

HP Client Automation Enterprise Proxy Server

For the Linux and Windows® operating systems

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Installation and Configuration Guide

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About the HP Client Automation Proxy Server

If your environment uses Core and Satellite servers, first read the *HP Client Automation Enterprise Edition Getting Started and Concepts Guide* as the configuration, troubleshooting and Administrator tools access information in that guide may override the information in this guide.

Who this Guide is for

This book is for HP Client Automation system administrators who want to use Proxy Server in their enterprise environments to cache data at a location between the HP Client Automation Configuration Server (Configuration Server) and their users. To use some of the features in this publication, you should be familiar with other HP Client Automation products, including the Portal, Configuration Server, Administrator CSDB Editor, and the HP Client Automation agents.

What this Guide is about

This guide describes the following:

- HP Client Automation Proxy Server components and processes.
- Installing the Proxy Server for Linux.
- The configuration and implementation of the Proxy Server.
- The configuration of your Configuration Server Database and Client Automation agents for use with Proxy Servers.
- The administration of the Proxy Server.

Terminology

applications

Also called software, data, or services.

Applications are one type of content that HP Client Automation can manage on user computers. Use the HP Client Automation Administrator Publisher to create packages of data to be managed on your subscribers' computers.

attribute

Also called *field*, *variable*, or *property*.

An attribute is a single, descriptive data item in a class. The class template contains a definition (for example, the name, data type, description, and length) for each attribute that makes up the class. Class instances contain a set of attributes and each attribute contains a value.

attribute property

An attribute property controls some aspect of how an attribute is processed on the Configuration Server and Client Automation agent computer. Each attribute defined in a class template has a set of Configuration Server properties and a set of Client Automation agent properties.

Admin Agent Explorer

The Admin Agent Explorer can be used to view or edit local objects, or create new objects. You can also use the Admin Agent Explorer to view objects located on a file server or on other computers to which you are connected via a local area network (LAN).

Client Automation agent computer

A Client Automation agent computer is a user's computer that has the Client Automation agent software installed on it.

Application Manager

The Application Manager is the Client Automation agent that manages mandatory services. The systems administrator uses the Admin CSDB Editor to specify the services that the Application Manager manages on the subscriber's computer. No user interface is available.

Application Self-Service Manager

The Application Self-Service Manager is the Client Automation agent used to manage optional services. The systems administrator uses the Admin CSDB Editor to specify the services that are available to the user.

The user installs and manages services that are available from the Application Self-Service Manager user interface (Service List).

Configuration Server

The Configuration Server distributes applications to Client Automation agent computers. It maintains the CSDB, which stores information that the Configuration Server needs to manage digital assets for distribution to Client Automation agent computers.

Configuration Server DB

The CSDB stores all the information necessary to manage digital assets on a Client Automation agent computer, including:

- The software and data that Client Automation distributes.
- The "desired state" of each HPCA agent computer with respect to the managed content.
- The policies determining which users can subscribe to which packages.
- Security and access rules for administrators.

Use the Admin CSDB Editor to manipulate the CSDB.

Portal

The Portal is a core Client Automation engine hosting an OpenLDAP Zone directory, used to manage many different Client Automation assets. The Portal Zone directory is made available to the HPCA Core Console.

Service

Also called a software application, application, or software.

A service is a group of related packages representing the set of digital assets managed by Client Automation as a unit.

dynamic cache

The dynamic cache is the Proxy Server's secondary cache populated through Dynamic PassThru. When Client Automation agents request data that is not available in the static cache, Dynamic PassThru sends a request to an upstream host, either a Core Server or another Proxy Server, to satisfy the request. Multiple upstream hosts may be defined for fail-over support: if the first named host fails to connect, Dynamic PassThru sends the request to the next upstream host on the list.

Admin CSDB Editor

The Admin CSDB Editor is used to manipulate the contents of the CSDB.

Dynamic PassThru

The HTTP process used to populate the dynamic cache. When Client Automation agents request data that is not available in the static cache or existing dynamic cache, Dynamic PassThru sends a request to an upstream host, either a Core Server or another Proxy Server, to satisfy the request. Multiple upstream hosts may be defined for fail-over support: if the first named host fails to connect, Dynamic PassThru sends the request to the next upstream host on the list.

instance

Also called *class instance*.

An instance is a CSDB object containing a specific occurrence of a class. This is analogous to a row in a relational data table or a record in a traditional flat file. The attributes of an instance contain the data describing one specific entity of that class.

method

A method is a program that performs functions that are meaningful in the context from which they are called.

Methods can be written in REXX or in a language that produces an executable that can validly run on the platform where it is invoked. The HP-supplied REXX run-time environment interprets REXX methods.

Agent methods, also known as Client methods, run on the subscriber's computer, while Configuration Server methods run on the Configuration Server computer.

object

An object is a data structure containing variables stored in a file with a `.EDM` suffix on the Client Automation agent computer. An object can contain one or more instances. Each instance contains the same set of variables. The values held in the variables can vary from instance to instance.

Use the Admin CSDB Editor to view, edit, or create objects.

preloading

Preloading is the process of loading the application to be distributed before any Client Automation agents request the software. It requires a resolution of the Proxy Server's desired state on the Configuration Server before the applications can be loaded, either directly from the Configuration Server, or indirectly from another Proxy Server. The preload resolution is performed using TCP. The files may be deployed using TCP or HTTP, or a Multicast Server.

resource

Also called *file*.

A resource is a single component that is bundled into a package. Examples of resources are files, desktop links, and sets of registry keys.

REXX

REXX is an interpreted language that provides a simple way to customize various aspects of Client Automation processing.

STAGER instance

The STAGER instance in the PRIMARY.POLICY Domain of the CSDB contains information necessary for the Client Automation agent to connect to the Proxy Server to obtain its needed resources. A STAGER instance can also specify the protocol and deployment source used to preload a Proxy Server.

static cache

The static cache is the Proxy Server's primary cache, managed by the Preloader. After installation, this cache is preloaded with services as defined in the CSDB as its desired state. The services may be deployed from the Configuration Server or another Proxy Server.

variable

A variable is a piece of named storage that contains a changing value. The variable's value forms a part of the Client Automation agent's resolved desired-state and can influence the resolution process through messaging or symbolic substitution.

Abbreviations and Variables

Abbreviations Used in this Guide

Abbreviation	Definition
HPCA	HP Client Automation
Core and Satellite	HPCA Enterprise environment consisting of one Core server and one or more Satellite servers. All features are installed as part of the Core or Satellite server installation.
CSDB	Configuration Server Database
Portal	HPCA Portal

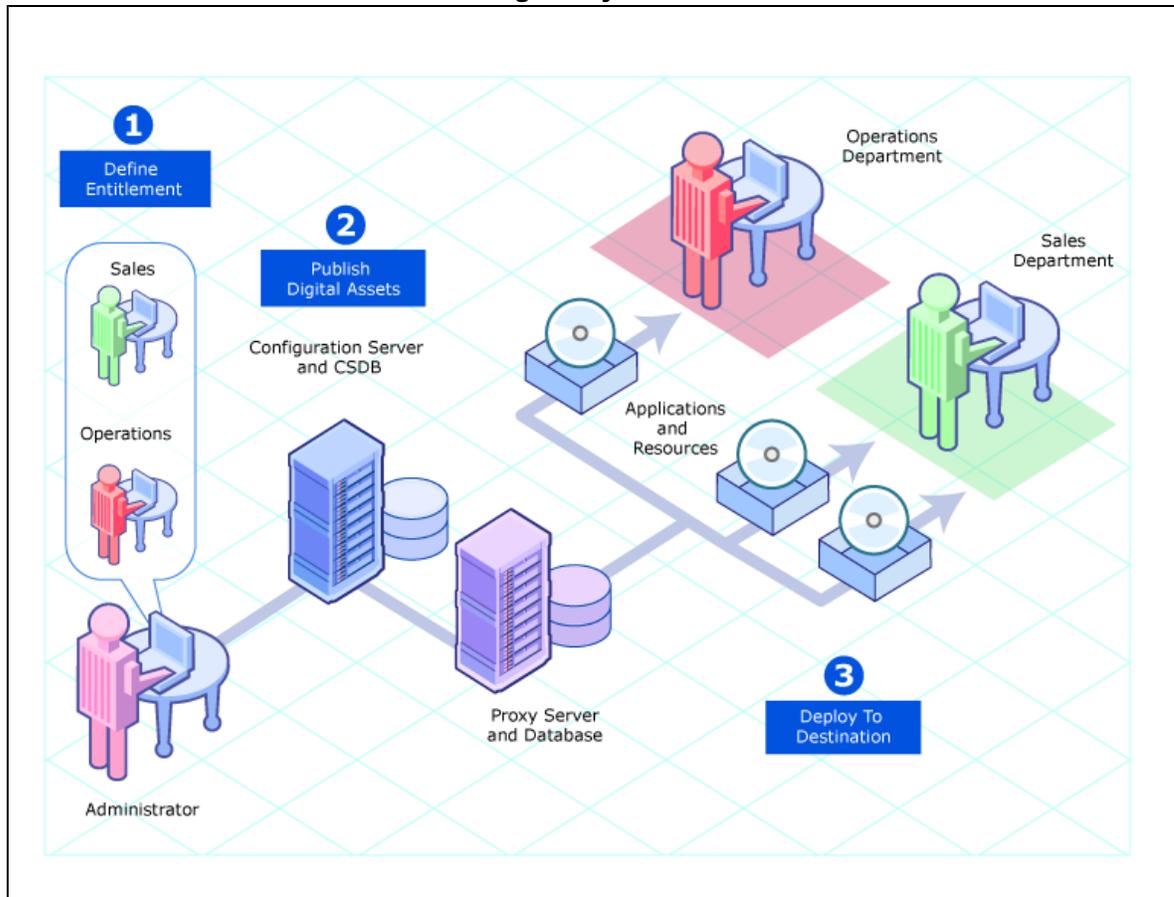
Variables Used in this Guide

Variable	Description	Default Values
<i>InstallDir</i>	Location where the HPCA server is installed	For a 32-bit OS: C:\Program Files\Hewlett-Packard\HPCA For a 64-bit OS: C:\Program Files(x86)\Hewlett-Packard\HPCA
<i>SystemDrive</i>	Drive label for the drive where the HPCA server is installed	C:

Proxy Server

When the Proxy Server is used, it is the primary repository for Client Automation agent data. Once the Client Automation agent determines the resources needed for its desired state, it can request those resources from the Proxy Server. The Proxy Server has the ability to service multiple, concurrent Client Automation agent requests. The figure [Client Automation infrastructure using Proxy Server](#) depicts the Client Automation infrastructure using a Proxy Server to deploy applications to Client Automation agents.

Client Automation infrastructure using Proxy Server



When to use a Proxy Server

Proxy Servers are beneficial in your environment if you have many Client Automation agent computers requesting the same resources from the same location. When data is cached on the Proxy Server, the demand placed on the Configuration Server is decreased, allowing the Configuration Server to allocate more resources to other tasks.

Placing Proxy Servers at strategic points in your network increases the rate at which data is transferred. The connection between subscribers and the Proxy Server may be more efficient than the connection between the subscribers and the Configuration Server. The factors that determine the efficiency of a connection between a server and an agent computer include hardware capability, network bandwidth, workload on the servers, network traffic patterns, and the volume of software to be distributed.

Note: The Proxy Server is not a generic proxy, but rather specifically designed to manage and distribute Client Automation resources.

