HP Client Automation Standard and Starter

Software Version: 8.10

Release Notes

Document Release Date: February 2012

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Acknowledgements

This product includes software developed by the Apache Software Foundation (http://www.apache.org/).

This product includes cryptographic software written by Eric Young (eay@cryptsoft.com).

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (http://www.openssl.org/).

This product includes software written by Tim Hudson (tjh@cryptsoft.com).

Documentation Updates

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

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for recent updates or to verify that you are using the most recent edition of a document, go to:

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This site requires that you register for an HP Passport and log on. To register for an HP Passport ID, go to:

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

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

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Support

Visit the HP Software Support Online web site at:

http://www.hp.com/go/hpsoftwaresupport

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

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- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To register for an HP Passport ID, go to:

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

To find more information about access levels, go to:

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

Contents

Client Automation Release Notes

This document is an overview of the changes made to Client Automation (HPCA). It contains important information that is not included in books or Help.

Note: HP Client Automation version 8.10 is the next minor release following the version 7.90. There is no HPCA 8.00 major version.

You can find information about the following in this document:

What's New in This Release?

The HP Client Automation Standard and Starter Editions contains new features, feature enhancements, and other changes.

- **Satellite management**
  Client Automation now provides simplified and streamlined Satellite server administration. You can manage and deploy a Satellite, assign Satellite to Server Pools and Locations from the HPCA Console. The Server Pools enable you to load balance the client connections on the Satellite servers.
- **Enhanced internal resource caching**
  An improved feature to preload the resources (data files) available on the upstream server cache to the Proxy Server static cache on the Satellite. The Tcl-based Proxy Server is used as the proxy cache service instead of the Apache server, and enables static and dynamic cache support based on the Configuration Server resolution process. You can preload the static cache with all the entitled resources during off hours so that the required resources are available when requested by an HPCA agent. The Proxy Server desired state can be configured to include the required resources. Using the Proxy Server dynamic caching, the resources are cached on the Satellite server when they are requested by the agents.
- **Monitoring CA infrastructure**
  Monitoring HPCA infrastructure ensures the availability of the associated services and components. A monitoring solution is required to ensure that the infrastructure meets the service level requirements. The documentation lists the HPCA services and parameters that you should monitor if you plan to integrate another monitoring solution in your HPCA environment.

- **Microsoft App-V support**
  HPCA 8.10 extends the support for application virtualization to include Microsoft Application Virtualization (Microsoft App-V) based virtual applications. You can now publish, deploy, and upgrade Microsoft App-V applications in your HPCA environment.
- **OS Management**
  - **Enhanced thin client provisioning**
    The thin client provisioning now eliminates the requirement for having the Microsoft utilities etprep and fbreseal in the image before capturing the image.
  - A new progress bar has been added for uploading (capture) and downloading (deployment) of images when using WinPE. The progress bar shows the number of bytes transferred, bytes remaining, and the current speed of the transfer.
  - Support for Microsoft Windows Embedded Standard 7 (WES7) on HP thin clients.
  - Upgrade to Windows PE 3.1 (Available as a supplement over Windows Automated Installation Kit (Windows AIK 3.0).
  - Support for hard drives greater than one TB. Support for Advanced Format Drives (AFD). These are supported through Windows PE 3.1 released as part of Windows Automated Installation Kit (Windows AIK 3.0) supplement for Windows 7 Service Pack 1 (SP1).
  - Support for provisioning 64-bit Microsoft Windows 7 using Winsetup
- **Agent**
  - The UNDO operation has been removed from Application Self-Service Manager.

Client Automation Support Matrix

You can find the Support Matrix for this product that lists all software and hardware requirements at this location: HP Support matrices. For information about the backward compatibility of some components of the HPCA 8.10 release with previously released versions of the product, refer to the HPCA Support Matrix.

Note: Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to Access levels.

To register for an HP Passport ID, go to HP Passport Registration.

