HP Client Automation Starter and Standard

for the Windows® operating system

New Features and Release Notes

Software version: 7.20 / March 2009

This document provides an overview of the changes made to HP Client Automation Starter and Standard (HPCAS) for the 7.20 version. It contains important information not included in the manuals or in online help.

- [In This Version](#)
- [Documentation Updates](#)
- [Installation Notes](#)
- [Software and Hardware Requirements](#)
- [Enhancements and Known Issues](#)
- [Support](#)
- [Legal Notices](#)

In This Version

This release includes new features, enhancements, and fixes for HP Client Automation Starter and Standard. This document includes references to the localized release of CAS 7.2, which became available in March 2009. This localized version includes language translations for Japanese, Simplified Chinese, German, and French.

HP Client Configuration Manager (CCM) was renamed to HP Client Automation Starter and Standard (HPCAS). Features available with a CCM Basic license are now available with HP Client Automation Starter and CCM Premium license features are available with HP Client Automation Standard.

NOTE: Before implementing HPCAS 7.20, be sure to apply all available patches for this release. For the latest patches, refer to the following HP support web site:

http://h20230.www2.hp.com/selfsolve/patches

Documentation Updates

The first page of this document contains the following identifying information:

- Version number, which indicates the software version.
- Publish date, which changes each time this document is updated.

Always check the HP Software Product Manuals web site to verify that you are using the most recent version of this release note. This web site requires that you have an HP Passport ID and password. If you do not have one, you may register for one at:
http://h20229.www2.hp.com/passport-registration.html

Or click the **New users - please register** link on the HP Passport login page.

Once you have your HP Passport ID and password, go to:
http://h20230.www2.hp.com/selfsolve/manuals

1 In the Product list, scroll to and click the product name.

2 In the Product version list, click the version number.

3 In the Operating System list, click the operating system.

4 In the Optional: Enter keyword(s) or phrases box, you may enter a search term, but this is not required.

5 Select a search option.

6 Select a sort option.

7 A list of documents meeting the search criteria you entered is returned.

8 You can then filter the documents by language. Click the down arrow next to **Show Manuals for: English**. Select another language from the drop-down list.

9 To view the document in PDF format, click the PDF file name for that document.

NOTE: To view files in PDF format (`*.pdf`), Adobe Acrobat Reader must be installed on your system. To download Adobe Acrobat Reader, go to the following URL: **http://www.adobe.com**.

Installation Notes

Installation requirements, as well as instructions for installing HPCAS, are documented in the *HP Client Automation Starter and Standard Administrator Guide* included on the HPCAS media.

Software and Hardware Requirements

The following tables contain the software and hardware requirements for the HPCAS 7.20 release

Table 1   HPCAS 7.20 Support

Vendor	OS Name	OS Version #	bits	chipset	HPCAS Server	HPCAS Agent
Microsoft	Windows	2000 Prof SP4	32	x86	N	Y
Microsoft	Windows	XP Prof SP2, SP3	32	x86	N	Y
Microsoft	Windows	Vista SP1 Business, Enterprise, Ultimate	32	x86	N	Y
Microsoft	Windows	2000 Server SP4	32	x86	Y	Y
Microsoft	Windows	2003 Server SP2	32	x86	Y	Y
Microsoft	Windows	2003 Server R2 SP2	32	x86	Y	Y
Microsoft	Windows	2008 Server Standard, Enterprise	32	x86	N	Y
Microsoft	Windows	XP Prof SP2, SP3	64	AMD64/EM64T	N	Y
Microsoft	Windows	Vista SP1 Business, Enterprise, Ultimate	64	AMD64/EM64T	N	Y
Microsoft	Windows	2003 Server SP2	64	AMD64/EM64T	Y	Y
Microsoft	Windows	2003 Server R2 SP2	64	AMD64/EM64T	Y	Y
Microsoft	Windows	2008 Server Standard, Enterprise	64	AMD64/EM64T	N	Y

Table 2   HPCAS 7.20 Thin Client Support

Thin Client Model	Vendor	OS Name	OS Version #	bits	chipset
5720	HP	Windows XPe	XPe SP2	32	Thin Client
5520	HP	Windows CE	CE 5.0	32	Thin Client
5730	HP	Windows XPe	XPe SP2	32	Thin Client
5530	HP	Windows CE	CE 5.0	32	Thin Client
5530	HP	Windows CE	CE 6.0	32	Thin Client
5725	HP	Debian Linux	Debian Linux 3.1	32	Thin Client
5735	HP	Debian Linux	Debian Linux 4.0	32	Thin Client
5135	HP	HP Thin Connect	HP Thin Connect	32	Thin Client
2000	HP	Windows	Win Vista Business 32, XP SP3		CCI
2500	HP	Windows	Win Vista Business 32, XP SP3		CCI

Enhancements and Known Issues

- CAS 7.20, released in March 2009, includes translations for Japanese, Simplified Chinese, French and German locales.