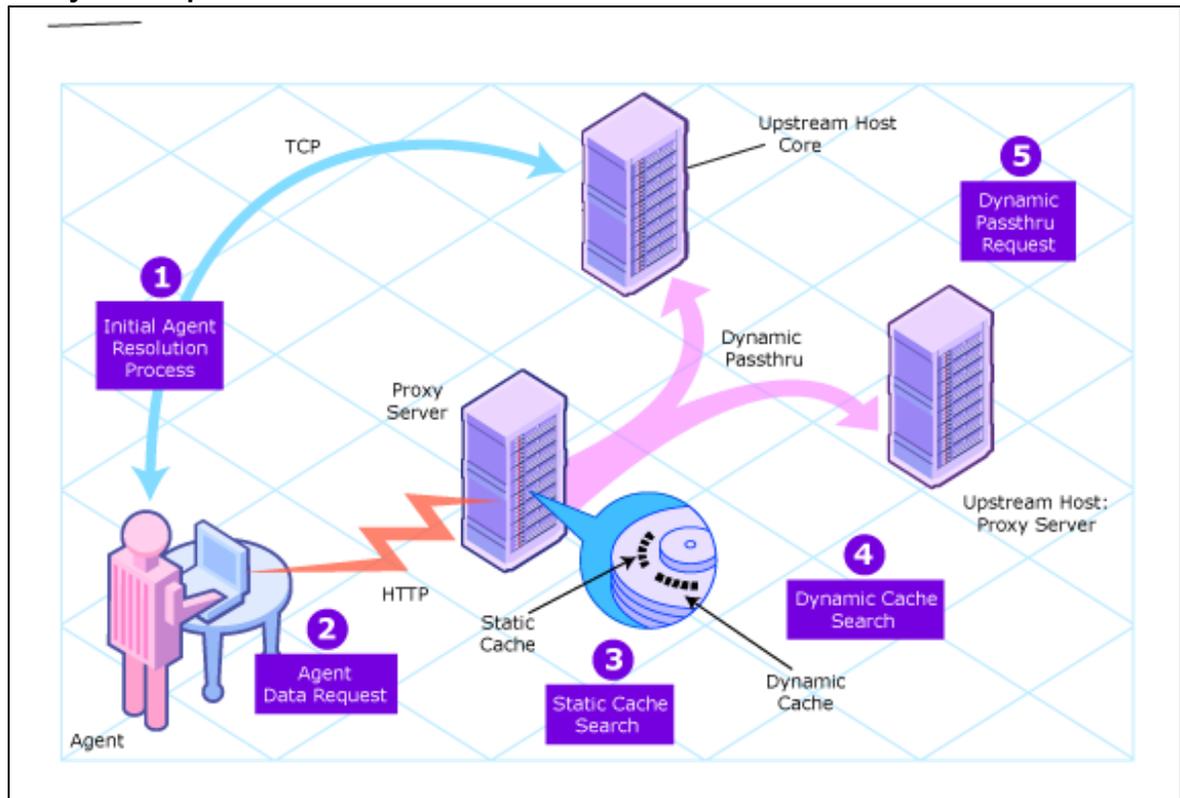
Proxy Server Processing

The logical flow for a typical Client Automation agent request to a Proxy Server is as follows (assuming all components are enabled):

1. The Client Automation agent's resolution process indicates it needs resources, and it should request them from a Proxy Server.
2. The HPCA agent sends a request to the Proxy Server, which is received by the Proxy Server front-end protocol. The agent request is validated, and passed to the cache manager.
Note: The default (and recommended) protocol for HPCA agent communication with the Proxy Server is HTTP. Optionally, TCP is also available. A Proxy Server can service multiple, concurrent agent requests using both protocols simultaneously.
3. The local static cache is searched, and if the data is found, the request is satisfied and the data is sent to the HPCA agent.
4. If the data is not in the local static cache, the local dynamic cache is then searched. If the data is found, the request is satisfied.
5. If the file does not reside in the dynamic cache, Dynamic PassThru requests the file from the defined upstream host (typically, another Proxy Server) using HTTP. If there is a connection failure with the upstream host, and multiple upstream hosts were defined (for fail-over support), Dynamic PassThru tries the next host on the list. The original request is satisfied, and the file is stored in the dynamic cache for future requests.

The following figure illustrates the Proxy Server process flow for handling HPCA agent requests.

Proxy Server process flow



Cache Definitions and Support

The Proxy Server supports two types of cache locations: static and dynamic.

Static Cache

The static cache is the primary cache location for the Proxy Server. To configure the static cache, set **Static Type = Agent**.

When set to agent, the static cache is populated by the Preloader. For performance efficiency, this static cache should be preloaded with all resources that are expected to be distributed by the Proxy Server to Client Automation agents. The static cache is typically preloaded during off hours, so the required resources are available when requested by an HPCA agent. For more information, see [Preloader Process](#).

The Proxy Server views static cache as read only.

Preloader Process

The Preloader populates the static cache of a Proxy Server using a process that parallels the standard Client Automation agent resolution and deployment process. When the Preloader runs, it uses TCP to connect to the assigned Configuration Server for a resolution of the Proxy Server's predefined desired state. The required resources are then deployed to the Proxy Server's static cache. In addition, resources no longer included in the Proxy Server desired state are removed from the static cache.

Note: As part of the Proxy Server, a small version of the HP Client Automation Application Manager is also installed. These components provide the functionality to support the Static Cache preload process.

The preload resources can be deployed using TCP or HTTP.

Preloader and Desired-State Policy Resolution

The preload process is an application of the usual Client Automation desired state policy resolution for Client Automation agents, with the following specific elements. Each element is illustrated in the figure [Proxy Server Preload as a desired state policy resolution](#).

1. **Define Entitlement**

The entitlement for preloading a Proxy Server is defined in the POLICY Domain as follows:

- **User**

The machine identity of the Proxy Server being managed (or preloaded).

- **Applications**

The software that is being preloaded to the Proxy Server's static cache. This should include all applications normally requested by the set of Client Automation agents that will be assigned to the Proxy Server.

2. **Publish Digital Assets**

- **Application Files**

The components that make up the applications. When publishing MSI applications for distribution from a Proxy Server, use the techniques discussed in this guide to have the

Administrator Control Point (ACP) preloaded to the Proxy Servers but not distributed to the Client Automation agents.

3. Preload Proxy Servers

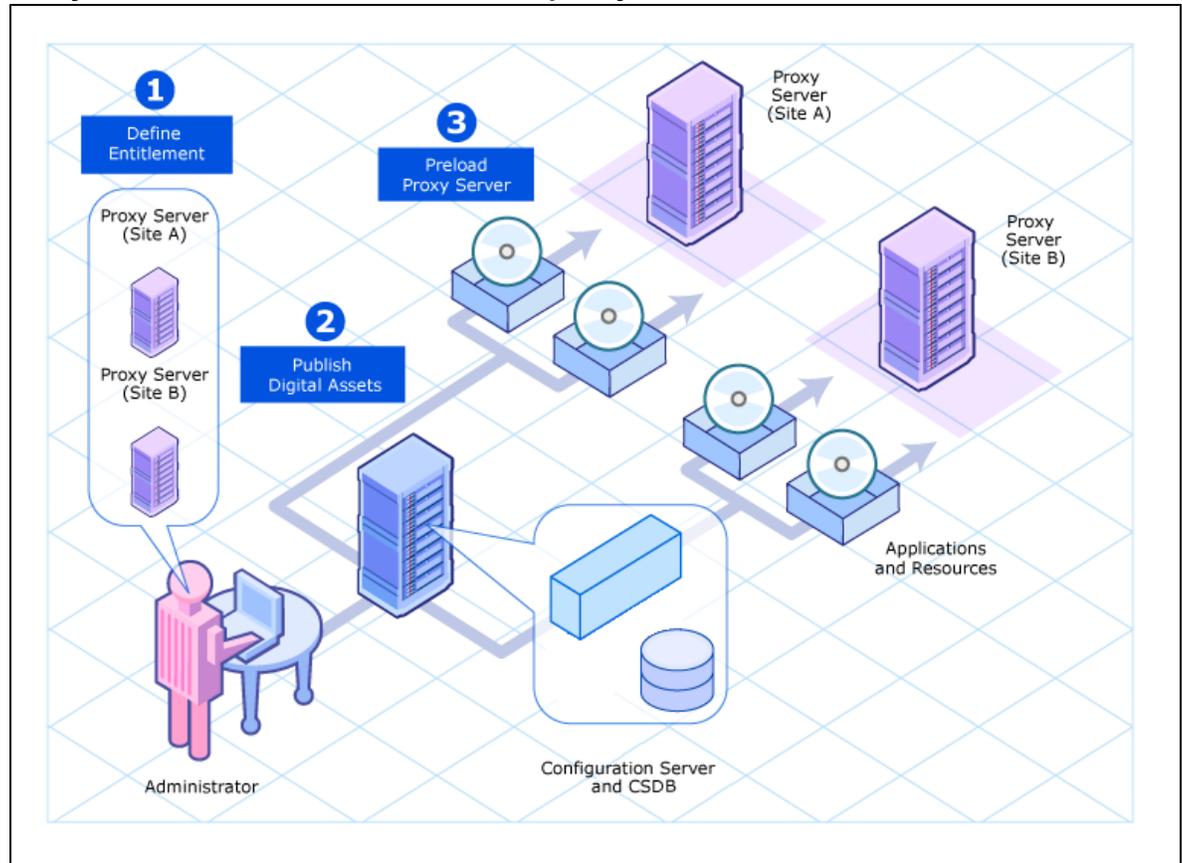
■ Deployment Source and Protocol

Resources to preload the Proxy Servers can come from the Configuration Server or another Proxy Server. Resources can be deployed using TCP or HTTP.

■ Deployment Destinations

In this case, the Proxy Server's static cache location is the preload deployment destination.

Proxy Server Preload as a desired state policy resolution



Dynamic Cache

The **dynamic cache** is an optional, secondary cache location for the Proxy Server. When enabled, the dynamic cache is populated on demand by the Dynamic Pass Thru component of the Proxy Server using HTTP. When a requested resource is not found in the primary (static) cache, the dynamic cache is searched. If the requested resource is not found in the dynamic cache, the Dynamic PassThru process obtains the resource from an upstream host. The dynamic cache is viewed as a safety net for requests that fall through the static cache search.

Dynamic PassThru

When a Client Automation agent request is received for a resource that does not exist locally, the Proxy Server can request these resources from an upstream host, such as a Core Server or another Proxy Server. These resources are then returned to the requesting Client Automation agent, as well

as stored locally in the dynamic cache for subsequent requests. Dynamic cache resources are transferred using HTTP.

For fail-over support, you can designate more than one upstream host for obtaining dynamic cache. If the Proxy Server fails to connect with the first host on the list, it attempts to connect with the second listed host, and so on, to obtain the dynamic cache resources.

Dynamic Cache Management

Dynamic PassThru also manages this cache, purging files that have not been requested in a previously configured number of days. (This avoids keeping files in the dynamic cache after they exist in the static cache.) To support the purge process, an index file is maintained to keep track of when the files were last used. The purging of aged files will also run whenever the index file is saved. You can schedule the index file to be saved on a daily or more frequent basis. However, a scheduled save of the index file is skipped if dynamic cache resources were not used since the last save.

The dynamic cache can also be purged, as necessary, when a user-specified maximum file size is exceeded. The least-used files are deleted until the dynamic cache size is below the maximum file size. A "freespace" purge option allows you to purge down to a low-water mark, which is a certain percentage below the maximum file size. This "freespace" eliminates constant purging in an active dynamic cache environment.

Another purge option allows you to define "large files", and then exempt these large files from the first pass of a size-based purge. If large files are purged and then later requested, an undue load could be placed on the network. Use the large file options to alleviate this load.

Summary

- Proxy Servers enable an additional server to act as an extension of the Configuration Server. The Proxy Server stores a copy of the application software that Client Automation distributes, and delivers it to the Client Automation agent computers that are attached to the server.
- Each Client Automation agent receives resources directly from the Proxy Server. The recommended protocol for agent communications is HTTP, although multiple, concurrent protocols are supported.
- A Proxy Server's static cache is preloaded with the applications defined for it in the CSDB. The preload process connects using TCP, but can have resources deployed using TCP or HTTP.
- A Proxy Server enabled for dynamic cache will request resources from a predefined upstream host when they are not currently available in its local static or dynamic cache. Multiple upstream may be defined to provide fail-over support after a connection error. Dynamic cache resources are downloaded to the Proxy Server using HTTP. The dynamic cache offers a number of purge options to remove old files and to keep it under a specified maximum size.
- The potential benefit of a Proxy Server must be evaluated individually for each server and its attached Client Automation agent computers.

Installing the Proxy Server

Proxy Server for Windows is installed by default with the Satellite installation. Separate installation is not required to install Proxy Server for Windows. Before you can use a Proxy Server, you must prepare your Client Automation environment. To configure Proxy Server for Windows see ["Configuring the Proxy Server" \(on page 24\)](#).

To install the Proxy Server for Linux on the designated server:

- Read the topics on hardware requirements, system requirements and installation notes.
- Follow the steps to install the Proxy Server for Linux to a local directory.
- Also visit the HP Technical Support web site to check for the latest available updates to the product, such as a Service Pack update.