Migration and Upgrade

HPCA version 8.10 includes only the Core-Satellite installation model and does not include the Classic configuration. Based on your current configuration, you can migrate to HPCA 8.10 using the procedures listed in one of the following guides:

- **Classic to Core-Satellite Migration**: You can migrate from the HPCA Classic model to the Core-Satellite model. HP recommends that customers employ the HP Professional Services organization to assist with this migration. For more information on migrating from the Classic to the Core and Satellite model, see the *HP Client Automation Enterprise Migration Planning and Best Practices Guide* at the HP Live Network URL, https://www.www2.hp.com/. The migration scripts include improved RDBMS data migration processes that increase the data migration performance when migrating from Classic model to the Core-Satellite model.

- **Core-Satellite to Core-Satellite Migration**: For more information on migration from the previous HPCA version with Core-Satellite model to the latest HPCA 8.10, see the *HP Client Automation Starter and Standard Editions Migration Guide* that is available on the distribution media under `Documentation\HPCA Standard\Migration Guides` directory.

Installation Requirements

You can find requirements and steps to install Client Automation in the *HP Client Automation Core and Satellite Standard Edition User Guide* or *HP Client Automation Core and Satellite Starter Edition User Guide* on the product installation media at the following location:

For HPCA Standard Edition: `\Documentation\HPCA Standard\CA_Standard.pdf`

For HPCA Starter Edition: `\Documentation\HPCA Starter\CA_Starter.pdf`

Note: 8.3 file names must not be disabled on Windows systems in your HPCA environment for HPCA to function properly.

After installation, the *HP Client Automation Core and Satellite Standard Edition User Guide* is available at the following URL:

`http://HPCA_Host:3466/docs`

where, *HPCA_Host* is the name of the server where HPCA server is installed.

Hardware and Software Requirements

For a list of supported hardware platforms, operating systems, and databases, see the HPCA Support Matrix available at the following URL: http://h20230.www2.hp.com/sc/support_matrices.jsp.

Only those operating systems explicitly listed in the HPCA Support Matrix are supported within a specific product release. Any operating system released after the original shipping date for HP software release is not supported, unless otherwise noted. Customers must upgrade HP software in order to receive support for new operating systems.

HP Software will support new releases of operating system service packs, however, only new versions of HP software will be fully tested against the most recent service packs. As a result, HP reserves the right to require customers to upgrade their HP software in order to resolve compatibility issues identified between an older release of HP software and a specific operating system service pack.

In addition, HP Software support for operating systems no longer supported by the original operating system vendors (custom support agreements not withstanding) will terminate at the same time as the vendor's support for that operating system.

HP announces product version obsolescence on a regular basis. The information about currently announced obsolescence programs can be obtained from HP support.

Fixed Defects

The section lists the defects fixed in this release. This list may apply to HPCA Standard, HPCA Enterprise, or both. Some of the items may not pertain to your particular implementation of HPCA. For more information about fixed defects, visit HP Software Support Online, or contact your HP Support representative directly.

Application Manager Agent: Unable to install application on Agent when NATVHTTP enabled for win7 and vista 64 bit OS

PROBLEM:	Unable to install an application on Agent when NATVHTTP is enabled for Windows 7 and Windows Vista 64- bit OS.
CAUSE:	The memory allocation for the relativeURL buffer in the hpcahttp.c file causes the problem.

Core: Backup of the Portal LDAP Directory is not supported on the Core server

PROBLEM:	When running the Portal as a Windows NT Service (e.g., from a Core server or CAS installation), the ENABLE_BACKUP configuration parameter for the Portal is set to 0 and must be kept at 0.
CAUSE:	We do not support the current CAE Portal backup and replication (secondary slapd and slurpd processes) in a Windows NT Service configuration.

Core: Quick Search does not apply filter when using Firefox

PROBLEM:	When using the home page Quick Search feature on Firefox, the value you enter does not get applied properly making quick search unusable.
CAUSE:	Defect in code.