- Enhanced Agent Deployment to include a silent install mode.

- Infrastructure Servers enhanced to allow synchronization with the HPCAS server.

- VMware requirements for running HPCAS in a testing environment were added to the documentation.

- The Device Details window was enhanced to include Advanced Properties and Last Logged on User.

- Software Details windows now includes a pre-uninstall command-line option.

- Group Details windows for dynamic reporting groups now displays the criteria used to create the group.

- The Remote Control interface was enhanced. A wizard is no longer used to access the remote console.

- Configuration and reporting for Self-Monitoring, Analysis, and Reporting Technology (S.M.A.R.T.) alerts was added.

- New blade server reports added.

- Infrastructure configuration was updated to include Infrastructure Locations, which are used to assign specific subnets to Infrastructure Servers.

- Unnecessary steps were removed from most wizards.

- Group Creation wizards were modified to allow for a Display Name field.

- Job messages were improved.

- In this localized version, some English text strings display when you access the following features: viewing job messages for the current job and past job, exporting job information to a `.csv` file, error messages for SMM and error messages when synchronizing the service cache.

- To execute the localized install, for the localized version, the `hpccm.exe` must be executed. If you execute the `hpccm.msi` will only access the English version of the install.

- The date display on the console follows the YYYY-MM-DD format.

A new folder called "Program Files" is created during installation for the HP Knowledge Base Server

PROBLEM:	The HP Knowledge Base Server is installed in a new folder called "Program Files" when installed in a German locale
CAUSE:	The Knowledge Base Server uses this folder as the standard installation path
WORKAROUND:	There is no workaround required

Sorting of data fields in Simplified Chinese and Japanese in the CAS console is not supported

PROBLEM:	Sorting fields in the CAS console in Simplified Chinese and Japanese is not supported
CAUSE:	This feature is not supported in this release
WORKAROUND:	There is no known workaround

Some strings in the history workspace may be grammatically incorrect in Simplified Chinese and Japanese

PROBLEM:	Translation in Simplified Chinese and Japanese may be grammatically incorrect because of concatenation of strings containing variables
CAUSE:	When strings containing variables are concatenated it may lead to grammatical errors.
WORKAROUND:	There is no workaround

A Text String truncation occurs in Japanese and German locales when using the Publisher to publish .msp files

PROBLEM:	When using the Publisher to publish .msp files in the Japanese and German locales, a string for a checkbox selection is truncated.
CAUSE:	The existing length of the field is inadequate for the entire field.
WORKAROUND:	There is no known workaround.

Incorrect reference to Remove button during uninstall of CAS console

PROBLEM:	During the uninstall process for the CAS console a reference is made to the Remove button instead of the Next button.
CAUSE:	Text error in the panel.
WORKAROUND:	Selecting the Next button proceeds with the uninstall action.

WinCE Thin Client devices do not support HPCAS Infrastructure Servers

PROBLEM:	WinCE Thin Client devices do not support HPCAS Infrastructure Servers and therefore will always use the main HPCAS server for data.
WORKAROUND:	None.

Capturing image for deployment to T5720 and T5730 Thin Clients

PROBLEM:	If you want to capture a single image to deploy across both T5720 and T5730 thin client devices, the captured image must be built from a factory image for a T5730. This will ensure it contains the drivers needed for the T5730 (which are not in any of the T5720 factory images), and is backwards compatible with the T5720. Any T5730 factory image contains the utilities required to implement image expansion.
CAUSE:	T5720 factory image does not contain drivers for both devices.
WORKAROUND:	Capture image must be built from a factory image for T5730.

Capturing and Deploying XPe Thin Client image

PROBLEM:	If you want to capture an image on an XPe thin client device and deploy the image to an XPe thin client device with a larger flash drive, the image you capture must have been created using the T5720 SoftPaq build 323 (5.1.323 A 28 dated July 2006, which downloads sp33234.exe) or later.
WORKAROUND:	Create image using the T5720 SoftPaq build 323 (5.1.323 A 28 dated July 2006, which downloads sp33234.exe) or later.

Expand /mnt on Thin Client T5135

PROBLEM:	If you are using a T5135 Thin Client (which uses HP Thin Connect), you must expand the /mnt partition before installing the Agent. To do this, you can use the Image Preparation Wizard media to boot the device and expand the partition. Note that this method requires an external CD-ROM. Follow these workaround steps.

WORKAROUND:	1 Use the Image Preparation Wizard media to boot the T5135 device.
	
	2 When prompted for the OS Manager server's IP address, press Alt+F2 to start a new session.
	
	3 Type mount /dev/hda3 /mnt
	
	4 Type cd /mnt to change the directory to /mnt.
	
	5 Type the following command to back up the partition: tar -cvf /work/mnt.tar .
	
	6 Type cd / to change to the root directory.
	
	7 Type umount /mnt to unmount the /mnt directory.
	
	8 Type fdisk /dev/had to repartition /dev/hda3.
	
	9 Respond to each prompt with the following values (in bold):
	  – Command (m for help): **d**
	  – Partition number (1-4): **3**
	  – Command (m for help): **n**
	  – Command action e extended p primary (1-4): **p**
	  – Partition number (1-4): **3**
	  – First cylinder (36-62, default 36): **<Enter>**
	  – Last cylinder or +size or +sizeM or +sizeK (36-62, default 62): **<Enter>**
	  – Command (m for help):**w**
	
	10 Type **mkfs.ext2 /dev/hda3** to create a file system on /dev/hda3.
	
	11 Type mount **/dev/hda3 /mnt**
	
	12 Type **cd /mnt** to change the directory to /mnt.
	
	13 Type **tar -xvf /work/mnt.tar** to restore the partition.
	
	14 Type **cd /** to change the directory to /.
	
	15 Type **umount /mnt** to unmount the /mnt directory.
	
	16 Remove the Image Preparation Wizard CD-ROM.
	
	17 Reboot the device.

Running Image Preparation Wizard on T5135 Thin Clients

PROBLEM:	Before running the Image Preparation Wizard on a T5135 Thin Client (which uses HP Thin Connect) follow these work around steps.
WORKAROUND:	1 Delete the Computer Name line in /etc/configedit/config.ini. 2 Install the Agent. 3 From the HP Thin Connect console, click Settings, go to the Management tab and select the Start Altiris check box to ensure the Agent starts after the device is restarted.

Publishing .WIM files requires WAIK

PROBLEM:	If you will be publishing .WIM files, you must install Microsoft's Windows Automated Installation Kit (WAIK) to the default location on the C:\ drive of the device that will be used to publish the operating system resources.
WORKAROUND:	Install Microsoft's Windows Automated Installation Kit. WAIK is available from the Microsoft web site. It is not included as part of a normal Vista installation.

Capture and deploy Mobile Thin Client 2533t (Meson) not supported

PROBLEM:	The ability to capture or deploy an image on a 2533t (Meson) Mobile Thin Client is not supported in this version but will be supported in a future release.
WORKAROUND:	None.

Problems uninstalling the Windows CE agent

PROBLEM:	You cannot uninstall the Windows CE agent from the Control Panel's Add/Remove programs after a machine reboot.
CAUSE:	The HP Client Automation Agent.unload file is missing from the Windows folder
WORKAROUND:	Reinstall the agent

Settings Migration Manager is removed after migration to 7.20

PROBLEM:	After migrating to HPCAS 7.20, previous versions of Settings Migration Manager (SMM) are removed from target devices when the agent is upgraded or during the first connect to the 7.20 HPCAS server
WORKAROUND:	Redeploy the latest version of SMM

Language and keyboard settings not used by WinPE SOS.

PROBLEM:	The language and keyboard information are not honored by the WinPE SOS. Note that the settings defined in PXE's configuration file, default, or in ROMBL.CFG when booting from CD will remain active.
WORKAROUND:	To select a language and corresponding message catalog to be used by SOS WinPE add the LANG parameter to the PEAPPEND line. If you are using a PXE boot, open the PXE configuration file, default. This file was copied from the HPCAS media, OSManagement\PXE\linux.cfg directory and copied to your PXE environment. If you are booting from CD, open the rombl.cfg that is used to build a new ImageDeploy CD. The PEAPPEND line should appear as follows: PEAPPEND initrd=winpe.wim LANG=zh_CN The following are valid values to change the language: - en_US = English (Default) - zh_CN = Simplified Chinese - ja_JP = Japanese - ko_KR = Korean The keyboard remains in English (en). Use the following to switch the language and keyboard layout: de_DE = German fr_FR = French

Reporting Server memory filter issues

PROBLEM:	When manually entering non-numeric or empty values, Reporting Server will show an error related to running the query.
WORKAROUND:	Do not enter numeric or empty values, use the 'Show Available Filters' option to see valid values.

Reporting Server memory range sort does not function correctly

PROBLEM:	Summary Reports, "count by memory" sort order is incorrect.
CAUSE:	Values are being represented as strings
WORKAROUND:	None

Reporting Group parentheses in name causes bad search filter error

PROBLEM:	Creating groups with parentheses () in the group name will cause the group to operate improperly.
CAUSE:	Parentheses () are not escaped properly for LDAP queries.
WORKAROUND:	Avoid using parentheses () when creating groups.

Deploying "BIOS CONFIG" to laptops with UEFI has no effect (Inactive)

PROBLEM:	The current production version System Software Manager (SSM) does not include BIOS settings support for Notebooks configured with UEFI (Unified Extensible Firmware Interface). You cannot set BIOS settings for these devices with SSM version 2.0E which is included as part of the management agent installation.
CAUSE:	The latest version of SSM (2.0F) was not ready for release in time for inclusion into HP CA Standard 7.2. This should be available by the time HPCA release 7.2 is generally available.
WORKAROUND:	If BIOS settings management is needed for new HP notebooks that support UEFI, the new SSM software must be downloaded from the HP support site and deployed as described in the HPCA Standard documentation related to publishing and deploying Softpaqs.

Removing or migrating HPCAS leaves behind files in \Novadigm

PROBLEM:	Removing or migrating HPCAS leaves behind files in \Novadigm when migrating or installing to a new drive.
CAUSE:	Log files are left behind after installation depending on which services are in use during uninstall.
WORKAROUND:	Manually remove files after uninstall.

rmp mc mistake visible when cancelling device discovery job or bad credentials

PROBLEM:	Some messages aren't resolving and instead showing the message catalog key in the job details interface.
CAUSE:	Message catalog entry not resolving.
WORKAROUND:	None

Infrastructure job messages need to changed

PROBLEM:	Both Infrastructure Service Deployment and Infrastructure Service Removal job details displays the same message "Installing and Configuring HPCA Management Agent".
CAUSE:	Message catalog entry issue
WORKAROUND:	None

Last logged user info is not updating for 64bit Windows Longhorn physical m/e

PROBLEM:	Last logged on user is not captured from 64-bit operating systems.
CAUSE:	Registry key for last logged on user missing or invalid
WORKAROUND:	None

Removal of a manually-installed agent fails; job status is successful

PROBLEM:	Using the agent removal wizard to remove a manually installed agent will cause the job to end in error.
CAUSE:	Windows does not correctly update the registry key.
WORKAROUND:	None

Installed devices information is not accurate in Patch Management

PROBLEM:	The patch installed column in the management interface may not match up to the patch compliance reporting in the reporting interface
WORKAROUND:	Use the reporting interface to determine device patch compliance and which devices have which patches installed.

I18N: admin ID with None-ASCII characters could NOT login publisher

PROBLEM:	Using an admin id with non-ascii characters will not login to publisher correctly.
WORKAROUND:	Use an ascii admin id for publishing

Usage I18N: Last Collecting time NOT consistent with local system time

PROBLEM:	Report connections time may not match job start time
CAUSE:	Report times are shown in GMT, console times are shown in Local time
WORKAROUND:	None, future enhancement to allow time changes in reporting.

Infrastructure Removal job on Vista shows failures

PROBLEM:	When removing the infrastructure service using the infrastructure removal wizard, the job may fail when targeting Vista devices.
WORKAROUND:	None required, infrastructure service will be removed however job will report failure. Manual verification of system may be required to determine success of job.

Infrastructure Service Reporting: the reporting time shows 00 for all synchronizations

PROBLEM:	In the application event reports, the Installed time, verify time and delete time may show all 00's for the time the event happened.
CAUSE:	This happens when the server's time zone is not a whole offset from GMT. E.g. 1/2 offset or ¼ offset.
WORKAROUND:	None

Reporting Data Filters for Memory Less/More than misleading

PROBLEM:	Using the memory less than and memory more than filters in reporting server do not work as expected
CAUSE:	Filters will operate as memory more than or equal to and memory less than or equal to.
WORKAROUND:	Use the filters with the guidelines above to get desired results.

Migration from CCM 2.0 to HPCAS 7.20 deletes needed Classes

PROBLEM:	During the migration from Client Configuration Management (CCM) version 2.0 to HPCAS 7.20, the tools that are in use to perform this migration will inadvertently delete classes and instances from the database when they should have been preserved thus breaking the functionality of the products relying on those classes and instances.
CAUSE:	The wiring of classes within the database sets up a situation where the RadDBUtil tool follows dynamic connections and RadDBUtil will delete the classes dynamic connections connect to.
WORKAROUND:	Prior to performing the migration from CCM 2.0 to HPCAS 7.20, obtain the latest version of the RadDBUtil to use. The latest version of RadDBUtil has been corrected to handle these types of connections. Following the migration guide, before performing the restore of your old data, copy the new raddbutil into the \novadigm\configurationserver\bin folder replacing the one there. Once complete, you can perform the restore of your data.

"Boot steering failed" message appears when WinPE SOS runs

PROBLEM:	On internationalized platforms, such as Traditional Chinese, deploying Windows based images from the WinPE service OS may fail if the system initially booted into the Linux service OS.
CAUSE:	This may happen if the Linux service OS is unable to deploy the OS service (for example, a .WIM image that must be deployed by WinPE). Any image deployment or hardware configuration element that references an internationalized OS service name or hardware configuration (LME) name which must be handled under the WinPE service OS requires that the system boot into the WinPE service OS first to identify and handle the internationalized OS or Hardware Configuration object name.
WORKAROUND:	The XML document that includes the Hardware Configuration Element (LME) and OS service names, provided with the CA infrastructure, is not encoded consistently when switching between the WinPE service OS and the Linux service OS.

Job does not hibernate when Agent device is not rebooted immediately

PROBLEM:	When deploying multiple applications with reboot settings set to "reboot after install, prompt user," if the agent is not rebooted within 4 minutes then the job ends with errors and subsequent notifies are not run.
WORKAROUND:	Use "reboot after install, do not prompt user" as the reboot setting.

CCM_TPM_ENABLEMENT fails to deploy on Windows Vista 64bit

PROBLEM:	TPM Enablement isn't working on 64bit systems or systems that do not use an english 'Program Files' folder.
CAUSE	Hard-coded 'Program Files' folder used for installation.
WORKAROUND:	None

No response from Windows CE after submitting OS job

PROBLEM:	No response from Windows CE after submitting OS job.
CAUSE	radexecd daemon does not start on the first reboot after image deployment.
WORKAROUND:	After installing the Management Agent to a Windows CE 5.0 device, and before running the Image Preparation Wizard, you must create a link to the Notify daemon in the StartUp folder. You can do this using Windows Explorer: 1 Copy \hard disk\Program Files\HP\OVCM\radexecd. 2 Paste Shortcut to \hard disk\StartUp folder. 3 Rename the shortcut from Shortcut to radexecd to radexecd. 4. Reboot the device These steps do not apply to Windows CE 6.0.

Spanned images are not currently supported for captured .WIM images

PROBLEM:	Spanned images are not currently supported for captured .WIM images.
WORKAROUND:	Captured .WIM images are restricted to 4 GB or less because spanned images are not currently supported for this image type. Whenever you capture a .WIM image, the device must have free space on the same volume as the file system. To work within the 4 GB restriction, it is recommended that the utilized space is less than or equal to 4 GB; free space must be greater than 4 GB. If the utilized space is greater than 4 GB, remove all unnecessary data (such as temporary files and log files) from the drive to minimize the utilized space that will be included in your .WIM file. For example, a .WIM file with x86 Vista Enterprise and Office 2007 Enterprise installed is approximately 3 GB.

Local Language Support

For the HP Client Automation Starter and Standard (CAS) 7.20 release, localized versions of the following software components are available for Japanese, Simplified Chinese, German and French.

- HP Client Automation Starter and Standard Administrator Guide
- HP Client Automation Starter and Standard Release Notes

Support

You can visit the HP Software support web site at:

www.hp.com/go/hpsoftwaresupport

This Web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract.

To find more information about access levels, go to:

http://h20230.www2.hp.com/new_access_levels.jsp

To register for an HP Passport ID, go to:

http://h20229.www2.hp.com/passport-registration.html

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