Proxy Server Hardware Requirements

Proxy Server with a **static type of agent** is dependent on network bandwidth and disk I/O speed. Use the recommendations given in the table ["Proxy Server Hardware Recommendations"](#) to obtain desired performance on your Proxy Servers. The Proxy Server will run on lesser machines, but performance will probably suffer under peak loads.

Proxy Server Hardware Recommendations

Component	Static Type = Agent
Overall	In general, the Proxy Server is most dependent on network bandwidth and disk I/O speed.
Processor	A higher processor speed is more important than having multiple processors. Thus, we recommend as fast a processor as is practical (for example, 2 GHz).
Memory	At least 512 MB. As with all systems, the more memory the better.
Disk Space	Provide at least double the anticipated total volume of resources to be housed (that is, your anticipated static and dynamic cache).
Disk Drive Speed	Fast access disk drives are highly advisable.
Network Interface Card (NIC)	A fast network card is a plus. Use a 1 GB NIC if your network supports it.
Network Configuration	Minimize the number of router hops between Client Automation agent requesters and their respective Proxy Server to improve performance.

LINUX System Requirements

- Connection to the computer running the Configuration Server.
- One of the following supported LINUX platforms:
 - Red Hat Enterprise Linux, ES and AS:
 - Version 4 or 4.9 on x86 and AMD64/EM64T architectures

- Red Hat Enterprise Linux Server:
Version 5 and 5.6 on x86 and AMD64/EM64T architectures
- Red Hat Enterprise Linux Server:
Version 6 and 6.1 on x86 and AMD64/EM64T architectures
- SUSE Linux Enterprise Server:
Version 10 SP4 or 11 SP1 on x86 and AMD64/EM64T architectures

Platform Support

For detailed information about supported platforms, see the release note document that accompanies this release.

Linux Installation Notes

This topic covers installing the Proxy Server locally on a Linux machine.

- To complete the Proxy Server installation prompts, you need to understand the Proxy Server preload process that resolves and loads the static cache. For details, see ["Cache Definitions and Support" \(on page 14\)](#).
- Before you begin, locate your HP license file. You need this license file to install the products that you have purchased. If you need assistance, contact HP Technical Support. During installation of the Proxy Server, the license file is renamed `license.nvd`, and is copied to the Integration Server's module directory.
- After installation, the HPCA Proxy Server service does not start automatically on the Linux platforms.
- After installing the product from the HP Client Automation Enterprise media, check the HP Technical Support web site to see if a maintenance patch is needed to bring the product to the latest level. For more information, see ["Applying Product Updates" \(on page 22\)](#).
- To install the Proxy Server on a Linux system, the user who is installing the Proxy Server must log in as root, and should have adequate rights to create and update the target installation directory.

Installing the Proxy Server to a Local Directory for Linux

This section describes how to install the Proxy Server to a local machine for Linux operating system. After installation, proceed with the topic ["Configuring the Proxy Server" \(on page 24\)](#).

To install the Proxy Server locally for Linux:

1. The Proxy Server media for Linux is located on the HP Client Automation Enterprise media at the following location:
`Media/extended_infrastructure/proxy_server/linux`
You can also access the `linux` folder, after installing HPCA Core, from the following location:
`<InstallDir>\Media\extended_infrastructure\proxy_server\linux`
2. Copy the `linux` folder to a temporary directory on the machine where you want to install Proxy Server for Linux.
3. Change your current directory to the temporary directory where you copied the `linux` folder.
4. At the command prompt, type `chmod -R +x *` and then press **Enter**.

5. Type `./setup`, and then press **Enter**.
The Welcome window for the Proxy Server Setup program opens.
6. Click **Next**.
The End-User License Agreement window opens for you to read the licensing terms for this product. You must accept the terms before the Proxy Server can be installed.
7. Click **Accept** to agree to the terms of the software license and continue with the installation.
The installation directory window opens for you to select or enter the base directory for the Proxy Server install.

The default Proxy Server install directory is:

```
/opt/HP/CM/IntegrationServer
```

8. Accept the default Proxy Server location, or type or browse to an alternate directory where you would like to install the Proxy Server.
This Proxy Server base directory specifies the location of the Integration Server component, installed with the product.
9. Click **Next**.
The License File window opens.
10. Type the location and name of your License File, or click **Browse** to select the file from the Browse dialog box.
11. Click **Next**.
The HPCA Configuration Server IP Address window opens.
12. Type the IP Address or hostname of the host Configuration Server the Proxy Server will connect to during a preload to obtain its static cache resolution and static cache files (resource data).

Note: The Proxy Server preload process must always connect to the host Configuration Server specified in the Server IP Address field for its static cache resolution. However, you can configure the Proxy Server to obtain the static cache files from another Proxy Server, if required. For more information, see ["Preloading Using HTTP" \(on page 37\)](#).

By default, Proxy Server preload process uses TCP for static cache resolution from upstream host Configuration Server. The static cache files are downloaded from upstream host using HTTP. The parameters `-static-use-datauri`, `-static-http-port`, and `-static-https-port` define the static cache files download operation. By default, `-static-use-datauri` is set as 1 to enable the static cache files download from upstream host using HTTP.

13. Click **Next**.
The HPCA Configuration Server Port window opens.
14. Accept or type the TCP port number of the Configuration Server to be used to connect to the Proxy Server for the static cache preload resolution. The default port number is 3464.
15. Click **Next**.
The HPCA Configuration Server User ID window opens.
16. Type the user ID that the Proxy Server will use to connect to the Configuration Server to obtain its static cache preload resolution. The default is RPS.

Note: The user ID entered must correspond to an instance in the Primary.Policy.User class of the CSDB, where the static cache desired state policy for this Proxy Server is defined. For more information, see "[Configuring the CSDB for the Static Cache Preload](#)" (on page 34).

17. Click **Next**.
The Installation Settings window opens.
18. Review the settings. If you want to change any of them, click **Back** until you reach the area of the installation you would like to change, and then click Next until you return to the Installation Settings window again.
19. Click **Install** to begin the Proxy Server installation.
The Installation Progress window opens.
20. When the installation is finished, the Successful Installation window opens.
21. Click **Finish** to exit the installation program.

You have successfully installed the Proxy Server locally for Linux.

- To start or stop the Proxy Server for Linux, use the commands discussed in the topic, "[Starting and Stopping the Proxy Server for Linux](#)" (on page 21).
- To apply Product Updates at this time, see "[Applying Product Updates](#)" (on page 22).
- To complete the configuration of the Proxy Server for various options, see "[Configuring the Proxy Server](#)" (on page 24).

Starting and Stopping the Proxy Server for Linux

To start the Proxy Server for Linux:

1. Change your current directory to the directory where you installed the Proxy Server (`/opt/HP/CM/IntegrationServer` by default).
2. Type `./nvdkit httpd.tkd`
3. Press **Enter**.
4. The Proxy Server is started on your computer.

To stop the Proxy Server for Linux:

Note: The following are general guidelines and the commands are examples that may vary slightly depending on the Linux type you are using.

1. Obtain the process ID for the Proxy Server by listing all the Linux processes and extracting the process ID for `nvdkit`.

```
ps -f | grep nvdkit | sed /grep/d | awk '{ print $2 }'
```
2. Run the following command:

```
kill <PID>
```

The Proxy Server is stopped on your computer.

Proxy Server Directory Structure for Linux

By default, the Proxy Server for Linux is installed into the following folder:

```
/opt/HP/CM/IntegrationServer
```

Installing the Proxy Server for Linux adds the `static` and `dynamic` subdirectories to the `IntegrationServer/data` folder, which stores the Proxy Server's static and dynamic cache.

Applying Product Updates

Product updates for licensed users of the Proxy Server are available for download from the [HP Support](#) web site.

- Check this site after installing the product from the infrastructure media to see if later software patch updates are available to bring the product to the latest level.
- Check this site on a regular basis to learn about available product maintenance.

Summary

- Separate installation is not required to install Proxy Server for Windows.
- You can access and install the Proxy Server for Linux from the HP Client Automation Enterprise media or after installing HPCA Core.
- To install the Proxy Server on a Linux system, user who is installing the Proxy Server must log in as root, and should have adequate rights to create and update the target installation directory.
- After installation, the HPCA Proxy Server service does not start automatically on the Linux platforms.
- By default, Proxy Server preload process uses TCP for static cache resolution from upstream host Configuration Server. The static cache files are downloaded from upstream host using HTTP.

Configuring the Proxy Server

Caution: If your environment uses Core and Satellite servers, first read the *HP Client Automation Enterprise Edition Getting Started and Concepts Guide* as the configuration, troubleshooting and Administrator tools access information in that guide may override the information in this guide.

Configuration Overview

Before you can use a Proxy Server, you must prepare your Client Automation environment. To configure your enterprise for using Proxy Servers, you will need to complete the following tasks:

<input type="checkbox"/>	Review and modify the Proxy Server configuration parameters. For example, edit the configuration file to enable and configure the dynamic cache. For more information, see "Proxy Server Configuration File" (on page 24) .
<input type="checkbox"/>	Create a distribution policy in the Configuration Server database for preloading the Proxy Server static cache. For more information, see "Configuring the CSDB for the Static Cache Preload" (on page 34) .
<input type="checkbox"/>	Preload the Proxy Server static cache. For more information, see "Preloading Deployment Options" (on page 37) .
<input type="checkbox"/>	Assign the appropriate subscribers to the Proxy Server. For more information, see "Configuring Client Automation agents for Use with the Proxy Server" (on page 44) .

Proxy Server Configuration File

The Proxy Server configuration file, `rps.cfg`, is located in the `ProxyServer\etc` directory. Review the configuration parameters and make modifications to the `rps::init` section for the front-end communications protocol or the static or dynamic cache. The table ["Configuration file rps.cfg parameters"](#) defines all parameters in the `rps.cfg` file and their default values.

Sample rps.cfg File After an Installation

The code below shows a sample `rps.cfg` file for Proxy Server for Windows. Your `rps.cfg` file may show additional entries.

```
rps::init {
    -stager                                0
    -stager-port                           3461
    -stager-trace                           0

    -httpd                                  1
    -httpd-prefix                          "/RESOURCE"
```

```
        -static-root
"C:/Program~/Hewlett-Packard/HPCA/Data/ProxyServer/static"
        -static-trace                                0
        -static-type                                agent
        -static-host                                RCS IP
Address or hostname
        -static-port                                3464
        -static-http-port                           3466
        -static-https-port                           443
        -static-user                                RPS_
satellite_hostname
        -static-logsize                              ""
        -static-proxy-host                           ""
        -static-proxy-port                           ""
        -static-proxy-user                           ""
        -static-proxy-pass                           ""
        -static-ssl                                  0
        -static-use-datauri                           1

        -dynamic                                    0
        -dynamic-root
"C:/Program~/Hewlett-Packard/HPCA/Data/ProxyServer/dynamic"
        -dynamic-prefix
"/ups/RESOURCE"
        -dynamic-url
"http://localhost:3466"
        -dynamic-trace                                0
        -dynamic-maxdays                             0
        -dynamic-maxsizeMB                             0
        -dynamic-proxy-host                           ""
        -dynamic-proxy-port                           ""
        -dynamic-proxy-user                           ""
        -dynamic-proxy-pass                           ""
        -dynamic-makeidx                               1
        -dynamic-savetod                              -1
```

```
-dynamic-savefreq          90
-dynamic-largefile-size    0
-dynamic-largefile-mindays 0
-dynamic-freespace         10
-dynamic-allow-shared-resource-purge 0
}
#
# END OF CONFIG
#
# DO NOT REMOVE
#
rps::start
```

By default, after the installation:

1. HTTP front-end protocol is enabled; Stager front-end protocol (for TCP) is disabled.
2. Static cache is configured with entries from the install. The `-static-root` entry defines the data store location, and the `-static-host`, `-static-port` and `-static-user` entries define the static cache preload operation.
3. Dynamic cache operations are disabled.

To configure your `rps.cfg` file, see the following topics:

- ["RPS.CFG Configuration Parameters Table" \(on page 26\)](#). This defines all of the configuration parameters available in this release.
- ["Configuring the Dynamic Cache Parameters" \(on page 31\)](#).
- ["Configuring the Proxy Server for an Internet Proxy \(Firewall\) Environment" \(on page 33\)](#).

RPS.CFG Configuration Parameters Table

The table ["Configuration file rps.cfg parameters"](#) summarizes the parameters in the `rps.cfg` file and their default values. Parameters are listed in alphabetical order.