OOBM on Core: Automatic synchronization feature does not work

PROBLEM:	The automatic synchronization feature that is enabled by using a non-zero value for the “device_synchronization_timeperiod” parameter in the config.properties file does not work. This feature is meant to allow automatic reloading of the device list, synchronizing it with the SCS repository.
CAUSE:	Synchronization of the HPCA OOBM and SCS repositories during automatic synchronization does not work properly.

OOBM on Core: OOB detailed online help is not localized

PROBLEM:	OOBM detailed online help pages are not localized. Online help will be displayed in English even in non-English locales.
CAUSE:	OOBM online help is hardcoded to use English online help.

OOBM on Core: OOB KVM session idle time-out is restricted to 4 minutes

PROBLEM:	OOB is not able to setup a KVM session if the idle time-out value is specified as more than 4 minutes.
CAUSE:	vPro devices do not allow an idle time of more than 4 minutes.

OOBM on Core: OOB online help does not show correct help context

PROBLEM:	In some cases, OOBM detailed online help pages do not show the correct help context section.
CAUSE:	Some of the OOBM detailed online help pages are not linked correctly.

Patch Management: Patch binary download fails at patch gateway server at times when smaller files are requested for download

PROBLEM:	The patch binary download fails at the patch gateway server at times when smaller files are requested for download. As a result, the bulletin will not be patched during the patch connect.
CAUSE:	When very small binaries are requested a 'state not set' entry is seen in the log file, and an incorrect entry is recorded in the patchgw.mk file. This causes the agent to not deploy the particular bulletin.

Patch Management: Some applicable products for the bulletins are listed under the generic 'Microsoft Products' in the Patch manager Reports

PROBLEM:	Some applicable products for the bulletins are listed under the generic 'Microsoft Products' in the Patch manager Reports.
CAUSE:	When the length of the 'Product String' for a bulletin is greater than 32 characters in length, the product is reported as 'Microsoft Products'.

Usage Management: Application Usage Count is incremented by one whenever a collection notification is performed through the HPCA Console even though the launched application is not closed

PROBLEM:	Application Usage Count is incremented by one whenever a collection notification is performed through the HPCA Console even though the launched application is not closed.
CAUSE:	The AUM Service is restarted whenever a collection notification is performed through the HPCA Console.

Usage Management: Error occurs when applying Optional Feature utility

PROBLEM:	While applying the Optional Feature utility, an error is encountered during Execution of "Step5_Define Filter Mat Tables and Indexes.sql" which can be found under HPCA\Media\Usage\Optional Features\SQL Server.
CAUSE:	The column name used in the script during creation of index IX_ matvWindowsComputers_4 does not have a space character in it.

Known Problems

The section lists the known problems in this release. This list may apply to HPCA Standard, HPCA Enterprise, or both. Some of the items may not pertain to your particular implementation of HPCA. For more information about open defects, visit HP Software Support Online, or contact your HP Support representative directly.

Application Manager: Expired certificate in cacert.pem causes ssl-enabled Agent connect to fail.

PROBLEM:	SSL-enabled agent connect fails.
CAUSE:	The expired certificate in the cacert.pem causes the connection failure.
WORKAROUND:	Verify the first public key in the cacert.pem file. It must be a valid key and not expired. If the first public key is expired, replace it with a valid public key which is not expired.

Core and Satellite: Domain import fails from Win 2008 CAServer

PROBLEM:	Domain import fails to import devices when HPCA Server is installed on Windows 2008.
CAUSE:	Device discovery is not allowed from a system account on Windows 2008.
WORKAROUND:	Specify user account credentials that RMP will use before it scans the network. This is provided via: DD_USER DD_PASSWORD in the rmp.cfg file (i.e. ManagementPortal/etc/rmp.cfg). DD_USER can be the user name or the domain qualified; for example, johndoe or domain\johndoe DD_PASSWORD is the password of that account, clear, DES or AES encryption all allowed in these two configuration parameters. The account specified via DD_USER and DD_PASSWORD must have Administrative privileges for the Device discovery to work.

Core and Satellite: Duplicate devices can be created when performing domain discovery after importing devices manually

PROBLEM:	If you first manually import a device and then perform a domain discovery, a duplicate device entry may be created.
CAUSE:	This will always be a possible scenario. When devices are manually added without enough identifying unique attributes like MAC address, dnshostname, etc., when the device discovery is triggered, a new device may not match the manually added one, thus producing the duplicate entry.
WORKAROUND:	Trigger the domain discovery; do not manually add that discovered device.

Core and Satellite: Migration script stops RCS service while VMS is using the RCS

PROBLEM:	After migration, the vms-server.log file may have multiple error messages that look like "Failed to run Content Priming Management".
CAUSE:	The migration script stops the configuration server while the vulnerability server is attempting to publish the sample security services to the configuration server.
WORKAROUND:	At this time, there are not believed to be any persistent problems related to these errors, because the errors displayed are believed to be resolved automatically by the vulnerability server when it is restarted at the end of the migration script processing. However, any customer who has a Live Network subscription should perform a full update from Live Network after migration is completed.

Core and Satellite: Reports home page is throwing up error and also the reports are breaking for few other pages

PROBLEM:	If the ORACLE user configured in HPCA has access to multiple other schemas, then home page throws an error – “unable to find the tables”
CAUSE:	Unhandled Scenario
WORKAROUND:	Perform the following steps: 1. Add the following property in "..\HPCA\VulnerabilityServer\conf\hibernate-base.cfg": <property name="hibernate.default_ schema">myCustomSchema</property> where myCustomSchema is the name of the schema to qualify the tables with. 2. Restart the Tomcat Server.

Core and Satellite: Satellite synchronization fails from SSL enabled Core

PROBLEM:	Satellite synchronization fails from SSL enabled Core for both Full Service and Streamline Satellites.
CAUSE:	The SSL Certificate of Satellite is not imported to HPCA Core’s JRE Trust store.
WORKAROUND:	To synchronize Satellite from SSL enabled Core, follow these steps: 1. Create the Satellite certificate with FQDN as Server Name (CN).

	2. Export the Satellite certificate as <mycert.cer>, and then save it on Core machine at the following location: <HPCA InstallDir>\jre\lib\security To export the certificate using Internet Explorer, follow these steps: a. Launch the SSL enabled Satellite console. b. Open Satellite console page Properties to launch the Properties window. c. Click Certificates. The Certificate window opens. d. Click the Details Tab. e. Click Copy to File to launch the Certificate Export Wizard, and then click Next. f. Select the Export File Format as DER encoded binary X.509 (.CER) (default selection), and then click Next. g. Enter the complete path and name (for example, mycert) for the file to Export. The suffix for the file indicating its file type (.cer) is automatically generated. h. Click Next and review the settings. To proceed, click Finish. A message displays indicating that the export was successful. i. Click OK. You are returned to the Details tab on the Certificate window. j. Click OK to close the Certificate window. 3. Before importing the certificate into Core's jre, make sure to create a backup of the cacerts file located in the <HPCA InstallDir>\jre\lib\security directory. 4. Run the following commands from the Core machine: cd <HPCA InstallDir>\jre\bin keytool -import -trustcacerts -keystore ..\lib\security\cacerts -storepass changeit -noprompt -alias mycert - file ..\lib\security\<mycert.cer> 5. Restart the HPCA Tomcat service on Core server.

Core and Satellite: When exporting large services, the console may timeout during the operation

PROBLEM:	Exporting large resources from the database may cause the console to time out throwing an error message even though the export is successful.
CAUSE:	The time it takes to export large amounts of data may exceed the console time-out value.
WORKAROUND:	The export succeeds, but you may have to re-login to the console to complete the export.

Core and Satellite: The Satellite Server Deployment Wizard shows an additional option **ccm enableds when installing a Satellite in Custom deployment mode

PROBLEM:	The Properties page in the Satellite Server Deployment Wizard displays an additional **ccm.enableds option if you select Custom Satellite deployment mode.
CAUSE:	Code problem
WORKAROUND:	Do not select the **ccm.enableds option in the Properties page of the Satellite Server Deployment Wizard.

Core and Satellite: For a Streamlined Satellite, if you click Synchronize satellite now from the Satellite Console, the Task Notification dialog box displays Not Running message

PROBLEM:	To synchronize a Streamlined Satellite with a Full-Service Satellite from the Satellite Console, click the Synchronize satellite now option. Although the cache is updated, the Task Notification box intermittently displays the synchronization status as Not Running.
CAUSE:	Unknown
WORKAROUND:	Refresh the Client Automation Satellite Console web page.

OS Management for Windows: Cannot connect to desired Agent if it is installed under non-ASCII path

PROBLEM:	If the HPCA Agent is installed under a non-ASCII path in the legacy image, the first connect after OS deployment will fail.
CAUSE:	Linux SOS cannot resolve the non-ASCII path and fails to locate RUNONCE.CMD
WORKAROUND:	Do not install the HPCA Agent under a non ASCII path.

OS Management for Windows: LSB OS Deployment with SSL Enabled on Core Fails to deploy the OS

PROBLEM:	Enabling SSL using Core console updates URIs of all SAP instances corresponding to Core with TYPE=ROM to use HTTPS as the URI scheme. During an OSM connect, lsb.tkd looks for HTTP as the scheme in the URI attribute of the SAP instances in the Agent LIB directory and if it does not find a SAP instance with HTTP, it does not update the ISVR attribute in ROMBL.CFG with a valid IP address and a port. This causes LSB deployment to fail.
CAUSE:	SAP.URI is updated to use HTTPS scheme instead of HTTP, for SAP.TYPE=ROM server.
WORKAROUND:	Edit the SAP.URI of the SAP instance with SAP.TYPE=ROM and change the URI scheme from HTTPS to HTTP.

OS Management for Windows: Deploy of OS to machine brought under management results in a no-op

PROBLEM:	If a device with a pre-installed OS image is brought under management by installing HPCA Agent, and if an OS migration is triggered through LSB deployment method, the OS installation is not honored. The message "No OS installation required" is displayed on the Service OS splash screen and the machine reboots back to the original installed OS.
CAUSE:	Query to LDAP to retrieve the device and policy information provides incorrect information.
WORKAROUND:	On the HPCA Core server, perform the following steps. **For OS Manager Server**: • Stop the OS Manager Service. • Edit the roms.cfg file located under OS Manager Server installation location. The default location is C:\Program Files\Hewlett-Packard\HPCA\OSManagerServer\etc\roms.cfg. • Disable LDAP_DIRECT_ENABLED. Set the value to 0. • Start the OS Manager service **For Configuration Server OS Manager components**: • Stop the Configuration Server service. • Edit the edmprof.dat file located under Configuration Server installation location. The default location is C:\Program Files\Hewlett-Packard\HPCA\ConfigurationServer\bin\edmprof.dat. • Disable LDAP_DIRECT_ENABLED. Set the value to 0. This setting is available in the [MGR_ROM] section. • Start the Configuration Server service. **NOTE:** LDAP_DIRECT_ENABLED is enabled by default on the HPCA Core server and disabled by default on the HPCA Satellite server.

OS Management for Windows Thin Clients: Capture of OS image on a thin client with disk size greater than 4 GB is not supported

PROBLEM:	Capturing an OS image on a thin client device with disk size greater than 4 GB is treated as regular legacy capture and the deployment of this image to a thin client fails.
CAUSE:	The tools used to deploy the thin client OS images do not handle spanned files. These spanned files are created if the OS image size is greater than 4 GB
WORKAROUND:	Capture the thin client OS image from a device that has disk size of 4 GB or less. Publish and deploy that image to a device that has higher disk size.

OS Management for Windows: LSB Deployment of Windows 7 over Windows 7 fails if the drive layout is changed for System Reserved Partition

PROBLEM:	If a Windows 7 device does not have a System Reserved partition, you cannot deploy a Windows 7 image with System Reserved partition. Similarly, if the Windows 7 device has a System Reserved partition, you cannot deploy a Windows 7 image without System Reserved partition.
CAUSE:	Drive layout has to be maintained for System Reserved Partition.
WORKAROUND:	Retain the drive layout for System Reserved Partition.

Usage Management: Usage By Product reports show product name as [undefined] for non-English operating system

PROBLEM:	Usage By Product reports show the product name as not being defined [undefined] for non-English operating systems.
CAUSE:	The application product name string is not localized.
WORKAROUND:	None. However, you can see application usage details, if you drill down in the report.

Limitations

The section lists the limitations in this release. For more information about open defects, visit HP Software Support Online, or contact your HP Support representative directly.

Truncation found in the publisher summary package description field.

PROBLEM:	The Package Description entered by users while publishing is not shown complete in the Description field in the Publisher Summary UI.
CAUSE:	UI Display problem. The service gets published to the CSDB without truncating the text in the Package Description field.

Core and Satellite: Messages in vms-server.log displayed with incorrect characters in non-English locale

PROBLEM:	Messages in the vms-server.log file are displayed with an incorrect character set when non-English language browser settings are used. As a result, certain logged database values will be unreadable in non-English locales.
CAUSE:	VMS logs non-English text with incorrect localization settings.

OOBM on Core: DASH devices not showing as OOB devices in groups

PROBLEM:	DASH devices are not listed as OOBM devices in groups under Operations > Out of Band Management > Group Management even though the devices belong to the HPCA static groups. As a result, DASH devices can not be managed as Out Of Band devices through OOBM Group Management.
CAUSE:	Design restriction.

OOBM on Core: OOB Group Management functionality fails on large number of devices

PROBLEM:	OOB Group Management functionality fails when it operates in environments with large number of devices.
CAUSE:	Architectural limitation.

OOBM on Core: OOB Group Management functionality not supported in non English locales

PROBLEM:	The HPCA Console does not support the OOB Group Management functionality in non English locales. Although you are able to see the listing of non English groups, no operations can be performed on these groups.
CAUSE:	Architectural limitation

Security and Compliance:STM (Anti-spyware) Profile is not triggering update definitions with two Anti-spywares on Client machine

PROBLEM:	STM (Anti-spyware) Profile is not triggering update definitions when two Anti-spyware products are installed on client machine.
CAUSE:	When two Anti-spyware products are installed, the Scanner is not able to identify the products to initiate the update definitions.

Usage Management: Delay while trying to see individual links for usage reports

PROBLEM:	Viewing individual links for usage reports is taking more than 10 to 15 minutes.
CAUSE:	As database grows, the time for fetching the individual reports increases.

Usage Management: Rule Filters are not functional in Standard Edition of Usage Reporting Server

PROBLEM:	In Usage Management, Rule Filters are not functional in the Reporting Server.
CAUSE:	AUM Admin is not supported for Standard Edition. As a result, Rules cannot be created.

Documentation Updates

The first page of this document identifies the:

- Version number for the software.
- Software release date.

To check for recent updates or to verify that you are using the most recent edition, visit the HP Software Product Manuals web site.

To retrieve a document, select the:

1. **Product** name.
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6. Click **Open** or **Download**.

You must have Adobe® Reader installed to view files in PDF format (*.pdf). To download Adobe Reader, go to the Adobe web site.

Documentation Errata

The documentation contains the following incorrect or missing information:

- Consider the following content added to the *Publishing and Deploying OS Images* section in *Appendix G, Capturing Windows XP and Windows Server 2003 OS Images* of the *HP Client Automation Core and Satellite Enterprise Edition User Guide*.
  For legacy Windows XP deployments on Advanced Format Drives (AFD), if the image is already captured, you must modify the .PAR file as shown in sample below and republish the image.

  ```
  Original - /dev/sda1 : start= 63, size= 2762752, Id= 7, bootable

  AF aware - /dev/sda1 : start= 2048, size= 2762752, Id= 7, bootable
  ```

  Note the change in start value 63/2048 and make sure that the .PAR file line endings are preserved.

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, 8.10

Document title: Release Notes

Feedback: