displaying the alerts on specific client computers.  See <a href="#">“Configuring local alerts for HP client computers”</a> on page 123.
Step 3	Configure the automation policies to perform the alert actions.	Determines the actions that are taken when specific health alerts occur. The HP Client Manager automation policies can perform any of the following alert actions: <ul style="list-style-type: none"> <li>■ Generate a snapshot report.</li> <li>■ Send an email.</li> <li>■ Send an email that contains the URL of the generated report. This action is the default for all the HP Client Manager automation policies.</li> </ul> See <a href="#">“Enabling an HP Client Manager automation policy”</a> on page 127.
Step 4	View the HP health monitor reports.	Lets you view the alert data. These reports help you identify and analyze issues with your managed HP computers.  See <a href="#">“Viewing the HP health monitor reports”</a> on page 133.

## Initiating the HP client health monitoring

HP Client Manager collects computer health information from your managed HP client computers. It creates an alert for any health-related element that is outside a set range or that does not function in the desired state.

The HP Health Monitoring task monitors the computers that you specify according to the schedule that you set. You can select the categories of hardware health issues to monitor. By default, the HP Health Monitoring task is set to monitor all types of health elements.

This task is a step in the process for monitoring the health of HP client computers.

See [“Monitoring the health of HP client computers”](#) on page 120.

After you configure the HP Health Monitoring task, you can configure more specific alert settings for the client computers.

See [“Configuring local alerts for HP client computers”](#) on page 123.

To initiate the HP client health monitoring

- 1 On the **HP Client Manager Home** page, under **Management Tasks**, click **Alerts > HP Health Monitoring**.

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

- 2 On the **HP Health Monitoring Task** page, under **Software Settings**, select the alerts to enable. You can also specify the threshold levels for the disk space and battery charge.

See [“HP Health Monitoring Task page”](#) on page 122.

- 3 If you changed any of the settings, click **Save Changes**.

- 4 Under **Task Status**, you can run the task immediately or create a new schedule.

To roll out the task to all managed HP computers, create a new schedule and add a target that uses the following filtering rule:

**exclude computers not in**

**Filter**

**Computers with HP Client Manager Agent Installed**

See [“Scheduling and selecting target computers in an HP Client Manager task”](#) on page 65.

- 5 When you finish scheduling the task, you can close the task page.

## HP Health Monitoring Task page

This page lets you specify the categories of HP hardware health issues to monitor and send alerts for. This page appears when you configure the HP Health Monitoring task. By default, all the alert categories are selected. You can change the defaults.

See [“Initiating the HP client health monitoring”](#) on page 121.

**Table 9-2** Options on the **HP Health Monitoring Task** page

Option	Description
<b>Asset change alerts</b>	Monitors any changes that are made to the following areas of the target computers: <ul style="list-style-type: none"> <li>■ Battery</li> <li>■ Disk drive</li> <li>■ CPU</li> <li>■ Memory</li> <li>■ Monitor</li> <li>■ Chassis lock status</li> </ul>
<b>Threshold alerts</b>	Monitors the levels of disk space and battery charge and notifies you when the levels are less than an acceptable level.  By default, you are alerted if the free disk space is less than 30 percent or the remaining battery charge is less than 5 percent. You can change these threshold levels.
<b>Hardware health alerts</b>	Monitors the following hardware problems: <ul style="list-style-type: none"> <li>■ S.M.A.R.T disk drive predictive failures</li> <li>■ CPU thermal</li> <li>■ Fan stall</li> <li>■ Chassis intrusion sensor</li> <li>■ Memory warnings</li> <li>■ Cable not detected for audio, fan, or USB</li> <li>■ Battery charge degradation</li> </ul>
<b>Task Status</b> section	Lets you schedule the task and select the target computers.  See <a href="#">“Scheduling and selecting target computers in an HP Client Manager task”</a> on page 65.

## Configuring local alerts for HP client computers

The HP Local Alerts Configuration task lets you configure the specific hardware health issues to monitor on one or more managed HP computers. The ability to enable and disable individual alerts provides more granularity and control over the health alerts. For example, you can disable the threshold monitoring of disk space on certain computers.

The local settings are more specific than the categories that you configure with the HP Health Monitoring task.

See [“Initiating the HP client health monitoring”](#) on page 121.

By default, this task is set to use the existing settings that were applied to each overall category. The local settings cannot enable any health issue monitoring that the HP Health Monitoring task disables. For example, if the entire asset changes category is disabled, the specific asset changes are never monitored regardless of the local settings.

The HP Local Alerts Configuration task also lets you configure settings for displaying the alerts on the client computers.

This task is a step in the process for monitoring the health of HP client computers.

See [“Monitoring the health of HP client computers”](#) on page 120.

After you configure the local alert settings, you can configure the automation policies that perform alert actions.

See [“Options for automation policies in HP Client Manager”](#) on page 128.

#### **To configure local alerts for HP client computers**

- 1** On the **HP Client Manager Home** page, under **Management Tasks**, click **Alerts > HP Local Alerts**.  
See [“Accessing the HP Client Manager Home page”](#) on page 62.
- 2** On the **HP Local Alerts Configuration Task** page, under **Local Alert settings**, configure the options to determine how the alerts are displayed on the client computers.  
See [“HP Local Alerts Configuration Task page”](#) on page 125.
- 3** Under **What alert would you like to configure?**, click a tab and configure the specific settings for each health issue.  
You can leave the existing setting that was applied to the overall category, or you can enable or disable the setting.  
Repeat this step for each tab.
- 4** If you changed any of the settings, click **Save Changes**.

- Under **TaskStatus**, you can run the task immediately or create a new schedule. To roll out the task to all managed HP computers, create a new schedule and add a target that uses the following filtering rule:  
**exclude computers not in**  
**Filter**  
**Computers with HP Client Manager Agent Installed**  
See “[Scheduling and selecting target computers in an HP Client Manager task](#)” on page 65.
- When you finish scheduling the task, you can close the task page.

## HP Local Alerts Configuration Task page

This page lets you configure the specific hardware health issues to monitor on one or more managed HP computers. This page appears when you configure the HP Local Alerts Configuration task.

See “[Configuring local alerts for HP client computers](#)” on page 123.

**Table 9-3** Options on the **HP Local Alerts Configuration Task** page

Option	Description
<b>Enable Local Alerts on clients (Display an alert icon in the user's system tray)</b>	Determines whether users can enable or disable alerts on the client computers. When you select this option, the <b>Alert</b> icon appears in the system tray on the client computers. Users can right-click the icon to disable local notification of events. They can also right-click or double-click the icon to view a log of events.
<b>Allow users to close local alerts</b>	Lets the user close the alert dialog box.
<b>Automatically remove alert after x seconds</b>	Specifies the number of seconds that the alert appears on the client computer before it closes. The default is 20 seconds.

**Table 9-3** Options on the **HP Local Alerts Configuration Task** page (*continued*)

Option	Description
<b>What alert would you like to configure?</b>	<p>Determines which specific hardware health issues are monitored.</p> <p>The alerts are categorized under the following tabs: <b>Asset change</b>, <b>Threshold</b>, and <b>Hardware health</b>.</p> <p>The options for configuring individual health issues are as follows:</p> <ul style="list-style-type: none"> <li>■ <b>Leave existing</b>                      Uses the same setting that was applied to the overall category. For example, if the HP Health Monitoring task enabled the entire category, then this option leaves the specific setting enabled.</li> <li>■ <b>Enable</b>                      The local settings cannot enable any health issue monitoring that the HP Health Monitoring task disabled. For example, if the entire asset changes category is disabled, the specific asset changes are never monitored regardless of the local settings.</li> <li>■ <b>Disable</b>                      The local settings can disable any health issue monitoring that the HP Health Monitoring task enabled. For example, if the entire asset changes category is enabled, you can disable the monitoring of a specific asset change.</li> </ul>
<b>Task Status</b> section	<p>Lets you schedule the task and select the target computers.</p> <p>See <a href="#">“Scheduling and selecting target computers in an HP Client Manager task”</a> on page 65.</p>

## About health alert automation

HP Client Manager can monitor the health of your managed HP computers, create alerts when issues are found, and notify you of the alerts. You can use automation policies to automate the process of running HP health monitor reports and sending notifications.

See [“About health monitoring and alerts”](#) on page 120.

An automation policy specifies the automated actions to perform on client computers or the Notification Server computer. These policies are dynamic. They target the appropriate computers when the policy is activated and perform whatever action is required based on the current state of each target computer. Automation policy targets may be based on report results or a query, rather than filters and resource targets as for other policy types.

For more information, see the topics about automation policies in the *Symantec Management Platform Help*.

HP Client Manager contains the predefined automation policies, jobs, and tasks that perform the most common health alert actions.

**Table 9-4** How the predefined automation policies, jobs, and tasks work together

Item	How it works
Automation policy	<p>Monitors the CMDB for health events on client computers and performs an action when it detects an event.</p> <p>The action depends on the job or task that the policy contains. Each predefined automation policy contains an automation job and the criteria that determine when to run the job.</p> <p>You can customize an automation policy to run a different job or task.</p> <p>See <a href="#">“Customizing an HP Client Manager automation policy”</a> on page 130.</p>
Automation job	<p>Runs a series of tasks to perform the action that an automation policy takes when the policy trigger occurs.</p> <p>Each predefined automation job contains predefined automation tasks. By default, one task runs an HP health monitor report and another task sends an email with a link to the report results.</p> <p>You can customize an automation job to add and delete automation tasks.</p> <p>See <a href="#">“Customizing an HP Client Manager automation job”</a> on page 132.</p>
Automation task	<p>Performs a single action.</p> <p>One of the predefined automation tasks sends an email with a link to the report results. The remaining tasks run specific HP health monitor reports.</p> <p>You can customize an automation task to send the email to a different address or to run a different report.</p> <p>See <a href="#">“Customizing an HP Client Manager automation task”</a> on page 131.</p>

If you plan to use the HP Client Manager automation policies to perform health alert actions, you must enable the policies.

See [“Enabling an HP Client Manager automation policy”](#) on page 127.

## Enabling an HP Client Manager automation policy

HP Client Manager contains predefined automation policies, which can perform alert actions when health events are detected on HP client computers. You can select the automation policies to use and you can configure the actions that they take.

See [“About health alert automation”](#) on page 126.

By default, the HP Client Manager automation policies are turned off. You must turn on (enable) the automation policies that you plan to use.

This task is a step in the process for monitoring the health of HP client computers.

See [“Monitoring the health of HP client computers”](#) on page 120.

The automation policies send the alert notifications to the email address that is configured in Notification Server. You can customize the policies to send the notifications to different email addresses.

See [“Customizing an HP Client Manager automation policy”](#) on page 130.

Before you enable a policy, you can test it to ensure that it works. When you test the policy, a test report is generated and an email is sent with a link to the report results. The report name is HPCMS Report Test. You can click the link in the email to view the report.

#### To enable an HP Client Manager automation policy

- 1 In the **Symantec Management Console**, on the **Manage** menu, click **Automation Policies**.
- 2 On the **Automation Policies** page, on the **Schedules** tab, select one of the HP Client Manager policies from the list.
- 3 In the right pane, on the policy page, you can accept the default schedule or you can change it.

The schedule determines when the automation policy runs.

For example, you can specify a 1-minute schedule for testing purposes.

- 4 (Optional) Configure any other settings as needed.  
See [“Options for automation policies in HP Client Manager”](#) on page 128.
- 5 If you made any changes, click **Save Changes**.
- 6 To test this policy, click **Test Automation Policy**.
- 7 On the policy page, turn on the policy.

At the upper left of the **Schedules** tab, the second option from the left toggles from **Turn on** to **Turn off**.

- 8 After you turn on the policy, you can close the policy page.

## Options for automation policies in HP Client Manager

When you open one of the HP Client Manager automation policies, its policy page appears in the right pane. This page lets you configure and enable the selected automation policy.



If you plan to use the HP Client Manager automation policies to perform health alert actions, you must enable the policies.

See [“Enabling an HP Client Manager automation policy”](#) on page 127.

You can customize the predefined automation policies. For example, you can change the recipients of an alert notification email.

See [“Customizing an HP Client Manager automation policy”](#) on page 130.

For more information, see the topics about automation policies and alerts in the *Symantec Management Platform Help*.

**Table 9-5** Options for automation policies in HP Client Manager

Option	Description
<b>Schedule</b>	The schedule triggers the automation policy to evaluate the data.
<b>Select shared schedule</b>	For example, at the scheduled time the HP Client Manager automation policies check the CMDB for the existence of health alerts.  You can accept the default schedule or you can change it.
<b>Data source</b>	Contains the source of the data from which the automation policy sends information.  For the health scan alerts, a SQL query is provided to generate the result set. This query's results can be added as an output in the email message that an alert generates.
<b>Evaluation Rule</b>	Evaluates the data in the data source and determines whether an action should be performed.  By default, the policy runs on non-empty data, which means that it performs the action only when the query returns data.
<b>Run job/task</b>	Performs the action that the automation policy takes when the data source returns a result.  You can click the job name to view its configuration or to select a different job for the policy.  See <a href="#">“Customizing an HP Client Manager automation policy”</a> on page 130.
<b>Edit input parameter</b>	None of the predefined tasks for HP Client Manager accept parameters.
<b>Test Automation Policy</b>	Lets you test the policy to ensure that it works. When you test the policy, a test report is generated and an email is sent with a link to the report results. The report name is HPCMS Report Test. You can click the link in the email to view the report.  If the email is not received, check the email settings.

See [“About health alert automation”](#) on page 126.

## About the email settings for HP Client Manager automation policies

On the Notification Server computer, predefined automation policies can monitor the CMDB for computer health events and perform notification actions based on the events.

HP Client Manager contains predefined automation policies, which help to automate the process of running HP health monitor reports and sending alert notifications. By default, the automation policies send the alert notifications to the email address that is configured in Notification Server.

See [“Configuring the email settings in Notification Server”](#) on page 59.

You can send the notifications to different email addresses. Because the **Send Automation Policy E-Mail** automation task sends the email, you must change the email settings in that task. Then you can edit the jobs and policies that use the email task.

See [“Customizing an HP Client Manager automation policy”](#) on page 130.

You can change the recipients and subject of the message, and you can change the advanced settings for sending the email. For example, you can change the **To** address and add **CC** addresses.

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**Note:** If you specify the **CC** address and leave the **To** address blank, the task fails.

If you leave both the **To** and **CC** addresses blank, the email is sent to the default email address that is defined in Notification Server.

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## Customizing an HP Client Manager automation policy

HP Client Manager contains predefined automation policies, which can perform alert actions when health events are detected on HP client computers.

See [“About health alert automation”](#) on page 126.

Examples of why you might customize an automation policy are as follows:

- To change the recipients of an alert notification email.  
See [“About the email settings for HP Client Manager automation policies”](#) on page 130.
- To save a generated report as a filter instead of a snapshot.

**Table 9-6** Process for customizing an HP Client Manager automation policy

Step	Action	Description
Step 1	Customize the automation task.	<p>You can customize the task configurations, but you cannot change the task's action.</p> <p>For example, to send alert notifications to a different email address, you can customize the <b>Send Automation Policy E-Mail</b> task. However, you cannot change a report task to an email task.</p> <p>See <a href="#">“Customizing an HP Client Manager automation task”</a> on page 131.</p>
Step 2	Customize the job that includes that task.	<p>You can customize an automation job to add and delete automation tasks. For example, you can delete the default email task and replace it with a task that sends an email to a different address.</p> <p>See <a href="#">“Customizing an HP Client Manager automation job”</a> on page 132.</p>
Step 3	Configure the automation policy to use the customized job.	<p>You can customize an automation policy to run a different automation job or task. For example, you can customize a policy to send its notifications to different email addresses.</p> <p>You can create a customized automation policy in one of the following ways:</p> <ul style="list-style-type: none"> <li>■ Edit the existing policy to use the customized job or task.</li> <li>■ Clone the existing policy and edit the clone as needed.</li> </ul> <p>See <a href="#">“Enabling an HP Client Manager automation policy”</a> on page 127.</p>

## Customizing an HP Client Manager automation task

HP Client Manager contains predefined automation tasks, which help to automate the process of running HP health monitor reports and sending alert notifications. One of the predefined automation tasks sends an email with a link to the report results. The remaining tasks run specific HP health monitor reports.

You can customize these automation tasks to send the email to a different address or to run a different report. However, you cannot change a task's action. For example, you cannot change a report task to an email task.

This task is a step in the process for customizing an HP Client Manager automation policy.

See [“Customizing an HP Client Manager automation policy”](#) on page 130.

### To customize an HP Client Manager automation task

- 1 In the **Symantec Management Console**, on the **Manage** menu, click **Jobs and Tasks**.
- 2 In the left pane, click **Jobs and Tasks > System Jobs and Tasks > HP Client Manager > Automation Policy Jobs and Tasks**.
- 3 Under **Automation Policy Jobs and Tasks**, right-click the task, and then on the context menu, click **Clone**.
- 4 In the **Clone Item** dialog box, type the name for the new task, and then click **OK**.
- 5 When the clone appears in the list of jobs and tasks, select it.
- 6 In the right pane, on the task page, make the changes.

For example, in the HP Client Manager automation tasks, you can make the following changes:

- In the **Send Automation Policy E-Mail** task, you can change the recipients and subject of the message, and you can change the advanced settings for sending the email.  
See “[About the email settings for HP Client Manager automation policies](#)” on page 130.
- In the tasks that run reports, you can select a different report to run and a different format in which to save the report results.

- 7 When you finish editing the task, click **Save changes**.

## Customizing an HP Client Manager automation job

An automation job runs a series of tasks to perform the action that an automation policy takes. HP Client Manager contains predefined automation jobs, which help to automate the process of running HP health monitor reports and sending alert notifications.

Each predefined automation job contains predefined automation tasks. By default, one task runs an HP health monitor report and another task sends an email with a link to the report results.

You can customize an automation job to add and delete automation tasks. For example, you can delete the email task and replace it with a task that sends an email to a different address. You can use the customized job in any of the automation policies.

This task is a step in the process for customizing an HP Client Manager automation policy.

See “[Customizing an HP Client Manager automation policy](#)” on page 130.

#### To customize an HP Client Manager automation job

- 1 In the **Symantec Management Console**, on the **Manage** menu, click **Jobs and Tasks**.
- 2 In the left pane, click **Jobs and Tasks > System Jobs and Tasks > HP Client Manager > Automation Policy Jobs and Tasks**.
- 3 Under **Automation Policy Jobs and Tasks**, right-click the job, and then on the context menu, click **Clone**.
- 4 In the **Clone Item** dialog box, type the name for the new job, and then click **OK**.
- 5 When the clone appears in the list of jobs and tasks, select it.
- 6 In the right pane, on the job page, under **Jobs/Tasks**, select the task to replace, and then click the **Delete** symbol (a red X).
- 7 Click **Add Existing**.
- 8 In the **Add Existing Task** dialog box, in the left pane, navigate to the task to add, select it, and then click **OK**.
- 9 On the job page, under **Jobs/Tasks**, use the **Up Arrow** and **Down Arrow** symbols to arrange the tasks in the correct execution order.
- 10 (Optional) Make additional changes as needed.  
For more information, see the topics about using tasks and creating a job in the *Symantec Management Platform Help*.
- 11 When you finish editing the job, click **Save changes**.

## Viewing the HP health monitor reports

HP Client Manager monitors the health of your managed HP computers. When a health-related element is outside the set range or does not function in the desired state, a health alert is created. You can use the HP health monitor reports to view the alert data. These reports help you identify and analyze issues with the HP client computers in your organization.

Examples of how you can use the health monitoring data are as follows:

- Find any computers whose batteries have dropped below a default charge threshold.
- Track component failure trends and find any computers on which the specified failure rate is exceeded.

- Find all the asset changes that have occurred within the last month.

See “[About health monitoring and alerts](#)” on page 120.

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

#### To view the HP health monitor reports

- 1 On the **HP Client Manager Home** page, under **Management Tasks**, click **Alerts > View HP Health Monitor Reports**.  
See “[Accessing the HP Client Manager Home page](#)” on page 62.
- 2 In the left pane, click **Reports > HP Client Manager > HP Health Monitor**, and then 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.

# Performing HP Instant Support diagnostics

This chapter includes the following topics:

- [About HP Instant Support diagnostics](#)
- [Performing the HP Instant Support diagnostics](#)
- [Installing the HP Instant Support Diagnostics tool](#)
- [Viewing the computers that have the HP Instant Support tools](#)
- [Running HP Instant Support diagnostics on client computers](#)
- [Viewing the HP Instant Support diagnostic reports](#)

## About HP Instant Support diagnostics

HP Client Manager is integrated with the HP Instant Support Diagnostics tool, which automates the troubleshooting of hardware and configuration issues on HP client computers. The tool performs diagnostic checks on the client computers and collects the resulting data. The HP Client Manager Agent on each computer sends that computer's data to the Notification Server computer. The HP Instant Support Diagnostics reports let you view the results of the diagnostic checks.

The HP Instant Support Diagnostics tool is stored on the Notification Server computer so that it can be installed on HP client computers. You can update this tool when HP makes updates available.

See [“About the HP tools in HP Client Manager”](#) on page 143.

The HP Instant Support Diagnostics tool contains a set of modules that collect diagnostic data for the following hardware on HP computers:

- IDE hard disk
- LAN
- Memory
- Parallel and serial ports
- Processor

The process for performing the HP Instant Support diagnostics requires little administrator interaction, other than to review the results.

See [“Performing the HP Instant Support diagnostics”](#) on page 136.

## Performing the HP Instant Support diagnostics

The HP Instant Support Diagnostics tool automates the troubleshooting of hardware and configuration issues on HP client computers. Because predefined tasks perform the diagnostics, little administrator interaction is required.

See [“About HP Instant Support diagnostics”](#) on page 135.

**Table 10-1** Actions for performing the HP Instant Support diagnostics

Action	Frequency	Description
Install the HP Instant Support Diagnostics tool on managed HP client computers.	Once a week, automatically	The Install HP Instant Support Diagnostics task installs the tools on the HP client computers that have the HP Client Manager Agent. By default, this task runs once a week. You can skip this step unless you need to run it on a different schedule or on a different group of computers. See <a href="#">“Installing the HP Instant Support Diagnostics tool”</a> on page 137.
Verify that the HP Instant Support tools are installed.	As needed	As you add new HP client computers to your network, you can verify that the HP Instant Support diagnostic tools are installed on them. As the diagnostic tools are installed on a computer, that computer is added to a filter. You can view the computers in that filter. See <a href="#">“Viewing the computers that have the HP Instant Support tools”</a> on page 138.



**Table 10-1** Actions for performing the HP Instant Support diagnostics  
*(continued)*

Action	Frequency	Description
Run the diagnostics.	Once a month, automatically	<p>The Perform HP Instant Support Diagnostics task gathers diagnostic data from HP client computers.</p> <p>By default, this task runs at 2:00 A.M. on the last Sunday of every month. You can skip this step unless you want to create additional schedules.</p> <p>See <a href="#">“Running HP Instant Support diagnostics on client computers”</a> on page 138.</p>
View the diagnostic data.	As needed	<p>As the diagnostic data is gathered and updated, you can use the HP Instant Support Diagnostics reports to view the data. These reports help you analyze and identify issues with your managed HP client computers.</p> <p>See <a href="#">“Viewing the HP Instant Support diagnostic reports”</a> on page 139.</p>

## Installing the HP Instant Support Diagnostics tool

For HP Instant Support diagnostics to be run on HP client computers, those computers must have the HP Instant Support Diagnostics tool installed. The Install HP Instant Support Diagnostics task automatically installs the tool on all the managed HP client computers that have the HP Client Manager Agent.

By default, this task runs once a week. You can skip this step unless you need to run it on a different schedule or on a different group of computers.

See [“About HP Instant Support diagnostics”](#) on page 135.

As you add new HP computers to your network, you can verify that the HP Instant Support tools are installed on them.

See [“Viewing the computers that have the HP Instant Support tools”](#) on page 138.

#### To view or modify the HP Instant Support Diagnostics Install task

- 1 On the **HP Client Manager Home** page, under **Management Tasks**, click **HP Instant Support > Install HP Instant Support Diagnostics**.  
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 computers that have the HP Instant Support tools

The HP Instant Support Diagnostic tool is installed automatically on HP client computers to collect diagnostic data.

See [“About HP Instant Support diagnostics”](#) on page 135.

As you add new HP computers to your network, you can verify that the HP Instant Support Diagnostics tool is installed on them.

As the tool is installed on a computer, that computer is added to a filter. A filter (resource filter) is a dynamic definition of a set of resources that have specified parameters in common. HP Client Manager contains several predefined filters, including one that contains the HP computers that have the diagnostic tool.

#### To view the computers that have the HP Instant Support Diagnostic tool

- 1 In the **Symantec Management Console**, on the **Manage** menu, click **Filters**.
- 2 In the left pane, click **Filters > HP Client Manager Filters > All HP Computers with HP Instant Support Diagnostics tools installed**.
- 3 In the right pane, under **Filter Membership**, click **Update membership**.

## Running HP Instant Support diagnostics on client computers

HP Client Manager is integrated with the HP Instant Support Diagnostics tool, which automates the troubleshooting of hardware and configuration issues on HP client computers. The Perform HP Instant Support Diagnostics task runs the tool on the client computers and gathers the data such as processor speed and

memory configuration. The HP Client Manager Agent on each computer sends that computer's data to the Notification Server computer.

See [“About HP Instant Support diagnostics”](#) on page 135.

We recommend that you collect data during off-peak network hours and on a monthly basis to minimize the effect on the network.

By default, this task runs at 2:00 A.M. on the last Sunday of every month. It runs on the computers that belong to the following filter: All HP Computers with HP Instant Support Diagnostics Installed. You can skip this step unless you want to run it on a different schedule or on a different group of computers.

Before the HP Instant Support Diagnostics task can be run, the HP Instant Support tools must be installed on HP client computers.

See [“Installing the HP Instant Support Diagnostics tool”](#) on page 137.

You can view the results of the diagnostic data collection in any of the HP Instant Support diagnostic reports.

See [“Viewing the HP Instant Support diagnostic reports”](#) on page 139.

#### To view or modify the HP Instant Support Diagnostics task

- 1 On the **HP Client Manager Home** page, under **Management Tasks**, click **HP Instant Support > Perform HP Instant Support Diagnostics**.

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 HP Instant Support diagnostic reports

HP Client Manager lets you gather HP Instant Support diagnostic information from managed HP client computers. As the diagnostic data is gathered and updated, you can use the HP Instant Support Diagnostics reports to view the data. These reports help you identify and analyze issues with the HP client computers in your organization.

See [“About HP Instant Support diagnostics”](#) on page 135.

See [“Running HP Instant Support diagnostics on client computers”](#) on page 138.

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

### To view the HP Instant Support diagnostic reports

- 1 On the **HP Client Manager Home** page, under **Management Tasks**, click **HP Instant Support > View HP Instant Support Diagnostics Reports**.  
See “[Accessing the HP Client Manager Home page](#)” on page 62.
- 2 In the left pane, under **HP Instant Support Diagnostics**, 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.

# Performing administrative tasks

This chapter includes the following topics:

- [About the HP Supported Systems list](#)
- [Updating the HP Supported Systems list](#)
- [About the HP tools in HP Client Manager](#)
- [About updating HP tools automatically](#)
- [Updating HP tools with the Update HP Tools wizard](#)
- [About HP backup and recovery](#)
- [Requirements for HP backup and recovery](#)
- [Performing an HP backup](#)
- [Performing a disaster recovery](#)
- [Purging HP data](#)
- [Uninstalling the HP Client Manager Agent](#)

## About the HP Supported Systems list

The HP Supported Systems list contains all the computer models that HP Client Manager supports. When HP releases a new computer model, it is tested and validated with HP Client Manager, and then it is added to the list. HP Client Manager uses this list to determine whether a discovered computer is an HP client computer that requires the HP Client Manager Plug-in.

The HP Supported Systems list contains the following information about each supported computer:

- System ID (SysId)
- Computer name
- System classification  
For example, Desktop, Notebook, or Workstation.
- An indication of whether a TPM license is required

The master list is in XML format and resides on a Web page. The information in the list is also stored locally in the CMDB (Configuration Management Database) on the Notification Server computer. You must update the local list periodically to ensure that it contains the most recent computers. Typically, you update the list whenever you add a new HP computer model to your environment.

HP Client Manager contains a predefined task that updates the HP Supported Systems list.

See [“Updating the HP Supported Systems list”](#) on page 142.

## Updating the HP Supported Systems list

The HP Supported Systems list contains all the computer models that HP Client Manager supports. HP Client Manager uses the information in this list to identify HP client computers. Whenever you add a new HP computer model to your environment, you should update the list that is in your CMDB (Configuration Management Database).

See [“About the HP Supported Systems list”](#) on page 141.

The master list is in XML format and resides on a Web page. The Update HP Supported Systems task downloads the latest list from the master list and updates the CMDB with the new information.

If your Notification Server computer does not have Internet access, you can download the list on another computer and save it in an accessible location. From the Notification Server computer, you can update the CMDB from the file that you downloaded.

### To update the HP supported systems list

- 1 On the Notification Server computer, on the **HP Client Manager Home** page, under **Administrative Tasks**, click **Update HP Supported Systems List**.

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

- 2 On the **Update HP Supported Systems** page, a message indicates the status of your current list. Take one of the following actions:

- If your list is up to date, no further action is needed and you can close this page.
- If your list is not up to date, continue this procedure to update the list.

- 3 Select the supported systems list to download in one of the following ways:

If the computer is connected to the Internet

Click **Internet**.

If the computer is not connected to the Internet

- On a different computer, download the XML file from the URL that appears on this page. Save the file in a location that the Notification Server computer can access.
- On the **Update HP Supported Systems** page, click **File**, and then specify the file that you downloaded.

- 4 Click **Update**.

- 5 After the list is updated, you can close the page.

## About the HP tools in HP Client Manager

HP Client Manager uses several tools from HP to help you manage your HP client computers.

**Table 11-1** HP tools in HP Client Manager

Tool	Description
HP Instant Support System Health Scan	Analyzes an HP client computer to check its overall health status. The scan can identify problems, check to see if the latest drivers are installed, and provide recommendations for resolving potential issues.  See <a href="#">“About HP Instant Support System Health Scan”</a> on page 96.  The System Health Scan tool is incorporated into the HP Client Manager Agent.
HP Instant Support Diagnostics	Automates the troubleshooting of hardware and configuration issues on HP client computers.  See <a href="#">“About HP Instant Support diagnostics”</a> on page 135.  The Diagnostics tool must be installed separately on the HP client computers.
HP System Software Manager (SSM)	Helps streamline the mass deployment of system software updates to HP client computers by automatically detecting and updating BIOS, device driver, and management agent versions.  The SSM tool is incorporated into the HP Client Manager Agent.

The HP tools are stored on the Notification Server computer. From there, HP Client Manager can use the tools and deploy them to the HP client computers.

Periodically, HP updates these tools.

You can update the versions of the HP tools that are in your environment in the following ways:

- Automatically by the NS.HP Tool Update scheduled task. By default, this Windows task runs at 2:30 A.M. daily, but you can edit the task to change the schedule.  
 See [“About updating HP tools automatically”](#) on page 145.
- With the **Update HP Tools** wizard in HP Client Manager. You can run this wizard to perform an update between the times when the scheduled task runs.  
 See [“Updating HP tools with the Update HP Tools wizard”](#) on page 145.

Both of these methods update the tools that are on the Notification Server computer and then roll out the updates to the client computers.



## About updating HP tools automatically

The HP tools consist of HP Instant Support System Health Scan, HP Instant Support Diagnostics, and HP System Software Manager (SSM). You need to download updated versions of these tools from the HP Web site when HP makes them available.

See [“About the HP tools in HP Client Manager”](#) on page 143.

HP Client Manager installs a Windows scheduled task that updates the HP tools automatically. It first updates the tools that are on the Notification Server computer and then rolls out the updates to the client computers.

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

The update task is available on the Windows **Control Panel**, under **Scheduled Tasks > NS.HP Tool Update**.

Performing the update daily helps keep the tools current without the need to run the **Update HP Tools** wizard manually. You can still run the wizard manually when it is necessary.

See [“Updating HP tools with the Update HP Tools wizard”](#) on page 145.

## Updating HP tools with the Update HP Tools wizard

The HP tools consist of HP Instant Support System Health Scan, HP Instant Support Diagnostics, and HP System Software Manager (SSM). You need to download updated versions of these tools from the HP Web site when HP makes them available.

See [“About the HP tools in HP Client Manager”](#) on page 143.

Typically, these tools are updated daily by a Windows scheduled task.

See [“About updating HP tools automatically”](#) on page 145.

You can run the **Update HP Tools** wizard to perform an update between the times when the scheduled task runs. It first updates the tools that are on the Notification Server computer and then rolls out the updates to the client computers.

The **Update HP Tools** page of the wizard displays the latest version and download date for each tool. This information includes the downloads that are performed automatically with the Windows scheduled task.

### To update HP tools with the Update HP Tools Wizard

- 1 On the **HP Client Manager Home** page, under **Administrative Tasks**, click **Update HP Tools**.
- 2 On the **Update HP Tools** page, select the tools to update.  
  
The **HP Instant Support System Health Scan** check box updates both the HP Instant Support System Health Scan tool and the HP Instant Support Diagnostics tool.
- 3 Click **Update**.
- 4 When the download is complete, you can close the window.

## About HP backup and recovery

You can perform automatic, remote backups of your managed HP computers. HP Client Manager uses the HP Backup and Recovery Manager tool to run and report the backups. HP includes this tool on certain of its business desktop and notebook computers.

The HP Backup task performs a one-time backup of the primary drive on each HP client computer. The backup data is stored in a protected area on the primary hard drive.

See [“Performing an HP backup”](#) on page 147.

If an HP client computer suffers a data loss, you can restore its data from the backup. You perform the data restoration on the client computer, using the HP Backup and Recovery Manager tool. The data restoration cannot be performed remotely.

See [“Performing a disaster recovery”](#) on page 148.

---

**Warning:** This backup process is intended for disaster recovery only. You cannot recover the backed-up folders or files individually.

---

## Requirements for HP backup and recovery

HP Client Manager lets you perform automatic, remote backups of your managed HP computers for disaster recovery purposes. If an HP client computer suffers a data loss, you can restore its data from the backup. For the backup and recovery to work, your system must meet certain requirements.

The HP backup has the following requirements:

- The client computers to be backed up must have HP Backup and Recovery Manager installed.  
These computers are identified during the HP Client Inventory and are added to the following filter: Computers with HP Backup and Recovery Manager installed.
- The `scheduler.exe` that is supplied with HP Backup and Recovery Manager must be version 1.0.4.0 or later.
- Software Management Solution 7.x must be installed on the Symantec Management Platform.  
If this solution is not installed, the HP Backup task is not available.

See [“Performing an HP backup”](#) on page 147.

The disaster recovery process has the following requirements:

- The client computer to be restored must have HP Backup and Recovery Manager installed.
- The client computer must have been backed up.
- The disaster recovery must be performed on the client computer with the HP Backup and Recovery Manager tool.  
HP Client Manager cannot restore the backup remotely.

See [“Performing a disaster recovery”](#) on page 148.

See [“About HP backup and recovery”](#) on page 146.

## Performing an HP backup

The HP Backup task lets you perform automatic, remote backups of your managed HP computers.

By default, this task runs at 2:00 A.M. daily. It runs automatically on the computers that belong to the following filter: Computers where HP Backup Task has not run. After the task runs on a particular computer, that computer is no longer a member of the filter and is not backed up again. If you need to back up that computer again, run the task specifically for that computer or for another filter that the computer belongs to.

You do not need to take action on this task except to run it on a different schedule or on a different group of computers.

The **Package settings** section of this task is read only because changing the settings incorrectly can cause the backup to fail.

For the HP backup to work, your system must meet certain requirements. For example, the HP Backup task is available only if Software Management Solution 7.x is installed on the Symantec Management Platform.

See [“Requirements for HP backup and recovery”](#) on page 146.

---

**Warning:** This backup process is intended for disaster recovery only. You cannot recover the backed-up folders or files individually.

---

See [“About HP backup and recovery”](#) on page 146.

#### To view or schedule the HP Backup task

- 1 On the **HP Client Manager Home** page, under **Management Tasks**, click **Backup > HP Backup and Recovery**.  
See [“Accessing the HP Client Manager Home page”](#) on page 62.
- 2 On the **HP Backup Task** page, under **Task Status**, you can view the details of the task, 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.

## Performing a disaster recovery

HP Client Manager uses the HP Backup and Recovery Manager tool to perform automatic, remote backups of your managed HP computers. If an HP client computer suffers a data loss, you can restore its data from the backup.

See [“About HP backup and recovery”](#) on page 146.

---

**Warning:** This restoration process is intended for disaster recovery only. You cannot recover the backed-up folders or files individually.

---

For more information about using HP Backup and Recovery Manager, see the documentation or help that is provided with that product.

#### To perform a disaster recovery

- 1 On the HP client computer that requires the recovery, restart the computer.
- 2 When the **Press F11 for emergency recovery** prompt appears, press F11.
- 3 In the **Welcome to PC Recovery** window, click **Recover PC to a specific point in time**, and then click **Next**.

- 4 In the list of recovery points that appears, select the appropriate recovery point, and then click **Next**.

The backups that HP Client Manager creates are stored in a protected area on the primary hard drive.

- 5 To begin the recovery process, in the **Smart PC Recovery** window, select one of the following options:

**Browse new and updated files to preserve** Lets you preserve any existing files that were updated or created since this recovery point or backup were created.

**Recover PC without preserving new and updated files** Performs the recovery without preserving any changes to the operating system configuration or applications that were made after this recovery point or backup were created.

- 6 Follow any screen prompts to perform and finish the disaster recovery process.

## Purging HP data

The data that is collected from managed HP computers is stored in the CMDB (Configuration Management Database). To manage the size of the CMDB, you can specify how long certain types of data are stored. You can configure the purge settings based on the age of the data or on the number of rows in the database.

Your options for purging HP Client Manager data are as follows:

**Use the global settings.** If you plan to use the default global settings, no further action is required.

The default global settings specify a retention date of six months and a maximum of 1000000 table rows.

**Warning:** These settings control the purging of all the data in the CMDB. Change them only if you intend to affect all the data.

**Customize the settings for HP Client Manager.** You can override the global settings for the HP Client Manager data class.

For more information about purging the Configuration Management Database, see the *Symantec Management Platform Help*.

#### To configure purging settings for HP data

- 1 In the **Symantec Management Console**, on the **Settings** menu, click **Notification Server > Purging Maintenance**.
- 2 In the left pane, click **Purging Maintenance > Purging Maintenance**.
- 3 In the right pane, on the **Purging Maintenance** page, click the **Resource Event Data Purge Settings** tab.
- 4 Ensure that the **Configured** option is selected.
- 5 Click **Select DataClasses**.
- 6 In the **Items Selector** dialog box, click **HP Client Manager** or expand the folder and select specific data classes, and then click **Save Changes**.
- 7 On the **Resource Event Data Purge Settings** tab, specify the purge settings for the data classes that you selected.
- 8 On the **Purging Maintenance** page, click **Save changes**, and then close the page.

## Uninstalling the HP Client Manager Agent

You can uninstall the HP Client Manager Agent from managed HP computers.

The HP Client Manager Uninstall policy performs the agent uninstall. By default, this policy is turned off. You must schedule and turn on (enable) the policy to uninstall the agent.

#### To uninstall the HP Client Manager Agent

- 1 In the **Symantec Management Console**, on the **Settings** menu, click **All Settings**.
- 2 In the left pane, click **Agent/Plug-ins > HP Client Manager Agent > HP Client Manager Agent Uninstall**.
- 3 On the plug-in installation page, under **Applied To**, select the target computers.

---

**Warning:** The default filter is **All HP Computers with HP Client Manager Installed**. If you use the default filter, the agent is uninstalled from all computers. In most cases, you should select the computers individually.

---

For more information, see the topics about specifying the targets of a policy in the *Symantec Management Platform Help*.

- 4 Under **Schedule**, click **Add schedule** to schedule the policy to run at a specific date and time or during a span of time.

You can specify as many schedules as you need.

For more information, see the topics about specifying a policy schedule in the *Symantec Management Platform Help*.

- 5 Turn on the policy.

At the upper right of the page, click the colored circle, and then click **On**.

- 6 Click **Save changes**.





# Index

## A

- activate HP Client Manager 43
- alerts, computer health. *See* health alerts, HP
- Altiris Agent 56
  - about 47
  - about installing 49
  - pulling from HP clients 53
  - pushing to HP clients 50
  - pushing to HP clients (scheduled) 52
- archive Embedded Security data 89
- automation job, HP Client Manager
  - about 127
  - customizing 132
- automation policy, HP Client Manager
  - about 127
  - configuring 127
  - customizing 130
  - email settings
    - about 130
  - enabling 127
  - options 128
  - testing 128
- automation task, HP Client Manager
  - about 127
  - customizing 131

## B

- backup, HP
  - about 146
  - disaster recovery 148
  - performing 147
  - requirements 146
  - restoration 148
  - task 147
- BIOS
  - updates. *See* SoftPaq
- BIOS task. *See* HP BIOS Administration task
- BIOS, HP. *See* HP BIOS

## C

- components of HP Client Manager 12
- computer selection
  - HP Client Manager 65
- configuration, HP Embedded Security 79
- Configure Embedded Security 79
- Configure Embedded Security task 81
- configuring
  - Altiris Agent settings 48
- context-sensitive help 19

## D

- data purge, HP Client Manager 149
- deploying the Altiris Agent 49
- diagnostics, HP Instant Support. *See* HP Instant Support diagnostics
- disaster recovery, HP 148
  - about 146
  - requirements 146
- discover computers on the network 46
- discovery
  - filter 57
  - HP computers 55
  - non-supported computers 55
  - report 56
- documentation 19
- driver updates, HP. *See* SoftPaq

## E

- email settings
  - Notification Server 60
- email settings, HP automation
  - about 130
  - customizing 130
- Embedded Security owner password. *See* owner password, Embedded Security
- Embedded Security, HP. *See* HP Embedded Security
- Event Console 64

**F**

Filestore, HP Client Manager  
about 94, 100

filter

discovery 57

filter, HP Client Manager

about 64

Embedded Security defaults 77

viewing 65

**H**

health alert notification

about 126

customizing 130

email settings

about 130

health alerts, HP 120

*See also* health monitoring, HP

about 120

automation

about 126

enabling 121

local alerts 123, 125

health monitoring, HP 120

*See also* health alerts, HP

about 120

configuring settings 121

process 120

reports 133

health scan, HP. *See* HP Instant Support System

Health Scan

help

context-sensitive 19

Home page. *See* HP Client Manager Home page

Home page, HP Client Manager

about 61

accessing 62

options 63

HP Backup and Recovery Manager 146

HP BIOS Administration task

creating 110

editing 111

scheduling 111

HP BIOS Administration Wizard

choosing BIOS settings 113

options 112

running 110

schedule options 114

target computer selection 114

HP BIOS settings

about 109

modifying on clients 110

report

creating 114

editing 115

viewing 116

task

creating 110

editing 111

scheduling 111

HP Client Manager

about 11

components 12

configuration 40

integration with Symantec Management

Platform 14

key tasks 16

setup 40

starting 62

HP Client Manager Agent

about 57

installing 58

uninstalling 150

upgrading 59

HP Client Manager Home page

about 61

accessing 62

options 63

HP Client Manager plug-in

about 57

installing 58

uninstalling 150

upgrading 59

HP computer inventory

about 69

gathering 71

reports 71

viewing in Resource Manager 72

HP Embedded Security

about 76

archiving credentials and settings 89

configuration process 78

configuration task 79

filters 77

initialization process 78

reports 92

restoring credentials and settings 90

tasks 76

- HP Embedded Security *(continued)*
  - wizard 76
- HP Embedded Security Wizard 76
- HP Health Monitoring Task
  - configuring 121
  - options 122
- HP Instant Support diagnostics
  - about 135
  - actions 136
  - gathering data 139
  - process 136
  - reports 139
  - running 139
  - task 139
  - tool
    - about 135
    - updating automatically 145
  - tools
    - installing 137
    - updating with wizard 145
    - viewing results 139
- HP Instant Support System Health Scan
  - about 96, 144
  - reports 98
  - running 97
  - scan results 98
  - updating automatically 145
  - updating with wizard 145
  - viewing in Resource Manager 99
- HP Local Alerts Configuration Task
  - configuring 123
  - options 125
- HP SoftPaq. *See* SoftPaq
- HP Softpaq Delivery Wizard 105
- HP Supported Systems list
  - about 141
  - downloading 142
  - updating 142
- HP System Software Manager (SSM)
  - about 144
  - updating automatically 145
  - updating with wizard 145
- HP tools
  - about 143
  - updating automatically 145
  - updating with wizard 145
- HPCM. *See* HP Client Manager

**I**

- initialization, HP Embedded Security 78
- installation, HP Client Manager
  - about 23
  - downloading installation file 30
  - installing on existing platform 35
  - installing Out of Band Management Component 33, 36
  - installing with the platform 33
  - process 27
  - requirements 24
  - scenarios 26
  - types 26
  - upgrading from 6.x 29
  - upgrading from 7.x 37
- Instant Support Diagnostics. *See* HP Instant Support diagnostics
- Instant Support System Health Scan. *See* HP Instant Support System Health Scan
- inventory
  - data 56
- inventory, HP clients
  - about 69
  - gathering 71
  - reports 71
  - viewing in Resource Manager 72
- inventory, non-HP clients
  - gathering 71
  - reports 71

**L**

- launch HP Client Manager 62
- license, HP Client Manager
  - installing 45
  - obtaining 43
- local alerts, HP
  - configuring settings 123
  - options 125

**M**

- Manage Embedded Security Credential task 82
- monitor computer health. *See* health monitoring, HP

**N**

- network, discover computers 46
- non-HP computer inventory
  - about 69
  - gathering 71

non-HP computer inventory *(continued)*  
 reports 71  
 NS.HP Tool Update 145

## O

Out of Band Management Component  
 included with HP Client Manager 15  
 installing with HP Client Manager 33, 36  
 owner password, Embedded Security  
 setting 79  
 owner, HP Embedded Security  
 about 77  
 password, changing 84  
 password, setting 78

## P

password reset token file. *See* token, password reset  
 password, Embedded Security user  
 creating a token 86  
 reset process 85  
 resetting 88  
 ProtectTools Security Manager 76  
 purge options, HP Client Manager 149

## Q

quick start tasks 43

## R

Release Notes 19  
 report  
 discovery 56  
 report, HP BIOS  
 creating 114  
 editing 115  
 viewing 116  
 reports  
 health monitoring, HP 133  
 HP Instant Support Diagnostics 139  
 SoftPaq delivery reports 107  
 reports, HP Client Manager 66  
 reports, HP clients  
 viewing 71  
 reports, non-HP clients  
 viewing 71  
 requirements for installation 24  
 Resource Manager  
 viewing HP computer inventory 72

restoration from backup, HP 148  
 about 146  
 requirements 146  
 restore Embedded Security data 90

## S

security and BIOS settings 109  
 settings, Altiris Agent 48  
 SoftPaq  
 about 94  
 automatic import 104  
 delivering to clients 105  
 delivery reports 107  
 downloading. *See* with a task  
 about 100  
 manually 102  
 methods 100  
 editing delivery task 106  
 HP Softpaq Delivery Wizard 105  
 import task 104  
 importing  
 about 103  
 automatically 104  
 manually 104  
 methods 103  
 management process 95  
 scanning computers 97  
 SSM. *See* HP System Software Manager (SSM)  
 start HP Client Manager 62  
 Supported Systems list, HP. *See* HP Supported  
 Systems list  
 Symantec Installation Manager  
 installing for HP Client Manager 32  
 Symantec Management Console  
 about 15  
 accessing 62  
 Symantec Management Platform  
 tasks in HP Client Manager 68

## T

target selection  
 HP Client Manager 65  
 task, HP Client Manager  
 scheduling 65  
 selecting computers 65  
 selecting targets 65  
 token, password reset  
 about 85

token, password reset *(continued)*

    creating 86

tools, HP. *See* HP tools

TPM (Trusted Platform Module)

    about 76, 78

Trusted Platform Module. *See* TPM (Trusted Platform Module)

## U

update HP tools 145

upgrade, HP Client Manager 29, 37

user, HP Embedded Security

    password reset process 85

    password, resetting 88

## W

Windows 7 readiness

    HP client computers 67

Windows XP simple file sharing, disable 53