The configuration parameters in the `rps.cfg` file fall into three categories:

- **Front-end Client Automation agent communication options: `-httpd (http)` or `-stager (TCP/IP)`**
By default, the Proxy Server is configured with the `-httpd` front end enabled. This uses the HTTP front end protocol to communicate with Client Automation agents. When needed, the `-stager` front-end option is also available to communicate with agents using TCP/IP; for details, see ["Using TCP/IP for Client Automation Agent Communication" \(on page 46\)](#).
- **Static cache settings**
The group of `-static*` parameters configure the static cache and its TCP connection to the Configuration Server to obtain a preload resolution. Modify the `-static*` parameters in the

`rps.cfg` file to change the values set during the installation or to set additional options, such as tracing.

- **Dynamic cache settings**

The dynamic cache is not configured during the install. You must manually enable it (that is, change `-dynamic` from 0 to 1 in `rps.cfg`) and specify its options by editing the `rps.cfg` file. For more information, see "[Configuring the Dynamic Cache Parameters](#)" (on page 31)

Configuration file `rps.cfg` parameters

Parameter	Default	Description
<code>-dynamic</code>	0	When set to 1, the dynamic cache is enabled and an entry in <code>-dynamic-url</code> is required to specify the upstream host. When set to 0, the dynamic cache is disabled, and all <code>-dynamic*</code> parameters are disregarded.
<code>-dynamic-allow-shared-resource-purge</code>	0	When set to 0 (recommended), safeguards against purging dynamic cache from a CSDB. Set to 1 to remove the safeguard.
<code>-dynamic-defdmn</code>		HTTP upstream URL (Configuration Server's) domain.
<code>-dynamic-defcls</code>		HTTP upstream URL (Configuration Server's) class.
<code>-dynamic-freespace</code>	10	A percentage of the <code>-dynamic-maxsizeMB</code> to be left as free disk space after executing a size-based purge. The default is 10 %. When a size-based purge is triggered, the purge will delete files until the cache file size is reduced by this percentage below the maximum size. Used with <code>-dynamic-maxsizeMB</code> .
<code>-dynamic-largefile-mindays</code>	0	Specifies the minimum days a 'large file' should be retained (during a size-based purge). Disabled when set to 0 (default). Used with <code>-dynamic-maxsizeMB</code> and <code>-dynamic-largefile-size</code> .
<code>-dynamic-largefile-size</code>	0	Specifies the size of a 'large file' in bytes. To specify the size in MB, enclose in quotation marks, such as: "250 mb". When not equal to 0, files of this size or greater are excluded from deletion during the first pass of a size-based purge. Disabled when set to 0 (default) Used with <code>-dynamic-maxsizeMB</code> .
<code>-dynamic-maxdays</code>	0	The number of days to keep un-requested resources in the dynamic cache (if a file is regularly requested, it would never be deleted). Defines "aged" files for dynamic cache cleanup.

Parameter	Default	Description
		Files that have not been requested for longer than this period are deleted from the cache whenever the dynamic index file is saved. (See <i>dynamic-savetod</i> and <i>-dynamic-savefreq</i> for frequency.)
<i>-dynamic-maxsizeMB</i>	0	Maximum size of dynamic cache. 0 indicates no maximum. To set a maximum size, enter the number of MB, such as 200 for 200 MB.
<i>-dynamic-makeidx</i>	1	When set to 0, turns off making the dynamic cache idx file (no purge). A date-based purge of aged files is performed whenever the index file is saved. (See <i>dynamic-maxdays</i>).
<i>-dynamic-prefix</i>	For Windows: "/ups/RESOURCE" For Linux: "/RESOURCE"	HTTP upstream URL prefix (append <code>Domain.Class.OID</code>).
<i>-dynamic-proxy-host</i>	""	To pass through an Internet proxy machine or a Firewall proxy when connecting to the Dynamic Cache Upstream Host machine, enter the Internet proxy's hostname or IP address.
<i>-dynamic-proxy-pass</i>	""	To pass through an Internet proxy machine or a Firewall proxy when connecting to the Dynamic Cache upstream host machine, enter the connecting User's password.
<i>-dynamic-proxy-port</i>	""	To pass through an Internet proxy machine or a Firewall proxy when connecting to the Dynamic Cache Upstream Host machine, enter the Internet Proxy port number to use.
<i>-dynamic-proxy-user</i>	""	To pass through an Internet proxy machine or a Firewall proxy when connecting to the Dynamic Cache Upstream Host machine, enter the connecting User name.
<i>-dynamic-root</i>	See description.	The fully-qualified location to store the dynamic cache. For example: For Windows: "C:/Program Files/Hewlett-Packard/HPCA/Data/ProxyServer/dynamic" For Linux: "/opt/HP/CM/IntegrationServer/data/rps/dynamic"
<i>-dynamic-savefreq</i>	90	When <i>-dynamic-savetod</i> is disabled (-1), specifies how often (in minutes) to save index file and cleanup cache. The save index file process is skipped when there are no changes to be applied.
<i>-dynamic-savetod</i>	-1	Specifies time of day (hh:mm:ss) to save dynamic index file and cleanup cache each day. Overrides <i>-dynamic-savefreq</i> . Disabled when set to -1. The save index file process is skipped when there are no changes to be applied.

Parameter	Default	Description
-dynamic-trace	0	When set to 1, information is recorded for diagnostic tracing.
-dynamic-url	For Windows: "http://localhost:3466" For Linux: "http://upstream:3466"	HTTP upstream URL (append <code>prefix</code>). Replace upstream with the upstream host the Proxy Server makes a connection with for obtaining dynamic cache. The upstream host can be a Core Server or another Proxy Server. Optionally, define multiple upstream hosts for fail-over support. Enclose all entries in one set of quotation marks. Space-separate each upstream host. For example: "http://upstream1:3466 http://upstream2:3466"
-httpd	1	When set to 1, HTTP front end is enabled, supporting HTTP communication with Client Automation agents. Do not change.
-httpd-prefix	"/RESOURCE"	The URL prefix registered to Integration Server. Do not change.
-httpd-trace	0	This parameter is reserved for future use.
-stager	0	Staging on or off. When set to 1, the stager (native TCP/IP) front end is enabled. Not recommended for use with current agents. Typically used to transition only from older agents.
-stager-addr	0.0.0.0	Restricts IP address used by Proxy Server (if using multiple IP addresses on one computer).
-stager-port	3461	Listening port used by the stager front end.
-stager-trace	0	When set to 1, information is recorded for diagnostic tracing.
-static-host	RCS IP Address or <i>hostname</i>	Agent upstream host (example, Configuration Server). Used for initiating the Preloader connect. Replace with IP address of the upstream host.
-static-http-port	3466	Agent upstream HTTP port for preloader.
-static-https-port	443	Agent upstream HTTPS port for preloader.
-static-logsize	""	Specifies the size of the Preloader <code>connect.log</code> file in bytes. <code>connect.log</code> is in the <code>ProxyServer\logs\rps</code> directory. When the logsize is reached, a backup file (<code>.bak</code>) is created. By default, this file is <code>connect.bak</code> . If a backup file already exists, it is overwritten.
-static-port	3464	Agent upstream TCP port. Used during preload.

Parameter	Default	Description
-static-proxy-host	""	To pass through an Internet proxy machine or a Firewall proxy when connecting to the Agent upstream host during preload, enter the Internet proxy's hostname or IP address.
-static-proxy-pass	""	To pass through an Internet proxy machine or a Firewall proxy when connecting to the Agent upstream host during the preload, enter the connecting User's password.
-static-proxy-port	""	To pass through an Internet proxy machine or a Firewall proxy when connecting to the Agent upstream host during the preload, enter the Internet Proxy port number.
-static-proxy-user	""	To pass through an Internet proxy machine or a Firewall proxy when connecting to the Agent upstream host during the preload, enter the connecting User name.
-static-root	See description	The fully qualified location of the preloader's data store (IDMDATA). For example: For Windows: "C:/Program Files/Hewlett-Packard/HPCA/Data/ProxyServer/static" For Linux: "/opt/HP/CM/IntegrationServer/data/rps/static"
-static-type	agent	When set to agent, the static cache is populated by the Preloader.
-static-ssl	0	When set to 1, the Preloader uses SSL.
-static-trace	0	When set to 1, information is recorded for diagnostic tracing.
-static-use-datauri	1	Enables preload using upstream URL.
-static-user	RPS_satellite_hostname	Agent upstream identity on the CSDB in Primary.Policy.User (ZUSERID) used during preloading. The services connected to this user ID will be preloaded into the static cache on the Proxy Server.

Editing the RPS.CFG File

To edit the RPS.CFG File:

Before modifying the `rps.cfg` file, stop the service for the Proxy Server. See ["Starting and Stopping the Proxy Server for Windows" \(on page 48\)](#) or ["Starting and Stopping the Proxy Server for Linux" \(on page 21\)](#).

1. Make your modifications to the `rps::init` section of the `rps.cfg` file.
2. After making your modifications, restart the service.

Syntax Notes

- When the following parameters are disabled (that is, set to 0), all other options related to the parameter are disregarded:

```
-dynamic
-httpd
-stager
```

For example, if `-dynamic` is 0, the entire set of `-dynamic*` parameters are disregarded.

- Use quotation marks to enclose entries that include special characters or spaces. For example, the following `-dynamic-root` entry uses quotation marks to enclose the fully-qualified location of the dynamic cache store.

```
-dynamic-root "C:/Program Files/Hewlett-
Packard/HPCA/Data/ProxyServer/dynamic"
```

- Use slashes [/] to specify the paths for the `-dynamic-root` and `-static-root` parameters in both Windows and Linux environments. For example:

```
-dynamic-root "C:/Program Files/Hewlett-
Packard/HPCA/Data/ProxyServer/dynamic"
```

Configuring the Dynamic Cache Parameters

When dynamic caching is enabled, agent requested resources not available on the Proxy Server's local cache would be requested on demand from a designated upstream host. The resources are downloaded from the upstream host using HTTP, placed in the dynamic cache of the Proxy Server, and provided to the Client Automation agent.

The minimal `rps.cfg` entries required for dynamic caching are simply the `-dynamic` and `-dynamic-url` parameters, which enable the dynamic cache and define the upstream URL for obtaining the requested files. (The `-dynamic-root` location is set during the install.)

```
rps::init {
...
  -dynamic 1
  -dynamic-url http://localhost:3466
...
}
```

The balance of the dynamic cache entries are optional. If absent from the `rps::init` section, the default values are assumed. Use the table "[Dynamic Cache parameter summary](#)" as a guide to configuring the dynamic cache for your environment.

Note: See the table "[Configuration file rps.cfg parameters](#)" for complete definitions of each parameter listed in the table "[Dynamic Cache parameter summary](#)".

Dynamic Cache parameter summary

Objective	RMS.CFG Parameters to Use
Specify an upstream host and HTTP port; either a Configuration Server enabled for HTTP downloads, or another Proxy Server. Specify multiple hosts for fail-over support.	-dynamic 1 -dynamic-url "http://localhost:3466"
Required.	or

Objective	RMS.CFG Parameters to Use
	-dynamic-url "http://localhost:3466 http://upstream2:3466 http://upstreamN:3466"
Specify where to store the dynamic cache on the Proxy Server.	-dynamic-root
Save the index file that is used to track when files were last requested. A save also purges "aged" dynamic cache files not requested in a specific number of days. Schedule the index file save daily or every <i>nn</i> minutes. Note: A scheduled index file save (and thus the data-based purge) is skipped if there are no changes in the index file at that time.	-dynamic-maxdays -dynamic-makeidx -dynamic-savefreq -dynamic-savetod
Set a maximum cache size. If the maximum cache size is exceeded, the least recently used files are deleted until the maximum size is reached. Options: <ol style="list-style-type: none"> 1. Set a low-water mark (freespace) for a size-based purge. 2. Define 'large files' to exempt during the first pass of the size-based delete. 	-dynamic-freespace -dynamic-maxsizeMB -dynamic-largefile-size -dynamic-largefile-mindays
Revise the safeguard against purging the dynamic cache stored on a shared resource, such as the Configuration Server.	-dynamic-allow-shared-resource-purge
Set diagnostic tracing.	-dynamic-trace
Provide server, port, user, and password information to pass through an Internet Proxy or Firewall required to connect to the upstream host. Also, enable SSL protocol.	-dynamic-proxy-host -dynamic-proxy-port -dynamic-proxy-user -dynamic-proxy-pass -dynamic-ssl
Override the default prefix.domain, and class OID for obtaining resources from the upstream URL. Not normally needed.	-dynamic-prefix -dynamic-defdmn -dynamic-defcls

Coding Multiple Upstream Hosts for Dynamic Cache Fail-over Support

When dynamic cache is enabled, the upstream host and port are defined in the `-dynamic-url` parameter of the `rps.cfg` configuration parameter. Multiple hosts may now be specified in the `-dynamic-url` parameter, using a blank separated list, to provide for a second, third, or more,

upstream host with which to attempt to connect if a connection with the previously listed host fails. If all defined hosts in the list fail, an error is returned to the Proxy Server user.

For example, if you code the `-dynamic-url` as:

```
-dynamic-url "http://111.111.111.11:3466 http://upstream2:3466  
http://upstream3:3466"
```

the Proxy Server first attempts to connect to `http://111.111.111.11` on port 3466 to obtain its dynamic cache. If that connection fails, it attempts to connect to the second upstream host in the list, `http://upstream2` on port 3466. If the second connection fails, it attempts the third entry, `http://upstream3` on port 3466. If the third connection fails, an error message is generated.

Note: Use one set of quotation marks to enclose the entire list of upstream hosts. Otherwise, you will receive a syntax error.

Configuring the Proxy Server for an Internet Proxy (Firewall) Environment

The following examples illustrate how to use the set of `-static-proxy*` and `-dynamic-proxy*` configuration parameters that provide support for environments with an Internet proxy or firewall server. Use these parameters to define the host, port, user name, and passwords needed to pass through the firewall or Internet proxy for a static cache preload or a dynamic cache request.

Examples of TCP Parameters for Static Cache Preloader

The static cache Preloader uses TCP to connect to the Configuration Server for the initial resolution. In the following examples, 443 is defined in order to get through a firewall, which typically opens ports 80 and 443.

- **Simple Connection**

```
-static-host "<RCS IP Address or hostname">  
-static-port 3464
```

- **Connection through Web Proxy**

```
-static-proxy-host "<Web-Proxy IP address or Hostname">  
-static-proxy-port 8080  
-static-host "<RCS IP Address or Hostname">  
-static-port 443
```

- **Connection through Web Proxy performing Basic User Authentication**

```
-static-proxy-host "<Web-Proxy IP address or Hostname">  
-static-proxy-port 8080  
-static-proxy-user "<Web-Proxy Username">  
-static-proxy-pass "<Web-Proxy Password">  
-static-host <RCS IP Address or Hostname>  
-static-port 443
```

Examples of HTTP Parameters for Dynamic Cache PassThru

The dynamic cache uses an HTTP port to connect to a Configuration Server enabled for HTTP-download support, or another Proxy Server. Additional dynamic cache parameters are available to pass through an Internet or Firewall Proxy, with or without basic user authentication. The following examples illustrate how to use these Firewall Proxy parameters.

- **Simple Connection to upstream HTTP host and port**

```
-dynamic          1
-dynamic-url      http://upstream:3466
```

- **Connection through Web Proxy**

```
-dynamic          1
-dynamic-url      http://upstream:3466
-dynamic-proxy-host  "Web-Proxy IP Address or Hostname"
-dynamic-proxy-port 8080
```

- **Connection through Web Proxy performing Basic User Authentication**

```
-dynamic          1
-dynamic-url      http://upstream:3466
-dynamic-proxy-host  "Web-Proxy IP address or Hostname"
-dynamic-proxy-port 8080
-dynamic-proxy-user  "Web-Proxy-username"
-dynamic-proxy-pass  "Web-Proxy-Password"
```

Configuring the CSDB for the Static Cache Preload

Each Proxy Server whose static type is set to agent requires a preload entitlement policy defined in the CSDB.

This preload entitlement policy defines:

- The resources to be loaded onto the Proxy Server's static cache when the preload runs.
- Where the resources should be distributed from and under which protocol. By default, the resources are distributed from the host Configuration Server using TCP. The following additional preload configuration options are available, and discussed in the topic ["Preloading Deployment Options" \(on page 37\)](#):
 - Preload using HTTP from an upstream host, either a configuration server or another Proxy Server
 - Preload using a Secure Socket Transfer (SSL) protocol
 - Preload using multicast from a Configuration Server or another Proxy Server that has a co-located Multicast Server
- For Windows Installer Enabled Applications, the ACP resources to be loaded onto the Proxy Server, but not distributed to the Client Automation agents. For more information, see ["Preloading Windows Installer Enabled Applications" \(on page 43\)](#).

Use the following procedures to create a static cache desired-state policy entitlement in the CSDB for each Proxy Server to be preloaded.

Creating the Entitlement Policy for a Static Cache Preload

To create the entitlement policy for the preload of the Static Cache:

Note: This task requires a basic understanding of the CSDB and how to create an entitlement policy. For more information, see the *HP Client Automation Administrator Installation and User Guide*.

1. Create a POLICY.USER instance in the CSDB that matches the `-static-user` parameter in the `ProxyServer\etc\rps.cfg` file. By default the `-static-user` is set to: `RPS_satellite_hostname`.
2. Connect the POLICY.USER instance to the set of applications to be preloaded to the Proxy Server's static cache.
Note: Alternatively, if multiple Proxy Servers require the same set of applications to be preloaded, create a PRIMARY.POLICY.WORKGRP instance to define the set of applications to be preloaded, and then connect each PRIMARY.POLICY.USER instance to the PRIMARY.POLICY.WORKGRP instance. For more information, see [To configure a Proxy Server Workgroup to preload all database applications](#).

To configure a Proxy Server Workgroup to preload all database applications:

The following example preloads the Proxy Server with all available applications using a POLICY.WORKGRP instance. Your preload should specify the set of applications normally required by the Client Automation agents assigned to that Proxy Server.

1. Use the Admin CSDB Editor to create a PRIMARY.POLICY.WORKGRP instance called CM_PROXY_PRELOAD_APPS.
 - a. From the Start menu, select **Programs > HP Client Automation Administrator > CSDB Editor > Client Automation Admin CSDB Editor**.
 - b. In the tree-view, double-click on the following icons to open them:
PRIMARY > POLICY > WORKGRP.
 - c. Right-click **WORKGRP** and select **New Instance** from the shortcut menu. The Create Instance dialog box appears, allowing you to type a display name and an instance name. The display name defaults to the instance name if left blank.
 - d. Tab to the second text entry field below Create a new Workgroups (WORKGRP) instance named: `HPCA_`.
 - e. Type a name for the instance, for example: `HPCA_PROXY_PRELOAD_APPS`, and click **OK**.

The HPCA_ prefix of this instance is now displayed in the tree view and the full name of the instance is displayed in the list view.
2. Edit the instance to manually add an `_ALWAYS` Offers field value to preload all applications onto the Proxy Server.
 - a. Click on the **Workgroups (WORKGRP)** class entry in the tree view.
 - b. Double-click the **HPCA_Proxy_Preload_Apps** entry in the list view.
 - c. Double-click the top **_ALWAYS** attribute in the list view.
 - d. In the edit instance dialog box, type the following Offers value:
`SOFTWARE.ZSERVICE.*`
 - e. Click **OK**.

The following figure shows the `_ALWAYS` entry added to preload all applications.

8. Click **Yes** to confirm the connection.
The User.RPS instance is connected to the Workgroups.HPCA_Proxy_Preload_Apps instance.

9. To test the preload, open a web browser window and type the following command:
`http://proxy_machine_name:3466/proc/rps/sync`

For more information on using this command and where to check for the preloaded data files, see ["Performing or Testing the Proxy Server Preload" \(on page 55\)](#)

Preloading Deployment Options

A Proxy Server's preload resolution is always performed on the host Configuration Server. However, there are several ways to configure the actual deployment of the static cache resources in a Client Automation environment. These deployment options are set the same way that Client Automation agents are configured to obtain their resources from the Proxy Server. For HTTP or HTTPS, this means associating a pre-configured STAGER instance with the Proxy Server's User instance in the CSDB. For multicast, this means associating a pre-configured MULTICAST instance with a Proxy Server User or Workgroup instance in the CSDB.

The configuration options for preloading the Proxy Server Static Cache include:

- ["Preloading Using HTTP" \(on page 37\)](#)
- ["Preloading Using SSL \(TCPS or HTTPS\)" \(on page 38\)](#)
- ["Preloading Using Multicast" \(on page 40\)](#)

These configuration options are discussed in the following topics.

Preloading Using HTTP

By default, Proxy Server preload process uses TCP for static cache resolution from upstream host Configuration Server. The static cache files are downloaded from upstream host using HTTP. Use the following configuration steps to preload the static cache from the HTTP port of a Core Server or another, pre-loaded, Proxy Server.

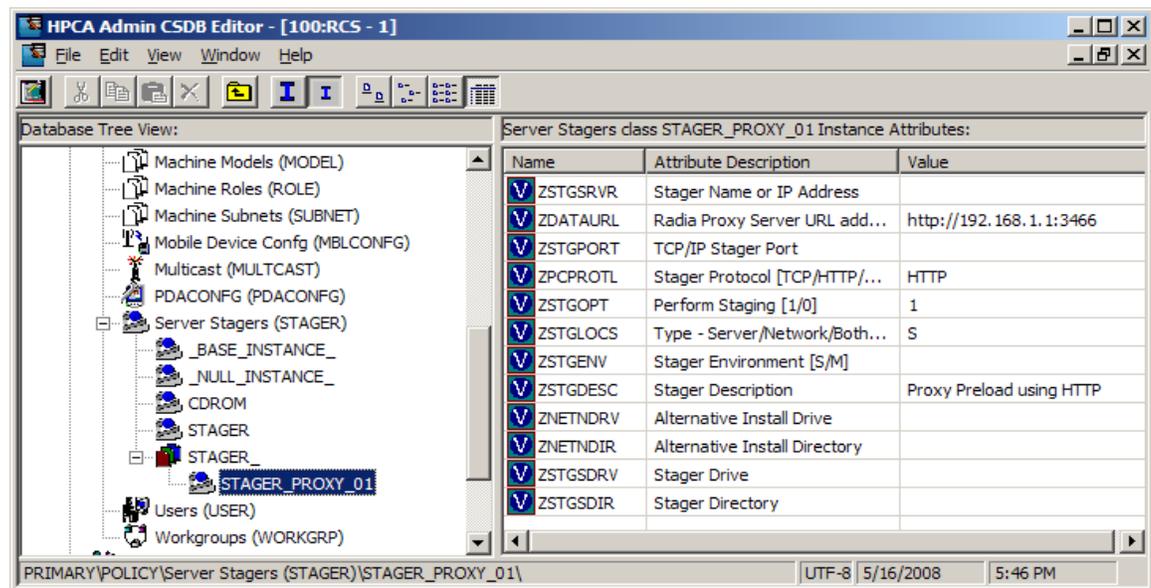
To change the deployment source or protocol for a preload to use HTTP:

1. On the Proxy Server machine receiving the data files, set the parameter `-static-use-datauri` to 0 in the `rps.cfg` file, located in the `<InstallDir>\ProxyServer\etc` directory.
2. Using the Admin CSDB Editor, create a STAGER instance to be used to preload the Proxy Server from another Proxy Server, or to preload using the HTTP port of a Core Server.
3. Set the **ZPCPROTL** and **ZDATAURL** attributes for the Stager instance to the values given in the table ["Stager Instance Attributes"](#).
The following table shows the Stager instance attributes that are needed to preload a Proxy from a Core Server or remote Proxy Server using HTTP.

Stager Instance Attributes

Stager Attribute	Set to this Value
ZPCPROTL	HTTP
ZDATAURL	<p>http://<Your RPS IP Addr or Hostname>:3466</p> <p>Replace <Your RPS IP Addr or Hostname> with the IP address or Hostname of the Proxy Server to be used to obtain the static cache preload files, in lieu of the Configuration Server.</p>

The following figure shows the STAGER instance STAGER_PROXY_01 configured to preload using HTTP.



4. Locate the POLICY.USER instance for the Proxy Server that is to receive its preload using HTTP. This is usually named `RPS_machine_name`.
5. Associate the PRIMARY.POLICY.USER `RPS_machine_name` instance with the PRIMARY.POLICY.STAGER instance configured for a preload using HTTP.

When a Proxy Server connects to the Configuration Server for its preload, its preload distribution is resolved using the entries defined in its POLICY.USER instance. The connection to the STAGER_PROXY_01 instance means the preload is deployed using HTTP from the Proxy Server URL specified in the STAGER instance.

Preloading Using SSL (TCPS or HTTPS)

The preload for a Proxy Server static cache can be obtained over a Secure Socket Layer (SSL) from a secured Configuration Server (this uses a secure TCP protocol, or TCPS) or from another, secured Proxy Server (this uses a secure HTTP protocol, or HTTPS).

Specific tasks related to using SSL to secure your Proxy Server preloads are listed here.

To preload using TCPS:

Use these steps to enable Proxy Servers currently receiving their preloads from a Configuration Server using TCP to now use TCP over SSL (TCPS).

1. For the following SSL related tasks, see the *HP Client Automation SSL Implementation Guide*:

- Ensure the Configuration Server is configured for TCPS support.
- Locate the required Certificate Authority files for SSL support on the Proxy Server.

2. On the Proxy Server machine receiving the preload, use a text editor to modify the `rps.cfg` file located in the `ProxyServer\etc` directory. Establish the following settings:

```
rps::init {  
    -stager          0  
    -static-ssl     1  
    -static-port    <SSL port>
```

Where `<SSL port>` is the SSL port number on the secure Configuration Server. The default SSL port number is 443.

3. To apply these new `rps.cfg` file settings, restart the HPCA Proxy Server service for the Proxy Server.

4. Execute the Proxy preload using either of the following methods:

- To manually run the proxy preload, open a web browser window and type the following command:

```
http://proxy_machine_name:3466/proc/rps/sync
```

For more information on using this command and where to check for the preloaded data files, see ["Performing or Testing the Proxy Server Preload" \(on page 55\)](#).

To verify that the preload used a secure TCP protocol (TCPS), review the entries in the Proxy Server's preload log, `connect.log`. This log is located in the `ProxyServer\logs\rps` directory. Look for the following entries:

```
Verified Certificate  
[C:\PROGRA~1\HEWLET~1\HPCA\PROXYS~1\bin\rps\CACertificates\cacert.pem]  
  
SSL Manager = <Configuration Server host or IP address>  
  
SSL Port = 443
```

To preload using HTTPS:

Use these steps to enable Proxy Servers currently receiving their preloads from the HTTP port of another Proxy Server to now receive them using HTTP over SSL (HTTPS).

1. Establish a secured Proxy Server that is the upstream source of your Proxy Server's preload using HTTP. For full details on how to setup an SSL-secured Proxy Server, see the *HP Client Automation SSL Implementation Guide*. The tasks will include:

- Locating the required Certificate Authority files for SSL support.
- Verifying the Proxy Server is configured for HTTPS support.

2. On a Proxy Server machine receiving the preload, use a text editor to modify the `rps.cfg` file located in the `ProxyServer\etc` directory. Set the `-static-ssl` parameter to 1, and `-stager` parameter to 0.

```
rps::init {
```

```
-stager          0
-static-ssl     1
-static-port    <SSL port>
```

Where <SSL port> is the SSL port number on the secured Proxy Server established in Step 1. The default SSL port number is 443.

- To apply the new `rps.cfg` file settings, restart the HPCA Proxy Server service for the Proxy Server receiving the preload.
- Establish a PRIMARY.POLICY.STAGER instance as discussed in "[Preloading Using HTTP](#)" ([on page 37](#)); however, use the values for ZPCPROTL and ZDATAURL given in the table "[Stager Instance Attributes](#)". The following table shows the Stager instance attributes needed to preload a Proxy Server using HTTPS.

Stager Instance Attributes

Stager Instance Attributes	Set to this Value
ZPCPROTL	HTTPS
ZDATAURL	<p><code>https://<RPS Source IP address>:<SSL_port></code></p> <p>where <SSL port> is the SSL port number on the secured Proxy Server (see Step 1). The default SSL port number is 443.</p>

- For each Proxy Server to be preloaded using HTTPS, associate its PRIMARY.POLICY.USER instance with this PRIMARY.POLICY.STAGER instance.
- Execute the Proxy preload as usual.

Preloading Using Multicast

A set of Proxy Servers can obtain their static cache preloads from an HP Client Automation Multicast Server. In this configuration, the Proxy Servers receiving their preload resources are configured the same way that Client Automation agents are configured to receive resources from a multicast server.

The Proxy Server preloads can also receive their resources using the dynamic windows feature of a multicast server, as discussed in the topic "[Preloading using Multicast with Dynamic Windows](#)" ([on page 42](#)).

To preload Proxy Servers using Multicast:

Caution: HP recommends that administrators become thoroughly familiar with the operation of the Multicast Server before using it for a Proxy Server preload. The Multicast Server is fully documented in the *HP Client Automation Enterprise Multicast Server Reference Guide*.

- For each Proxy Server to participate in the preload, use the Admin CSDB Editor to create a POLICY.USER instance in the CSDB that matches the `-static-user` parameter in the `ProxyServer\etc\rps.cfg` file. By default the `-static-user` is set to: `RPS_satellite_hostname`.
- Using the Admin CSDB Editor, create a POLICY.WORKGROUP instance for the Proxy Servers to specify their desired state for the preload of the Static Cache (as discussed in the

topic ["Creating the Entitlement Policy for a Static Cache Preload" \(on page 34\)](#)). The procedure *To configure a Proxy Server Workgroup to preload all database applications* in the topic ["Creating the Entitlement Policy for a Static Cache Preload" \(on page 34\)](#), shows an example using the friendly name Proxy Preload Apps.

3. Configure a Multicast Server. The Multicast Server can be co-located with the Configuration Server or co-located with another Proxy Server.
4. Using the Admin CSDB Editor, also create a multicast policy instance just for Proxy preloads. For example, follow these steps to create an instance named PRIMARY.POLICY.MULTICAST.MCPRELOAD.
5. Edit the MCPRELOAD instance attribute values.
 - Set ALTADDRM to the IP address of where the Multicast Server is installed.
 - Set CGMTDATE and CGMTTIME to specify a multicast session start date and time, in Greenwich Mean Time (GMT), so that the session is active when the proxy preload command is executed.

Note: The hours for the collection start time, CGMTTIME, are specified using a 24-hour (military) format.

The following figure illustrates a MCPRELOAD instance with CGMTDATE and CGMTTIME entries that initiate a multicast session for the Proxy preload on November 4, 2005 at 2 p.m. GMT.

Caution: The Proxy Preload command must be issued at the same time or shortly after the multicast collection session starts.

Name	Attribute Description	Value
DOMAIN	Domain Name	&(ZOBJDOMN)
CLASS	Class Name	&(ZOBJCLAS)
INSTANCE	Instance Name	&(ZOBJNAME)
MCAST	Enable Multicast [Y/N]	Y
MODE	Broadcast or Multicast [M/B]	M
MCDORDER	Service Installation Order [B/A/S]	S
ADDRESS	Broadcast or Multicast Address	229.0.0.0
PDRM	Broadcast or Multicast UDP port	9512
DELAYFP	Delay After First Packet (mil sec)	40
DELAYBP	Delay Between Packets (mil sec)	40
RESENDS	Number of Resends	1
STORE	Backup Packets to Store for Resend	20
CGMTDATE	Collection Start Date (YYYYMMDD)	20051104
CGMTTIME	Collection Start Time GMT(HH:MM:SS)	14:00:00
CWINDOW	Duration of Collection Window (min)	45
MDELAY	Delay Before Multicast Start (min)	2
MWINDOW	Duration of Multicast Window (min)	60
TTL	Number of Router Hops	3
BYPASCON	User to Prime Multicast Server	
ALTADDRM	Multicast Server IP	208.119.233.106
ALTPORTM	Multicast Server Port	3463
MINREF	Minimum Num Clients Requesting File	1
MINSIZE	Minimum File Size for Multicast	1024
ALWAYS	Manager REXX Method	SYSTEM.ZMETHOD.MULTICAST


```
ADDRESS    = 235.0.0.000-021
CGMTDATE   = empty
CGMTTIME   = 05:01:00
CWINDOW    = 45
MDELAY     = 2
ALTADDRM   = <multicast_server_IP>
```

During this daily multicast session, the multicast server can issue IP addresses from 235.0.0.000 through 235.0.0.021. The addresses in this range are used sequentially to accommodate overlapping windows for a group. When a given multicast session completes its transmission, the IP address is removed from the in-use list and is available once again.

The CWINDOW value of 45 specifies a collection window of 45 minutes.

Session Logs for a Preload Using Multicast

On a Proxy Server receiving a preload from a Multicast Server, the preload session logs are found in the directory:

```
ProxyServer\logs\rps
```

The following logs trace the activity of the collection, requests, and received items in a multicast session:

```
connect.log
radreqst.log
radcrecv.log
```

Note: The `connect.log` for a Proxy Server preload includes the collection information found in the `radcllect.log` of an Client Automation agent multicast session.

For details on the contents of these multicast session logs, see the *Troubleshooting* topic in the *HP Client Automation Enterprise Multicast Server Reference Guide*.

Preloading Windows Installer Enabled Applications

There are two packages associated with each Windows Installer enabled application, the MSI package that includes the list of MSI Features, and the Administrator Control Point (ACP) package.

Note: An Administrative Control Point (ACP) is also known as a Windows Installer Administrative Installation Point (AIP).

The ACP package instance contains all the file resources that are required by a Windows Installer product. If you are using Proxy Servers or Staging Servers, the ACP package needs to be deployed to these servers but not installed on the Client Automation agent computers. Only the MSI package needs to be installed on the Client Automation agent computers. There are two models for doing this.

Model 1: Create one Application (ZSERVICE) that includes a ZSTOP expression on the ACP Package

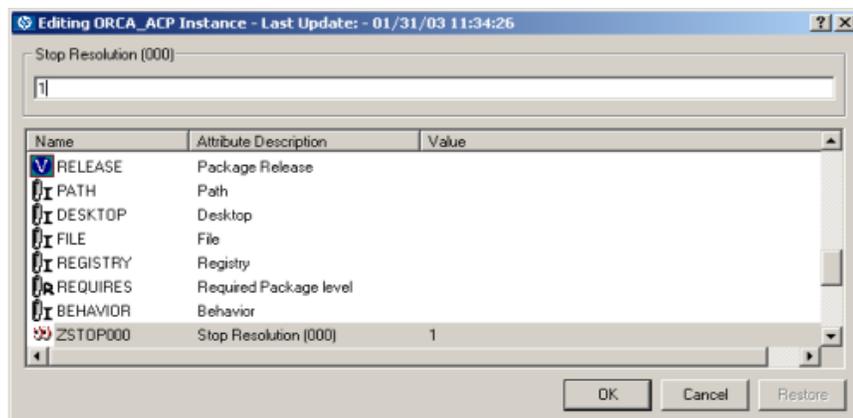
Create one Application (ZSERVICE) instance for both the MSI and ACP packages. Include a ZSTOP expression on the ACP package to prevent the Client Automation agent computers from downloading it. Staging Servers and Proxy Servers ignore expressions, and download the ACP package.

Note: This model is considered the best practice and is applied automatically when you publish Windows Installer Applications using the Advanced publishing mode of the HPCA Administrator Publisher and apply the default Admin Install Point (AIP) options. For more information on publishing Windows Installer Enabled applications, see the *HP Client Automation Administrator Installation and User Guide*.

Use the following procedure if you need to apply the ZSTOP expression to an ACP package manually.

To enable an ACP package for preloading only:

1. Use the Admin CSDB Editor to navigate to the ACP package that you want to preload.
2. Right-click on the ACP package and choose **Edit Instance** from the shortcut menu.
3. Click **ZSTOP000 Stop Resolution (000)** and type a value of 1.
Typing a value of 1 prevents Client Automation agent computers from resolving the ACP package, but allows the Proxy Server or Staging Server to preload the ACP package.



4. Click **OK**.
5. Click **Yes** to confirm the change.
6. Connect the ACP package and the MSI package to the same service.

Model 2: Create separate Applications (ZSERVICES) for MSI Packages and ACP Packages

An alternative model is to create separate Application (ZSERVICE) instances for the MSI Package and the ACP Package. Deploy the MSI Package to the Client Automation agent computers and the ACP Package to the Staging Server and Proxy Servers.

Caution: HP does *not* recommend naming ACP packages with a common suffix for the purpose of connecting *all* of the ACP packages to a single service and deploying this service to your Staging Servers and Proxy Servers. This method presents unnecessary overload on your infrastructure.

Configuring Client Automation agents for Use with the Proxy Server

The Proxy Server functions as an extension of the Configuration Server. When used, the Proxy Server becomes the primary repository for Client Automation agent data. Once a Client Automation

agent determines which resources it needs to achieve its 'desired state', it can request the resources from the Proxy Server.

After installation, configure the desired set of Client Automation agents to request their needed resources from the Proxy Server instead of the Configuration Server. This is done in the POLICY Domain of the Configuration Server's database.

Using HTTP for Client Automation Agent Communication

When the Proxy Server front-end protocol is HTTP, use these steps to configure your Client Automation agents in the CSDB. The HTTP front-end is enabled by default in the `rps.cfg` file (that is: `-httpd` is set to 1).

Note: Although Client Automation agent requests can be made using HTTP or TCP/IP, HTTP is the recommended protocol for communication with the Proxy Server. To use TCP/IP, see ["Using TCP/IP for Client Automation Agent Communication" \(on page 46\)](#).

To configure Client Automation agents for a Proxy Server using HTTP:

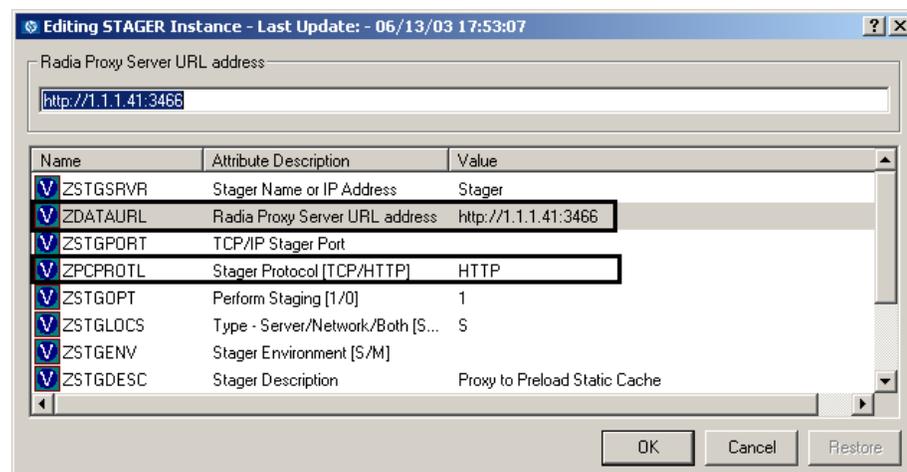
1. Use the Admin CSDB Editor to create and edit a POLICY.STAGER instance to define the Proxy Server as the deployment source for subscribers.
2. Update the following STAGER Class attributes to specify the Proxy Server information, as follows.
 - ZPCPROTL — Set the value of ZPCPROTL to indicate HTTP is the protocol the Client Automation agents are to use for communicating with the Proxy Server.
 - ZDATAURL — When using HTTP, set the ZDATAURL field to store the URL and port for the Proxy Server. Storing the Proxy Server URL in the CSDB allows the Proxy Server IP address or Hostname to be centrally controlled. Anytime this IP address or Hostname changes, the ZDATAURL field must be updated.

Thus, the recommended settings for enabling Client Automation agents to request data from a Proxy Server using HTTP are:

ZPCPROTL = HTTP

ZDATAURL = `http://Proxy_Svr:3466`

Replace `Proxy_Svr` with the IP address or Hostname of your Proxy Server.



3. Connect the configured STAGER instance to the POLICY instances that represent the set of Client Automation agents that uses this Proxy Server. This is usually one or more workgroups or departments.

To connect a STAGER instance to a Workgroups instance:

In the following example, we connect the Default Workgroup to a pre-configured STAGER instance so that all subscribers will receive applications from the Proxy Server.

1. Open the Admin CSDB Editor, and navigate to the PRIMARY.POLICY.STAGER class.
2. Double-click the **Server Stagers (STAGER)** to see the STAGER instances.
3. Double-click the **Workgroups (WORKGRP)** to see the WORKGRP instances.
4. Connect the predefined STAGER instance to the appropriate WORKGRP instance (Default, in our example).

Using TCP/IP for Client Automation Agent Communication

Note: HTTP is the recommended protocol for Client Automation agent communication with the Proxy Server. This topic discusses using the alternative TCP/IP protocol, when necessary.

To have the Proxy Server communicate with Client Automation agents using TCP/IP, you must enable the `-stager` front-end in the Proxy Server Configuration file, `rps.cfg`. Set `-stager` to 1. By default, the `-stager-port` listening port is set to 3461. For more information, see the `-stager*` parameters in the table "[Configuration file rps.cfg parameters](#)".

- To have the Client Automation agents communicate with this Proxy Server using TCP/IP, create a POLICY.STAGER instance in the CSDB that sets the following definitions for the STAGER Class attributes:
ZSTGSRVR = <Proxy Server IP Address or Hostname>
ZDATAURL = leave blank
ZSTGPORT = 3461 (the default Proxy Server TCP/IP Port)
ZPCPROTL = TCP
- If you are currently using TCP/IP to communicate between Client Automation agents and Staging Servers, to continue using TCP/IP with the Proxy Server:
 - Change the IP address of the Staging Server to the IP address of the Proxy Server within Policy class. Update the ZSTGSRVR attribute with the IP address of your Proxy Server.
 - Change the port number of the Staging Server to the port number of the Proxy Server within Policy class. Update the ZSTGPORT attribute with the port number of your Proxy Server for TCP, normally 3461.

Note: The policy instances will be unaffected.

Enhancing Proxy Server Performance

Input Output Completion Port (IOCP) can be used to enhance the Proxy Server network throughput on Windows platform.

To enable IOCP, add the following lines of code to the `HPCA-PS.rc` file:

```
Overrides Httpd {  
    iocp          1  
    buffersize    64100  
    backlog       200
```

```
sendcap      25
recvmode     "zero-byte"
}
```

where,

- `iocp` is set as 1 to enable IOCP.
- `buffersize` is the buffer size used for sending and receiving data. Use the following formula to determine `buffersize` based on your network environment:
$$\text{Buffersize} = \text{Multiple of } (MTU - IP \text{ Header Size} - TCP \text{ Header Size})$$
where, *MTU* is the Maximum Transmission Unit.

Consult your network administrator to calculate exact `buffersize` for your environment. For example, with an MTU of 1500, IPv4 header size of 20 bytes, and TCP header size of 20 bytes, and without TCP timestamps, the `buffersize` is a multiple of $(1500-20-20)=1460$, such as $44*1460=64240$.
- `backlog` is the maximum number of client connections that are accepted in the queue before the request is passed to `httpd`. Each client connection uses 500 bytes of non-paged pool in the Operating System. *Recommended* value is 200. You can increase the backlog value if you observe an increase in the number of dropped connections.
- `sendcap` is the number of concurrent send operations allowed per client connection. *Recommended* value is 25.
- `recvmode` is the mode used to receive data. The *only* supported mode is "zero-byte". "zero-byte" mode is suitable for proxies that send data.

Summary

- Review the `rps.cfg` in the `ProxyServer\etc` directory. Modify the parameters to set options, such as enabling and configuring the dynamic cache.
- Create a preload distribution policy in the CSDB for each Proxy Server in your infrastructure installed remotely from the Configuration Server.
- The Client Automation agents must be configured to communicate with the Proxy Server. The default and recommended protocol is HTTP. TCP/IP is also supported.
- IOCP can be enabled to enhance the performance of the Proxy Server.

Proxy Server Administration

There may be special circumstances involved in your Proxy Server implementation. This chapter explores these possible situations:

- Starting and stopping the Proxy Server.
- Populating the Proxy Server before any Client Automation agents try to install software (preloading).
- Purging the Proxy Server dynamic cache

Starting and Stopping the Proxy Server for Windows

To start and stop the Proxy Server for Windows, start and stop the HPCA Proxy Server service on your computer. The HPCA Proxy Server service starts automatically after installation on Windows platform.

On Linux platforms, the HPCA Proxy Server service does not start automatically after installation. you *must* start the service manually after the installation. For more information, see ["Starting and Stopping the Proxy Server for Linux" \(on page 21\)](#).

For this example, we are using Windows 2000 Server.

To start the Proxy Server service:

1. From your Windows Desktop, click **Start > Control Panel > Administrative Tools > Services**.
The Service Control Manager window opens.
2. Right-click on the service **HPCA Proxy Server** service and select **Start** from the shortcut menu.

The Proxy Server is now running on your computer.

To stop the Proxy Server service:

1. From your Windows desktop, click **Start > Programs > Control Panel > Administrative Tools > Services**.
The Service Control Manager window opens.
2. Right-click on the service **HPCA Proxy Server** and then select **Stop** from the shortcut menu.

The Proxy Server has been stopped.

Preloading the Proxy Server Static Cache

The Preloader populates the Proxy Server static cache with the resources and HPCA agents connecting to the Satellite receive their software and patches from the Proxy Server preload data cache directly. To preload the Proxy Server static cache, see ["Performing or Testing the Proxy Server Preload" \(on page 55\)](#).

Purging the Proxy Server Dynamic Cache

The following topics explain how various configuration parameters can be set to purge the Proxy Server dynamic cache:

- ["The Date-Based Purge of the Dynamic Cache" \(on page 49\)](#)
- ["Saving the Index File" \(on page 49\)](#)
- ["Specifying a Size-Based Purge of the Dynamic Cache" \(on page 50\)](#)

The Date-Based Purge of the Dynamic Cache

Every time a file is requested from the Dynamic Cache, the request date is recorded and maintained. If a file has not been requested in a pre-defined maximum number of days, it is deleted whenever a date-based purge occurs. Use the `-dynamic-maxdays` parameter in `rps.cfg` to specify the maximum number of days to keep the files that have not been requested in the dynamic cache. The default is 7 days.

A date-based purge can be triggered whenever the dynamic cache index file is saved. For more information, see ["Saving the Index File" \(on page 49\)](#).

Saving the Index File

An index file is maintained to keep track of when files in the Dynamic Cache were last used. This index file is saved frequently to update the "last-used" date in the dynamic cache files. Whenever the index file is saved, a date-based purge of the dynamic cache also takes place to cleanup "aged" files.

The schedule for saving the index file is established using either the `-dynamic-savetod` or `-dynamic-savefreq` parameters. Use the `-dynamic-savefreq` parameter to schedule the index file save process every *nn* minutes.

Caution: For a date-based purge to occur, the index file save process must run. The index file save process is skipped when there are no changes to be applied to it. Therefore, if a dynamic cache has had no resources requested of it or added to it since a previous save, the index file save is skipped and the date-based purge is also skipped.

To use either of these options, first ensure the following dynamic cache parameters are specified:

```
-dynamic                1
-dynamic-makeidx       1
-dynamic-maxdays      <max days to hold unrequested files>
```

- Use the `-dynamic-savetod` parameter to set a daily schedule for saving the dynamic index and purging the dynamic cache. A `-dynamic-savetod` entry overrides a `-dynamic-savefreq` entry. Valid values are `-1` (disabled) or `hh:mm:ss`. Seconds may be omitted. Example: To set a time-of-day for the purge to occur daily, use the `-dynamic-savetod` parameter with the time specified in the format `hh:mm:ss`. For example, the following set of parameters will automatically run a purge of the dynamic cache each day at 3:00 AM to delete files that have not been requested for seven days.

```
-dynamic                1
-dynamic-makeidx       1
-dynamic-maxdays      7
-dynamic-savetod       3:00
```

- If `-dynamic-savetod` is not specified, use the `-dynamic-savefreq` parameter to specify how often (in minutes) to save the index file and purge the dynamic cache.

Example: The following set of parameters automatically runs a purge of the dynamic cache every 120 minutes for files that have not been requested for seven days.

```
-dynamic 1
-dynamic-makeidx 1
-dynamic-maxdays 7
-dynamic-savefreq 120
```

Specifying a Size-Based Purge of the Dynamic Cache

Use the following options to automatically have files deleted from the dynamic cache to keep its size in check.

- Automatically run a size-based purge when the maximum size is exceeded. The maximum size of the dynamic cache is specified in the `-dynamic-maxsizeMB` parameter in `rps.cfg`. When this maximum size is exceeded, a size-based purge of the dynamic cache runs automatically, purging the least recently used files until the target size is reached.

For example, the following entries specify an automatic purge of the least recently used files if the dynamic cache exceeds 300 MB. The purge process deletes the least recently used files until the cache is below the maximum size, or, to the size required by the new `-dynamic-freespace` parameter (next feature).

```
-dynamic 1
-dynamic-maxsizeMB 300
```

- Define a "freespace" amount to be available after a size-based dynamic cache purge. When a size-based purge is triggered, you may specify a `-dynamic-freespace` option to purge the dynamic cache down to a low-water mark (as a percentage of the maximum file size). This allows you to bring the cache size down to a predefined manageable size whenever it reaches the maximum file size. Use this option to eliminate repetitive calls to the purge process if upstream downloads occur frequently.

To specify the `-dynamic-freespace` parameter, define a percentage of free space required upon completion of a size-based purge. For example: the following options will trigger a purge of the dynamic cache when it reaches 300 MB, and will purge the least recently used files until the dynamic cache size is more than 10% below 300, or under 270 MB.

```
-dynamic 1
-dynamic-maxsizeMB 300
-dynamic-freespace 10 <percentage below the maxsizeMB after
the purge>
```

- Exempt large files from the first-pass of a size-based purge. Normally, when a size-based purge takes place, the least recently used files are purged from the dynamic cache first. If large files are purged and then later requested, an undue load could be placed on the network. Use the following two "large file" parameters to allow the purge process to skip over the files that meet these large file criteria during an initial purge.

```
-dynamic-largefile-size <defines minimum large file size, in
bytes>
-dynamic-largefile-mindays <defines minimum days large files stay
in cache>
```

Example: The following entries define large files as "25 MB" and the minimum number of days to remain in the cache as 15. So, the first pass of the purge will exempt files 25 MB or larger that have remained in the cache less than 15 days, even if they meet the normal "least recently used" criteria.

```
-dynamic 1
-dynamic-maxsizeMB 300
-dynamic-freespace 10
-dynamic-largefile-size "25 MB"
-dynamic-largefile-mindays 15
```

If, after purging the non-large files, the desired (reduced) cache size is not achieved, then the purge process will be repeated without regard to the large file settings.

Summary

- You can start and stop the Proxy Server locally.
- You can preload the Proxy Server's static cache.
- You can purge the Proxy Server's dynamic cache.

Troubleshooting

Caution: If your environment uses Core and Satellite servers, first read the *HP Client Automation Enterprise Edition Getting Started and Concepts Guide* as the configuration, troubleshooting and Administrator tools access information in that guide may override the information in this guide.

About the Log Files

The Proxy Server writes several logs, which can be used to track progress and diagnose problems. The log files are stored in the `logs` subdirectory of the `ProxyServer` directory.

The log files are:

- `httpd-port.log`
Replace *port* with your port number, for example, `httpd-3481.log`. Logs the Proxy Server activities of the TCL web server that it runs on. Can be found in the `logs` subdirectory of the `ProxyServer` directory.
- `httpd-port.YY.MM.DD.log`
This log contains the web server activity for each day. If the log is empty, it means that there was no activity that day.
- `httpd-3481.error.txt`
This log contains messages written to any logs that contain the prefix ERROR. This allows you to view all errors in a single location.
- `CONNECT.LOG`
Log created in the `\logs\rps` subdirectory of the `ProxyServer` directory when the Proxy Server connects to the Configuration Server to preload the static cache. Displays information related to the preload and the modules involved, such as `RADCONNECT`.
Each time you start the web server a new log is written. The old log is saved as `httpd-port.nn.log`.

Changing the Logging Level

By default the trace level is set to 3, which is the informational tracing level. This displays INFO, WARNING, and ERROR messages.

To change the log level, you can either run the following at a command prompt from the `ProxyServer` directory:

```
nvdkit-hpca-ps.exe httpd.tkd -log_level 4
```

or

modify the log level in the `HPCA-PS.rc` configuration file found in the `ProxyServer\etc` directory. Use the following procedures.

To change the log level in the `HPCA-PS.rc` file:

1. Stop the HPCA Proxy Server service.
2. Open the `HPCA-PS.rc` file, which is located in the `ProxyServer\etc` directory. The default location of the file is:
`<InstallDir>\ProxyServer\etc\HPCA-PS.rc`. The following is an excerpt from the

```

HPCA-PS.rc file.
# Config Array
# Element          Default
# =====
# HOST              [info hostname]
# PORT              3481
# HTTPS_HOST        [info hostname]
# HTTPS_PORT        443
# DEBUG             0
# DOCROOT           [file join $home htdocs]
# IPADDR            0.0.0.0
# HTTPS_IPADDR      0.0.0.0
# WEBMASTER         support.mail@hp.com
# UID               50
# GID               100
# NAME              $tcl_service
# LOG_LEVEL         3
# LOG_LIMIT         7
# AUX_LOG_LINES     5000
#
Overrides Config {
    PORT          3481
    LOG_LEVEL     4
}
#
# (Re)Initialize Logging
#
Log_Init
    
```

3. Locate the `Overrides Config` entry below the `Config Array` list of elements and default values.
4. Within the `Overrides Config` starting and ending brackets { }, type `LOG_LEVEL` and the appropriate trace level, space delimited, Select the appropriate trace level from the following table:

Trace Levels

Trace Level	Description
0	No logging.
1	Logs errors only.
2	Logs warnings and errors.
3	Logs informational messages, warnings, and errors. <i>Recommended trace level setting for customers.</i>
4	Logs all debug information. <i>Recommended for experienced customers only.</i>

Trace Level	Description
5-9	Full trace <i>Not recommended for customer use.</i>

5. Save the file changes.
6. Restart the HPCA Proxy Server service.

Common Problems and Solutions

Performance Problems

Anti-virus software can reset IRPStackSize to a non-recommended, low value, causing performance issues for HPCA Integration Server-based products. If you are experiencing performance problems in a Windows environment, check that the IRPStackSize in the Windows Registry is set to an adequate value for your operating system. If IRPStackSize is set too low, it may severely impair your Integration Server's network performance, especially under heavy load situations. On the Proxy Server, for example, if IRPStackSize is set below the normal range for the operating system, application deployment is slowed considerably.

To check for an adequate IRPStackSize value:

Use your operating system's registry editor to check if the value of IRPStackSize is set too low. If it is set too low, back up the Windows Registry and then increase the IRPStackSize value to be within the recommended range.

The IRPStackSize setting can be found in the following registry location:

```
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\LanmanServer\Parameters]
```

Note: For Windows 2000 Server and Server 2003, the IRPStackSize value is not created during installation. If there is no value for it at the above location, the default value is used—which is no problem. If IRPStackSize is found at the above registry location, verify that it falls within the recommended values.

To obtain the recommended values for IRPStackSize as well as detailed instructions of how to change the IRPStackSize value, see the following Symantec and Microsoft documents:

- [How to Change the IRPStackSize for Computers registry value](#)
- [IRPStackSize Parameter in Windows 2000 and Windows 2003](#)
- [Antivirus Software May Cause Event ID 2011](#)

Errors and Solutions

These topics address some of the errors you may find when analyzing a Proxy Server log.

- If you receive the following error in the `CONNECT.LOG` during preload, you must check the Configuration Server log. The error code '650' means the application was not delivered correctly.

```
[17:10:21 [RADCONCT / 000005a4] SYSTEM --- RADCONCT exit status
[650]

[17:10:21 [RADCONCT / 000005a4] SYSTEM --- RADCONCT [Server stopped
application configuration.]

NVD000010A [radconnect_term] 17:10:21 [RADCONCT / 000005a4] SYSTEM -
-- RADCONCT Return Code [650]

NVD000005E [radconct_cleanu] 17:10:21 [RADCONCT / 000005a4] SYSTEM -
-! RADCONCT Exit code [650]
```

- If you receive the following error in the `CONNECT.LOG` during preload, you have not assigned any services or applications to the `RPS_satellite_hostname` user instance. (Services will be preloaded whether they are Mandatory or Optional. Stop Expressions are also ignored.)
13:43:36 Warning: RPS/Static: sync: Radskman rc:[109] [Presently there are no applications available in the software catalog. Please contact your system administrator for assistance.] (CHILDSTATUS -1 109)

If additional logs are required, you can change the log level at the command prompt by running `nvdkit-hpca-ps.exe httpd.tkd -log_level 4`, or by adding the log level to the `HPCA-PS.rc` configuration file found in the `ProxyServer\etc` directory.

Performing or Testing the Proxy Server Preload

Use the following command to manually perform a Proxy Server preload distribution. This is often used in a test environment, but can also be used in a production environment, if desired.

To manually perform the preload from a web browser, type the following command into the web browser:

```
http://proxy_machine_name:3466/proc/rps/sync
```

You will not get any feedback from the process—just a blank screen.

Check the Proxy Server machine for activity and check the following `ProxyServer` directory for data files.

```
<InstallDir>\Data\ProxyServer\static\
```

where `<InstallDir>` is default location where HP Client Automation is installed.

By default, this is: `C:\ProgramFiles\Hewlett-Packard\CM\IntegrationServer` for Windows, and `/opt/HP/CM/IntegrationServer` for Linux.

Troubleshooting Questions

To expedite a solution, you should be prepared to answer the following questions before you contact technical support:

- What has changed in your environment?
- What are the build numbers of your `RPS.TKD`, `NVDKIT`, and `HTTPD.TKD` modules? For more information, see [Collecting Information for HP Technical Support](#).
- What error messages were received?

- What actions was the Proxy Server performing when the problem occurred? For example, was the Proxy Server serving files or preloading data?
- If you use HTTP, can you download existing data from the Proxy Server?
To test this, open an Internet Explorer browser session and type:

`http://host:port/RESOURCE/SOFTWARE/FILE/<an existing resourceID in static or dynamic cache>`

Collecting Information for HP Technical Support

If you need to contact HP Technical Support for assistance, be sure to collect the following information:

1. Version information for `nvdkit`, `httpd.tkd` and `rps.tkd`. For details, see, [How to Obtain Version Information](#).
2. The `logs` directory including all subdirectories, stored by default at the following locations:
Windows: `<InstallDir>\ProxyServer\logs`
Linux: `<InstallDir>\ProxyServer\logs`
3. The `etc` directory files (no subdirectories), stored by default at the following locations:
Windows: `<InstallDir>\ProxyServer\etc`
Linux: `<InstallDir>\ProxyServer\logs`
4. For preload problems, also collect the Proxy Server `lib` directory and contents, stored by default at the following locations:
Windows: `<InstallDir>\ProxyServer\etc\rps`
Linux: `<InstallDir>\ProxyServer\logs`

How to Obtain Version Information

To gather the version information for `RPS.TKD`, `NVDKIT`, and `HTTPD.TKD`:

1. From a command prompt, navigate to the `ProxyServer` directory; this is the location for `nvdkit-hpca-ps.exe`.
2. Type the `NVDKIT` commands for each of the components, as given in the following table.

Proxy Server - Version and Build

Component	Location	Command to Obtain Version Number
RPS.TKD	<code><InstallDir>/ProxyServer/modules</code>	<code>nvdkit-hpca-ps.exe version modules/rps.tkd</code>
NVDKIT	<code><InstallDir>/ProxyServer</code>	<code>nvdkit-hpca-ps.exe version</code>
HTTPD.TKD	<code><InstallDir>/ProxyServer</code>	<code>nvdkit-hpca-ps.exe version httpd.tkd</code>

3. Collect this output for HP Technical Support.

Reporting a Problem for a Proxy Server

Once you have exhausted the options laid out in this topic and reviewed your logs for typical errors, go to the [HP Support](#) web site to report or resolve the problem.

Whenever you contact HP Technical Support for assistance regarding a Proxy Server, be prepared to collect the items discussed in the topic "[Collecting Information for HP Technical Support](#)" (on [page 56](#)). At a minimum, collect your HTTPD:3481.log plus an output showing the versions of your RPS, NVDKIT, and HTTPD.TKD modules available.

Summary

- Review the `HTTP-port.log` files and the `CONNECT.LOG` files to troubleshoot Proxy Server errors.
- Review the common error messages and solutions given in this topic.
- Collect the version information, required log files, and other relevant directories and files before contacting HP Technical Support or submitting a support case.
- You can enter a command from any web browser to manually preload a Proxy Server.

We appreciate your feedback!

If an email client is configured on this system, by default an email window opens when you click [here](#).

If no email client is available, copy the information below to a new message in a web mail client, and then send this message to docfeedback@hp.com.

Product name and version: HP Client Automation Enterprise Proxy Server, 8.10

Document title: Installation and Configuration Guide

Feedback:

