

# HP Client Automation Enterprise Edition

for the Windows® operating system

Software Version: 8.10

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## Getting Started and Concepts Guide

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# 1 Introduction

At the end of this chapter, you will:

- Know the scope and content of this book.
- Be familiar with terminology associated with HP Client Automation (HPCA).

# About this Guide

This guide provides a general understanding of HP Client Automation (HPCA) as well as instructions for installing and initially configuring the Core and Satellite servers. Additionally, this guide provides information to help you understand how HPCA fits into an existing enterprise environment by introducing, at a high-level, the HPCA components, their capabilities, and how they relate to one another.

For information about using the HPCA Console, refer to the *HP Client Automation Core and Satellite Enterprise Edition User Guide*. For more information about all the additional features and components available with HPCA, go to the HP Software support web site or the appropriate HPCA publication.

## Welcome to HP Client Automation

The remaining chapters of this book contain the following topics:

- [Installing HPCA](#) on page 15  
This chapter describes the installation process for HPCA Core and Satellite Servers.
- [HPCA Features](#) on page 59  
This chapter discusses the key features, main components, and additional components that support HPCA Enterprise.
- [HPCA Architecture](#) on page 75  
This chapter discusses how to use Core and Satellite servers to quickly set up and scale the infrastructure needed to support your managed-devices.
- [HPCA Enterprise Functional Views](#) on page 89  
This chapter describes some of the HPCA processes. It helps you gain an understanding of how HPCA works.

# Terminology

The following terms are used frequently in this publication.

## **administrator**

The person who uses the HP Client Automation (HPCA) Administrator to configure and maintain the HPCA environment.

## **agent computer**

A computer (workstation or server) that has the HPCA agent software installed on it. It may also be referred to as a device.

## **current computer**

A device that is active in an organization and is in use, with usage collection being performed on a regular basis per a given schedule. See [non-current computer](#). For more information, refer to the *HP Client Automation Enterprise Application Usage Manager Reference Guide*.

## **desired state**

The condition of a device as defined by the configuration parameters you set in the CSDB. These parameters include software, operating system, and policy. Desired state is used primarily in the Enterprise edition of HPCA.

## **device**

A piece of hardware, such as a computer or ATM, that may be either a managed device or a target device.

## **HP Client Automation Administrator (Administrator)**

A set of HP Client Automation Administrator tools (including the Agent Explorer, Packager, Publisher, CSDB Editor, Screen Painter, and the AMP Editor) that you use to manage the HPCA environment. The exact set of tools available varies based on product license.

## **HPCA agent**

The agent software (such as the Application Self-Service Management, Application Management, Patch Management, Inventory Management, and OS Management) that runs on the managed device and communicates with the Configuration Server.

## **HPCA agent connect**

The process by which a managed device communicates with the HPCA Configuration Server.

## **HPCA Configuration Server (Configuration Server)**

In conjunction with the CSDB, a server that stores, manages, and distributes application package information, and manages policy relationships and information about managed devices. This server is mandatory in any HPCA environment; without it, the infrastructure will not function.

## **HPCA Configuration Server Database (CSDB)**

An object-oriented database that stores all the information needed to manage assets on a device, including the software, patches, OS images and/or data that HPCA distributes, the policies that determine which users are entitled to which resources, and security and access rules for administrators. It has a hierarchical structure containing four levels: files, domains, classes, and instances.

## **HPCA Core**

A critical server that maintains the authoritative data repository, policy entitlements and desired state configuration parameters for all resources being managed on clients. The Core Server includes a complete set of Client Automation infrastructure necessary for authentication, centralized administration, reporting, configuration, resource deployment and satellite communications.

## **HPCA Satellite**

A server that acts as an access point for HPCA agents' communications and resources.

## **managed device**

A computer, ATM, or other piece of hardware, that is managed by HPCA.

## **non-current computer**

A device which no longer exists in the network for various reasons. For example, the device has been removed from the network or it has been renamed. See [current computer](#). For more information, refer to the *HP Client Automation Enterprise Application Usage Manager Reference Guide*.

## **package**

A unit of software or data that can be published to the CSDB.

**policy**

A designation of the services to which a subscriber, an agent computer, or a managed device is entitled.

**resolution**

The process by which the object attribute values on a managed device are replaced with those that are required to achieve its desired state.

**service**

A group of related packages, methods, or behaviors organized into manageable units.

**target device**

A workstation or server on which you want to install, replace, or update software.

**user or subscriber**

The person who uses managed applications on a managed device.

## HPCA Publications

While this book provides an overview of HPCA components and concepts and installation information for Core and Satellite servers, it is merely a starting point. More information is available on the HP Software support web site and the HPCA DVD media. After installing the HPCA Core and Satellite, refer next to the *HP Client Automation Core and Satellite Enterprise Edition User Guide*. This guide provides all the information you'll need for using the HPCA Console as well as pointers to other guides in the HPCA Library, when necessary.



Be sure to periodically check the HP Software support web site for new and updated publications.



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## 2 Installing HPCA

This chapter explains how to install and configure the HP Client Automation servers (Core and Satellite) and their components. The following sections contain pre-installation information and requirements, and installation instructions for the HPCA servers. It also details the optional, manual installation of the HPCA Administrator which, by default, is automatically installed with the HPCA Core server.

- [HPCA Server Pre-installation Information](#) on page 16
- [Create the HPCA Database](#) on page 23
- [Installing the HPCA Server](#) on page 29
- [Unattended Configuration of HPCA Satellite Servers](#) on page 37
- [Silent Installation](#) on page 45
- [Configuring Satellites for Data Cache Preload](#) on page 49
- [Configuring Core Server on Windows 2003](#) on page 54
- [Manually Installing the HPCA Administrator](#) on page 55
- [Using HPCA to Manage Windows Operating Systems](#) on page 56
- [Out of Band Management](#) on page 56
- [Windows Services](#) on page 57

# HPCA Server Pre-installation Information

The pre-installation information that is presented in this section should be reviewed before installing any HPCA product for which you have a license.

## Core Servers

The **HPCA Core** server is the primary repository of data for an HP Client Automation environment. At least one Core server is necessary in order to establish a viable HPCA environment.

The Core server cannot be installed on a machine that already hosts an HPCA Satellite server. If this is attempted, an error message will result and the installation program will abort.

After the installation, you will have to use the HPCA Administrator to prepare software applications for deployment throughout your enterprise.

## The HPCA Administrator

The HPCA Administrator is automatically installed as part of the Core server installation. It points to the Core server's database and includes a set of administrative tools that can be used to configure and maintain an HPCA environment.

For information on manually installing the HPCA Administrator, see [Manually Installing the HPCA Administrator](#) on page 55.

To learn more about the features of the HPCA Administrator refer to the *HP Client Automation Administrator Installation and User Guide*.

## Satellite Servers

The **HPCA Satellite** server is an access point to the HP Client Automation infrastructure for all HPCA agents. It is dependent on and subservient to the HPCA Core server, and functions as an intermediary between the Core and the HPCA agents.

The Satellite server cannot be installed on a machine that already hosts an HPCA Core server. If this is attempted, an error message will result and the installation program will abort.



A Satellite Server can be installed manually on a device or can be deployed from the Console. For information about manually installing a Satellite, see [HPCA Core Server Installation](#) on page 32. For information about deploying a Satellite from the Console, refer to the *HP Client Automation Core and Satellite Enterprise Edition User Guide* for your license edition.

## Platform Support

For the operating system requirements for this release, refer to the HPCA Support Matrix available at the HP Software Product Manuals web site. See the Documentation Updates section in the front matter of this guide for the URL and information about how to access this web site. The matrix is also located on the distribution media for this product in the \Documentation directory.

## System Requirements

This section details the system requirements for Core and Satellite server installations.



It is important to keep in mind that some of these requirements are for initial HPCA-environment setups (program data only), and that as your HPCA environment grows, these space requirements will inherently grow as well, in order to accommodate database expansion and caching.

The recommended starting minimum is 20 GB.

## Core Servers

The following are the system requirements for Core servers.

- 2 GB RAM (minimum); 4 GB RAM (preferred)
- Dedicated server with dual-core processor
- 2 GHz CPU speed
- 3 GB free disk space

## Satellite Servers

The following are the system requirements for Satellite servers.



Before installing a Satellite server, review the following additional Satellite server sections in this chapter.

- [Unattended Configuration of HPCA Satellite Servers](#) on page 37 describes how to pre-configure settings for a Satellite before it is installed.
- [Configuring Satellites for Data Cache Preload](#) on page 49 describes data cache steps that must be completed before a Satellite can be synchronized with an upstream host.

### Full-service Mode

- 1GB RAM (minimum); 2 GB RAM (preferred)
- Dual-core processor
- 2 GHz CPU speed
- 2 GB free disk space

### Streamlined Mode

- 512 MB RAM (minimum); 1 GB RAM (preferred)
- Dual-core processor
- 1.6 GHz CPU speed
- 2 GB free disk space

## Web Browsers

The HPCA servers have Consoles through which various administrative and configuration tasks can be performed. For these Consoles, only the following web browsers and versions are supported.

- Microsoft Internet Explorer, versions 7.0, 8.0, and 9.0.
  - ▶ The browser's Security should be set no higher than **Medium**.
- Mozilla Firefox, version 3.6, 4.0, 5.0, and 6.0.

## Monitor Settings

HP recommends the following minimum settings in order to ensure proper display of the HPCA Consoles.

- Screen Resolution: 1024x768
- Color Quality: Medium (16 bit)

## HPCA Database

Prior to installing the Core server, you must create an ODBC-compliant database to be used by HPCA for management-reporting objects. This database can be either a Microsoft SQL Server Database or an Oracle® Database. See [Create the HPCA Database](#) on page 23 for information about creating these databases specifically for the Core server.

## Communications Ports

HPCA servers communicate with one another and their managed devices on the ports that are detailed in this section; these ports must be available. The system query that automatically runs at the start of the installation will verify the availability of these ports. If they are not available, the installation will fail.

- ▶ If you are installing an HPCA Core server via the silent installation (see [Silent Installation](#) on page 45), the results of the pre-installation system query will be captured in the log.

If a firewall is in place on the HPCA server's host machine, these ports must be added to the firewall "exceptions" list.

## Mandatory Ports

When SSL is not enabled, ports **3464** and **3466** are the primary ports used for Core and Satellite communications, so they must be enabled in order to ensure the necessary remote communications between HPCA devices. An HPCA environment will not function if these two ports are not enabled.

These ports can be automatically enabled with an option (**Modify Windows Firewall to allow communications through these ports**) in the HPCA server installation. If you select this option in the installation, no additional port configuration is required.

Some environments have specialized firewalls in place and prefer to not select this option. If this is the case, you must ensure that these two primary ports are excluded from any firewall filtering, otherwise HPCA will not function correctly—remote devices will not be able to communicate with HPCA servers.



When SSL is enabled on a satellite, SSL is used for all inbound communications.

## HPCA Ports

- **TCP 3464:** This is the default port of the HPCA Configuration Server; it must be available for Core servers. It must also be available for Satellite servers that are set to the full-service mode.
- **TCP 3465:** This port is used by HPCA agents to receive incoming notify requests from Core servers.
- **TCP 3466:** This is the main HTTP port that this server will use for communications with other HPCA (Core and Satellite) servers, as well as HPCA agents. All unicast data downloads are handled on this port.
- **UDP 3466:** This port is needed only when the HPCA OS Manager is enabled on a Satellite (by default, it is disabled). It is used by the low-level PXE BootLoader to determine whether a device should be provisioned or re-provisioned.
- **UDP 9100:** This is the default port of the HPCA Multicast Server.
- **TCP 443 (SSL):** This port is used for "secure HTTP" (**HTTPS**) communications.

- **TCP 444** (SSL): This port is used for “secure TCP” (**TCPS**) communications when the HPCA Configuration Server is enabled.
  - ▶ This port must be available on all Core server host machines.
  - This port must be available on all machines that host a full-service Satellite server.

## Out of Band Management Ports

If you will be using Out of Band Management, the following additional ports must be available to allow for inbound and outbound traffic.

### For OOB Management Console-to-vPro Device Communications

- **162**: For alert management. Note that port 162 is a standard SNMP port this will conflict if you are already running an SNMP receiver on the HPCA Core server.
- **9999**: The default starting port for communication between the SOL display applet and the server’s web application. This can be configured by editing the `<HPCA_Install_Dir>\OOBM\conf\config.properties` file.
- **16692**: For web service traffic over TCP.
- **16693**: For web service traffic over TLS (with client authentication).
- **16694**: For SOL/IDE-R over TCP.
- **16695**: For SOL/IDE-R over TLS (with client authentication).

### For Browser-to-Server Communications

- **9999**: For applet-to-server socket communications for SOL. This port must also be available on the client browser system as well.

### For OOB Management Console-to-Local Agent Communications

- **9998**: For communications between the OOB Management Console and the local agent during Remote Configuration of vPro devices.

### For OOB Management Console with DASH Devices

- **623**: For communications with DASH devices.

## VMware Requirements

If you are installing HPCA to a VMware environment with a Windows XP Professional host operating system, the installation might hang. Disabling **Acceleration** in the VMware **Advanced Options** should allow the installation to continue. **Acceleration** can then be re-enabled after the installation completes.



HPCA installed to a VMware environment should be used for testing or evaluation purposes, only.

If you are installing HPCA to a VMware environment, the following requirements must be met.

- VMware, minimum version 6.02
- 2 GB Memory allocated
- 8 GB HDD space allocated (additional space might be required for migration)
- Host OS: Windows 2003 Server or Windows 2008 Server
- Guest OS: Windows 2003 Server or Windows 2008 Server
- Host system: dual processors (minimum 2 GHz CPU) so that VMware can set affinity to 1, if needed.
- See the [System Requirements](#) on page 17 for additional HPCA server requirements.

## The HPCA Agent

The HPCA agent is the client machine-based HPCA component that gets installed on end-user machines. This component has several sub-features that enhance its capabilities. The HPCA agent can be deployed to end-user machines from the Core Console, or it can be manually installed on these machines.

## Windows AIK Installation

If you plan to use HPCA to manage Windows operating systems, you will need to install the Windows AIK on the machine that will host the HPCA Core and ensure that copies of these utilities are placed in the proper location.

You can download the Windows AIK from the Microsoft Download Center (<http://www.microsoft.com/downloads>).



Be sure to install the Windows 7 version of the Windows AIK in the default location:

C:\Program Files\Windows AIK

It is best to install the Windows AIK before you install the HPCA Core.

## Create the HPCA Database

Prior to installing the Core, you must create an ODBC-compliant database (either **Microsoft SQL Server** or **Oracle**) to be used by HPCA.



If you do not know how to create an ODBC-compliant database, contact your database administrator.

The following provides information on the pre-requisites and procedures for creating Microsoft SQL Server and Oracle databases.

[Create a SQL Server Database for the HPCA Core](#) on page 24

[Create an Oracle Database for the HPCA Core](#) on page 26



You must also define an ODBC DSN for each database you create.

If you do not know how to create an ODBC DSN, contact your database administrator.

## HPCA Patch Management

If HPCA Patch Management is going to be enabled, you can, optionally, create an additional Patch Management-specific database in which to store Patch Management data.



HP recommends creating this additional Patch Management-specific database in order to keep Patch Management data separate from device, inventory, and application information. To create this additional database, use the **Patch Management** section in the **Configuration** tab of the Console.

- **MDAC Requirement:** Patch management requires that the **Microsoft Data Access Components (MDAC)** be installed on the Core server. The minimum required version is 2.8.

The media for this (MDAC\_TYP.EXE) is available in the Microsoft folder of the Setup-Core directory.

## HPCA Usage Management

If Since HPCA Usage Management is going to be enabled, you can, optionally, create an additional Usage Management-specific database in which to store Usage Management data.



HP recommends creating this additional Usage Management-specific database in order to keep Usage Management data separate from device, inventory, and application information. To create this additional database, use the **Usage Management** section in the **Configuration** tab of the Console.

- **MDAC Requirement:** Usage management requires that the **Microsoft Data Access Components (MDAC)** be installed on the Core server. The minimum required version is 2.8.

The media for this (MDAC\_TYP.EXE) is available in the Microsoft folder of the Setup-Core directory.

## Create a SQL Server Database for the HPCA Core

Follow the instructions in this section to create a Microsoft SQL Server database for the reporting objects for the Core server. If you do not have security rights to create the database, contact your SQL database administrator.



## SQL Server Database Prerequisites and Notes

- Microsoft SQL Server 2005 or Microsoft SQL Server 2008 must be locally installed or remotely accessible from the HPCA server.

Microsoft SQL Server Express Edition is supported with HP Client Automation for small environments. Microsoft limits this edition in both performance (CPU and memory usage) and database size. Very small environments using HPCA can use SQL Server Express Edition but will need to monitor the performance and size of the database. If performance is unacceptable or if the database nears the maximum size, you should upgrade to one of the other SQL Server editions. Refer to the Microsoft SQL Server web site for details of each SQL Server edition.

- SQL Server must be configured to use **mixed-mode authentication** and must have TCP/IP support enabled.
- **Windows 64-bit ODBC DSNs Require 32-bit Drivers:** HP Client Automation components that are running on Windows 64-bit operating systems run in **32-bit emulation mode**. So, when using ODBC drivers on a Windows 64-bit operating system, create the ODBC System DSN for the database using 32-bit drivers.

On a 64-bit operating system, access the 32-bit ODBC Data Source Administrator by running `C:\Windows\SysWOW64\odbcad32.exe` to create or modify the System DSNs that are required by HPCA products.

- The “storage” sizes that are documented in this section are recommendations only. Customize these values based on the number of managed devices in your environment and the type of information that will be collected.

## SQL Server Communications with HPCA

- If SQL Server is installed on a server other than that which houses the HPCA server, firewall rules might need to be added in order to enable communications between them. Refer to the Microsoft KnowledgeBase article **841251** at <http://support.microsoft.com/kb> for information on opening required ports for SQL Server.
- SQL Server must be configured to use static ports. For information on how to use static ports, refer to your SQL Server documentation.

## To create a SQL Server database for the HPCA Core



If you do not know how to create a SQL Server database, contact your database administrator.

If you do not know how to create an ODBC DSN, contact your database administrator.

- 1 On the Microsoft SQL Server, create a database with the following recommended settings.

General tab	Name: a name of your choice, no blanks or underscores (for example, <b>HPCACORE</b> )
Data Files tab	Initial Size: 500 MB Select Autogrow by 20%
Transaction Log tab	Change initial size: 100 MB
- 2 Use SQL Server Authentication.
- 3 Change the default database to the database name that you used in [step 1](#)
  - ▶ The SQL Server name, admin user ID, and password are required during HPCA installation.
- 4 Provide the user with the minimum role membership of db\_datareader, db\_datawriter, and db\_ddladmin for the SQL Server database.
- 5 On the computer that will host the Core server, create an ODBC System DSN with a name of your choice (for example, **HPCAODBC**) and point it to the new Core database on the SQL Server.

The database is now attached and you can proceed with the installation of the HPCA server. It is documented in [HPCA Core Server Installation](#) on page 32.

## Create an Oracle Database for the HPCA Core

Follow the instructions in this section to create an Oracle database for the reporting objects for the Core server. If you do not have security rights to create the database, contact your Oracle database administrator.

## Oracle Database Prerequisites and Notes

- HP recommends using the latest available patch set when using an Oracle database.
- You must use the Oracle Corporation's ODBC drivers that are specific to the Oracle version in your environment—not those that are supplied by Microsoft.
- Make sure that your Oracle server ODBC driver versions exactly match your Core server; the connection to an Oracle database can fail if ODBC driver versions are mismatched.

For more information, contact your Oracle database administrator.

- The “storage” sizes that are documented in this section are recommendations only. Customize these values based on the number of managed devices in your environment and the type of information that will be collected.
- **Windows 64-bit ODBC DSNs Require 32-bit Drivers:** HP Client Automation components that are running on Windows 64-bit operating systems run in **32-bit emulation mode**. So, when using ODBC drivers on a Windows 64-bit operating system, create the ODBC System DSN for the database using 32-bit drivers.

On a Windows 64-bit operating system, access the 32-bit ODBC Data Source Administrator by running

`C:\Windows\SysWOW64\odbcad32.exe` to create or modify the System DSNs that are required by HPCA products.

### Creating an Oracle database for the HPCA Core



If you do not know how to create an Oracle database, contact your database administrator.

If you do not know how to create an ODBC DSN, contact your database administrator.

- 1 On the Oracle server, create a data tablespace with the following recommended settings.

Tablespace Name	A name of your choice (for example, <b>HPCACOREDATA</b> )
Status	Online
Type	Permanent
Datafile	Fully qualified path and name of the data file, such as HPCACOREDATA.dbf
Storage	Minimum Size 200 MB and Max size unlimited
Extent Management	Locally managed with automatic allocation
Segment Space Management	Automatic
Logging	No

- 2 Create a temporary tablespace with the following recommended settings.

Tablespace Name	A name of your choice (for example, <b>HPCACORETEMP</b> )
Status	Online
Type	Temporary
Datafile	Fully qualified path and name of the datafile, such as HPCACORETEMP.dbf
Storage	Size 1000 MB
Extent Management	Locally managed with automatic allocation
Segment Space Management	Automatic
Logging	No

- 3 Create a user; associate the data and temporary tablespaces with the user with a default profile.

Username	A name of your choice (for example, <b>HPCACORE</b> )
Password	Create one based on your enterprise's security recommendations
Default tablespace	HPCACOREDATA
Temporary tablespace	HPCACORETEMP
Profile	DEFAULT or a PROFILE NAME used for this schema
Roles	CONNECT and RESOURCE
System Privileges	CREATE ANY VIEW SELECT ANY TABLE UNLIMITED TABLESPACE UPDATE ANY TABLE

- 4 On the computer that will host the Core server, create an ODBC System DSN with a name of your choice (such as, **HPCAODBC**) that is pointing to the new Core database on the Oracle server.

The database is now attached and you can proceed with the installation of the HPCA server. It is documented in [HPCA Core Server Installation](#) on page 32.

## Installing the HPCA Server

This section details the installation of the HPCA Core server and the Satellite server using the HPCA Installer.

### Installation Checklist Information

This section details some additional information that you should review before conducting the installation.

## Installation Restrictions

The Core server cannot be installed on a machine that already hosts an HPCA Satellite server; the Satellite server cannot be installed on a machine that already hosts an HPCA Core server.

If either of these installations are attempted, an error message will result and the installation program will abort.

## Core Domain Name

HP recommends always specifying the fully qualified domain name when prompted for HPCA server names. This practice will ensure the proper mapping to the servers when “downstream” Satellites and HPCA agents are installed.

## Database Setup

Before installing an HPCA server, you must set up your Microsoft SQL Server or Oracle database for the HPCA Core server. See the section, [Create a SQL Server Database for the HPCA Core](#) on page 24 or [Create an Oracle Database for the HPCA Core](#) on page 26, for database setup instructions.

## GUI-based versus Silent Installation

The installation instructions that are presented in this section detail the GUI-based installation. The HPCA server can also be installed in a “silent” mode as detailed in the section, [Silent Installation](#) on page 45.

## Default Installation Directories

The HPCA Core and Satellite servers’ installations create the following directories by default; alternative directories for the server and data files can be selected during the installation.



The directories that are listed in this section are specific to English language-based operating systems. On non-English language-based operating systems, the HPCA server installation will create these directories in the appropriate default locations.

- The Core and Satellite server files are installed to Hewlett-Packard\HPCA in the default 32-bit \Program Files directory.
- The Core and Satellite server data files are installed to Hewlett-Packard\HPCA\Data in the default 32-bit \Program Files directory.
- The Core and Satellite server installations each spawn two log files, both of which are placed in the Local Settings\Temp directory of the user who ran the installation.
  - The file, hpca-install.log, is always created for both installations.
  - A server-specific log file (either HPCACore\_setup.log or HPCASatellite\_setup.log) will also be created—regardless of whether the installation was run with the .msi or .exe file.

### Log File Considerations

- If setup.exe is used to run the installation, the location can be altered in setup.ini (with the log.filename entry in the options section) prior to the installation.
- If the installation is run in the silent mode via the .msi file, the name and location of the log file can be altered by using the **/! msiexec** command-line option. See [Silent Installation](#) on page 45.

## Windows Services

After the Core and Satellite servers are installed, they will be running as Windows services. For additional information, see [Windows Services](#) on page 57.

## Modifying Installation Files

Files used during the installation can be modified. For example, if newer versions of the files are available from an update, they can be included during the installation using the following procedure.

- 1 Copy the HPCA installation files to a new location.
- 2 Create new sub-directories.

- a To modify installation files, create a new directory called `Updates` in the same directory as the `.msi` file.
  - b To apply additional export decks to the HPCA database after all other standard decks are applied, create a new directory called `Decks`.
- 3 Add any files you would like to be used during the installation. For example, if you want to run the Core installation with a different `em.war` file, create the following directory path:  

```
<source_dir>\Updates\tomcat\webapps\em.war
```
- 4 Run the installation. The new files will be used.

## HPCA Core Server Installation

Install the HPCA server to a dedicated server in your environment. Before you proceed with the installation, make sure to read the [Installation Checklist Information](#) on page 29.

If you are upgrading the HPCA server, use the migration scripts for the backup and restore of files. For more information on migration and restore, see the *HP Client Automation Enterprise Edition Migration Guide*.



HP recommends specifying the fully qualified domain name when prompted for HPCA server names. This practice will ensure proper mapping to the servers when “downstream” Satellites and HPCA agents are installed.

### Installing the HPCA server

- 1 Log on as a user with `Administrative` privileges on the system where you plan to install the HPCA Core server.
- 2 Insert the installation media into the DVD drive. Navigate to the `Setup-Core` directory to access the Core server installation files.
- 3 Double-click the **setup.exe** file. The HP Client Automation Core Installer window opens.
- 4 Click **Next**. The HP Client Automation Software License Agreement page opens.
- 5 Review the HP Client Automation Core license terms, select **I accept the license agreement**, and then click **Next**. The HP Client Automation Installation Folder page opens.



- 6 The Installation Folder page displays the default installation directory for the HPCA Core server (listed in [Default Installation Directories](#) on page 30).

Accept the default location, or click **Browse** to select a different location, and then click **Next**. The HP Client Automation Data Folder page opens.

- 7 The Data Folder page displays the default directory for the HPCA Core server data files (listed in [Default Installation Directories](#) on page 30).

Accept the default location, or click **Browse** to select a different location, and then click **Next**. The HP Client Automation Host Name page opens.

- 8 Select a name for this HPCA server and click **Next**. The HP Client Automation Server Ports window opens.

- 9 Accept the default ports, or specify web server and Configuration Server ports, and then click **Next**. The HP Client Automation Installation Confirmation page opens.

Optionally, select **Modify Windows Firewall to allow communications through these ports** if you want to automatically enable ports 3464 and 3466. For more information, see [Mandatory Ports](#) on page 20.

- 10 Click **Next** to start the installation. The installation process initiates the different configuration scripts that can run for several minutes.
- 11 Click **Finish** to complete the HP Client Automation Core server installation.

▶ After installation, it is normal to see some errors reported in the log files. These errors can be safely ignored. They will self-correct once the First Time Setup Wizard has run completing the setup of the product.

The HPCA Console will automatically open, and the login window will be displayed in your default browser.

- 12 On the login window, specify the default user name, password, and directory source.

— The default user name is **admin** and the password is **secret**.

▶ HP recommends changing the default user name and password. This can be done on the Configuration panel of the HP Client Automation Console by selecting **Access Control** -> **Users**, and clicking the **Create New User** icon in the Users area.

— **Zone: HP** is the HPCA internal directory store in which internal users are stored.

- 13 Click **Sign In**. The First Time Setup Wizard opens and prompts you for initial configuration settings for your HPCA environment. You can modify these settings in the various panels of the HPCA Console also.
- 14 Click **Next** on the Introduction page to begin the wizard.
- 15 On the License page, copy and paste the contents of your HP-issued, product-specific license file into the License Data box and click **Next**.

If you do not have a license at this point, a temporary Client Automation Standard edition evaluation license is generated that is valid for 90 days after you install HP Client Automation. This license provides limited functionality within the Console.

- 16 On the Database Source page, click one of the following options for an ODBC connection and click **Next**.
  - **Use an existing ODBC connection already on the server:** Oracle users must use an existing ODBC-database connection.
  - **Create and configure a new database:** SQL Server database users must create a new ODBC-database connection only.
- 17 On the Database Settings page, specify the appropriate values in the various mandatory fields and click **Next**.
- 18 On the Services page, select the HPCA services that this HPCA server will provide and click **Next**. The configuration selections are saved.



The services that are presented in this window are recommended for HPCA environments but they do not have to be enabled here. They can subsequently be enabled on the Configuration panel of the HPCA Console.

- 19 On the Complete page, click **Finish** to complete the configuration tasks.

For more information on configuring these services in the HPCA Console, refer to the *Configuration* chapter in the *HP Client Automation Core and Satellite Enterprise Edition User Guide*.

# HPCA Satellite Server Installation

## Installing the HPCA server


- 1 Log on as a user with Administrative privileges on the system where you plan to install the HPCA Satellite server.
- 2 Insert the installation media and navigate to the `Setup-Satellite` directory to access the Satellite server installation files.
- 3 Double-click **setup.exe**. The HP Client Automation Satellite Installer window opens.
- 4 Click **Next**. The HP Client Automation Software License Agreement page opens.
- 5 Review the HP Client Automation Satellite license terms, select **I accept the license agreement**, and then click **Next**. The HP Client Automation Installation Folder page opens.
- 6 The Installation Folder page displays the default installation directory for the HPCA Satellite server (listed in [Default Installation Directories](#) on page 30).

Accept the default location, or click **Browse** to select a different location, and then click **Next**. The HP Client Automation Data Folder window opens.
- 7 The Data Folder page displays the default directory for the HPCA Satellite server data files (listed in [Default Installation Directories](#) on page 30).

Accept the default location, or click **Browse** to select a different location, and then click **Next**. The HP Client Automation Host Name page opens.
- 8 Select a name for this HPCA server and click **Next**. The HP Client Automation Server Ports page opens.
- 9 Accept the default ports, or specify web server and Configuration Server ports.


Optionally, select **Modify Windows Firewall to allow communications through these ports** if you want to automatically enable ports 3464 and 3466. For more information, see [Mandatory Ports](#) on page 20.
- 10 Click **Next** to start the installation. The installation process initiates the different configuration scripts that can run for several minutes.

- 11 Click **Finish** to complete the HP Client Automation Satellite server installation.

 After installation, it is normal to see some errors reported in the log files. These errors can be safely ignored. They will self-correct once the First Time Setup Wizard has run completing the setup of the product.

The Windows Security login window opens in your default browser.

- 12 On the login window, specify the default user name and password. The default user name is **admin** and the password is **secret**.

 HP recommends changing the default user name and password. This can be done on the Configuration panel of the HP Client Automation Console by selecting **Access Control** -> **Users**, and clicking the **Create New User** icon in the Users area.


- 13 Click **OK**. The First Time Setup Wizard opens that prompts you for initial configuration settings for your HPCA environment. You can modify these settings in the various panels of the HPCA Satellite Console also.

- 14 Click **Next** on the Introduction page to begin the wizard. The Upstream Server page opens.

- 15 Specify a valid upstream host, and click **Next**. The Upstream Host field accepts textual hostnames and IP addresses (in the standard IP-address format). The License page opens, which is pre-populated with license information from the Satellite's upstream server.

- 16 Click **Next** to continue to the Services page.

- 17 Select the HPCA services that this HPCA server will provide and click **Next**. The configuration selections are saved.

 The services that are presented in this window are recommended for HPCA environments but they do not have to be enabled here. They can subsequently be enabled on the Configuration panel of the HPCA Satellite Console.

- 18 Click **Next**. The configuration selections are saved.

- 19 On the Complete page, click **Finish** to complete the configuration tasks.

## HPCA Documentation

The HPCA documentation that is available on the media is also installed during the Core installation. These documents are available as PDFs and can be accessed on the Core server using the Windows **Start** menu, the shortcut link on the desktop, and by using a browser from any device with access to the Core server machine at `http://HPCA_Host:3466/docs`, where `HPCA_Host` is the name of the server on which HPCA is installed.

## Unattended Configuration of HPCA Satellite Servers

The “unattended” configuration feature enables an HPCA administrator to capture configuration settings from a Satellite server installation and apply them to subsequent Satellite server installations. This enables an HPCA administrator to:

- Replicate configuration settings to multiple Satellite servers, rather than having to specify identical settings multiple times for multiple Satellites.
- Make minor changes that are targeted at specific Satellite servers without the changes affecting all Satellite installations.

## Features of an Unattended Configuration

The unattended Satellite server configuration is done in an XML file, and it enables an administrator to specify various settings that will be applied to the server as part of its installation. With the XML file, an HPCA administrator can:

- Enable and disable HPCA services on the Satellite
- Enable and disable Directory Services on the Satellite
- Configure LDAP settings for HPCA Policy Servers
- Configure upstream host and port settings
- Configure SSL server settings
- Increase the speed of installations

## The XML File

The settings for the unattended configuration of Satellite server installations are contained in a pre-configured XML file, `unattended.xml`. In order to take advantage of this feature, you must:

- 1 Obtain the XML File
- 2 Customize the XML File
- 3 Apply the XML File

A sample of the XML file is presented in the section, [Sample Configuration XML File](#) on page 41.

### Obtain the XML File

The XML file is not included on the HPCA media. It must be downloaded from a Satellite server after it has been installed. This section details how to obtain the XML file.



An alternative to the “obtain” method that is detailed in this section is to run a command that will get and set the configuration settings. This is documented in [Command Line to GET and SET Configuration Settings](#) on page 40.

This method prevents any customizations to the settings in the file. It automatically retrieves all of the configuration settings in the file, and automatically applies them to the Satellite as part of its installation.

#### Obtaining the XML file from the HPCA server

- 1 Install the HPCA Satellite server (see [HPCA Core Server Installation](#) on page 32).
- 2 Complete the **First Time Setup Wizard** (see [step 13](#) on page 34).
- 3 Open an internet browser and in the Address field, specify:
  - If you are on an HPCA server: `localhost:3466/sm/config`
  - If you are not on an HPCA server: `http://servername:3466/sm/config`.

Use your preferred download utility, such as Wget, to download the XML file. This provides a write-accessible XML output of the configuration for the current Satellite, which can be copied and customized as needed.

The configuration file, `unattended.xml`, can be used to set configuration parameters for future Satellite server installations.



If you use an unattended configuration file for Satellite installations, you can bypass the First Time Setup Wizard because the settings for which it prompts are already specified in the configuration file.

This ability, however, must be set in the configuration file with the `servermanager` service name. For an example, see [Sample Configuration XML File](#) on page 41.

## Customize the XML File

The XML file can be copied and customized in order to specify varying configuration parameters for the Satellites in your environment. For example, you can create multiple copies of the XML file (with individual, identifying names) that can be used for different Satellite installations.

### Customizing the XML file for the Satellite installation

- 1 Do a standard copy-paste action on `unattended.xml`.
- 2 Rename the copied file.
- 3 Open the copied file and customize the various configuration settings that are to be applied to subsequent Satellite installations.
- 4 Save and close the file.

Be sure to reference the correct `.xml` file (with the `UNATTENDEDFILE` property in `setup.ini`) when the Satellite installation is run. See the following section, [Apply the XML File](#).

## Apply the XML File

A customized XML file can be referenced in order to have specific configuration options applied to the Satellite installation.

### Applying the XML file to the Satellite installation

- 1 Open `setup.ini`.

- 2 Locate the UNATTENDEDFILE property.
- 3 Specify the name of the .xml file that contains the configuration parameters for the Satellite server.
  - ▶ If the .xml file is not in the same directory as setup.exe, specify the fully qualified path and file name.
- 4 Save and close the file.
- 5 Run setup.exe to trigger the installation.

The installation will read setup.ini and, as a result, read in the settings from the configuration .xml file. It will apply the *upstream server* and *HPCA services* settings that were pre-configured for this Satellite.

## Activity Log

After running the Satellite installation via the method that is described in this section, the config.log file in Console\logs can be used to troubleshoot any unexpected issues.

## Command Line to GET and SET Configuration Settings

Use the following TCL command if you want to automatically retrieve and apply the settings that are in the XML file.

- ▶ This is a hands-off, “retrieve-and-apply” action; the configuration settings cannot be customized.

If you want to customize the settings, you must use the three-step (obtain-customize-apply) procedure that is documented in [The XML File](#) on page 38.

```
exec ./nvdkit.exe "C:/Program Files/Hewlett-Packard/HPCA/  
ApacheServer/apps/console/sm.kit/bin/config.tcl"  
%XMLFILEPATH%
```

- ▶ The XML input (%XMLFILEPATH%, in the above-listed command) is optional; it can be omitted for a GET request of the server configuration.

However, it is necessary to include this parameter if you want to also SET the server configuration.



## Sample Configuration XML File

The following is a sample of the configuration XML file that you can get from the Satellite server. This sample configuration (or a subset of it) can be used specify the configuration settings of Satellite servers. Following the sample file, [Table 1](#) on page 44 describes the file's settings.

### Sample Contents of Configuration XML File

```
<?xml version="1.0" encoding="UTF-8" ?>
<ServerManager>
  <configuration>
    <upstream>
      <server>upstream.local</server>
      <port>3466</port>
      <ssl>>false</ssl>
    </upstream>
    <ssl>
      <enable>>true</enable>
      <certificates>
        <server>-----BEGIN CERTIFICATE-----
MIIC8DCCAlmgAwIBAgIBADANBgkqhkiG9w0BAQUFADBfMQswCQYDVQQGEw
JVUzELMAkGA1UECBMCTkoxEDAoBgNVBACtB1BhcmFtdXMxCzAJBgNVBAoT
AkhQMjswCQYDVQQLEwJDQTEwMDUzWhcNMzUxMjI0MTk0MTUzWjBfMQswCQYDVQQGEwJV
UzELMAkGA1UECBMCTkoxEDAoBgNVBACtB1BhcmFtdXMxCzAJBgNVBAoTAK
hQMjswCQYDVQQLEwJDQTEwMDUzWhcNMzUxMjI0MTk0MTUzWjBfMQswCQYDVQQKEw
DQYJKoZIhvcNAQEBBQADgY0AMIGJAoGBAL9rzRQu6GUH8qCm7xDzCzOid0
t2SfyoOU0ecpqtYULNjmYJVH99URaIVA92tpB5OQjuvzQi7A4FB2bLs+Eh
YyGiKbIJCXzT8EvErS01aZEEedlXPUBHDbXda3mQgWskRyoRVJctLl0eVS
phX96uej4aI6/88Gpk0IriexcJCgrJAgMBAAGjgbswgbgwDAYDVR0TBAUw
AwEB/zAdBgNVHQ4EFgQUe+EwtBZfpTl5GvYpfvW+mMxq9HcwgYgGA1UdIw
SBgDB+gBR74TC0Fl+1OXka9il+9b6YzGr0d6FjPGEwXzELMAkGA1UEBhMC
VVMxCzAJBgNVBAGTAk5KMRAwDgYDVQQHEwdQYXJhbXVzMQswCQYDVQQKEw
JIUDELMAkGA1UECxMCQ0ExFzAVBgNVBAMTDmdhbHZhZhdHJvbnZpc3RhgGEA
MAOGCSqGSIb3DQEBBQUAA4GBAA1H2cIreSrAgLjNjQh90ITlp5DFJuEILv
1RiCpEC3FpKWhZSf7mbHLp0OK8d1sAqV7NSe8Peg+tDEtncimzS7UCUrtm
n4fwPeb9zIO9h6H8rsxM6J0hHSTYAhqFZQTpdskGXhyHZVNORNR1pacSQG
I6/KPd825GnOx4CEv4K2mm
-----END CERTIFICATE-----</server>
        <private>-----BEGIN RSA PRIVATE KEY-----
MIICWwIBAAKbgQC/a80ULuh1B/Kgpu8Q8wszog9Ldkn8qD1NHnKarWFCzY
```



```

    <enable>false</enable>
</service>
<service name="ds">
    <enable>false</enable>
</service>
<service name="cs">
    <enable>>true</enable>
</service>
<service name="osm">
    <enable>false</enable>
</service>
<service name="mms">
    <enable>false</enable>
</service>
<service name="tftp">
    <enable>false</enable>
</service>
<service name="pxe">
    <enable>false</enable>
</service>
<service name="cache">
    <enable>>true</enable>
</service>
<service name="policy">
    <enable>false</enable>
    <database>
        <type>ldap</type>
        <server>hp.local</server>
        <port>389</port>
        <user>Administrator@hp.local</user>
        <password>{AES256}3gMlspmbrGbqVXNPDx8tWg==</password>
        <config>
            <attr name="basedn">dc=hp,dc=local</attr>
        </config>
    </database>
</service>
<service name="servermanager">
    <config>
        <attr name="already.configured">1</attr>
    </config>
</service>

```

```

    </services>
  </configuration>
</ServerManager>

```

**Table 1** on page 44 describes the settings of the XML Satellite-configuration file.

**Table 1 XML File Settings**

Setting	Description
attr name	The parameter with which to specify any additional configuration settings that do not apply to other areas of this XML file.
certificates	Indicates the area in which this Satellite server's SSL certificates information (server, private, and cacertificate) is listed.  For more information on the various types of certificates and their function, refer to the <i>HP Client Automation SSL Implementation Guide</i> .
config	Indicates the start of a generic container area in which to specify configuration settings that are not covered by a parent type.
configuration	The start of the customizable configuration settings.
data	The license string text as read in from the HPCA Configuration Server <code>edmprof</code> file.
database	Indicates the start of the area in which to specify database settings.
enable	The on-off switch for the feature or HPCA service under which it is listed. Valid values are <b>true</b> and <b>false</b> .
license	Indicates the start of the area in which to specify HPCA product license settings.
password	The password that is associated with the user ID ( <b>user</b> tag) that it follows.
port	The port on which this Satellite will communicate with its upstream HPCA server.

**Table 1 XML File Settings**

Setting	Description
server	This Satellite's upstream HPCA server on which the HPCA database resides.
service name	The name of an HPCA service. Note: Use the <code>servermanager</code> service with an <code>attr</code> name of <b>already.configured</b> and a value of <b>1</b> to bypass the First Time Setup Wizard in unattended Satellite installations.
services	Indicates the start of the area in which to specify and enable/disable additional HPCA services.
ssl	The on-off switch for SSL-based communications with this Satellite's upstream HPCA server. Valid values are <b>true</b> and <b>false</b> . Also, the start of the area in which SSL configuration options are set.
type	The type of database. Valid values are <b>sql</b> and <b>ldap</b> .
upstream	Indicates the start of the area in which to specify configuration settings for this Satellite's upstream server that houses an HPCA database.
user	The name of the user that has access to the server.

## Silent Installation

This section details the silent installation of the HPCA Core server, including the [Syntax](#) on page 46, and an [Example](#) on page 47.



Silent installation is supported for Core servers only. It is not supported for Satellite servers.

## Syntax

The syntax for the Core silent installation is:

```
msiexec.exe /I "fully qualified path to Core MSI file" /  
lv* "fully qualified path to installation log repository"  
INSTALLDIR="fully qualified path to installation  
directory" DATADIR="fully qualified path to data  
directory" /qn
```

### Syntax Notes

- The keywords and values for this syntax are case-sensitive.  
Be sure to specify the keywords in UPPERCASE (as shown), and the values in the appropriate case.
- The directory paths to the Core server installation media and the installation log repository must be fully qualified.  
If there are any spaces in the directory path, the entire path must be enclosed in quotation marks.
- If a non-existent installation-log directory path is specified, the installation will fail.
- The **qn** in the syntax is the instruction for a silent installation.  
To initiate the GUI installation from a command line, replace **qn** with **qb** in the syntax.



Silent installation is not supported for Satellite servers.

## Syntax Parameters Descriptions

The silent installation syntax parameters are described below.

- **INSTALLDIR** (optional): By default, the Core will be installed to 32-bit Program Files directory. For a 32-bit OS, the default installation directory is C:\Program Files\Hewlett-Packard\HPCA. For a 64-bit OS, the default installation directory is C:\Program Files(x86)\Hewlett-Packard\HPCA. You can also specify an alternate installation directory path.

- **DATADIR** (optional): By default, the Core's data files (proxy cache and HPCA Configuration Server Database) will be installed to 32-bit Program Files directory. For a 32-bit OS, the default installation directory is C:\Program Files\Hewlett-Packard\HPCA\Data. For a 64-bit OS, the default installation directory is C:\Program Files (x86)\Hewlett-Packard\HPCA\Data. You can also specify an alternate installation directory path.
- **UPSTREAMHOST** (Satellite installation only): Specify either the hostname or IP address of the upstream Core server (or Satellite) from which this Satellite will receive its data. For example, **coreserver.domain.com**.
- **UPSTREAMPORT** (optional, Satellite installation only): By default, this Satellite server will listen on port 3466 for communications with its upstream host; an alternate port can be specified.

## Example

The following is a valid, sample silent-installation command for a Core server.

```
msiexec.exe /i "Setup-Core\HPCACore.msi" /lv* "C:\Program Files\Hewlett-Packard\HPCA\install.log"
DATADIR="C:\Program Files\Hewlett-Packard\HPCA\Data" /qn
```



Notice that **INSTALLDIR** was not specified; its default value will be used.

The path to the Satellite server installation (MSI) file is:

```
Setup-Satellite\HPCASatellite.msi
```

## Results

The silent installation command that is presented in the Example section will install:

- The Core server to the default location, C:\Program Files\Hewlett-Packard\HPCA.
- The data files to C:\Program Files\Hewlett-Packard\HPCA\Data.
- The installation log to C:\Program Files\Hewlett-Packard\HPCA.

## Setup.exe File

The Core server can also be silently installed by using the `setup.exe` file. This file can be customized, then run, as described in this section.

### Running the installation with the `setup.exe` file

- 1 Copy all of the HPCA installation files from the HPCA media to your hard drive.
- 2 Open, edit, and save the `setup.ini` file.
- 3 Run `setup.exe`.

## Removing HPCA

Use the HPCA installation program to remove HPCA from your server.

If you use the Windows Control Panel applet **Add/Remove Programs** to remove HPCA, some files and folders (for example, the directory `C:\Program Files\Hewlett-Packard\HPCA` and any files that were added or changed since the initial installation) will be left on the server and will have to be manually removed.

### To remove HPCA

- 1 On the HPCA media, double-click **HPCACore.msi**.
- 2 Select **Remove the HP Client Automation Core from this computer** and click **Next**.
  - ▶ If you are removing a Satellite server, the references to “Core” in steps 1 and 2 will be replaced with “Satellite.”
- 3 At the Removal Confirmation message click **Next**.

HPCA is removed from your server.



# Repairing HPCA

Use the HPCA installation program to repair HPCA on your server.

## To repair HPCA

- 1 On the HPCA media, double-click **HPCACore.msi**.
- 2 Select **Repair the HP Client Automation Core files, registry values, and shortcuts on this computer** and click **Next**.



If you are repairing a Satellite server, the references to “Core” in steps 1 and 2 will be replaced with “Satellite.”

- 3 At the Repair Confirmation message click **Next**.

HPCA is repaired on your server.

# Configuring Satellites for Data Cache Preload

The Satellites in your environment, by default, are assigned an identity of *RPS\_satellite\_hostname*. This allows an administrator to establish a Core server database entitlement policy that defines the data resources that are to be distributed (**preloaded**) to the Satellite. A preload is triggered whenever the Satellite is synchronized with its upstream host.

A Satellite’s preload entitlement policy defines:

- The data resources that are to be loaded into the Satellite’s cache location when the synchronization runs.
- The location from which the resources should be distributed. (By default, this is the upstream host server.)

Use the Core CSDB to create a Satellite cache desired-state policy entitlement for each Satellite that is to be preloaded. This can be done before or after the Satellites are installed and configured.

The section that follows, [Satellite Identity](#) on page 50, details how to change a Satellite server’s identity. This information will be useful in the subsequent section, [Creating the Entitlement Policy for a Data Cache Preload](#) on page 51.

After Satellites are installed and configured, you can create synchronization jobs to schedule the synchronization of data, configuration, or both. Refer to the chapter, *Managing the Enterprise* in the *HP Client Automation Core and Satellite Enterprise Edition User Guide* or the HPCA Console help, for details.

## Satellite Identity

All Satellites are installed with the same default identity of `RPS_satellite_hostname`. The identity of `RPS_satellite_hostname` can be customized to accommodate different naming conventions.

### Customizing a Satellite's identity

- 1 Stop the Satellite service (HPCA Satellite) or the HPCA Apache Server and HPCA Proxy Server service. This disables the Satellite Console and ensures that no modifications can be made at the Console while the configuration file is being modified.

- 2 Navigate to `<InstallDir>\ApacheServer\apps\proxy\etc`, and use a text editor to open the Satellite server's configuration file, `proxy.cfg`.

- 3 Locate the line:

```
<cms-identity>RPS_satellite_hostname</cms-identity>
```

- 4 Change the value of `RPS_satellite_hostname` to an identity of your choice, as in:

```
<cms-identity>RPS_PARISSAT3_EN</cms-identity>
```



Do not use a period (dot) in the identify value. It is a restricted character in the CSDB. Use only those characters that are valid for creating instance names in the CSDB.

For more information, refer to the *HP Client Automation Administrator Installation and User Guide*.

- 5 Save the changes and close `proxy.cfg`.
- 6 Navigate to `<InstallDir>\ProxyServer\etc`, and use a text editor to open the Proxy server's configuration file, `rps.cfg`.

- 7 Locate the parameter:

```
-static-user RPS_satellite_hostname
```

- 8 Change the value of `RPS_satellite_hostname` to an identity of your choice, as in:  

```
-static-user RPS_PARISSAT3_EN
```
- 9 Save the changes and close `rps.cfg`.
- 10 Restart the HPCA service that was stopped in [step 1](#). This will ensure that the changes take effect.

## Follow Up

Add this new Satellite identity to the POLICY.USER Domain in the Core server's CSDB. Now you can entitle (directly or indirectly) the new POLICY.USER Instance to applications, as discussed in the section that follows.

This is also detailed in the Implementing Entitlement Policy chapter of the *HP Client Automation Application Manager and Application Self-Service Manager Installation and Configuration Guide*.

## Creating the Entitlement Policy for a Data Cache Preload

The tasks that are detailed in this section are performed on the Core server and require a basic understanding of the HPCA Admin CSDB Editor, which can be accessed:

- From the **Start** menu, by selecting **Programs > HP Client Automation Administrator > Client Automation Administrator CSDB Editor**.

In the tree-view (left panel), double-click the tier-structure icons to access the structure below them.

The HPCA Admin CSDB Editor tasks in this section are:

- [Creating the entitlement policy for the preload of the data cache](#)
- [Configuring a WORKGROUP Instance to preload all database applications](#)
- [Connecting a POLICY.USER RPS Instance to a POLICY.WORKGROUP Instance](#)

## Creating the entitlement policy for the preload of the data cache

It is recommended that you review the information in the preceding section, *Satellite Identity*, before continuing with the procedures in this section.

▶ This task requires a basic understanding of how to create an entitlement policy. This is covered in the “Implementing Entitlement Policy” chapter of the *HP Client Automation Application Manager and Application Self-Service Manager Installation and Configuration Guide*.

- 1 Open the HPCA Admin CSDB Editor and create a PRIMARY.POLICY.USER Instance that matches the identity of the Satellites.

All Satellites have the default identity of `RPS_satellite_hostname`. This can be customized (as described in the previous section, [Satellite Identity](#) on page 50) to in order to accommodate different entitlement policies.

- 2 Connect the POLICY.USER Instance to the set of applications that are to be preloaded to the Satellite’s data cache.

If necessary, refer to the *Implementing Entitlement Policy* chapter of the *HP Client Automation Application Manager and Application Self-Service Manager Installation and Configuration Guide*.

If multiple Satellites require that the same set of applications be preloaded, a “workgroup” instance that contains all of the applications can be created. This is detailed next in [Configuring a WORKGROUP Instance to preload all database applications](#).

### Configuring a WORKGROUP Instance to preload all database applications

This example uses a POLICY.WORKGRP Instance to preload the Satellite with all available applications. Your preload WORKGRP Instance should specify the set of applications that are normally required by the HPCA agents that are assigned to that Satellite.

- 1 Open the HPCA Admin CSDB Editor and create a new WORKGRP instance in the PRIMARY.POLICY domain.

- a Right-click **WORKGRP** and select **New Instance** from the pop-up menu.

The Create Instance dialog box appears. The display name defaults to the instance name if left blank.



- 5 From the list view (right panel), drag the HPCA\_Sat\_Preload\_Apps WORKGRP Instance icon to the selected RPS\_satellite\_hostname USER Instance in the tree view.



Your cursor will change to a paperclip when it is placed on the selected USER.RPS\_satellite\_hostname Instance. The paperclip indicates a valid connection.

- 6 Complete the connection by “dropping” (release the mouse button) the HPCA\_Sat\_Preload\_Apps icon on the RPS\_satellite\_hostname Instance.

The Select Connection dialog opens, indicating a connection will be made between the selected instances.

- 7 Click **Copy** on the Select Connection dialog box to complete the \_ALWAYS connection.
- 8 Click **Yes** to confirm the connection.

To test the preload, use the Satellite Console synchronization option. The cache size on the Operations page will change after the preload occurs.

## Configuring Core Server on Windows 2003

If you have installed the Core on a Windows Server 2003, you must set some switches in the `boot.ini` file to improve the performance of the Core Server.

The switches that need to be added to the `boot.ini` file are the following:

- `/3GB` - It allocates 1 GB to the kernel and 3 GB to the user mode space.
- `/userva=2900` - It is used with the `/3GB` switch for more precise tuning of user and kernel virtual memory space in the Windows Server 2003 family.
- `/PAE` - It is used on systems with more than 4 GB of RAM. It permits a computer that supports the physical address extension (PAE) mode to start normally.

For more information about setting switches in the `boot.ini` file, go to **<http://support.microsoft.com/kb/316739>** and **<http://support.microsoft.com/kb/833721>** at the Microsoft web site.

# Manually Installing the HPCA Administrator

To install the HPCA Administrator on a machine other than that which hosts the Core server, you will need to manually install it. The manual installation can be done by using either of the methods that are described in the sections:

- [Installing the HPCA Administrator using the installation program on page 55](#)

## Installing the HPCA Administrator using the installation program

- 1 On the device on which you want to install the HPCA Administrator, open the HPCA media to the Media\admin\default\win32 directory and double-click **setup.exe** (or the .msi file).  
The Welcome window opens.
- 2 Click **Next** to begin the installation. The End-User License Agreement window opens.
- 3 Read and accept the License Agreement, and click **Next**.
- 4 Select the installation directory and click **Next**.
- 5 Enter the IP address or hostname of your HPCA Core server. The default port 3464 should not be changed.
- 6 Click **Next**. The License Dialog window opens.
- 7 Click **Browse** to select the license file for your edition of HPCA.
- 8 Click **Next**. The Select Features window opens.
- 9 Select the features to install, and then click **Next**.
- 10 Click **Install** to begin the installation.
- 11 When the installation is complete, click **Finish**.

# Using HPCA to Manage Windows Operating Systems

HPCA uses two utilities from the Microsoft Windows Automated Installation Kit (AIK) for operating system (OS) management:

- The `bootsec.exe` utility repairs the boot sector of the Windows partition.
- The `imagex.exe` utility is used to capture, modify, and apply file-based disk images for deployment.

If you plan to use HPCA to manage Windows operating systems, you will need to install the Windows AIK on the machine that will host the HPCA Core. Refer to [Windows AIK Installation](#) on page 23.

Refer to “Prerequisites for Capturing Operating Systems” in the *HP Client Automation OS Management Reference Guide* for additional information.

## Out of Band Management

If HPCA OOBM is going to be enabled and used, review the following notes.

- If you are uninstalling or upgrading an HPCA server and want to retain the OOBM configuration and data files for later use, you must use the migration scripts for the backup and restore of files.

For more information on migration and restore, refer to the *HP Client Automation Starter and Standard Editions Migration Guide*.

- In order for vPro devices to work correctly with HPCA OOBM, you must install and configure the Intel™ AMT **Setup and Configuration Service (SCS)**.
  - The **SCS** is supported on Windows 2003 Server (32-bit) operating systems only, and can be installed on a machine other than that which houses the HPCA components.
  - If the HPCA components are installed on any Windows 2008 Server platform, the **SCS** must be installed on a separate server.
  - If you choose to integrate HPCA OOBM features with Active Directory, the Active Directory domain controller must be installed on Windows 2003 Server (32-bit) operating systems.



For additional information, refer to the *HP Client Automation Out of Band Management User Guide* and the most recent Intel™ SCS documentation.

## Windows Services

After the installation, the HPCA Core service will be listed in the Windows services as *HPCA Core*; its start mode will be set to “Automatic.” As this service is an internal part of the HPCA Core, it should not be stopped while the Core is running.

If the HPCA Satellite server is installed, its service, *HPCA Satellite*, will be listed in the Windows services also; its start mode will be set to “Automatic.” As this service is an internal part of the HPCA Satellite, it should not be stopped while the Satellite is running.

In addition to the HPCA services, several sub-services are automatically installed with the HPCA server. These are easily identified in Windows services because they are labeled “HPCA.” The start mode for these sub-services is “Manual.”

HP recommends using only the Console to stop and start these sub-services because of cross-service dependencies. If the HPCA Core or Satellite service is stopped, the sub-services will automatically stop as well.



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# 3 HPCA Features

At the end of this chapter, you will understand the following HPCA features and components:

- [HP Client Automation Core](#) on page 60
- [HP Client Automation Satellite](#) on page 65
- [HP Client Automation Features](#) on page 69
- [HP Client Automation Components](#) on page 72

# HP Client Automation Core

The **HP Client Automation Core** (the **Core**) server is the primary repository of data for an HP Client Automation environment. It is the authoritative source of all configuration information and managed content.

The Core server contains enterprise-console capabilities, content-acquisition subsystems, and Patch Management, Compliance Management, Security Tools Management, Settings Management, and Vulnerability Management capabilities. It is also the point of integration for third-party systems. The Core provides a central administration point for all of its subservient (“downstream”) components, as well as offering reporting information on their configuration and status.

The Core has the following downstream components:

- **Satellite Servers**  
Installed on server machines throughout the environment and communicate with the Core via HTTP. Satellites are subservient to the Core, but assist it in managing the downstream HP Client Automation agents (see [HP Client Automation Satellite](#) on page 65).
- **Agent**  
Installed on user devices throughout the environment thereby bringing those devices under the control of the HP Client Automation architecture and allowing their configuration and status to be managed by the Core.

The Core can be directly connected to downstream agents or serve them via a Satellite.



Although the Core can directly serve its downstream HP Client Automation agents, Hewlett-Packard does not recommend this practice, except in very small business environments. HP recommends that you always use at least one Satellite when in the HPCA Enterprise license environment.

## The Core in the HP Client Automation Environment

A corporate computing infrastructure can function with either:

- One Core server directly connected to and servicing the agents (not recommended for a large enterprise environment).

- One Core server connected to multiple downstream Satellite servers which (acting as intermediaries) service the agents.

The server-to-agent construct should be based on the size and needs of the infrastructure.

## Functions of the Core

On the front-end, the Core hosts the user interface console as part of its relationship with Satellites and agents. The Core's back-end functionality includes interactions with external and third-party systems.

## Core Communications

HP Client Automation Cores communicate downstream with either Satellite servers or HPCA agents. The types and purposes of these communications are varied and consist of:

- Synchronization of data caches with downstream servers.
- Synchronization of HP Client Automation Configuration Server Databases (CSDBs) with downstream servers.
- Requests for policy resolution.
- Requests for OS device status.
- Informational messages that provide the status of activities among the servers and its agents.

For more detailed information about a Core's required and default ports, see [Communications Ports](#) on page 19.

## HPCA Core Server Components

The Core server installation program installs all of the HPCA components that are listed below, by default. These components are preconfigured; minimal information is required during or after the installation.



HP recommends not modifying any Core or component configuration other than those specifically documented in this guide.

## Components Unique to a Core Server

The following components are unique to a Core server; they are not installed on Satellite servers.

- HPCA Console
- Patch Management Server
- Knowledge Base Server
- Application Usage Management Administrator
- Portal
- Reporting Server

The following table lists the HPCA components that are automatically installed on a Core server. The main function of each component is also described.

**Table 2 HPCA Core components and essential function**

<b>Core component</b>	<b>Function</b>
Boot Server (PXE)	Windows-based PXE (Pre-execution Environment) server for the OS Manager environment.
Boot Server (TFTP)	Windows-based Trivial File Transfer Protocol (TFTP) server for the OS Manager environment.
Configuration Server	Configures and maintains desired-state information for your devices.
Configuration Server Database ( <i>authoritative repository</i> )	Stores the desired-state configuration in a hierarchical structure. The master CSDB on a Core server is the authoritative repository source for replicated CSDBs on Satellite servers.
Distributed Configuration Server (Source)	On a Core server, defines the source for downstream replications of the CSDB to a target Satellite CSDB.
HPCA Console	A web-based, agent-management tool that enables you to view the status of your enterprise. You can also manage software, patches, and inventory and administer policy for devices in your environment.

**Table 2 HPCA Core components and essential function**

<b>Core component</b>	<b>Function</b>
Messaging Server	Routes and posts data that is reported by HPCA agents to the appropriate reporting database or server (such as Inventory, Portal, Patch Management, Risk Management, Inventory and Application Management Profile data).
Multicast Server	Simultaneously sends a single data stream to multiple HPCA agents.
OS Manager Server	Provision and manage operating systems on HPCA agent devices.
Patch Management Server	Acquires, publishes, and deploys (Microsoft) vendors' security patches and bulletins.
Knowledge Base Server	The KB Server populates a SQL Server or Oracle Database with data in the form of state files. State files consist of data that represent the current state of an application. This data is acquired by the KB Server from a continuously monitored user-specified directory or collection point. When data is detected at this collection point, it is automatically transferred to the database.
Application Usage Management Administrator	The AUM Administrator allows you to create rules that will enable you to select the data that will be used to create your usage reports. Install this component on an administrator's workstation (preferred) or on the computer that houses the Knowledge Base Server.
Policy Server	Use directory services to implement policy.

**Table 2 HPCA Core components and essential function**

<b>Core component</b>	<b>Function</b>
Portal	Web-services that are used to deploy agents and manage infrastructure through a web browser, and for OS Manager Administration. Provides job-engine support for certain classes of jobs such as HPCA agent deployment.
Reporting Server	A web-based reporting tool that accesses data from multiple SQL databases for consolidated reporting. It is used to provide reports for Patch Management, Usage Management, Inventory Management, Application Management Profiles, and Risk Management.
Thin Client Server	Manage agents on Windows CE thin clients.

The MySQL database instance is embedded in the HPCA Core. This instance is an operational database that holds information about jobs and user role assignments. The availability of this database is not critical to the functioning of HPCA. It is, however, required to support GUI access to the Console and job information. This database is not intended to have any user- or engineer-accessible elements, nor does it provide any extensibility. It is intentionally a locked down, fixed-purpose, embedded database. It is configured to be accessible only via a special service account, to processes that are local to the HPCA Core—direct network access is not possible.

## Features Available when the Core is Down

The Core server unavailability does not result in the complete service failure, ensuring continuity in Core server functionality and the data services.

The following operations can be completed when the Core server is down or unavailable:

- External policy for software: Available if preload was done.
- External policy for patches: Available if preload was done.
- Message posting: Available according to the number of attempts and for longer durations if direct injection is used.



To configure the full-service Satellite servers to directly inject the messages to the RDBMS, instead of forwarding the messages to the Core server, see the *Appendix I - Configuring a Full-Service Satellite for SQL Data Injection* in the *HP Client Automation Core and Satellite Enterprise Edition User Guide*.

## HP Client Automation Satellite

The **HP Client Automation Satellite** (the **Satellite**) acts as an access point to the HP Client Automation infrastructure for all HP Client Automation agents. The Satellite is dependent on and subservient to the Core server (see [HP Client Automation Core](#) on page 60).

The Satellite is an intermediary between the Core and the agents. In a typical corporate computing environment it is located in “network proximity” to the agents that it serves in order to enhance their performance and minimize the impact on the **Wide Area Network (WAN)**. There are no restrictions or limitations on how many Satellites can be used; their use is determined by an administrator and should be based on necessity—the size, scope, and topography of the infrastructure.

Satellites synchronize with an upstream Core which enables administrators to devise efficient multi-tiered environments.

The Satellite provides the following services to its agents.

- Agent Maintenance
- Data Delivery
- Service Catalog
- Service Delivery
- Service Reporting

Satellites contain *recoverable* information only. They can, therefore, be rebuilt and recovered at any time by being synchronized with a Core server or an upstream Satellite.

Satellites can be configured as:

- **Full-service Mode**  
in which they are able to provide configuration services (HP Client Automation Configuration Server), in addition to high-volume data-distribution services via unicast and multicast.
- **Streamlined Mode**  
in which they are able to provide the high-volume data services, as well as the OS-configuration services that are required for OS provisioning. They do not provide configuration services; rather they refer agents to an upstream Satellite or Core that is configured to satisfy those requests.

## Best Practices Note

HP recommends that HP Client Automation administrators *do not* make changes to the CSDB that is located *on a Satellite server*. (Database changes include HP Client Automation Administrator CSDB Editor administrative functions and publishing.)

A Satellite server's CSDB is a replication of its upstream server's metadata (either a Core or another Satellite) and any database changes at this level will be lost on the next synchronization with that upstream server.

## Satellite Communications

Satellites communicate upstream with either Core servers or other Satellite servers. The types and purposes of these communications are varied and consist of:

- Synchronization of data caches.
- Synchronization of CSDBs.
- Requests for policy resolution.
- Requests for OS device status.
- Informational messages that provide the status of activities between the Satellite and its HP Client Automation agents.

For more detailed information about a Satellite's required and default ports, see [Communications Ports](#) on page 19.

## HPCA Satellite Server Components

The Satellite server installation program installs all of the HPCA components that are listed below, by default. These components are preconfigured; minimal information is required during or after the installation.



HP recommends not modifying any component configuration other than those specifically documented in this guide.

The following table lists the additional HPCA components that are automatically installed on a Satellite server. The main function of each component is also described.

**Table 3 HPCA Satellite components and essential functions**

<b>Component</b>	<b>Use</b>
Boot Server (PXE)	Windows-based PXE (Pre-execution Environment) server for the OS Manager environment.
Boot Server (TFTP)	Windows-based Trivial File Transfer Protocol (TFTP) server for the OS Manager environment.
Configuration Server	Configures and maintains the desired state for your enterprise devices and agent computers.
Configuration Server Database (CSDB) ( <i>replicated</i> )	Stores the desired state configuration in a hierarchical structure. Satellite CDSBs are always replicated from an upstream Core or Satellite server.  Note: Do not make changes to the HPCA CSDB that is located on a Satellite server because it is a replication of its upstream server's (on either a Core or another Satellite) and any database changes at this level will be lost on the next synchronization with that upstream server.
Distributed Configuration Server (Source and Destination)	As a target, replicates the Core CSDB to this Satellite's CSDB. As a source, replicates this Satellite's CSDB to a downstream Satellite CSDB.
Proxy Server	Use cache management over HTTP to store and dynamically transmit application data.

**Table 3 HPCA Satellite components and essential functions**

<b>Component</b>	<b>Use</b>
Messaging Server	Routes and posts data that is reported by HPCA agents to the appropriate reporting database or server (such as Inventory, Portal, Patch Management, Risk Management, Inventory and Application Management Profile data).
Multicast Server	Simultaneously sends a single data stream to multiple HPCA agents.
OS Manager Server	Provisions and manages operating systems on HPCA agent devices.
Patch Gateway Server	Downloads the patch binary data on request from the agent and caches it for other agents to use.
Policy Server	Use existing, non-HPCA directory services to implement policy.
Satellite Console	A web-interface using which various administrative and configuration tasks can be performed.
Thin Client	Manage agents on Windows CE thin clients.

## HPCA Server Communications Ports

This section details the ports that are used by the HPCA Servers for communications with other HPCA products. These ports are only used locally on a machine; an implementation detail that is private to the server.

HPCA Servers have default listening ports that are required for viable communications with other HPCA products, but they can be configured to listen on other ports also, depending on their configuration and function. The default ports on which the servers communicate with other HPCA products are listed in the table, below.



Table entries that have **bold** face applied indicate address-port combinations that are specific to Core servers.

**Table 4 HPCA Servers Communications Ports**

<b>IP Address and Port</b>	<b>Port Type</b>	<b>HPCA Product</b>
127.0.0.1:3461	TCP	HPCA Messaging Server (nvdkit-hpca-ms.exe)
0.0.0.0:3464	TCP	HPCA Configuration Server (ZTOPTASK.exe)
0.0.0.0:3466	TCP	HPCA Apache Server (httpd.exe)
127.0.0.1:3467	TCP	HPCA Patch Server (nvdkit-hpca-patch.exe)
127.0.0.1:3468	TCP	HPCA Policy Server (nvdkit-hpca-pm.exe)
127.0.0.1:3469	TCP	HPCA OS Manager (nvdkit-hpca-osm.exe)
0.0.0.0:3466	UDP	HPCA OS Manager (nvdkit-hpca-osm.exe)
127.0.0.1:3470	TCP	HPCA Mobile Messaging Server (nvdkit-hpca-mms.exe)
127.0.0.1:3471	TCP	HPCA Portal (nvdkit-hpca-rmp.exe)
127.0.0.1:3472	TCP	HPCA Multicast Server (nvdkit-hpca-mcast.exe)
2xx.0.0.0:9100	UDP	HPCA Multicast Server (nvdkit-hpca-mcast.exe)
127.0.0.1:3473	TCP	HPCA Distributed Configuration Server (nvdkit-hpca-dcs.exe)
127.0.0.1:3474	TCP	HPCA DS (slapd.exe)
127.0.0.1:3476	TCP	HPCA (hpca.exe)
127.0.0.1:3477	TCP	HPCA Tomcat (tomcat.exe)
127.0.0.1:3478	TCP	HPCA Tomcat (tomcat.exe)
127.0.0.1:3479	TCP	HPCA Database (mysqld-nt.exe)
127.0.0.1:3481	TCP	HPCA Proxy Server (nvdkit-hpca-ps.exe)

## HP Client Automation Features

The following list items describe some of the features available with HPCA.

- **Inventory collection of hardware and software**  
Available for managed HP devices, including BIOS configuration information. The inventory information collected on devices is viewed

through a central console. Reporting tools present the data in detailed or graphic views that can be easily filtered to show devices matching specific criteria.

- **Thin client management**

You can deploy operating systems and software to HP thin client devices running Windows XPE, CE, and embedded Linux. Thin client devices are client computers that depend primarily on a central server for processing activities. HP provides many thin client device models.

- **Remote content management**

To better facilitate remote offices, HPCA provides the ability to deploy Satellite servers to deliver resources. This allows client devices to get their resources from a more local source instead of pulling resources over slower wide area network connections.

- **Hardware alert reporting**

Devices can be configured centrally to report hardware alerts, such as fan failure or chassis opening, on the client device or to the central console. Using the **HP Client Management Interface (CMI)**, an administrator can target a system for repairs before other hardware components are affected.

- **Softpaq management**

HPCA allows you to automatically acquire applicable Softpaqs for devices in an environment, determine whether or not a device requires a Softpaq to update the BIOS, device drivers, or HP provided applications, and deploy the Softpaqs to the device, all from a central console. The reporting area of the console provides information on which acquired and applicable Softpaqs have or have not yet been applied to a device.

- **BIOS management**

This feature allows you to apply a password to protect the BIOS, adjust boot order on a device, enable Wake-on-LAN, or adjust other BIOS configuration settings. HP Client Automation can determine current BIOS settings for HP devices in the environment and update the BIOS settings to the desired configuration.

- **Remote management**

Administrators can take control of problem devices with integrated remote control capabilities in the console. Beyond remote control, administrators have additional power management capabilities built into the console, such as the ability to power down or reboot devices, and Wake-On-LAN.

- **Out of Band Management**  
 Out of Band Management (OOB Management) is Web-based, remote management that allows you to perform out of band management operations on devices regardless of system power or operating system state. For additional details and usage instructions, refer to the *HP Client Automation Out of Band Management User Guide* or the online help included with the HPCA Console.
- **Personality Backup and Restore**  
 Back up user files and settings from a source computer and restore them to a destination computer.
- **Inventory collection**  
 This feature allows you to collect information about the hardware in your environment.
- **Software deployment**  
 Deploy packaged software to managed devices in an environment. Software can be distributed to locally or remotely connected PCs. If a device is on the network, but not powered on when the deployment job is run, it can be powered on as part of the deployment process.
- **OS deployment**  
 Deploy supported Windows operating systems to PC client devices. Operating systems can be deployed to bare metal devices (no existing operating system) or to devices currently running an existing supported Windows operating system.
- **Microsoft patch management**  
 HPCA provides the ability to manage Microsoft patches in an environment. Patches are automatically acquired from Microsoft. After acquisition, managed devices determine patch compliance, and patches can be deployed to devices. After patches are deployed, they are periodically verified to ensure that the device is protected against the security threat addressed by the patch.
- **Software usage collection**  
 This feature allows you to collect software usage information. Usage information can be used to determine license compliance or determine which software licenses are required in an environment. Administrators can determine if they have too many or not enough software licenses with HP Client Automation's usage management tracking and reporting capabilities.

# HP Client Automation Components

The following sections contain summary information about HP Client Automation components.

- [HP Client Automation Console](#) on page 72
- [HP Client Automation Agent](#) on page 72
- [HP Client Automation Administrator](#) on page 73
- [Image Preparation Wizard](#) on page 74

## HP Client Automation Console

The **HP Client Automation Console** (the **Console**) is the web interface that an HPCA administrator will use to manage devices, software, operating systems, and patches, as well as create and view reports based on those managed devices.

The features and tabs available on the console depend on the Role Group the console user belongs to.

The tabs of the Console have varying layouts because of the different administrative tasks that can be performed at each. For example, on the Reporting tab, Search and Display options appear on the left and the report query results are displayed in the workspace on the right.

## HP Client Automation Agent

The HP Client Automation agent is the a managed device that provides activity-specific plug-ins such as inventory reporting, service deployment, patch management, and usage monitoring.

The HPCA agent gets installed on downstream, client-level devices that an HPCA administrator wants to manage with HP Client Automation. The installation brings the target machine under the control of the HPCA environment, thereby making it a **managed device**. An administrator deploys the HPCA agent to a device, and then entitles and installs software and patches directly to that device or to the device's group.



## HP Client Automation Administrator

The HP Client Automation Administrator contains tools you can use to package and publish software into the CSDB as well as navigate your Core database.

The HPCA Administrator is installed along with the HPCA Core Server.

You can install the Administrator to another location by deploying the Administrator service or by using the installation file included on the HPCA media.

As an Enterprise user, you have access to the Agent Explorer, the Publisher, the CSDB Editor, Packager, Screen Painter, and the AMP Editor.

### Agent Explorer

The Agent Explorer is a component of the HP Client Automation Administrator and is installed along with the Publisher. Use it to troubleshoot and resolve problems. Do *not* use it without direct instructions from HP Support.

### Publisher

The Publisher allows you to publish Software, OS images, HP Softpaqs and BIOS Configuration.

### CSDB Editor

The Configuration Server Database Editor (CSDB Editor) allows you to inspect and manipulate the contents of the CSDB.

### Packager

The Packager allows you to use a packaging method called Installation Monitor Mode when you are not familiar with all the components that should be part of a package. This method performs a scan before and after you install the software. The difference between the two scans becomes the contents of the package.

### Screen Painter

The Screen Painter allows you to design and create dialog boxes.

## AMP Editor

The AMP Editor allows you to rapidly deploy and manage software products that are typically required on desktop clients, such as Microsoft Office 2007, Symantec Antivirus, and Citrix Presentation Agent among others. Refer to the *HP Client Automation Application Management Profiles User Guide* for more information

## Image Preparation Wizard

The Image Preparation Wizard prepares and captures operating systems locally on a device. The wizard is part of the Image Preparation Wizard CD ISO that is available on the HP Client Automation media.

Refer to the *HP Client Automation OS Management Reference Guide* for detailed instructions.

---

## 4 HPCA Architecture

At the end of this chapter you will:

- Know about the main components needed to create any HP Client Automation environment: Core Server, Satellite Servers, and Agents.
- Understand the distinct roles played by the Core and Satellite Servers.
- Be aware of the various deployment architectures that are available to scale support for large or disperse enterprises.

# Streamlined HPCA Framework

The HPCA Core and Satellite servers, offer a very simple and flexible framework for building and expanding a Client Automation environment to meet the needs of any number of HPCA Agents in your environment. Because the Core and Satellite servers have fixed roles, there are three main components required to build your Client Automation environment:

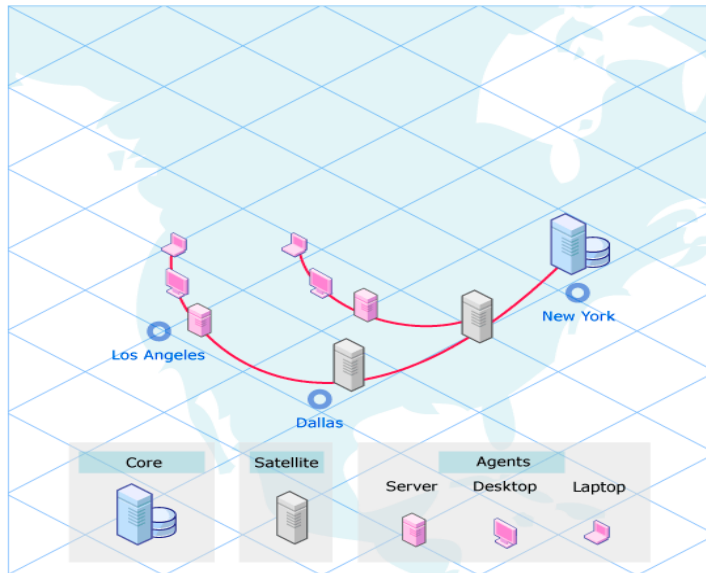
- Core
- Satellites
- Agents

To use a body metaphor for your HPCA environment:

- The Core represents the “head” and “brain” of HPCA with its embedded intelligence; it is a precious resource that stores the authoritative configuration repository, the consolidated reporting database, and hosts the interfaces with external acquisition sources for Patch Management, Compliance Management, Security Tools Management, Settings Management, and Vulnerability Management.
- The Satellites represent “limbs” used to extend the reach of the Core and perform activities—if given authority; depending on how they are sized and configured, they provide local sources for Agent resolution, data, or OS images.
- The Agents act as the “fingers” that touch and interact with the managed devices.

These basic “building blocks” of an HPCA environment are illustrated in the following figure.

**Figure 1 A typical HPCA environment**



## Consolidated Installations, Ports, and Services

When you install a Core server or Satellite server, you install a consolidated set of infrastructure services, consoles, and engines that are needed for that server's role. Post-installation configurations applied through the consoles establish connections to the desired internal or external databases and directory services. These consolidated server installations:

- Minimize the time it takes to install and configure the components.
- Require only a few exposed port numbers – individual component port numbers are internal.
- Allow for easy scaling by adding, configuring, or removing Satellite servers.

The Core server is installed with a full set of HPCA infrastructure (including those installed with a Satellite Server), but its distinct role is that it is the primary and authoritative repository source for configuring and managing Agent-content across the enterprise.

All of the component infrastructure services installed on a Core or Satellite run under the control of either the *HPCA Core service*, or the *HPCA Satellite service*.

The following table identifies a sample set of infrastructure component services installed onto a Core server and Satellite server; note that very few components are unique to a Core server.

**Table 5 Sample services on Core and Satellites**

<b>Service</b>	<b>Core</b>	<b>Satellites</b>
Data	X	
Configuration	X	X
Multicast	X	X
Messaging	X	X
OS	X	X
Patch	X	
Policy	X	X
Thin Client	X	X
Vulnerability	X	
Apache Server Cache		X
Proxy Server		X

The SQL Core and Patch Databases, used for consolidated Dashboards and reporting, reside only on the Core.

In small environments, it is possible to install only one Core server and use it to manage a limited number of HP Client Automation Agents. However, adding Satellite servers will optimize performance in managing Agents. A Satellite is always recommended for OS Manager support.

## Core Functions Summary

The **HP Client Automation Core (HPCA Core)** is the critical *authoritative repository* that maintains all configuration parameters, policy entitlements and data resources (from applications to patches to OS images) used to manage your clients; it provides an aggregated administration point for reporting activities and for all related Satellite servers. The Core contains all content acquisition sub-systems: such as Patch Management, Compliance Management, Security Tools Management, Settings Management, and Vulnerability Management. The Core is also the point of integration with any third-party systems from HP, ISV's, or a customer's own environment. A customer may have only one Core server, or many, depending on their requirements.

The set of components bundled into the Core installation include those needed to:

- Maintain desired state information
- Store data packages
- Automate software management activities
- Host and populate the consolidated reporting database
- Communicate with external directories, such as your own Policy Active Directory (AD or LDAP directory) and external networks used to acquire content to be managed, such as HP Live Network and Microsoft's site for downloading bulletins and patches.
- Communicate with downstream Satellites
- Administer your environment

### Authoritative Configuration Repository

The vital role of the Core is to host the authoritative configuration repository. This is the CSDB that contains the configuration information for the software, patches, and OS images that are being managed through HP Client Automation. The Core CSDB is the source for all downstream Satellite CSDBs.

For more information on the Configuration Server and the CSDB refer to the *HP Client Automation Enterprise Configuration Server Reference Guide*.

## Satellite Functions Summary

The **HP Client Automation Satellites (HPCA Satellites)** are the access points to the Agents in your enterprise. The Satellites contain *recoverable* information only because their content is always replicated from the authoritative source on the Core. Satellites can, therefore, be rebuilt or recovered at any time by synchronizing the Satellite with the Core or upstream Satellite.

Numerous Satellites are typically used to increase the scalability of your HPCA environment. Satellites are placed in “network proximity” to the Client Automation agents that they serve in order to enhance their performance and minimize the impact on the **Wide Area Network (WAN)**.

Satellites are not “masters” of any stable information and can, therefore, be rebuilt and recovered at any time by synchronizing it with a Core server or an upstream Satellite.

HP Client Automation Satellites can be configured as:

- **Full-service Mode**  
these are able to provide configuration services (Configuration Server), in addition to high-volume data-distribution services via unicast and multicast.
- **Streamlined Mode**  
these are able to provide the high-volume data services, as well as the OS-configuration services that are required for OS provisioning. They do not provide configuration services; rather your service access points should refer Client Automation agents to an upstream full-service Satellite or a Core server to satisfy those requests.

HPCA Satellites communicate upstream with either other Satellites or Core servers. The types and purpose of these communications are varied and consist of:

- Synchronization of partial or full data caches
- Synchronization of CSDBs
- Requests for policy resolution
- Requests for OS device status
- Informational messages for reporting the status of management activities by the Satellite and its Client Automation agents.



## Flexible Configuration Options

Both the Core and Satellite Servers offer a Console that makes it easy to customize or reconfigure the component services. For example, you may want to designate specific Satellites as dedicated OS Manager Servers, and disable unneeded services on those Satellites.

## Satellite Deployment Models

Satellites can be installed throughout the enterprise to offer the Agents as many points of access as needed. In smaller environments with a limited number of agents, only a single Satellite may be needed. In larger or more diverse environments, several or many Satellite servers may be needed in order to meet the performance, capacity, and availability needs of your Agents.

- The HPCA Satellite is an *access point* for Client Automation agents.
- Its *network proximity* to Client Automation agents alleviates the workload on the WAN, and facilitates faster and more reliable data transfer.
- The HPCA Satellite can be configured in one of two modes:
  - *Full-service*: offering configuration services as well as data services and OS configuration services to the Client Automation agents that it serves, or
  - *Streamlined*: offering high-volume data services and/or OS configuration services to the Client Automation agents that it serves.
- HPCA Satellites *communicate upstream* to other HPCA Satellites and the HPCA Core.

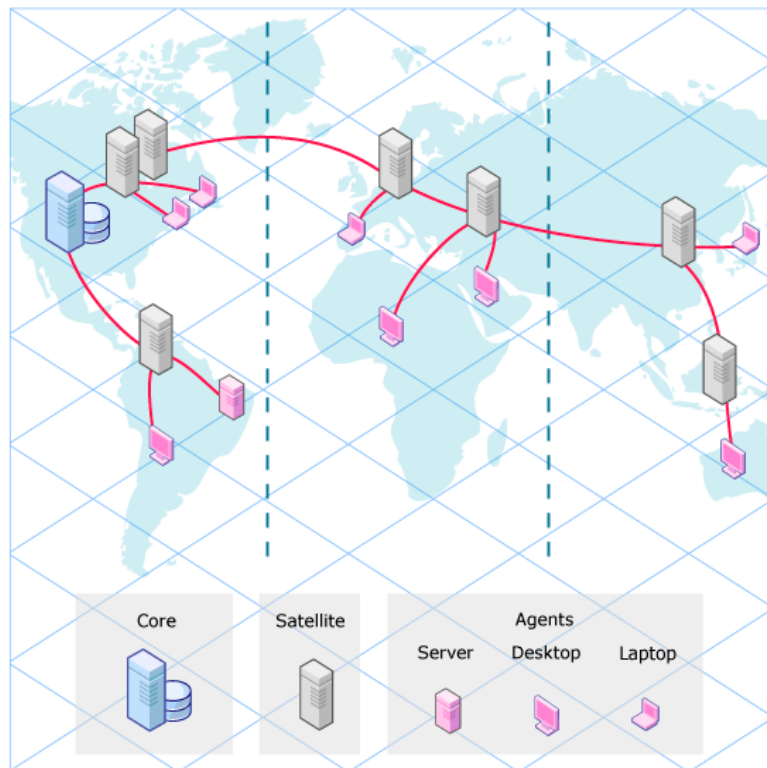
## Locating Satellites in the Enterprise

Place Satellites at network locations that are strategic to your managed Agents. Satellites can be added and stacked either horizontally or vertically, as needed, to optimize overall performance. Factors that may influence where and how many Satellites you add to your environment include:

- Capacity – Add Satellite farms to scale support for large numbers of Agents.
- Availability – Add Satellites to ensure server availability.
- Network Proximity – Add Satellites to optimize network performance. For example, if some branches or sites in your enterprise have limited bandwidth, place additional Satellites in strategic locations to make the most efficient use of the available bandwidth.

In larger environments, Satellites can be scaled vertically, stacking multiple tiers of Satellites beneath a Core.

**Figure 2 Satellites scaled horizontally and vertically**



Satellites can be added or removed at will; their repository contents are all replicated from the Core and all of their data services are a subset of those available on the Core. The larger or more disperse your environment, the more Satellite servers you will want to consider.

Following installation, Satellites can be configured as full service or streamlined satellites.

## Configuring Full or Streamlined Satellites

Full service Satellites have the ability to handle nearly all Agent requests on their own, without having to forward the request to an upstream Core. They have all services that are available to them enabled. These will include:

- **Configuration Services:**  
Configuration services include replicated versions of the Configuration Server and CSDB. This enables the Satellites to resolve the desired-state of Agents that connect to them. Policy Services enable an external policy directory, such as an Active Directory, to be accessed from the Satellite, for Agent resolution.
- **Policy Services:**  
Most HPCA Enterprise customers have an existing LDAP directory they want to utilize for storing HPCA policy entitlements. Policy Services enables an external policy directory, such as an Active Directory, to be accessed directly from the Satellite, for Agent resolution.
- **Messaging Service:**  
Automatically route Agent-reported data back to the upstream server. This service is always enabled and cannot be disabled.
- **Apache Server Cache Services:**  
Apache Server Cache services store Patch Manager Gateway binaries. The binaries can be accessed directly from the Satellite for Agent resolution.
- **Proxy Server Services:**  
Proxy Server services store local caches of software, patch and OS image resource data for content delivery to Agents. Proxy Server services include the ability to distribute content using unicast or multicast. Multicast requires Multicast service to be enabled.

- OS Manager services:  
OS Manager services store local caches of OS images for deployment to managed devices.
- Thin Client services:  
Service required to manage Agents on Windows CE thin clients.
- Multicast services:  
Enables the simultaneous distribution of data resources to multiple Agents. Used to distribute OS Manager images.

Streamlined satellites have one or more functions disabled, which means that the Agent requests they cannot fulfill locally will be directed to an upstream full-service Satellite or Core. For example, a streamlined satellite:

- May be primarily used to cache and deploy software and patch content to the Agents. This streamlined Satellite has a much smaller footprint than a full-service Satellite.
- May have Configuration Services disabled. Without a local Configuration service enabled, the Satellites forward Agent requests for desired-state resolution to an upstream Core or full service Satellite.
- May have the OS Manager, Thin Client, and Multicast services enabled or disabled.

## Synchronizing the Core and Satellite Metadata and Data

After the Core's CSDB is populated with the configuration model and policy entitlements for the agents, the Core metadata and data need to be loaded onto the Satellite servers. The *Synchronize* task on a Satellite console is used to bring down the Core configuration (metadata) and resource data to the Satellites throughout your enterprise.

If there are multiple tiers of Satellite in your environment, the Satellites using the Core server as their upstream host are considered the first-tier Satellites. Use the Synchronize task from a first-tier Satellite to synchronize its contents with the Core. Then use the Synchronize task on the next tier Satellite to synchronize its contents with its upstream satellite host. Synchronize your Satellites throughout the enterprise using this method for any additional Satellite tiers in your enterprise.

Following the synchronization (sync) operation:

- The Core and Full-Service Satellites share the same metadata – or information about configuration, policies and managed data.
- The Core and Streamlined Satellites share the same resource cache for managed data (software, patches and OS images).

## Tiered Architecture Example

The following example shows how to set up an HPCA Enterprise environment to handle substantial numbers of Agents in multiple regions, and:

- Manage mandatory data using the Application Management Agent.
- Discover and report on security vulnerabilities using the HPCA Console.
- Analyze and manage vendor software patches with the Patch Management HPCA Agent feature.
- Create policy entitlements using your existing external LDAP directory service.
- Use Satellites to distribute the configuration management of the devices across your enterprise.
- Place Streamlined Satellites in network locations that are strategic to your target devices.

You could easily use a Core Server with two tiers of Satellite servers to support this distributed environment.

- 1 Install a Core server. This automatically installs the needed Configuration Management and CSDB, Patch Management, Messaging, Reporting, and Policy Server components.

Use the Core Console Configuration Tab to configure:

- Directory Services: The connection to an external Active Directory used to define your policy entitlements.
- Patch: Configure the patch acquisition and distribution settings for Microsoft or Linux patches.

Also use the HPCA Console to complete the configuration of HP Live Network. HP Live Network is used to automatically acquire OVAL definitions for Vulnerability Management.

- 2 Install Satellite Servers to distribute the configuration management of the devices across your network:
  - Specify the Core as their upstream server.
  - Keep these Satellites fully enabled for Configuration services and Data caching services.
  - To access your existing external LDAP directory services for Policy information, also configure the Satellite to access this external directory for Policy.
- 3 Install additional Satellites close to the devices to be managed by HPCA:
  - Specify the full service Satellite as their upstream server.
  - Configure these Satellites to disable the Configuration service and any OS Manager service.
  - Leave Data Resources enabled.
- 4 Deploy Agents with the Application Management and Patch Management plug-ins to the devices in your enterprise.
- 5 Define Client Operation Profiles to direct the agents to connect to the appropriate Satellites in your environment.
- 6 A diagram of your network might be similar to the figure below.



## Adding Policy Entitlements

- 1 Use the Admin CSDB Editor to add configuration information to build the desired state.
- 2 Use the Console to add policy that entitles the software, patches, and the vulnerability discovery services to the agent devices.

## Synchronize Satellites with their Upstream Host

- 1 Run the Satellite Synchronize Operation from the first tier, Full Service Satellite(s).
- 2 Run the Satellite Synchronize Operation from the second tier, Streamlined Satellite(s).

## Agent Connections

Initiate agent connections through a Schedule, a Notify, or the HPCA Self-Service Manager application. For information on these topics, refer the *HP Client Automation Application Manager and Application Self-Service Manager Installation and Configuration Guide*.



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# 5 HPCA Enterprise Functional Views

At the end of this chapter, you will:

- Know the components and information flow for Security and Compliance Management.
- Know the components and information flow for managing patches.
- Know about the components and processes used to capture, deploy and manage OS images.

## Security and Compliance Management View

HP Client Automation offers a security and compliance management solution that enables you to detect security and compliance problems on managed clients in your enterprise and quickly assess the severity and scope of the related risk. You can then take steps to remediate these problems.

HPCA is integrated with the HP Live Network, a subscription service that tracks, triages, and analyzes the latest security vulnerability information available. You can configure HPCA to automatically download new security and compliance management content from the HP Live Network on a periodic basis, rather than depend on a manual process. This content includes scanners for clients and detailed information about security vulnerabilities, compliance benchmarks, and security tools—including suggested remediation solutions.

The HP Live Network content is then published to the Core Server's Configuration Server Database (CSDB), and managed clients can be subsequently scanned according to the schedule that you specify.

The HPCA Console provides Security and Compliance Management dashboards that show the status of your enterprise at a glance. It also provides a Patch Management dashboard to help you quickly assess patch policy compliance across the enterprise and an HPCA Operations dashboard to show you the number and type of operations HPCA has performed over time.

For more information on providing Security and Compliance Management for the managed agents in your enterprise, refer to the *HP Client Automation Core and Satellite Enterprise Edition User Guide*.

**Figure 4 Example: Vulnerability Management in HPCA**



**Legend:**

- 1 Updated vulnerabilities are downloaded and analyzed by the HP Live Network team.
- 2 Updated vulnerabilities and scanner are downloaded by HPCA from HP Live Network.
- 3 Managed clients are scanned for vulnerabilities by HPCA.

# Patch Management View

The Patch Management Server and Patch Publisher on the Core server provide for automated patch acquisition and publishing of security bulletins and service packs.

The Patch Management architecture and processes require a Patch Management SQL Database for storing and reporting on patch vulnerabilities.

Patch Management relies on the Patch Management Server that is only installed on the Core Server. The Patch Management Server is responsible for:

- Acquiring patches from vendors' web sites.
- Publishing patches to the PRIMARY.PATCHMGR Domain.
- Synchronizing patch information with the Patch Management SQL Database.
- Automatically acquiring, publishing and deploying Patch Management Agent updates.

For complete information on how to use HPCA to provide Patch Management for the managed agents in your environment, refer to the *HP Client Automation Enterprise Patch Management Reference Guide*.

## Patch Acquisition and Publishing

During the acquisition, the following happens:

- 1 The vendor's web site is contacted to prepare for the acquisition of bulletins.
- 2 Information about the security bulletins and service packs and (optionally) the actual patch files is downloaded. The information that is downloaded contains detailed data about each patch, such as supersedence, reboot requirements, and probe information.
- 3 An XML file is created for each security bulletin that is acquired and is put in that vendor's folder within the Patch Management Server directory. These files are called **patch descriptor files**.
- 4 The PRIMARY.PATCHMGR Domain on the Core CSDB is populated with this information.

- 5 Services are created in the PRIMARY.PATCHMGR Domain for each of the acquired bulletins.
- 6 The PATCHMGR Domain is synchronized with your Patch Management SQL database.

If you have already performed an acquisition, only instances that are different are updated.

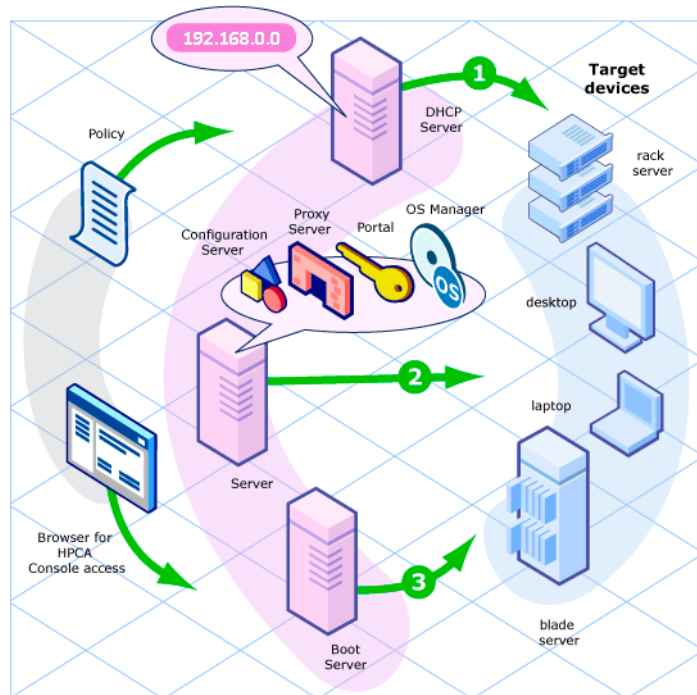
## Patch Management Agent Maintenance

When you run a patch acquisition, you can also elect to have any available Agent Updates downloaded and automatically published and distributed to the Patch Management Agents in your enterprise.

# OS Management View

OS Management's functional view adds a Boot Server and DHCP server to capture and deploy OS images to the managed devices in your Core and Satellite environment.

**Figure 5 OS Management Deployment Architecture in HPCA**



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