

HP OpenView Client Configuration Manager

for the Windows operating system

Software Version: 1.0

Administrator's Guide

November 2005



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This manual's title page contains the following identifying information:

- 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, visit the following URL:

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

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

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- Submit enhancement requests online
- Download software patches
- Submit and track progress on support cases
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

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

To find more information about access levels, go to:

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1 Introduction

The HP OpenView Client Configuration Manager (Client Configuration Manager) is a Web-based, Windows client management tool that allows you to quickly and easily manage software, patches, and inventory for devices in your environment.

This guide introduces Client Configuration Manager, shows you how to setup and install the product components, and provides detailed information and instructions for using the Management Console, Publisher, and Software Manager.



Client Configuration Manager is built upon Radia technology which powers the broader OpenView Configuration Management Solutions. Therefore, the Radia name appears in some areas of the product. To learn more about the OpenView Configuration Management Solutions go to our web site at **<http://managementsoftware.hp.com/solutions/ascm/index.html>**.

Audience

This guide is intended for administrators who will be installing, configuring, and using HP OpenView Client Configuration Manager.

Summary

[Chapter 1, Introduction](#)

This chapter contains an overview of Client Configuration Manager and its available features.

Chapter 2, Installing Client Configuration Manager

This chapter provides detailed steps for installing and configuring Client Configuration Manager.

Chapter 3, Getting Started

This chapter provides quick start instructions for Client Configuration Manager, including where to start, what to do first, and how to start using the Management Console right away including links to the appropriate sections for each task.

Chapter 4, Management

This chapter provides a closer look at the Management section of the Management Console and each of its functions.

Chapter 5, Reporting

This chapter contains instructions for how to create and view reports using the Reporting section of the Management Console.

Chapter 6, Configuration

This chapter describes how to initialize schedules for patch and inventory, change the Management Console password, and contact support.

Chapter 7, Wizards

This chapter includes step by step instructions for using each of the Client Configuration Manager wizards.

Chapter 8, Using the Publisher

This chapter includes instructions for using the Client Configuration Manager Publisher to publish software packages, making them available for distribution.

Chapter 9, Using the Software Manager

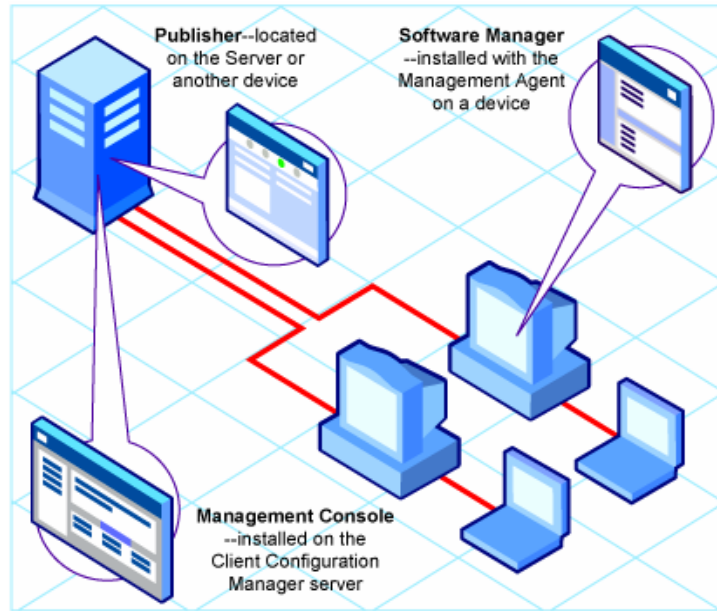
This chapter contains instructions for how to use the Software Manager catalog to install entitled software at the client workstation.

Client Configuration Manager Overview

Client Configuration Manager consists of the following components.

- **Management Console**
the main Web interface used to manage devices, software, and patches as well as create and view reports based on all managed devices.
- **Management Agent**
in order to manage devices, the Management Agent is deployed to devices imported into Client Configuration Manager.
 - **Software Manager**
installed along with the Management Agent on managed devices, the Software Manager is used by the end-user to manage software that has been entitled to that device.
- **Publisher**
installed separately from Client Configuration Manager, the Publisher is used to select, configure and create software packages, then publish them into the Client Configuration Manager Software Library.

Figure 1 Client Configuration Manager Environment



The following sections contain additional details about each component:

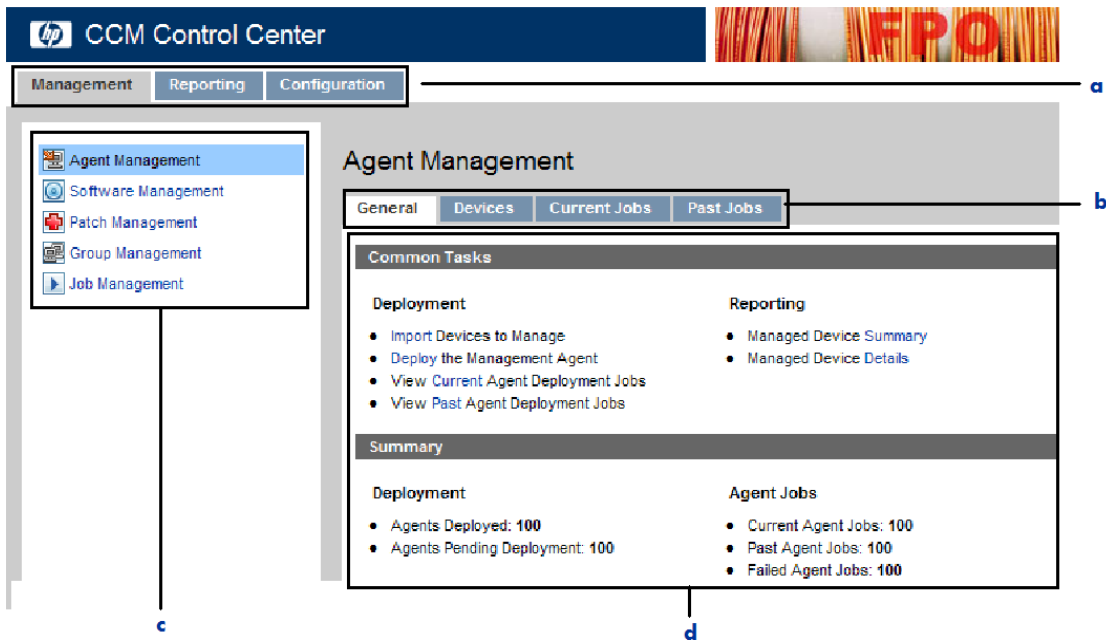
- The Client Configuration Manager Management Console on page 16
- The Management Agent on page 18
- The Client Configuration Manager Publisher on page 20

The Client Configuration Manager Management Console

The Management Console allows you to manage devices, software and patches as well as create and view reports based on those managed devices.

Become familiar with the Management Console areas in **Error! Reference source not found.**

Figure 2 Client Configuration Manager Management Console



Legend

- a Console Tabs** - the tabs across the top of the console allowing you to navigate to the three main console areas
- b Workspace Tabs** - tabs displayed within each section
- c Section Contents** - the available areas within a console section
- d Workspace** - main area where section contents are displayed

The Reporting tab of the console has a slightly different layout than the Management and Configuration tabs. Search and Display options appear on the left and the report query results are displayed in the workspace.

Figure 3 Reporting section of the Management Console

OpenView Client Configuration Manager

User: Admin | Home | Sign Out

Management Reporting Configuration

Search Options

Directory/Group Filters

- *Groups*
- Default Group
- All Reporting Devices
- Windows XP Systems
- Windows 2000 Systems
- MS05-039 Vulnerable
- MS05-041 Vulnerable
- Sales Laptops
- All Desktops

Data Filters

- Inventory Management Related
- Patch Management Related

Display Options

Reporting Views

- Inventory Management Reports
- Patch Management Reports

Current Reporting View: Managed Devices

Search Criteria:

Device Filters

Directory/Group (All Reporting Devices)

Managed Devices

15 items | 1 - 7 of 7 items

| Details | Last Connect | Radio ID | Device | IP Address | Operating System | OS Level |
|---------|---------------------|----------------|----------------|----------------|--|----------------|
| | 2005-09-01 15:12:28 | BSWEETSER | BSWEETSER | 192.168.0.3 | Microsoft Windows XP Professional Version 5.1.2600 [Build 2600] | Service Pack 1 |
| | 2005-09-01 15:10:06 | EXPSB062105 | EXPSB062105 | 192.168.50.100 | Microsoft Windows XP Professional Version 5.1.2600 [Build 2600] | Service Pack 2 |
| | 2005-09-01 15:10:06 | RWINFORD | RWINFORD | 192.168.1.101 | Microsoft Windows XP Professional Version 5.1.2600 [Build 2600] | Service Pack 2 |
| | 2005-09-01 15:10:06 | SFISHER | SFISHER | 192.168.0.102 | Microsoft Windows XP Professional Version 5.1.2600 [Build 2600] | Service Pack 2 |
| | 2005-09-01 15:09:54 | SRWINXP1 | SRWINXP1 | 192.168.1.10 | Microsoft Windows XP Professional Version 5.1.2600 [Build 2600] | Service Pack 2 |
| | 2005-09-01 12:46:04 | DESK-SAF | DESK-SAF | 192.168.50.10 | Microsoft Windows XP Professional Version 5.1.2600 [Build 2600] | Service Pack 2 |
| | 2005-08-31 16:50:07 | SR-W2K3-CLIENT | SR-W2K3-CLIENT | 192.168.0.10 | Microsoft Windows Server 2003 Standard Edition Version 5.2.3790 [Build 3790] | N/A |

Return to Managed Devices | Return to Top of Page

The Management Agent

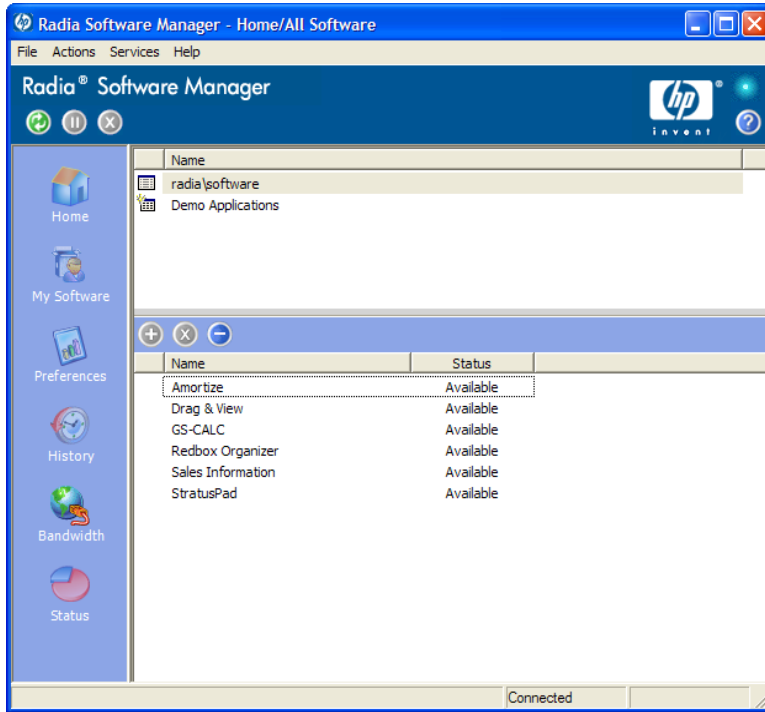
The Management Agent is used to manage devices that have been imported into Client Configuration Manager. An administrator deploys the Management Agent to a device then entitles and installs software and patches to that device or device's group.

Software Manager

When the Management Agent is deployed to a device, the Software Manager is installed and made available for a user to manage software that has been entitled to that device.

See Chapter 9, Using the Software Manager for more information.

Figure 4 Software Manager



Installing Software and Patches

There are two ways in which software and patches can be installed to a managed device.

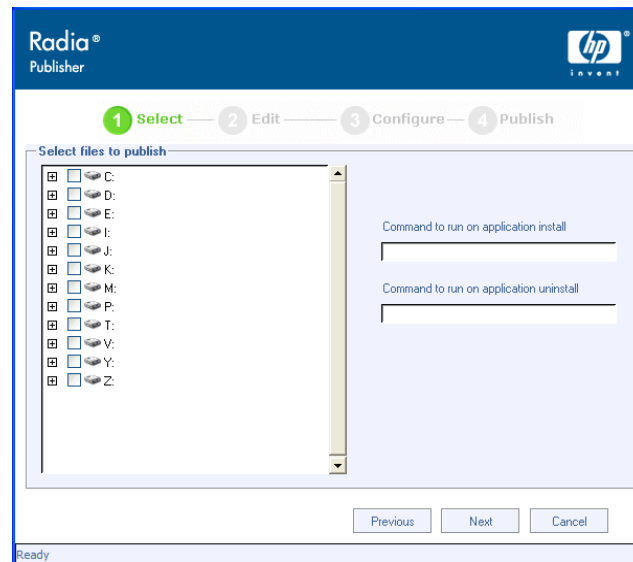
- A user selects the available entitled software or patches from the Software Manager and installs them at their discretion. See Chapter 9, Using the Software Manager for more information.
- An administrator entitles and deploys software and patches to a managed device directly from the Client Configuration Manager without requiring any user interaction. See Chapter 4, Software Management on page 64 for more information.

The Client Configuration Manager Publisher

The Client Configuration Manager Publisher is used to publish software packages into the Client Configuration Manager Software Library. Software can then be entitled and deployed to managed devices within your environment.

The Publisher should be installed to the device from which you plan on selecting and configuring software packages. You can install the Publisher using the installation file included on the Client Configuration Manager installation CD, or by using the **Software Publisher** package that is available in the Software Library for distribution to a managed device.

Figure 5 The Publisher



See Chapter 8, Using the Publisher for more information.

Client Explorer

Installed along with the Publisher, the Client Explorer is available to aid with troubleshooting and problem resolution and should not be used without direct instructions from HP Support.

Getting Help


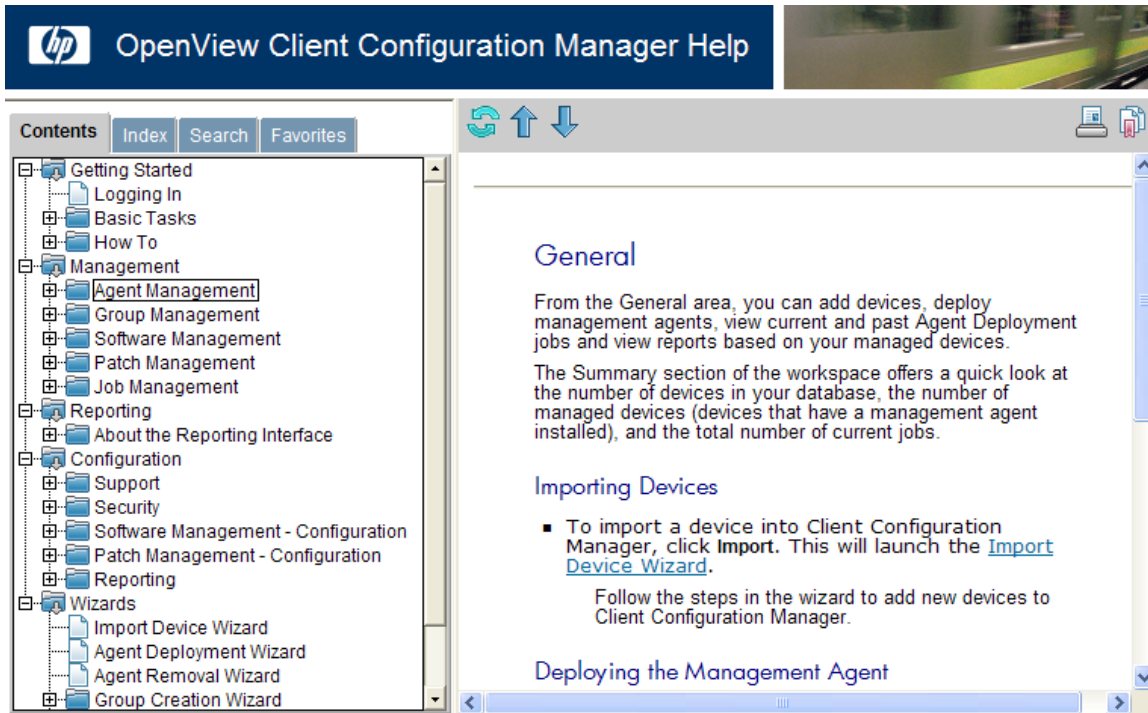
Click **Help**  in the upper right corner of any window to open the Client Configuration Manager online help.

Figure 6 Client Configuration Manager online help



For future updates to this guide, go to:

http://ovweb.external.hp.com/lpe/doc_serv/

2 Installing Client Configuration Manager

This chapter explains how to install and configure Client Configuration Manager and its components. Each of the following sections contains specific installation instructions and requirements for Client Configuration Manager, Publisher, and the Management Agent:

- System Requirements on page 23
- Installing Client Configuration Manager on page 25
- Manually Installing the Management Agent on page 33



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<http://managementsoftware.hp.com/solutions/ascm/index.html>

System Requirements



Client Configuration Manager is recommended for managing software, patches, and inventory for up to 5000 devices.

Server

- Dedicated server with dual processors, minimum 2GHz CPU
- 4 GB RAM
- Windows 2000, Windows 2000 Advanced Server, Windows Server 2003 Standard Edition, Windows Server 2003 Enterprise Edition

Database

- Microsoft SQL Server 2000 SP3 or above locally installed or remotely accessible from the Client Configuration Manager server (SQL Server Personal Edition or MSDE is recommended only for testing or demonstration purposes).

Target Devices

- Devices to be managed should have Windows 2000 or Windows XP installed



The Client Configuration Manager uses several TCP ports for communication to managed devices. If corporate or personal firewall software is in place then exclusions must be made.

Client device: If the client device has a personal firewall installed then the following port must be excluded for inbound traffic:

- TCP 3463.

In addition to this port, the following program files must be excluded from the firewall:

- C:\Program Files\Novadigm\RadUIShell.exe
- C:\Program Files\Novadigm\Radexecd.exe,
C:\Program Files\Novadigm\nvdkit.exe
- C:\Novadigm\ManagementAgent\nvdkit.exe

Client Configuration Manager server: If a corporate firewall is installed, then the following ports must be excluded for TCP traffic on the server:

3464, 3465, 3466, 3467, 3468, and 3480.

Installing Client Configuration Manager

The following sections describe the steps required for installing and configuring Client Configuration Manager. Steps 1 and 2 below must be completed in order.

- 1 Pre-Installation – Database Setup on page 25
- 2 Installing Client Configuration Manager on page 25
- 3 Installing the Publisher on page 30

Pre-Installation – Database Setup

Before you can install Client Configuration Manager (OVCCM), you must first set up your SQL Server database. This is accomplished by attaching the supplied database file (CCMDB_Data.MDF) to the SQL Server you will be using for OVCCM.

To attach the OVCCM database

- 1 From the Client Configuration Manager media, copy the Database folder to a location accessible by your SQL Server.
- 2 Open SQL Server Enterprise Manager and under the desired SQL Server (for example, local) click to highlight **Databases**.
- 3 From the File menu, click **Action>All Tasks>Attach Database**.
- 4 Browse to the Database folder you copied, and select **CCMDB_Data.MDF**.
- 5 Configure the database attachment to attach as **CCMDB** with database owner name **sa**. (Note: the database owner name may not be **sa** if using Windows Authentication). The SQL Server name, admin user ID and password is required during Client Configuration Manager installation.

The database is attached. The next section will describe the Client Configuration Manager installation in detail.

Installing Client Configuration Manager

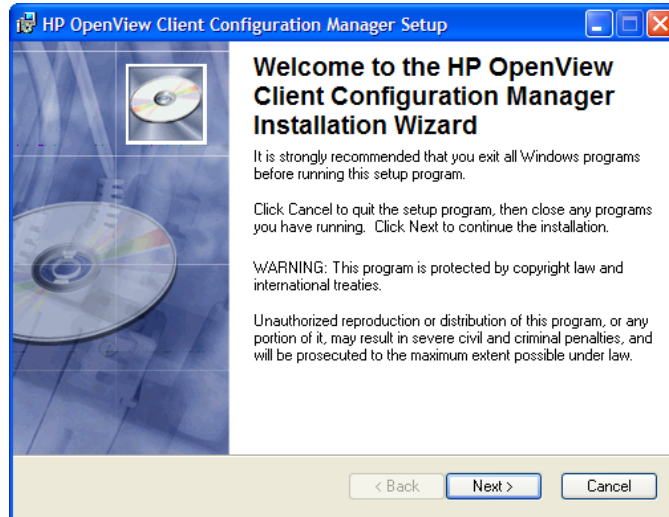
Install Client Configuration Manager to a dedicated server in your environment.



Prior to installing Client Configuration Manager, you must have first set up your SQL Server database. Refer to the previous section for database setup instructions.

To install Client Configuration Manager

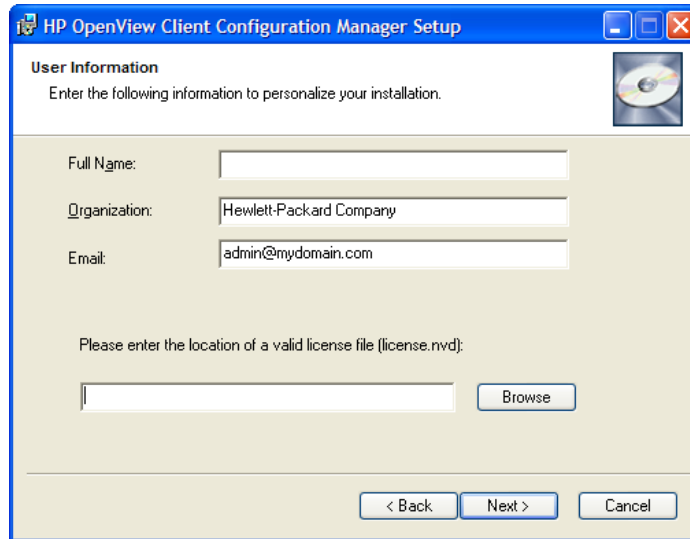
- 1 Double-click **hpccm.msi** to begin the installation program.



- 2 Click **Next**.



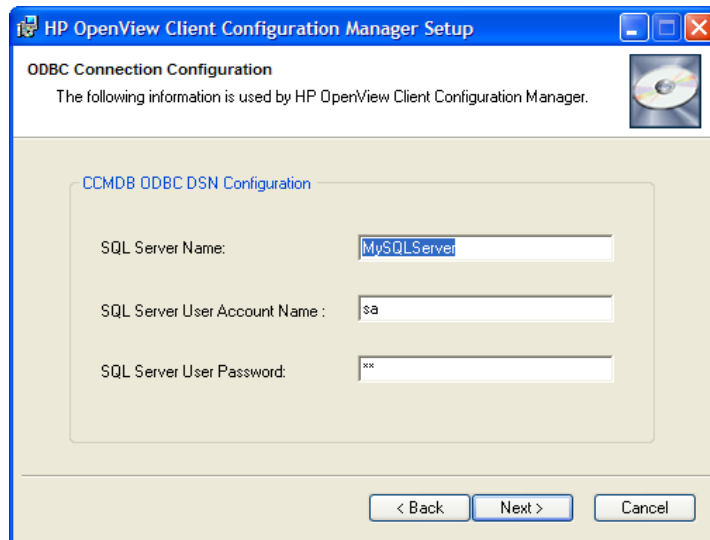
- 3 Read and accept the License Agreement, and click **Next**.



The screenshot shows the 'User Information' screen of the 'HP OpenView Client Configuration Manager Setup' dialog box. The title bar includes the application name and standard Windows window controls. The main area is titled 'User Information' and contains the instruction: 'Enter the following information to personalize your installation.' Below this, there are three text input fields: 'Full Name:' (empty), 'Organization:' (filled with 'Hewlett-Packard Company'), and 'Email:' (filled with 'admin@mydomain.com'). A section titled 'Please enter the location of a valid license file (license.nvd):' contains an empty text box and a 'Browse' button. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

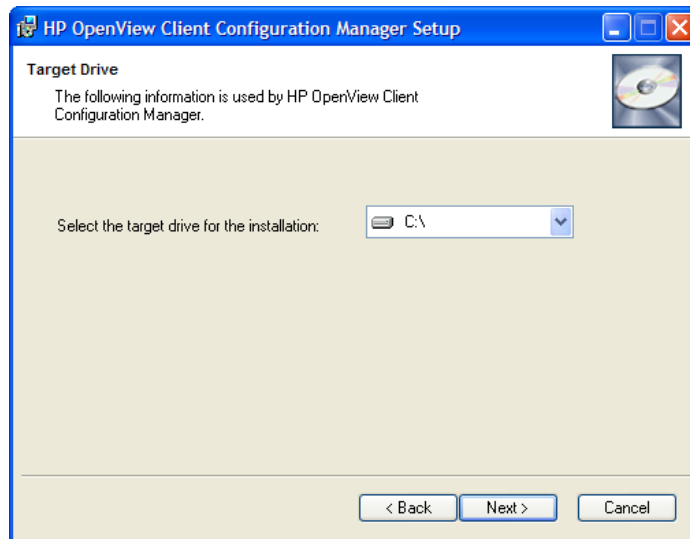
- 4 Enter your User Information and the location of your license file.

- 5 Click **Next**.

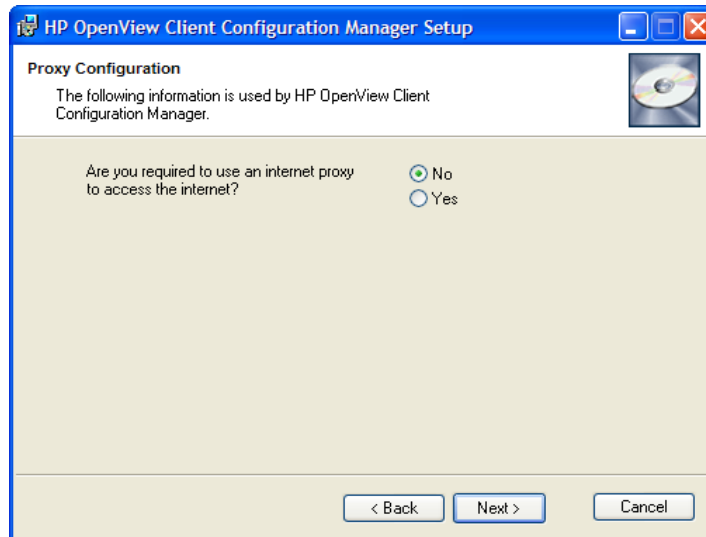


The screenshot shows the 'ODBC Connection Configuration' screen of the 'HP OpenView Client Configuration Manager Setup' dialog box. The title bar includes the application name and standard Windows window controls. The main area is titled 'ODBC Connection Configuration' and contains the instruction: 'The following information is used by HP OpenView Client Configuration Manager.' Below this, there is a section titled 'CCMDB ODBC DSN Configuration' which contains three text input fields: 'SQL Server Name:' (filled with 'MySQLServer'), 'SQL Server User Account Name:' (filled with 'sa'), and 'SQL Server User Password:' (filled with 'xx'). At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

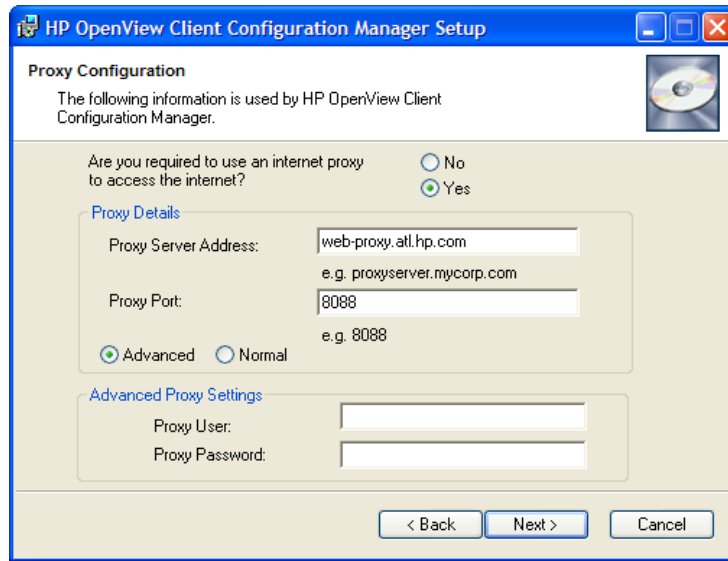
- 6 Configure an ODBC DSN connection to your Client Configuration Manager database. Enter the SQL Server name as well as the user account and password.
- 7 Click **Next**.



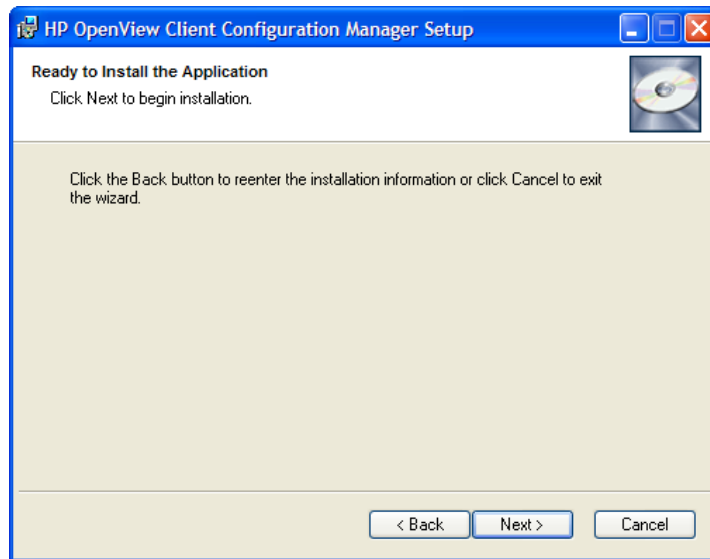
- 8 Select the target installation drive, and click **Next**.



- 9 If you are required to use an Internet proxy to access the internet, click **Yes**.



- 10 Fill in the required Proxy Details and Advanced Proxy settings, if required, and click **Next**.



- 11 If you would like to change any of the installation settings click **Back**.
- 12 When you are ready to install, click **Next**.

Client Configuration Manager is installed. Click **Close** to exit the application.

Launching the Client Configuration Manager Console

If you are launching Client Configuration Manager locally, you can double-click the **HP OpenView Client Configuration Manager Console** desktop icon.

Alternatively, you can access the Client Configuration Manager Console using a Web browser from any device in your environment (Microsoft Internet Explorer 6 or above is required).

- Go to **`http://ccmhost:3480/ccm`**

Where *ccmhost* is the name of the server where Client Configuration Manager is installed.



Note about Windows 2003 Server: To allow local access to Client Configuration Manager on a device with Windows 2003 Server installed, make sure to check Bypass proxy server for local address within the Local Area Network (LAN) Settings for that device.

Installing the Publisher

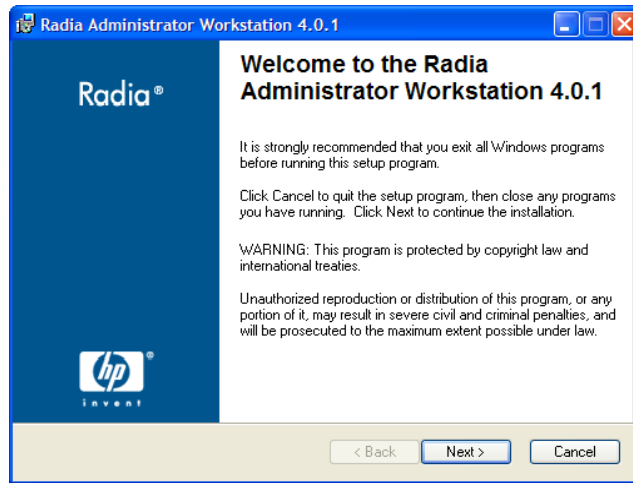
Software that needs to be deployed using OVCCM must first be published into OVCCM using the Publisher. Install the Publisher to the location from which you will be publishing software to Client Configuration Manager.

In addition to the Publisher installation file included with the product CD, a Publisher package named Software Publisher is available within the OVCCM Software Library for distribution to a managed device. Use either of these two methods to install the Publisher, explained in the following sections:

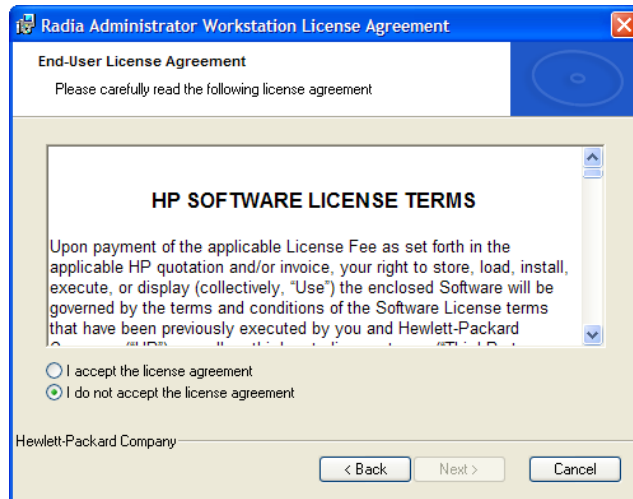
- To install the Publisher on page 31
- To install the Publisher using the Software Publisher package on page 33

To install the Publisher

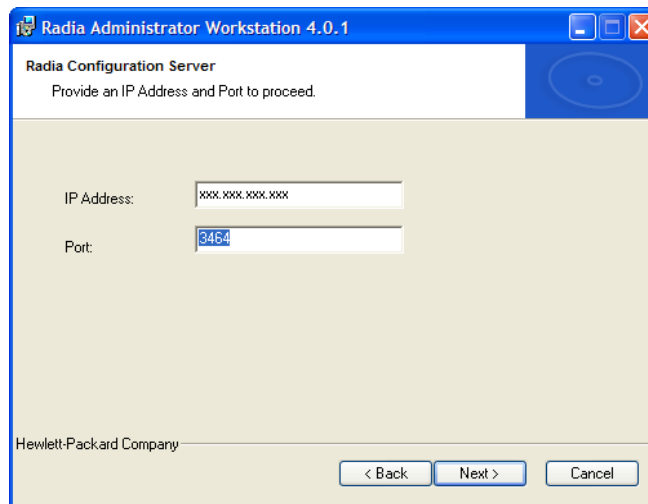
- 1 On the device you wish to install the Publisher, open the Client Configuration Manager media and double-click **Radadmin401_CCM.msi** in the RadAdmin directory.



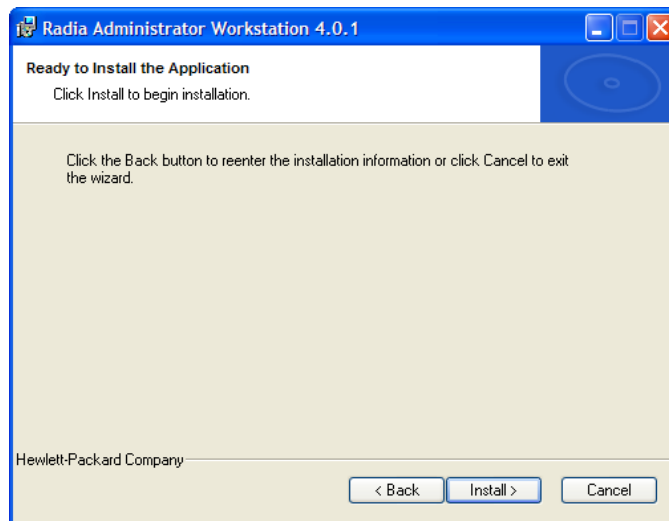
- 2 Click **Next** to begin the installation.



- 3 Read and accept the License Agreement, and click **Next**.



- 4 Enter the IP address of your Client Configuration Manager server. The port number should not be changed from 3464.
- 5 Click **Next**.



- 6 Click **Install** to begin the installation.
- 7 The Publisher is installed. Click **Finish** to exit the installation.

To install the Publisher using the Software Publisher package

- 1 First, manage the target device by deploying the Management Agent. See Deploying the Management Agent on page 53 for details.
- 2 Entitle the Software Publisher package to the device by first adding that device to a group and assigning entitlement. See Group Management on page 55 for more information.
- 3 Deploy the Publisher software package that is available within the Client Configuration Manager Software Library. Refer to Software Management on page 64 for instructions on deploying software.

Once deployed, the Publisher is ready to use for selecting and configuring software packages on the device.

Accessing the Publisher

- Access the Publisher using the **Start** menu:
Start → All Programs → Radia Administrator Workstation → Radia Publisher

Manually Installing the Management Agent

Devices not always connected to the network can still be managed by Client Configuration Manager by installing the Management Agent manually. A separate file is included with the Client Configuration Manager media to install the required components.

To install the Management Agent manually

- 1 Use a command line and go to the `RadAgent` directory of the Client Configuration Manager media.
- 2 Type **setup.cmd** *ipaddr*, where *ipaddr* is the IP address of your Client Configuration Manager server.
- 3 Press **Enter**.

The Management Agent is installed and the device is ready for software, patch and inventory management using Client Configuration Manager.

3 Getting Started

The following section will get you started using Client Configuration Manager and introduce you to the basic essential tasks required to begin managing your Windows client environment quickly and efficiently.

- Logging In on page 35
- Basic Tasks on page 36
- How To on page 41


Logging In


Access Client Configuration Manager using a browser from any device in your environment.

- Go to **http://*ccmhost*:3480/ccm**, where *ccmhost* is the name of the server where Client Configuration Manager is installed.

At the Log In page, enter your user name and password and click **OK**. By default, the user name is **admin** and the password is **secret**.

For instructions on changing the password, see Changing the Login Password on page 94.

 The Client Configuration Manager Management Console may open additional browser instances when running wizards or displaying alerts. In order to access these wizards and alerts, be sure to include Client Configuration Manager as an Allowed Site in your browser's pop-up blocker settings.

 Client Configuration Manager is configured to log out automatically after 20 minutes of inactivity, after which time you will be required to log in again to continue using the console.

Basic Tasks

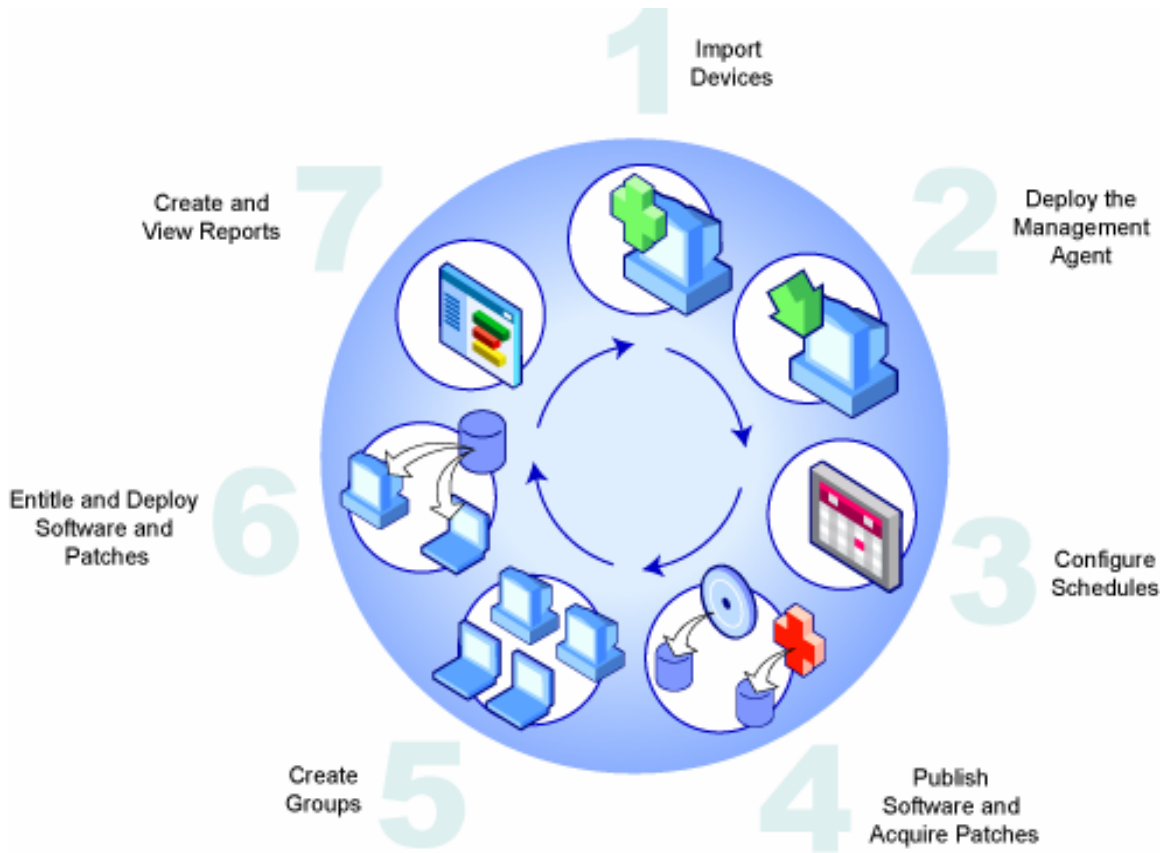
You can begin managing your Windows client environment right away with Client Configuration Manager using the basic tasks described in this section.

After you've finished going through the following tasks, you will have managed devices by importing them into Client Configuration Manager and deploying the Management Agent, configured the schedules needed for inventory and patch management, know where to begin to publish software and acquire patches, be introduced to creating device groups then deploy software and patches to devices in those groups, and finally, know where to create reports for all managed devices in your environment.

The following sections discuss these tasks and point you to related sections for additional information:

- Import Devices on page 37
- Deploy the Management Agent on page 38
- Configure Schedules on page 38
- Create Groups on page 39
- Publish Software and Acquire Patches on page 38
- Entitle and Deploy Software or Patches on page 39
- Create and View Reports on page 40

Figure 7 Basic Tasks process flow



Import Devices

In order to collect inventory information or deploy software and patches you will first need to make Client Configuration Manager aware of the devices in your environment by importing them into Client Configuration Manager.

- From the Agent Management General tab, click **Import**. This will launch the Import Device Wizard, described on page 101. Follow the steps in this wizard to import devices to Client Configuration Manager.

Once devices have been imported, deploy the Management Agent to begin managing software, patches and inventory.

Deploy the Management Agent

Once devices are imported into Client Configuration Manager, you need to deploy the Management Agent to them.

- From the Agent Management General tab, click **Deploy**. This will launch the Agent Deployment Wizard, described on page 102. Follow the steps in this wizard to deploy the Management Agent to your imported devices.

Now that you've begun to manage devices, configure schedules for inventory collection, patch compliance scanning and patch acquisition.

Configure Schedules

Use the Configuration tab, as described in Chapter 6, Configuration, to configure the schedule for inventory collection, patch compliance scanning, and patch acquisition.

- **Configure Inventory Schedule**
use the Software Management section to set the schedule for hardware and software inventory collection from managed devices.
- **Configure Patch Acquisition settings and Compliance schedule**
use the Patch Management section to configure acquisition settings and compliance schedule.
 - Use the Acquisition tab to enter a schedule for patch acquisitions. Also enter the required patch acquisition settings.
 - Use the Compliance tab to configure the schedule for patch compliance scanning. Entitled patches will be installed automatically to managed devices based on the compliance schedule you determine.

Once schedules are configured, you can publish software and acquire patches.

Publish Software and Acquire Patches

Before you can begin deploying software and patches to managed devices, you must first populate the Software Library and Patch Library.

- Use the Client Configuration Manager Publisher to publish software into the Client Configuration Manager database.
 - Launch the Publisher from the machine from which you plan on configuring and publishing software packages. Refer to the Publisher

online help or Chapter 8, Using the Publisher for additional information.

- Populate the Patch Library by acquiring patches from HP and Microsoft sources.
 - From the Management tab, Patch Management section, click **Acquire**. Patches are downloaded and added to the Patch Library. Client Configuration Manager will automatically download additional patches according to the acquisition schedule configured in the previous step, Configure Schedules.

Once software and patches are made available in each library, create groups in order to entitle software and patches for deployment.

Create Groups

In order to deploy software or patches, you will need to first create a group that includes the target devices, and then entitle software or patches to that group.


- From the Group Management General tab, click **Create**. This will launch the Group Creation Wizard, described on page 104. Follow the steps in the wizard to create a static group.
- Client Configuration Manager also supports dynamic device groups that contain devices that match selected inventory criteria. These types of groups can be created by first creating a report for the desired criteria and then using the results to create a dynamic group.

Once the group has been created, entitle or deploy software or patches to the devices in the group.


Entitle and Deploy Software or Patches

Click the Group description to open the Group Details window. From here, you can entitle and deploy software or patches



Software

- Use the Group Details, Software tab, as described on page 58, to entitle software. Click **Add Software Entitlement**  to select any available software packages and make them available to that group. Entitled software is then displayed within the Software tab list. Entitled software

is made available to end-users in the Software Manager but is not automatically deployed. This enables you to create a managed software catalog and allow the users to determine what software to deploy at what time.

- To deploy software, first select the software to deploy then click **Deploy Software** . This opens the Software Deployment Wizard. Follow the steps in the wizard, as described on page 105, to deploy software to devices in that group. Deployed software is automatically installed on end-user devices.

Patches

- Use the Group Details, Patches tab, as described on page 58, to entitle and deploy patches. Click **Add Patch Entitlement**  to select any available patches and make them available to that group. Entitled patches are then displayed within the Patches tab list.
- To deploy patches, first select the patches to deploy then click **Deploy Patches** . This opens the Patch Deployment Wizard. Follow the steps in the wizard, as described on page 106 to deploy patches to devices in that group.



Entitled patches are automatically deployed to managed devices based on the compliance discovery and enforcement schedule you configure. See *Configuring Patch Compliance Discovery and Enforcement* on page 99 for more information.

You have successfully used Client Configuration Manager to deploy software and patches. Now you can learn about creating reports by following the instructions in the section, *Create and View Reports*.

Create and View Reports

Use the Reporting section to create and view reports based on managed device information.

- Follow the instructions in the Reporting section on page 79 to generate device reports.

To create a quick example report, click **View Managed Devices** in the **Inventory Information** area to display a list of all devices that have the Management Agent installed.

Once a list of devices is generated, you can apply additional filters by using the options on the left or by clicking any of the device details.

Once a report is generated, you can create a dynamic group based on devices in the report by clicking the **Create a New Client Configuration Manager Dynamic Group** button. This will open the Group Creation wizard. Follow the steps in the wizard to create the Dynamic Group.

How To

This section contains questions pertaining to common tasks and example scenarios to help you to better understand how to use Client Configuration Manager.

- How do I access the Management Console? On page 42
- How do I determine what version I am using? On page 42
- How do I change my console password? On page 42
- How do I begin managing a device in my environment? On page 42
- How do I schedule inventory collection? On page 43
- How do I view inventory information for managed devices? On page 43
- How do I automate patch acquisition? On page 44
- How do I configure the patch compliance discovery schedule? On page 44
- How do I deploy software to all of my managed devices? On page 45
- How do I acquire a particular Microsoft patch? On page 45
- How do I update my license key? On page 46
- How do I create a group of devices to target for an OS Service Pack? On page 46
- How do I deploy software to a single device? On page 46
- How do I install the Management Agent to a device without using the console? On page 47
- How do I publish a Windows Installer package? On page 47
- How do I publish setup.exe? on page 48
- How do I know that all my devices successfully received the software? On page 48

- How do I make software available for a user to install? On page 48
- How do I generate a device compliance report? On page 49
- How do I contact support? On page 49

How do I access the Management Console?

You can access the Client Configuration Management Console using a browser from any device in your environment.

- Go to **http://*ccmhost*:3480/ccm**, where *ccmhost* is the name of the server where Client Configuration Manager is installed.

How do I determine what version I am using?

- Use the Configuration area, Support section to view the Client Configuration Manager Version Information.

How do I change my console password?

Change your login password in the Security section of the Configuration area.

- Within the Security section, enter a new password in the New Password text box.
- Type the password again to confirm in the Confirm Password text box.
- Click **Save**.

Your new password has been saved. Use this next time you log in to the Management Console.

How do I begin managing a device in my environment?

Devices are managed when the Management Agent is deployed. In order to deploy the Agent, the device must first be added to Client Configuration Manager.

First, import the device:

- From Agent Management, General tab, click **Import Devices to Manage**. The Import Device Wizard opens.

- Follow the steps in the wizard, as described on page 101, to import your devices.

Once the device is imported, deploy the Management Agent:

- From Agent Management, General tab, click **Deploy the Management Agent**. The Agent Deployment Wizard opens.
- Follow the steps in the wizard, as described on page 102, to deploy the Management Agent.

Once the Agent is deployed, the device is successfully managed and ready for software, patch and inventory management.

How do I schedule inventory collection?

Hardware and Software inventory is collected based on the schedule you define in the Configuration area, Software Management section.

- Within the Configuration area, click **Software Management**.
- Use the tools provided to set the collection schedule.
 - **Run:** Select whether to collect inventory based on an interval hours, days, or weeks.
 - **Interval:** Select the specific interval (hours, days, or weeks).
 - **Starting on:** Use the drop-down boxes to select the date inventory should be collected.
 - **Current Server Time** displays the current time of the Client Configuration Manager server.
- When finished, click **Save** to commit your changes.
- The new schedule is displayed after Current Schedule.




Additional inventory collection is taken after a software deployment job is completed.

How do I view inventory information for managed devices?

Use the Reporting tab to view inventory information for managed devices.

- From the home page of the Reporting tab, click **View Managed Devices** under Inventory Information. A list of all managed devices is displayed.

- You can filter the list further using the tools on the left hand side of the page or by clicking any criteria within each list item.
- Click **Show Details**  to display information for a single device.

How do I automate patch acquisition?

Use the Configuration tab, Patch Management section to define your patch acquisition schedule and settings.

- Click the **Acquisition** tab.
- In the Patch Acquisition Schedule area, use the tools provided to set the acquisition schedule.
 - **Run:** Select whether to discover patches based on an interval hours, days, or weeks.
 - **Interval:** Select the specific interval (hours, days, or weeks).
 - **Starting on:** Use the drop-down boxes to select the date patch compliance should be discovered.
 - **Current Server Time** displays the current time of the Client Configuration Manager server.
- When finished, click **Save** to commit your changes. The new schedule is displayed after Current Schedule.
- In the Patch Acquisition Settings area, enter the Bulletins to Acquire each discovery period. You can use wildcard characters to designate a range of bulletins (for example, MS05*). Separate multiple bulletin searches with a comma (for example, MS05*, MS06*).
- Enter a Proxy Server Address from which to obtain bulletins (for example, **http://proxyserver:8080/**).
- Enter a Proxy User ID and Proxy Password to use when acquiring patches if required.
- Click **Save** to commit your changes.


How do I configure the patch compliance discovery schedule?

Use the Configuration tab, Patch Management section to define your patch compliance discovery schedule.

- Click the Compliance tab to display the compliance discovery schedule details.
- Use the tools provided to set the discovery schedule.
 - **Run:** Select whether to discover patches based on an interval hours, days, or weeks.
 - **Interval:** Select the specific interval (hours, days, or weeks).
 - **Starting on:** Use the drop-down boxes to select the date patch compliance should be discovered.
 - **Current Server Time** displays the current time of the Client Configuration Manager server.
- When finished, click **Save** to commit your changes. The new schedule is displayed after Current Schedule.

How do I deploy software to all of my managed devices?

First, create a dynamic group containing all managed devices.

- Within the Reporting tab, under Inventory, click **View Managed Devices**.
- A list of all managed devices is displayed.
- Click **Create new Client Configuration Manager Dynamic Group** . Follow the steps in the Group Creation wizard to finish creating the group.

Now you can deploy software to devices in the newly created group.

- In the Management tab, click **Software Management**.
- Click **Deploy Software**.
- The Software Deployment Wizard opens. Follow the steps in the wizard to select the newly created group and software for deployment.

How do I acquire a particular Microsoft patch?

- Use the Configuration tab, Patch Management section and define the specific patch bulletin number in the Patch Acquisition Settings, Bulletins to Acquire text box.




Patch acquisition can be launched right after settings are defined. If your patch acquisition schedule is set to acquire patches on a regular basis, be sure to reset the acquisition settings values from acquiring only a particular patch.

How do I update my license key?

- Use a text editor and open the new license file (for example `license.nvd`).
- Copy the contents of the file into the License Data text box found in the Configuration tab, Support section.
- Click Save to update your license information.


How do I create a group of devices to target for an OS Service Pack?

Use the Reporting tab to create a query containing all devices that do not have the particular service pack. In this example, a group of all Windows XP devices without Service Pack 2 installed, will be created.

- In the Data Filters area, click **Inventory Management Related**.
- Click **OS Related**.
- Click **Operating System** and enter ***Windows XP***.
- Click **Apply**. All devices with Windows XP are displayed.
- Click **Operating System Level** and type **!Service Pack 2**.
- Click **Apply**. All Windows XP devices that do not have Service Pack 2 installed, are displayed.
- You can then click **Create new Client Configuration Manager Dynamic Group**  and follow the steps in the Group Creation wizard to create the group of devices.

How do I deploy software to a single device?

Software can be deployed to a single device using the Software Details window.

- Within the Management tab, click **Software Management**.
- Click **Software Library** to display all published software.
- Click the description link for the software you would like to deploy to a single device. The Software Details window opens.
- Click the **Devices** tab and select the device to which you would like to deploy the software.
- Click **Deploy Software**  to open the Software Deployment Wizard.
- Follow the steps in the wizard to deploy software to that device.

How do I install the Management Agent to a device without using the console?

A Management Agent installation program is included on the Client Configuration Manager CD to allow you to install the Agent to devices that may not be consistently connected to the network.

- Use the Management Agent `setup.cmd` file located on the Client Configuration Manager installation CD in the `RadAgent` directory.
- From a command line, type: `setup.cmd OVCCM_IP_Addr` where `OVCCM_IP_Addr` is the IP address of your Client Configuration Manager server.
- Hit **Enter**
The Management Agent is installed.

How do I publish a Windows Installer package?

- Use the Publisher and select **Windows Installer** as the Type of Data to Publish. Follow the steps within the Publisher to make the Windows Installer file available for distribution to your managed devices.

Refer to the Publisher online help or Chapter 8, Using the Publisher for more information.

How do I publish setup.exe?

- Use the Publisher and select **Component Select** as the Type of Data to Publish. Select the files to publish and follow the steps within the Publisher to make the file available for distribution to your managed devices.

Refer to the Publisher online help or Chapter 8, Using the Publisher for more information.

How do I know that all my devices successfully received the software?


- Within the Management area, click Software Management.
- On the Reporting tab, click **Software Summary**. The Reporting area is displayed with a summary of all devices and managed services as well as failed services.

Additionally, you can use the Software Details window, Devices tab to view the status of software by device.

- Click the description link for any software to open the Software Details window.
- Click **Devices** tab.
- View the Software Status column to see which managed devices have the software installed. Only entitled devices are displayed.

How do I make software available for a user to install?

By adding software entitlement to a group of devices, that software is then available for the user to install from the Software Manager.

- From the Group Management section of the Management tab, click the **Groups** tab.
- Click any Group description link to open the Group Details window.
- Click the **Software** tab to display all entitled software for that group.
- To entitle additional software, click **Add Software Entitlement** .
- Select the software to entitle and click **Add Entitlement**.

Once entitled, software is available for deployment from the console or from the Software Manager on the individual devices.

How do I generate a device compliance report?

- Use the Reporting tab and define which patch bulletin you would like to see compliance for.
- In Data Filters, click **Patch Management Related**.
- Click **Patch Compliance Status**.
- Enter a bulletin name or partial name, and click **Apply**.
- Export or print the report using the tools at the top of the report list.

How do I contact support?

- Use the Configuration tab of the Management Console to view Support Contact information.

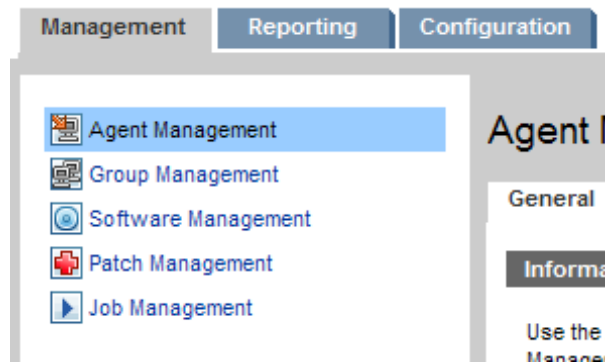
4 Management

Managing your environment consists of importing devices into Client Configuration Manager, deploying Management Agents, creating device groups, and entitling and deploying software or patches to devices in those groups. These tasks are accomplished using the Client Configuration Manager wizards which create specific jobs within the Management section.

Management consists of five areas described in the following sections:

- Agent Management on page 52
- Group Management on page 55
- Software Management on page 64
- Patch Management on page 69
- Job Management on page 74

Figure 8 Management Tab sections



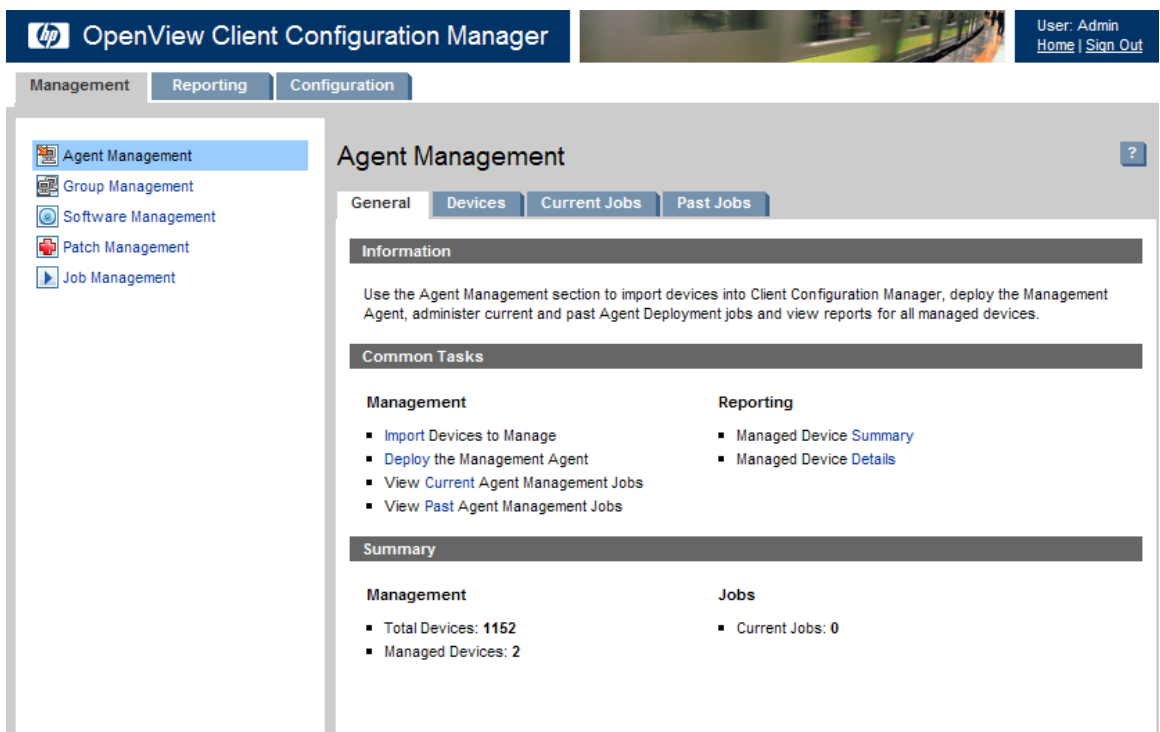
Legend

Agent Management

The Agent Management section allows you to import devices and deploy the Management Agent as well as view reports based on all managed devices. Agent Management consists of the following sections:

- General on page 53
- Devices on page 54
- Current Jobs on page 55
- Past Jobs on page 55

Figure 9 Agent Management section of the Management tab



General

From the General area, you can add devices, deploy management agents, view current and past Agent Deployment jobs and view reports based on your managed devices.

The Summary section of the workspace offers a quick look at the number of devices in your database, the number of managed devices (devices that have a management agent installed), and the total number of current jobs.

Importing Devices

- To import a device into Client Configuration Manager, click **Import**. This will launch the Import Device Wizard.

Follow the steps in the wizard, as described on page 101, to add new devices to Client Configuration Manager.

Deploying the Management Agent

- To deploy the Management Agent to your imported devices, click **Deploy**. This will launch the Agent Deployment Wizard.

Follow the steps in the wizard, as described on page 102, to deploy the management agent to devices in your database.



Deploying the Management Agent to remote devices requires access to administrative shares. Windows XP includes a security feature, Simple File Sharing (SFS) which blocks access to these shares. SFS is enabled by default for Windows XP devices that are part of a workgroup and disabled automatically for devices that are joined to an Active Directory domain. If your target devices are running Windows XP and they are not part of an Active Directory domain, then you must turn off SFS to allow the Management Agent to be installed. The following Microsoft knowledge base article provides more details on how to configure SFS:

<http://support.microsoft.com/default.aspx?scid=kb;EN-US;q304040>

Devices

The Devices area contains a table listing all devices that have been imported into Client Configuration Manager.


- ▶ Not all device information is available until a management agent has been deployed to a device.

From the Devices area, you can deploy or remove the Management Agent as well as remove devices from the database using the device management buttons at the top of the table.

Click any column heading in the device list to change the sort order or use the navigation buttons at the top of the table to jump to a specific section.


- ▶ If computer names in your environment contain more than 15 characters, you may experience unexpected results when using Client Configuration Manager to deploy the Management Agent or create groups. HP recommends computer names contain no more than 15 characters. For additional information, refer to the Microsoft Knowledge Base article: <http://support.microsoft.com/default.aspx?scid=kb;en-us;188997>.

Deploying the Management Agent from the Devices Tab

- To deploy the Management Agent to devices in your database, first select the devices you would like to manage by checking the box in the first column. Then, click **Deploy the Management Agent**  to launch the Agent Deployment Wizard.


Follow the steps in the wizard, as described on page 102, to deploy the Management Agent to the selected devices.

Removing the Management Agent

- To remove the Management Agent from devices in your database, first select the devices from which you would like to remove the Agent by checking the box in the first column. Then click **Remove the Management Agent**  to launch the Agent Removal Wizard.

Follow the steps in the wizard, as described on page 103, to remove the Management Agent from the selected devices.

Removing Devices

- To remove devices from Client Configuration Manager, first select the devices you would like to remove by checking the box in the first column. Then click **Delete Device(s)**  to remove the device from Client Configuration Manager.

Current Jobs

Current Jobs displays all currently active or scheduled agent management jobs. Agent Management jobs are used to either deploy or remove a management agent from devices in your Client Configuration Manager database.

Click any column heading to change the sort order or use the navigation buttons at the top of the table to jump to a specific section.

For information about the Job Controls and Job Status, see the Job Management, Current Jobs section on page 75.

Past Jobs

Past Jobs displays all completed agent management jobs.

Click any column heading to change the sort order or use the navigation buttons at the top of the table to jump to a specific section.



Completed jobs are moved to the Past Jobs list one minute after completion.

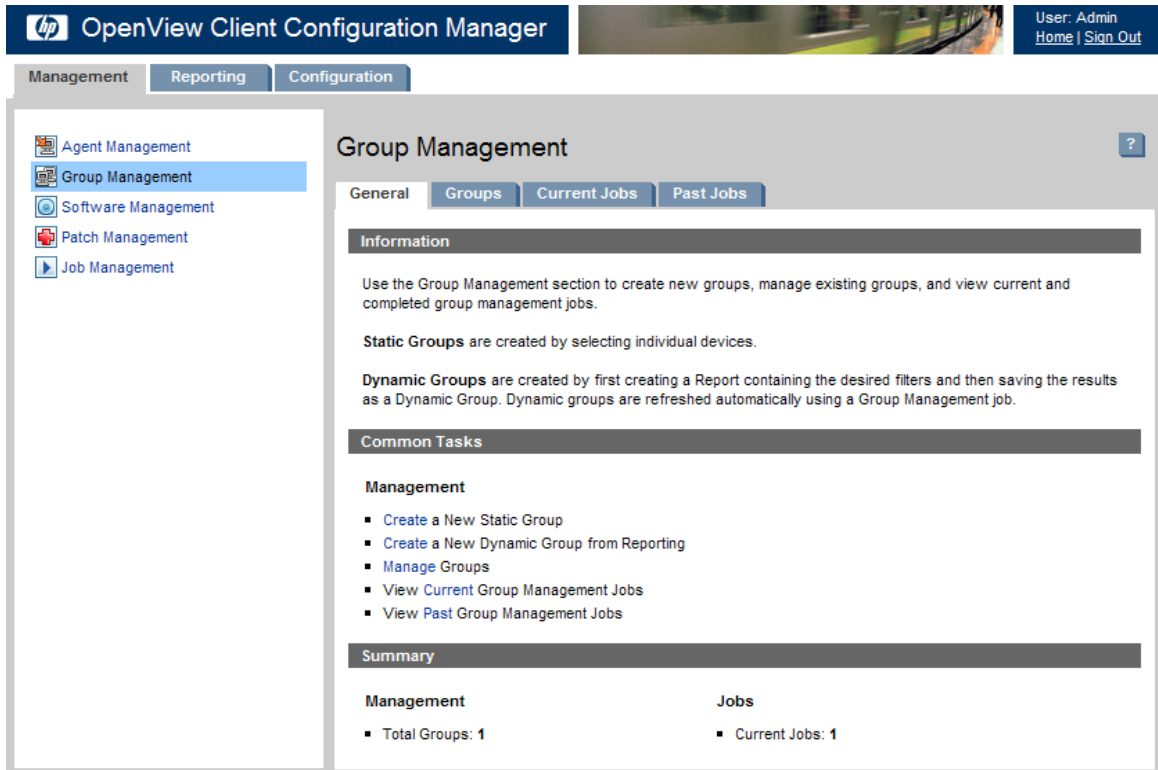
Group Management

The Group Management section allows you to create and manage device groups. Device groups are required for deploying software and patches to managed devices in Client Configuration Manager. Group Management consists of the following sections:

- General on page 56
- Groups on page 57

- Current Jobs on page 63
- Past Jobs on page 63

Figure 10 Group Management section of the Management tab



General

From the General area you can create new groups, manage existing groups, and view current and completed group management jobs.

Static and Dynamic Groups

Two types of device groups can be created using the Client Configuration Manager.

Static Groups are groups created by selecting individual devices. To add or remove devices from a static group, you must modify them manually using the Group Details window, as described on page 58.

Dynamic Groups are created from a list of devices returned in a report query. Dynamic groups can be updated automatically using a group management job. See Creating Dynamic Groups on page 89 for more information.

Creating a Static Group

- To create a new static device group, click **Create**. This will launch the Group Creation Wizard.

Follow the steps in the wizard, as described on page 104, to create a new device group for software and patch deployment.

Creating a Dynamic Group

- To create a new dynamic group (a group based on the devices returned in a reporting query) use the Reporting tab to first define a query then click Create a Dynamic Group, to begin the Group Creation Wizard. See Creating Dynamic Groups on page 89, for more information.

Groups

Groups lists all created groups. From here you can create a new group or view specific group information by clicking the description link for any group.

The group list can be sorted by clicking any column heading or browsed by using the navigation tools at the top of the list.

Creating a Group

- Click **Create a New Group** . This will launch the Group Creation Wizard.

Follow the steps in the wizard, as described on page 104, to create a new static device group for software and patch deployment.

Group Details

Click the description of any group to open the Group Details window, which displays the group properties, device membership, and entitled software and patches.

Figure 11 Group Details window



General

From the group details window you can view and change group properties, view and modify device membership (modify static groups only), or view, entitle or remove software and patches.

Properties

Change the name and type of the group in the properties tab. Click **Save** to commit any changes made.

Group Type

Static group device membership is updated manually using the Group Details, Devices section. **Dynamic** group device membership is updated periodically based on the Refresh Schedule you determine.

When a group is set to Dynamic, the Refresh Schedule options are displayed.

You can force an update to the membership of a dynamic group by clicking **Refresh Now**.

Additionally, you can modify the Refresh Schedule using the parameters provided.

- **Run:** Select whether to update dynamic group membership based on an interval hours, days, or weeks.
- **Interval:** Select the specific interval (hours, days, or weeks).
- **Starting on:** Use the drop-down boxes to select the date the group should be refreshed.
- **Current Server Time** displays the current time of the Client Configuration Manager server.



Groups can be switched from Dynamic to Static, only. Once a group is Static, device membership must be edited manually.

Devices

Devices listed in the Devices tab are current members of that group. Devices can be manually added and removed from Static Groups only. For Dynamic Groups, use the Refresh options on the Properties tab to modify device membership.

Software

All software entitled to a group is listed in the Software tab. Adding or removing software entitlements will affect all existing member devices as well as any device added to this group in the future.

Use the buttons provided to add or remove entitle, or deploy or remove software from devices in the group.

- ▶ Removing a software entitlement does not automatically remove the software from devices in the group. To remove software, select the target devices and use the Remove Software button. After removing the software, the entitlement can be removed to ensure the software is no longer available.

Patches

The Patches tab displays all patches entitled to the group.

Use the buttons provided to add or remove patch entitlement for the group or to deploy a patch to devices in the group.

- ▶ Once deployed, a patch cannot not be removed from a device.

Reporting

The Reporting tab contains summary reports specific to the group you are viewing. For detailed reports, use the Reporting tab of the Management Console.

Group Details Tasks


The following tasks can be completed using the Group Details window:

- Adding and Removing Devices from Static Groups on page 60
- Adding and Removing Software Entitlement from Groups on page 61
- Deploying and Removing Software from Groups on page 61
- Adding and Removing Patch Entitlement from Groups on page 62
- Deploying Patches to Groups on page 62

Adding and Removing Devices from Static Groups


Use the Group Details, as described on page 58, window to update static group membership.

Adding devices to a static group

- 1 From the Group Details window, click the **Devices** tab.
- 2 Click **Add Device(s)** .

- 3 In the window that opens, select the devices you want to include in the group and click **Add Devices**.


Removing devices from a static group

- 1 From the Group Details window, click the **Devices** tab.
- 2 Select the devices you would like to remove from the group and click **Remove Device(s)** .
- 3 The device is removed from the group.


Adding and Removing Software Entitlement from Groups

Use the Group Details window, as described on page 58, to add or remove software entitlement for devices in a group.

Entitling Software to a Group

- 1 From the Group Details window, click the **Software** tab.
- 2 Click **Add Entitlement** . The Software Entitlement window opens.
- 3 Select the software you would like to entitle to the group and click **Add Entitlement**.
- 4 The software is entitled to the group.

Removing Software Entitlement from a Group


- 1 From the Group Details window, click the **Software** tab.
- 2 Select the software you would like to remove entitlement for the group and click **Remove Entitlement** .
- 3 The software is no longer entitled to the group.

Deploying and Removing Software from Groups


Use the Group Details window, as described on page 58, to deploy or remove software from devices in a group.

Deploying Software to a Group

- 1 From the Group Details window, click the **Software** tab.

- 2 Select the software you would like to deploy and click **Deploy Software** .
- 3 The Software Deployment Wizard opens. Follow the steps in the wizard, as described on page 105, to deploy the software to the managed devices within the group.


Removing Software from a Group

- 1 From the Group Details window, click the **Software** tab.
- 2 Select the software you would like to remove from the managed devices within the group and click **Remove Software** .
- 3 The Software Removal Wizard opens. Follow the steps in the wizard, as described on page 107, to remove the software from the managed devices within the group.


Adding and Removing Patch Entitlement from Groups

Use the Group Details, as described on page 58, window to add or remove patch entitlement for devices in a group.

Entitling Patches to a Group

- 1 From the Group Details window, click the **Patches** tab.
- 2 Click **Add Entitlement** . The Patch Entitlement window opens.
- 3 Select the patches you would like to entitle to the group and click **Add Entitlement**.
- 4 The patches are entitled to the group.


Removing Patch Entitlement from a Group

- 1 From the Group Details window, click the **Patches** tab.
- 2 Select the patches you would like to remove entitlement for the group and click **Remove Entitlement** .
- 3 The patches are no longer entitled to the group.

Deploying Patches to Groups

Use the Group Details window, as described on page 58, to deploy patches to devices in a group.

Deploying Patches to a Group

- 1 From the Group Details window, click the **Patches** tab.
- 2 Select the patches you would like to deploy and click **Deploy Patches** .
- 3 The Patch Deployment Wizard opens. Follow the steps in the wizard, as described on page 106, to deploy the patches to the managed devices within the group.



Once deployed, a patch cannot not be removed from a device.

Current Jobs

Current Jobs displays all currently active or scheduled group management jobs. Group Management jobs are used to refresh the devices in the dynamic groups that you've created.

Click any column heading to change the sort order or use the navigation buttons at the top of the table to jump to a specific section.

For information about the Job Controls and Job Status, see Current Jobs on page 75.

Past Jobs

All completed Group Management jobs are displayed in Past Jobs. Click the description of any job to display more details regarding that job's status.



Completed jobs are moved to the Past Jobs list one minute after they complete.

Managing Your Groups

The groups you create can determine which devices receive what software or patches based on either device inventory, location, or any other criteria you define. Make sure to plan group creation prior to adding any devices.

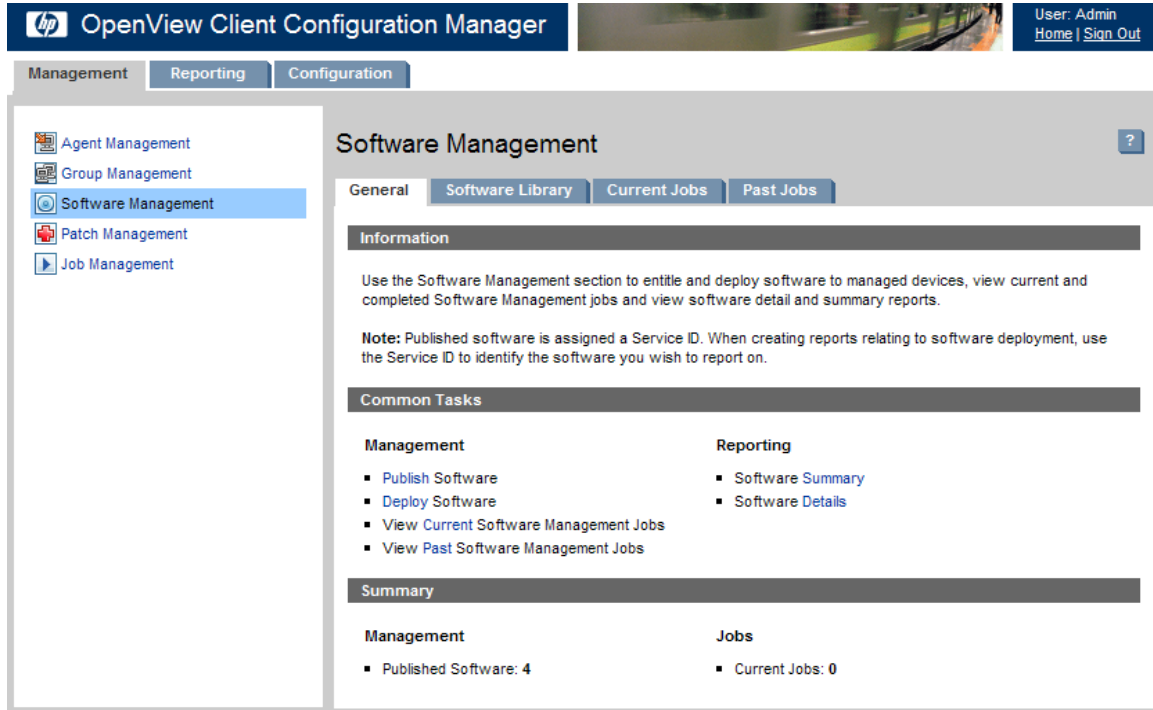
Software Management

Software is entitled to groups of managed devices then either deployed by the administrator using the Client Configuration Manager, or the end user using the Client Configuration Manager Software Manager.

Within the Software Management section you can manage your software and software management jobs using the Publisher and Software Deployment Wizard. Use the Software Management workspace tabs, as described in the following sections:

- General on page 65
- Software Library on page 66
- Current Jobs on page 69
- Past Jobs on page 69

Figure 12 Software Management section of the Management tab



General

From the General area, you can publish software, entitle and deploy software to managed devices, view current and past Software Management jobs and view software detail and summary reports.

The Summary section shows you how many software packages are currently available in the Client Configuration Manager database as well as the number of current Software Management jobs.

Publishing Software

Use the Publisher to publish software into Client Configuration Manager. Published Software is displayed in the Software Library.

The Publisher should be installed to the machine from which you will be selecting and configuring software packages. See [Installing the Publisher](#) on page 30 for installation instructions. See [Chapter 8, Using the Publisher](#) for information about how to publish software into Client Configuration Manager.

Deploying Software

- To entitle and deploy software, click **Deploy**. This will launch the Software Deployment Wizard.

Follow the steps in the wizard, as described on page 105, to entitle and deploy software to managed devices.

Software Library

From the Software Library you can view all available software that has been published into Client Configuration Manager.

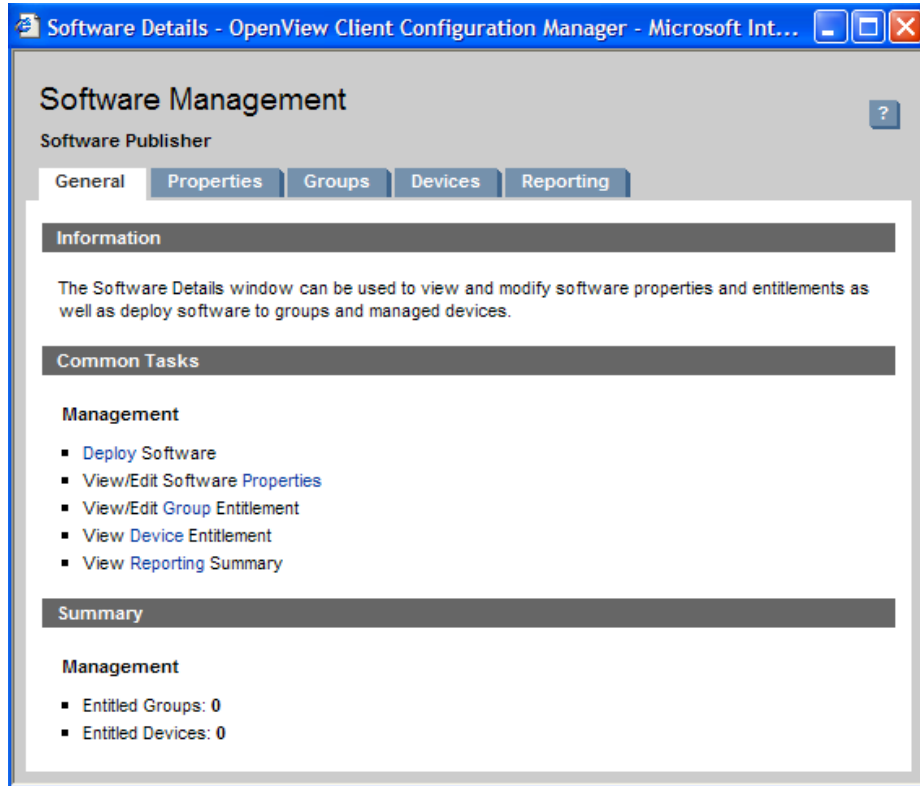
Use the tools provided to refresh software data, deploy software or remove software from the library.

Click any software description link to open the Software Details window.

Software Details

Within the software details tab, you can manage the selected software by adjusting entitlement or installing and removing the software from specific groups.

Figure 13 Software Details window



General

Click **Deploy** to entitle and deploy the selected software using the Software Deployment Wizard, as described on page 105.

Properties

Use the Properties tab to change the software details, including the catalog group and administrative functions.

- **Catalog Visibility**
Select whether or not to display the software in the catalog on the managed device. Displaying software within the catalog allows the end user to install or remove the software.

- **Reboot Settings**





Select whether to reboot the managed device after the software is installed, and whether or not to prompt the end user.



Make sure to click **Save** after making any changes to the software details.



Groups

The Groups tab displays all groups that have been entitled for the selected software. Use the control tools to alter entitlement or the installed state of the software on managed devices within each group.

- To **entitle** additional groups, click **Add Software Entitlement** .
- To **remove entitlement** from a group, select the group then click **Remove Software Entitlement** .
- To **deploy** the selected software to a specific group, select the group and click **Deploy Software** . This launches the Software Deployment Wizard. Follow the steps in the wizard, as described on page 105, to deploy the selected software.
- To **remove** the software from a specific group, first select the group and click **Remove Software** . This launches the Software Removal Wizard. Follow the steps in the wizard, as described on page 107, to remove the software from managed devices within that group.

Devices

The Devices tab displays all devices that have been entitled for the selected software. You can deploy or remove software from a specific device using the tools present at the top of the list.

- To **deploy** the selected software to a specific device, select the device and click **Deploy Software** . This launches the Software Deployment Wizard. Follow the steps in the wizard, as described on page 105, to deploy the selected software.
- To **remove** the software from a specific device, first select the device and click **Remove Software** . This launches the Software Removal Wizard. Follow the steps in the wizard, as described on page 107, to remove the software from managed devices within that group.

Reporting

The Reporting tab contains summary reports specific to the software you are viewing. For detailed reports, use the Reporting tab of the Management Console.

Current Jobs

Current Jobs displays all currently active or scheduled software management jobs. Software Management jobs are used to entitle and deploy or remove software from managed devices in your Client Configuration Manager database.

Click any column heading to change the sort order or use the navigation buttons at the top of the table to jump to a specific section.

For information about the Job Controls and Job Status, see Current Jobs on page 75.

Past Jobs

Past Jobs displays all completed software management jobs.

Click any column heading to change the sort order or use the navigation buttons at the top of the table to jump to a specific section.



Completed jobs (from the Current Jobs tab) are moved to the Past Jobs list one minute after completion.

Patch Management

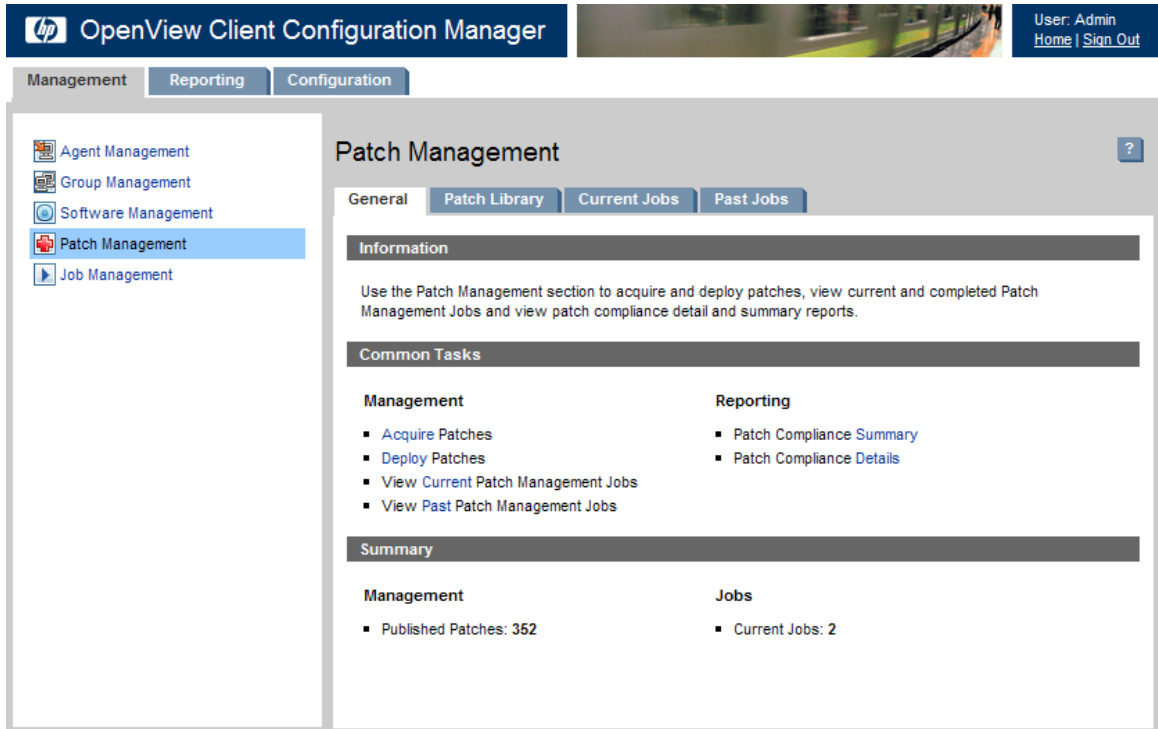
Patches are entitled to groups of managed devices then deployed by the administrator using Client Configuration Manager. Additionally, entitled patches are deployed automatically based on the compliance schedule you set in the Patch Management - Configuration section of the Configuration area as described on page 96.

Within the Patch Management section you can manage your patches and patch management jobs using the Patch Deployment Wizard. The Patch Management sections are described in the following sections:

- General on page 70

- Patch Library on page 71
- Current Jobs on page 73
- Past Jobs on page 73

Figure 14 Patch Management section of the Management tab



General

From the General tab you can to acquire and deploy patches, view current and completed Patch Management Jobs and view patch compliance detail and summary reports.

The Summary section shows you how many patches are currently available in the Client Configuration Manager database as well as the number of current Patch Management jobs.

Acquiring Patches

Patches are acquired from HP and Microsoft sources based on information you supplied in the Configuration section. See Patch Management - Configuration on page 96 for more information.


To acquire patches

- 1 To acquire patches, from the Management tab, Patch Management section, click **Acquire**.
- 2 Patches are downloaded and added to the Patch Library. Client Configuration Manager will automatically download additional patches according to the acquisition schedule you configured.

Deploying Patches


Patches are deployed to managed devices from only the Client Configuration Manager Management Console, they are not available in the Software Manager software catalog.


To deploy patches

- From the Patch Management section, General tab, click **Deploy Patches** . This opens the Patch Deployment Wizard. Follow the steps in the wizard, as described on page 106 to deploy patches to devices in selected groups.

Patch Library

Patches listed in the Patch Library are available for entitlement and deployment to your managed devices.

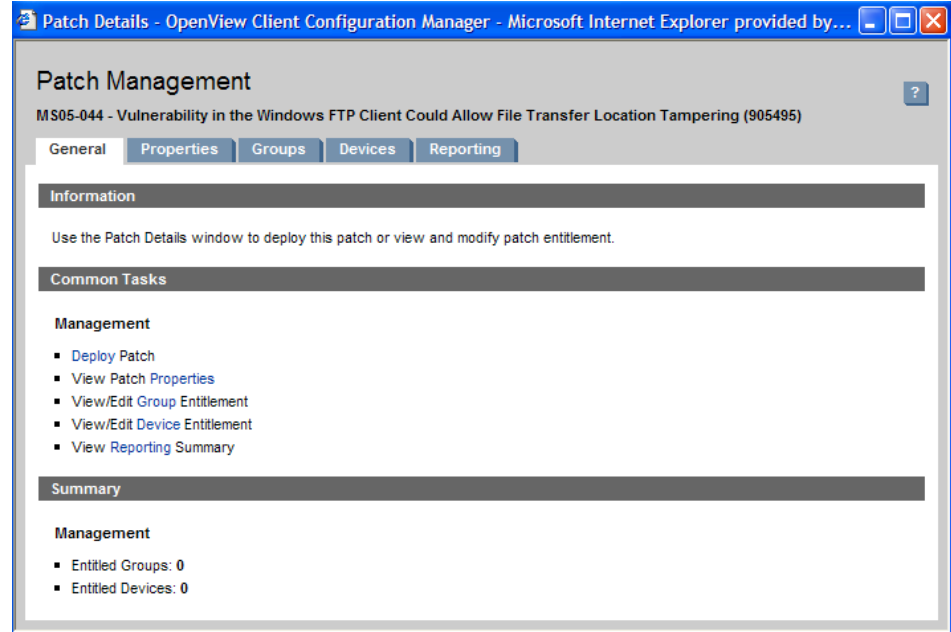
Click **Deploy Patches**  and use the Patch Deployment Wizard to deploy selected patches.

 Once deployed, patches cannot be removed.

Patch Details

Within the patch details tab, you can manage the selected patch by adjusting entitlement or installing and removing the patch from specific groups.

Figure 15 Patch details window



General



Click **Deploy** to entitle and deploy the selected patch using the Patch Deployment Wizard, as described on page 106.


Properties

Displays the bulletin number, description and type of bulletin as well as posted and revised dates and a vendor information link.

Groups


The Groups tab displays all groups that have been entitled for the selected patch. Use the control tools to alter entitlement or the installed state of the patch on managed devices within each group.

- To **entitle** additional groups, click **Add Group Entitlement** .
- To **remove entitlement** from a group, select the group then click **Remove Group Entitlement** .

- To **deploy** the selected patch to a specific group, select the group and click **Deploy Patches** . This launches the Patch Deployment Wizard. Follow the steps in the wizard, as described on page 106, to deploy the selected patch.

Devices

The Devices tab displays all devices that have been entitled for the selected patch. You can deploy the patch from a specific device using the tools present at the top of the list.

- To **deploy** the selected patch to a specific device, select the device and click **Deploy Patches** . This launches the Patch Deployment Wizard. Follow the steps in the wizard, as described on page 106, to deploy the selected software.



Once deployed, patches cannot be removed.

Reporting

The Reporting tab contains summary reports specific to the patch you are viewing. For detailed reports, use the Reporting section of the Management Console.

Current Jobs

Patch Management jobs are used to deploy security patches to devices in your environment. A list of currently active or scheduled jobs is displayed in Current Jobs. Click the description of any job to display more details regarding the job's status.

Currently scheduled or active jobs can be administered using the toolbar buttons located above the job list.

For information about the Job Controls and Job Status, see Current Jobs on page 75.

Past Jobs

All completed Patch Management jobs are displayed in Past Jobs. Click the description of any job to display more details regarding the job's status.



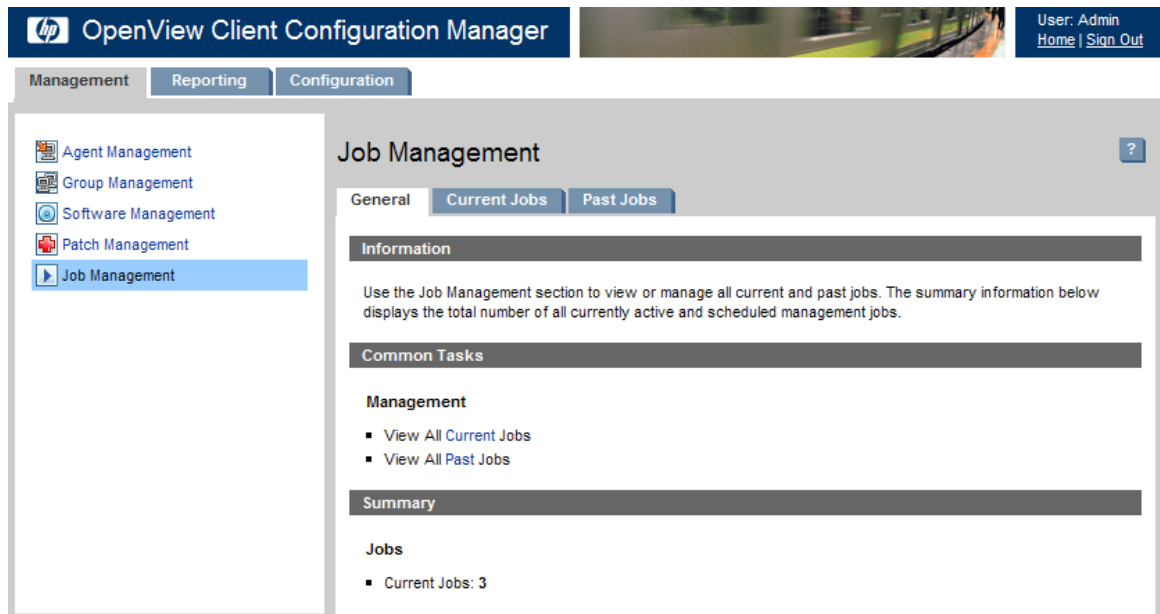
Completed jobs are moved to the Past Jobs list one minute after completion.

Job Management

Use the Job Management section to view or manage all current and past jobs. The summary information displays the total number of all currently active and scheduled management jobs. The Job Management area consists of three sections:

- General on page 75
- Current Jobs on page 75
- Past Jobs on page 77

Figure 16 Job Management section of the Management tab



General

From the General area you can view all current and past jobs and also see the total number of all currently active and scheduled jobs.

Current Jobs

A list of all currently active or scheduled jobs is displayed in Current Jobs. Click the description of any job to display more details regarding the job's status.






Currently scheduled or active jobs can be administered using the toolbar buttons located above the job list.

- Job Controls on page 75
- Job Status on page 76
- Job Details on page 76

Job Controls

Use the job controls located at the top of the job list table to manage any existing jobs. Refer to the table below for information about how to use each job control.









Table 1 Job Controls

| Icon | Description |
|---|--|
|  | Resume a job that was Disabled or Paused. |
|  | Pause a job that is Currently Active, Waiting to Start, or Waiting to Stop. Job status is set to Paused. |
|  | Stop a Currently Active or Paused job. Job status is set to Disabled. |
|  | Reschedule a job. |
|  | Delete a job. |

Job Status

View the Status column for information about each job.

Table 2 Job Status

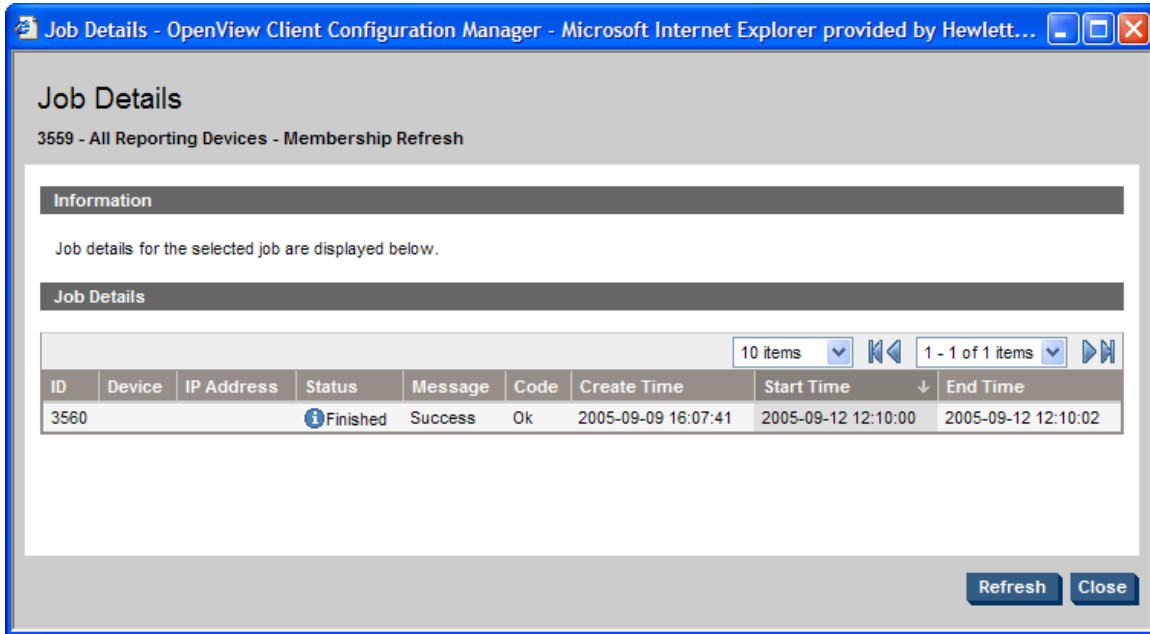
| Icon | Status | Description |
|---|-------------------|--|
|  | Ended with Errors | Job completed but with errors. Click the job description for more information. |
|  | Successful | Job completed successfully without errors. |
|  | Currently Active | Job is currently running. |
|  | Paused | Job is currently paused. |
|  | Waiting to Start | Job is scheduled and waiting to run. |
|  | Waiting to Stop | Job is currently stopping. |
|  | Failed | Job did not complete successfully. |
|  | Disabled | Job has been stopped or paused. |

For more detailed information about a job, click the link in the Description column. This will open a new window displaying the specific job details.

Job Details

Click any job description link to open a new window displaying the specific information for that job.

Figure 17 Job Details window



Past Jobs

All completed Management jobs are displayed in Past Jobs. Click the description of any job to display more details regarding the job's status.



Completed jobs are moved to the Past Jobs list one minute after they complete.

5 Reporting

About the Reporting Interface

The Reporting interface contains several distinct areas, as described below.

- **Search Options.** Use the Directory/Group Filters or Data Filters area to apply one or more filters to the dataset being accessed for the current View. Any filters you apply are listed as Search Criteria above the reports.
 - **Directory/Group Filters.** Click on a Directory/Group entry to filter the current dataset to that level. The Directory/Group area is discussed on page 81.
 - **Data Filters.** Use this area to generate or select a filter to be applied to the current dataset. See Using Search Options to Select Filters on page 81 for details on how to use this area.
- **Display Controls.** Use the Reporting Views area to control your current session and display.

- **Reporting Views.** A Reporting View defines the set of reporting windows to display for the current dataset and initial settings related to each window (such as minimized or maximized, and the number of items per window). When you first access the Reporting Server, the Default View is applied. The current view is listed on the right of the Global Toolbar.


Use the Reporting Views area to change or customize your Reporting View. For details, see Using Display Options to Select Reporting Views on page 84.

- The **Search Criteria** above the report windows list the filters that have been applied to the dataset using one of the Search Controls.

To remove a filter, click the **X** to the left of a filter name.

- **Report Windows** display the current View.

Click minimize  on the Window title bar to collapse a report window.

Click maximize  on the Window title bar to expand a report window.

See About Reporting Windows on page 86 for details about using the Report Window Action Bar icons, as well as browsing, sorting, and viewing details for the items in a report.

- Each window contains an **Action Bar** that includes icons allowing you to create CSV files from current datasets, switch to graphical views, or to notify devices.

Figure 18 Reporting interface

The screenshot displays the HP OpenView Client Configuration Manager Reporting interface. The top navigation bar includes 'Management', 'Reporting', and 'Configuration' tabs. The 'Reporting' tab is selected, showing a search criteria section with 'Device Filters' set to 'Directory/Group (All Reporting Devices)'. Below this is a table titled 'Managed Devices' with 15 items. The table columns are: Details, Last Connect, Radia ID, Device, IP Address, Operating System, and OS Level. The table lists various devices including BSWEETSER, EXPSB062105, RWINFORD, SFISHER, SRWINXP1, DESK-SAF, and SR-W2K3-CLIENT.

| Details | Last Connect | Radia ID | Device | IP Address | Operating System | OS Level |
|---------|---------------------|----------------|----------------|----------------|--|----------------|
| | 2005-09-01 15:12:28 | BSWEETSER | BSWEETSER | 192.168.0.3 | Microsoft Windows XP Professional Version 5.1.2600 [Build 2600] | Service Pack 1 |
| | 2005-09-01 15:10:06 | EXPSB062105 | EXPSB062105 | 192.168.50.100 | Microsoft Windows XP Professional Version 5.1.2600 [Build 2600] | Service Pack 2 |
| | 2005-09-01 15:10:06 | RWINFORD | RWINFORD | 192.168.1.101 | Microsoft Windows XP Professional Version 5.1.2600 [Build 2600] | Service Pack 2 |
| | 2005-09-01 15:10:06 | SFISHER | SFISHER | 192.168.0.102 | Microsoft Windows XP Professional Version 5.1.2600 [Build 2600] | Service Pack 2 |
| | 2005-09-01 15:09:54 | SRWINXP1 | SRWINXP1 | 192.168.1.10 | Microsoft Windows XP Professional Version 5.1.2600 [Build 2600] | Service Pack 2 |
| | 2005-09-01 12:46:04 | DESK-SAF | DESK-SAF | 192.168.50.10 | Microsoft Windows XP Professional Version 5.1.2600 [Build 2600] | Service Pack 2 |
| | 2005-08-31 16:50:07 | SR-W2K3-CLIENT | SR-W2K3-CLIENT | 192.168.0.10 | Microsoft Windows Server 2003 Standard Edition Version 5.2.3790 [Build 3790] | N/A |



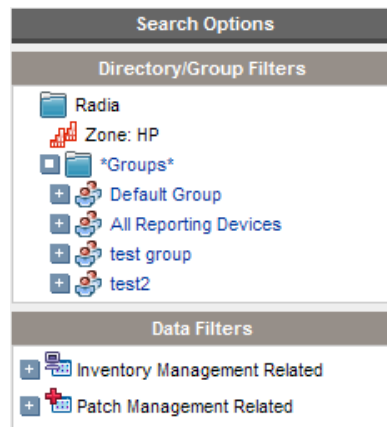
HP OpenView Client Configuration Manager is built upon the Radia technology which powers the broader OpenView Configuration Management Solutions. Therefore, the Radia name appears in some areas of the product. To learn more about the OpenView Configuration Management Solutions go to our web site at <http://managementsoftware.hp.com/solutions/ascm/index.html>.

Using Search Options to Select Filters

The Search Options areas give you two ways to filter datasets within the Reporting Server. You can:

- Select a group entry from the Directory/Group Filter area. This limits the results to the group entry level.
- Use the Data Filter area to create or apply a filter. This limits the results to the specific filter you applied.

Figure 19 Search Options area



When you select a Directory/Group Filter or apply a Data Filter, your filter is automatically listed as a Search Criteria entry.

The Directory/Group Filters Area

Use the Directory/Group Filter to browse to a group. As you click a group entry, the Client Configuration Manager automatically filters the reporting data displayed for that entry. For example, if you click the **Sales** group entry, the reporting area limits the display to only the devices that are associated with the Sales group.

Navigating Within the Directory/Group Filters Area

Clicking any image within the Directory/Group Filters area allows you to drill down further into the group. Clicking any text will apply the associated filter to your data.

Once you expand the tree view in the Directory/Group Filters area, the expanded branch becomes the root branch.

The Data Filters Area

The **Data Filters** area is always available as a Search Control (along the left side of the Reporting Server page). Use it to select a filter to apply to the current dataset. Once a filter is applied, you will see it added to the Search Criteria list above the report windows.

To select and apply a filter using the Data Filter area

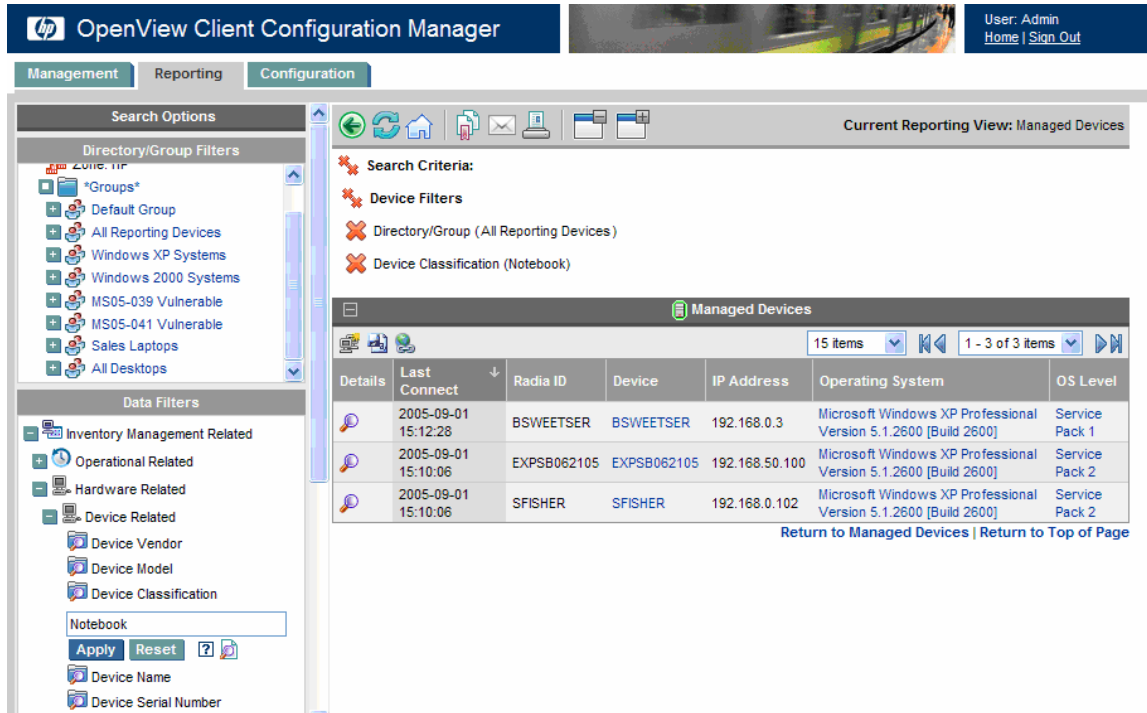
- 1 From the Data Filter area, use the Filter Group tree-view and select a group. In the example shown in the figure below, **Hardware Related** was selected.
- 2 Open the Filter tree-view and select a filter. In the example shown in the figure below **Device Classification** was selected.
- 3 In the Filter Value text box, type a specific value. For example, ***Notebook***. You can use wildcards, including * for multiple characters, or ? or _ (underscore) for single characters.
- 4 Click **Apply** to add this filter to the report. After applying the filter, you will see it added to the Search Criteria list above the report windows.



The Reset button clears the Filter Value field and resets the Filter Group and Filter selections to their default values.

The figure below displays an example of the Data Filter entries used to limit the report to only Notebook devices.

Figure 20 Applying a Search Criterion to limit report to Notebook Devices



Special Filter Value Characters and Wildcards

Finding the right records can be made easier by using special characters and wildcards within your search strings. Use these special characters in conjunction with the text you enter into the Filter Value text box. Table 3 below explains each special character.

Table 3 Special Characters and Wildcards

| Character | Description |
|-----------|--|
| * or % | Return all records of specific text string. Example: Device Vendor Filter HP* returns all HP records. %HP% returns all records including HP. |

| Character | Description |
|-----------|---|
| ? or _ | Return any single character Example: Device Classification Filter Not?book returns all records beginning with 'Not' and ending with 'book'. Note_ook returns all records beginning with 'Note' and ending with 'ook'. |
| ! | Negates filter. The ! must be placed before the text string. Example: Device Vendor Filter !HP* will return all non-HP records. |

Using Display Options to Select Reporting Views

Within the Display Options area, Reporting Views specify which windows are to be displayed on the report page, as well as their initial state (maximized or minimized).

View Groups and Views are stored as objects.

Figure 21 Display Options area



Applying a View from the Reporting View Area

To apply a View

- 1 From the Reporting View area, open the View Group drop-down list and select a group. The example shown in the figure below, has Software Reports views expanded.
- 2 Next, select a view for that group. The example shown in the figure below, has Service Details selected.
- 3 Click **Apply** to apply this View to the dataset. After applying the view, you will see the appropriate report windows displayed for the selected View.



 The Reset button resets the View Group and view selections to their default values.

Figure 22 Sample Selections for Software Reports and associated Reports




Use the back button  to return to any of the previous reporting windows. When you reach the top of the history, the back button disappears.


About Reporting Windows


The Report Page displays the Windows specified in the applied view. The figure below shows an example of three Windows displayed on the Report Page. The Radia Managed Devices and Radia Managed Services windows are maximized, while the Application Usage window is minimized.

Using the Windows Action Bar Icons

Each Window contains an **Action Bar** with the following possible icons:

 **Create New Client Configuration Manager Dynamic Group** – launches the Group Creation Wizard, as described on page 104, and uses the devices returned in the report to create a new dynamic group.

 The group creation button is only visible on reports that contain lists of devices.

 **Export to CSV** – creates a comma-separated list of the report query that you can open or save.


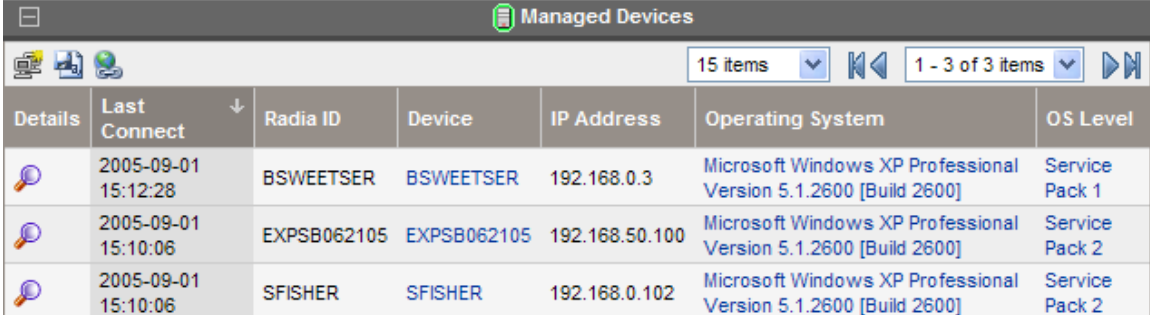



 **Export to IQY** – creates a Web query list of the report query that you can open or save.

Figure 23 Sample Reporting window



| Details | Last Connect | Radia ID | Device | IP Address | Operating System | OS Level |
|---|------------------------|-------------|-------------|----------------|--|-------------------|
|  | 2005-09-01 15:12:28 | BSWEETSER | BSWEETSER | 192.168.0.3 | Microsoft Windows XP Professional Version 5.1.2600 [Build 2600] | Service Pack 1 |
|  | 2005-09-01 15:10:06 | EXPSB062105 | EXPSB062105 | 192.168.50.100 | Microsoft Windows XP Professional Version 5.1.2600 [Build 2600] | Service Pack 2 |
|  | 2005-09-01 15:10:06 | SFISHER | SFISHER | 192.168.0.102 | Microsoft Windows XP Professional Version 5.1.2600 [Build 2600] | Service Pack 2 |

Browsing Items in a Report

There may be very large numbers of items in any report. The Action Bar lets you customize how many items to view in a given window area. To browse to records outside your current window area, use the Browse buttons or drop-down list, as illustrated in the figure below.

Maximum items per window

Use this drop-down list box to limit how many items to display in the current window. For example, if you select a maximum of 30 items, you will be able to scroll 30 items in the current window.

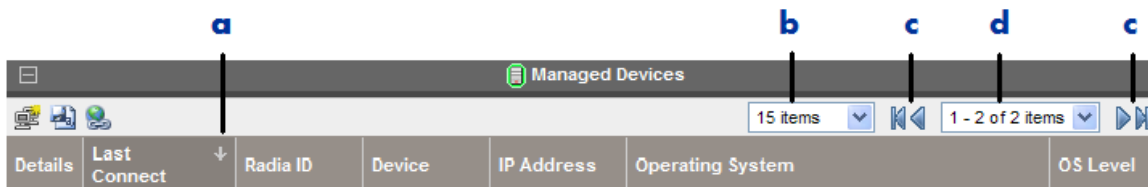
Browse Back and Forward Buttons

If you set the maximum items per window smaller than the total items in the report, you will have the ability to browse through multiple windows. Use the browse buttons to go to the First, Previous, Next, or Last window for the current report.

Browse to a specific window.

Alternatively, select which set of items to view from the list of available windows. For example, select **1 - 15 of 46** items from drop-down list box to view that set of items.

Figure 24 Report Display Settings: 15 Items per Window, Sort by Class in ascending order



Legend

- a** Current sort field and order
- b** Maximum items per window
- c** Browse buttons
- d** Current display and total

Sorting Columns


Sort items in any report by any column either in ascending or descending order by clicking the column-heading name.

Clicking a column-heading name selects the column for the sort and displays the items in ascending order. An up arrow indicates the active sort column and ascending order.

To toggle between ascending and descending sorts, click a currently selected sort field. A down arrow indicates the items are displayed in descending order.

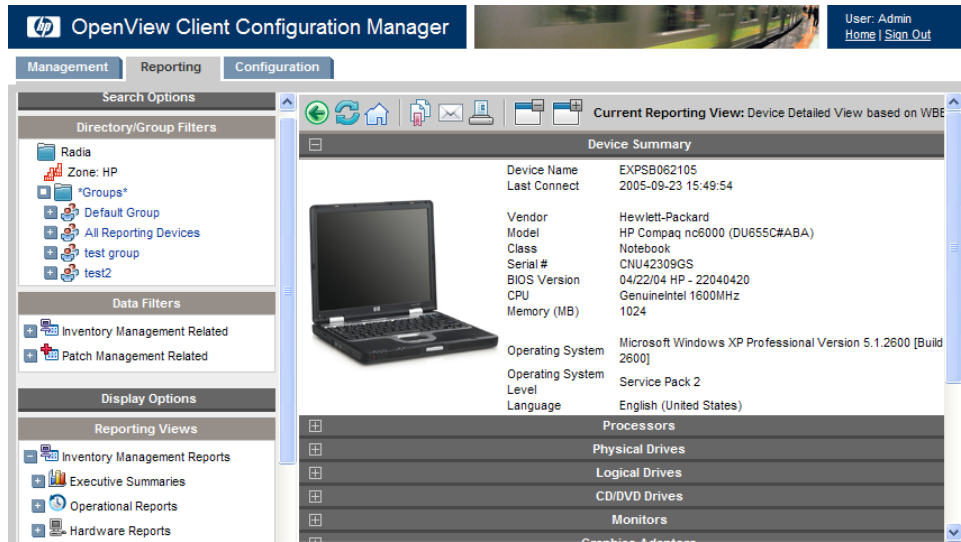
For example, the figure above shows a report sorted on the Class column in ascending order. Notice the up-arrow to the right of the Class column heading.

Displaying Device Details

From the Managed Devices report window, click **Show Details**  next to any item to display the details for that device.

The Device Summary window opens, as shown in the following figure. Notice that in addition to the standard global icons, the green arrow icon allows you to return to the previous window.

Figure 25 Click Show Details to access the Device Summary Window



Click any heading at the bottom of the page to expand its listing. For example, if you click **Services**, you'll see the list of Windows Services installed on the system.


The Device Summary contents will vary according to the starting Report Window.

Creating Dynamic Groups

You can create a dynamic group of devices by first generating a list of devices in a report query, then using the Group Creation wizard.

To create a dynamic group

- 1 Generate a list of devices using a report query, for example, from the default Reporting window, click **View Managed Devices**.
- 2 Filter the device list to include only devices you want to include in your group. For example, click Microsoft Windows XP Professional Version 5.1.2600, in the Operating System column. The report then displays all managed devices using Version 5.1.2600 of Windows XP Professional. You can filter the device list further by adding additional filters.

- 3 When you have the list of devices you would like to add to your group, click  **Create New Client Configuration Manager Dynamic Group** to start the Group Creation Wizard
- 4 Follow the steps in the wizard, as described on page 104 to create your dynamic group of devices.

About Dynamic Groups

- Dynamic group membership depends upon the devices meeting the criteria defined within the query used to create the original list. Membership is updated based on the schedule you define during the Group Creation wizard or can be altered using the Group Details window.
- Dynamic groups can be converted to a static group using the Group Details.
 - ▶ Groups can be switched from dynamic to static, only. Once a group is Static, device membership must be edited manually.
- To modify the criteria used in a dynamic group, create a new device query, then use the Group Creation wizard to create a new group with the new criteria.

6 Configuration

The Configuration section allows you to change your login password, manage software and patch inventory collection schedules, manage patch acquisition schedule, configure ODBC settings, and access support.

- Support on page 91
- Security on page 93
- Software Management on page 94
- Patch Management on page 96
- Reporting on page 99

Figure 26 Configuration tab sections

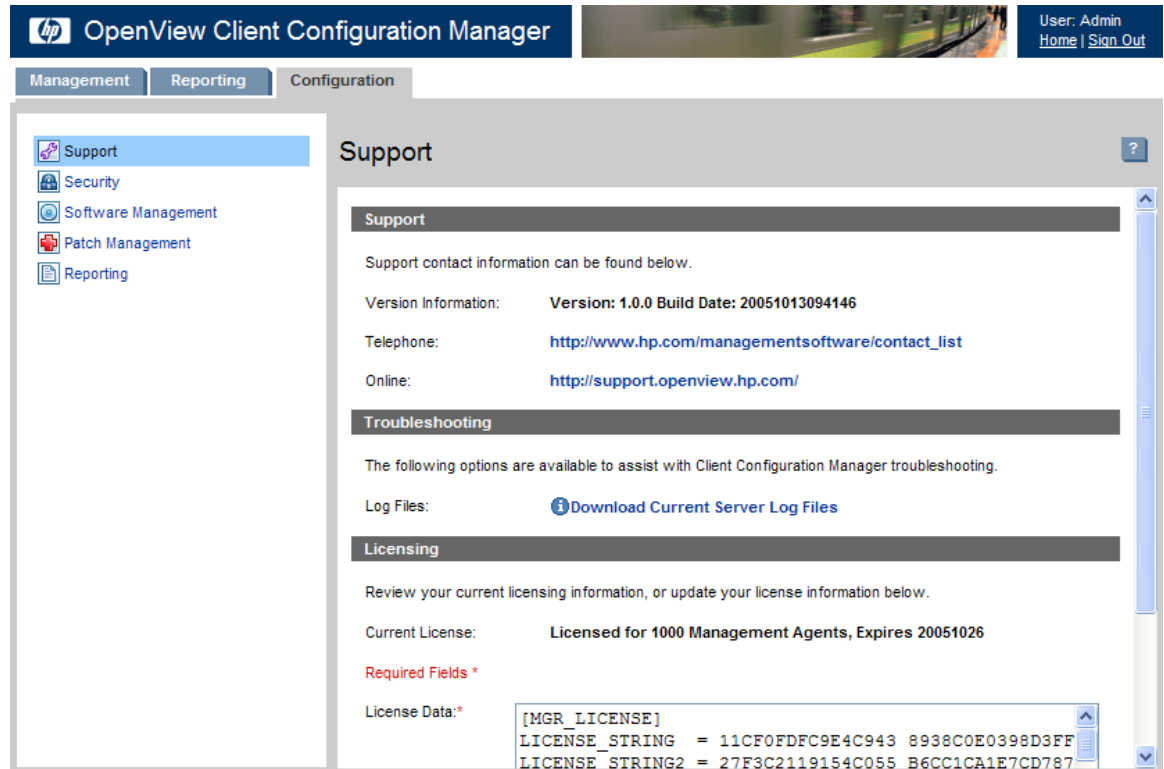


Support

Use the Support section to locate support information, download current server log files and review your licensing information.

- Downloading Log Files on page 92
- Updating Licensing Information on page 93

Figure 27 Support section of the Configuration tab



Downloading Log Files

When working with support, you may be required to supply them with log files. Use the link provided to download and save a compressed file of current server log files.

To download log files

- 1 In the Security section, Troubleshooting area, click the link **Download Current Server Log Files**.
- 2 When prompted, click **Save** to store the compressed file on your computer.
- 3 Specify a location to store the file and click **OK**.

- The log files are downloaded to your computer and saved in a single ZIP formatted file called `ccm-logs.zip`.

Updating Licensing Information

Use the Licensing section to view and update your current licensing information. Licensing information is required.

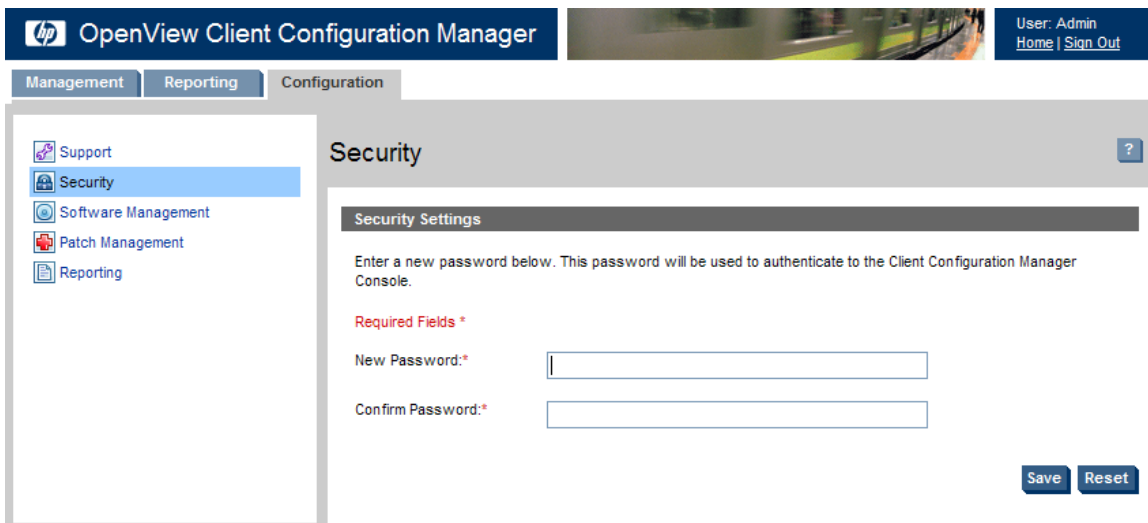
Remember to click **Save** after making any changes to your Licensing information.

Security

Use the Security section to change the password you use when you log in to Client Configuration Manager Management Console.

- Changing the Login Password on page 94

Figure 28 Security section of the Configuration tab



The screenshot shows the OpenView Client Configuration Manager interface. At the top, there is a navigation bar with the HP logo and the text "OpenView Client Configuration Manager". To the right of the navigation bar, there is a user profile section showing "User: Admin" and links for "Home" and "Sign Out". Below the navigation bar, there are three tabs: "Management", "Reporting", and "Configuration". The "Configuration" tab is selected. On the left side, there is a sidebar menu with icons and labels for "Support", "Security", "Software Management", "Patch Management", and "Reporting". The "Security" option is highlighted. The main content area is titled "Security" and contains a "Security Settings" section. This section includes a text prompt: "Enter a new password below. This password will be used to authenticate to the Client Configuration Manager Console." Below this prompt, there is a red label "Required Fields *". There are two input fields: "New Password:*" and "Confirm Password:*". At the bottom right of the form, there are two buttons: "Save" and "Reset".

Changing the Login Password

Change your login password in the security section of the Configuration tab.

To change the login password

- 1 Within the Security section, enter a new password in the New Password text box.
- 2 Type the password again to confirm in the Confirm Password text box.
- 3 Click **Save**.

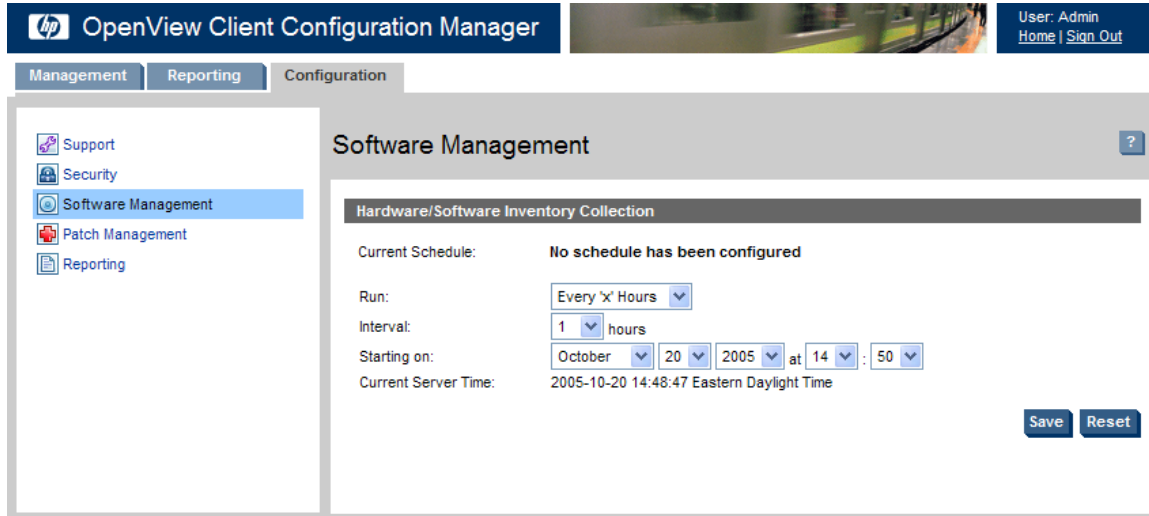
Your new password has been saved. Use this next time you log in to the Management Console.

Software Management - Configuration

Use the Software Management section to configure the schedule for hardware and software inventory collection for all managed devices.

- Configuring Hardware and Software Inventory Collection on page 95

Figure 29 Software Management section of the Configuration tab



Configuring Hardware and Software Inventory Collection

Configure hardware and software inventory collection in the Software Management section of the Configuration tab.

Current Schedule displays the currently configured collection schedule.

To configure hardware and software collection

- 1 Use the tools provided to set the collection schedule.
 - **Run:** Select whether to collect inventory based on an interval hours, days, or weeks.
 - **Interval:** Select the specific interval (hours, days, or weeks).
 - **Starting on:** Use the drop-down boxes to select the date inventory should be collected.
 - **Current Server Time** displays the current time of the Client Configuration Manager server.
- 2 When finished, click **Save** to commit your changes.

The new schedule is displayed after **Current Schedule**.

Patch Management - Configuration

Use the Patch Management section to configure schedules for patch acquisition and compliance as well as required patch acquisition settings.

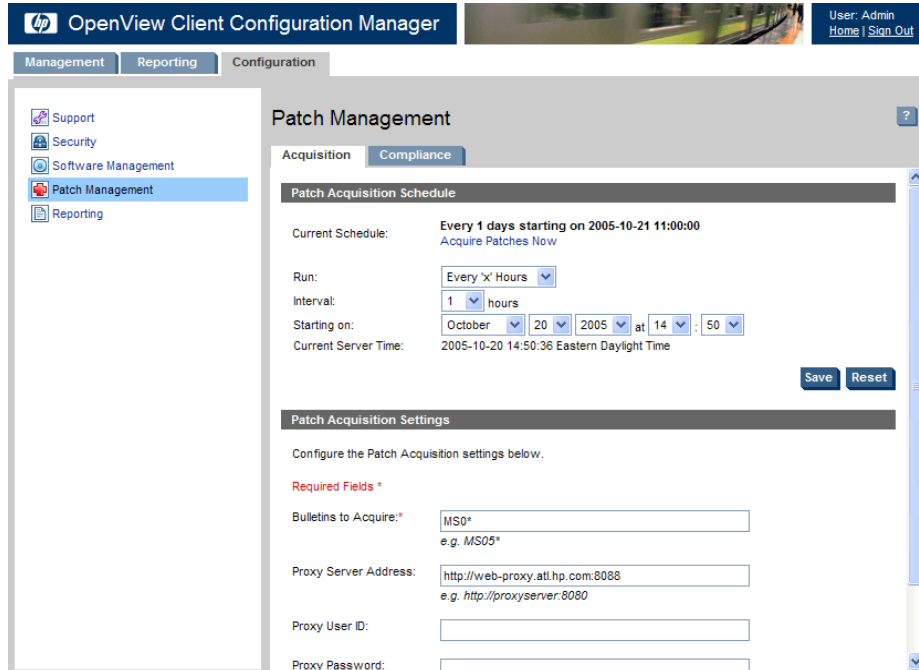
Entitled patches will be deployed automatically based on the compliance discovery schedule. Additionally, patches can be deployed immediately using the Patch Deployment Wizard, as described on page 106.

Configuration for Patch Management is divided into two sections, Acquisition and Compliance. Use the Acquisition tab to manage your patch acquisition schedule and settings. Use the Compliance tab to determine a schedule for patch compliance and enforcement.

The following sections explain each Configuration, Patch Management area:

- Configuring Patch Acquisition Settings and Schedule on page 97
- Configuring Patch Compliance Discovery and Enforcement on page 99

Figure 30 Patch Management section of the Configuration tab



Configuring Patch Acquisition Settings and Schedule

Click the Acquisition tab in the workspace to view and manage the Patch Acquisition schedule and settings.

► To ensure efficient acquisition of the latest available patches, we recommend configuring your Patch Acquisition Schedule to run during off-peak hours and no more than once daily.

Configuring Patch Acquisition Schedule

Use the Patch Acquisition Schedule area to determine a schedule for acquiring patches from HP and Microsoft sources.

To configure patch acquisition schedule

- 1 Use the tools provided to set the acquisition schedule.



- **Run:** Select whether to discover patches based on an interval hours, days, or weeks.
 - **Interval:** Select the specific interval (hours, days, or weeks).
 - **Starting on:** Use the drop-down boxes to select the date patch compliance should be discovered.
 - **Current Server Time** displays the current time of the Client Configuration Manager server.
- 2 When finished, click **Save** to commit your changes.
The new schedule is displayed after Current Schedule.

Configuring Patch Acquisition Settings

Use the Patch Acquisition Settings area to enter your patch acquisition settings.

Required fields are marked with an asterisk *.

To configure patch acquisition settings

- 1 Enter the Bulletins to Acquire each discovery period. You can use wildcard characters to designate a range of bulletins (for example, MS05*). Separate multiple bulletin searches with a comma (for example, MS05*, MS06*).
- 2 Enter a Proxy Server Address from which to obtain bulletins (for example, **http://proxyserver:8080/**).
- 3 Enter a Proxy User ID and Proxy Password to use when acquiring patches if required.
 -  Patch acquisition is limited to proxy servers configured with basic authentication only.
- 4 Click **Save** to commit your changes.
 -  Initial patch acquisition may take an extended period of time.

Configuring Patch Compliance Discovery and Enforcement

Configure a schedule for Patch Compliance Discovery and Enforcement. This allows Client Configuration Manager to scan managed devices for vulnerabilities and enforce compliance with all entitled patches.

Click the Compliance tab in the workspace to set the compliance discovery schedule.

Current Schedule displays the currently configured collection schedule.

To configure patch compliance discovery and enforcement schedule

- 1 Use the tools provided to set the discovery schedule.
 - **Run:** Select whether to discover patches based on an interval hours, days, or weeks.
 - **Interval:** Select the specific interval (hours, days, or weeks).
 - **Starting on:** Use the drop-down boxes to select the date patch compliance should be discovered.
 - **Current Server Time** displays the current time of the Client Configuration Manager server.
- 2 When finished, click **Save** to commit your changes.

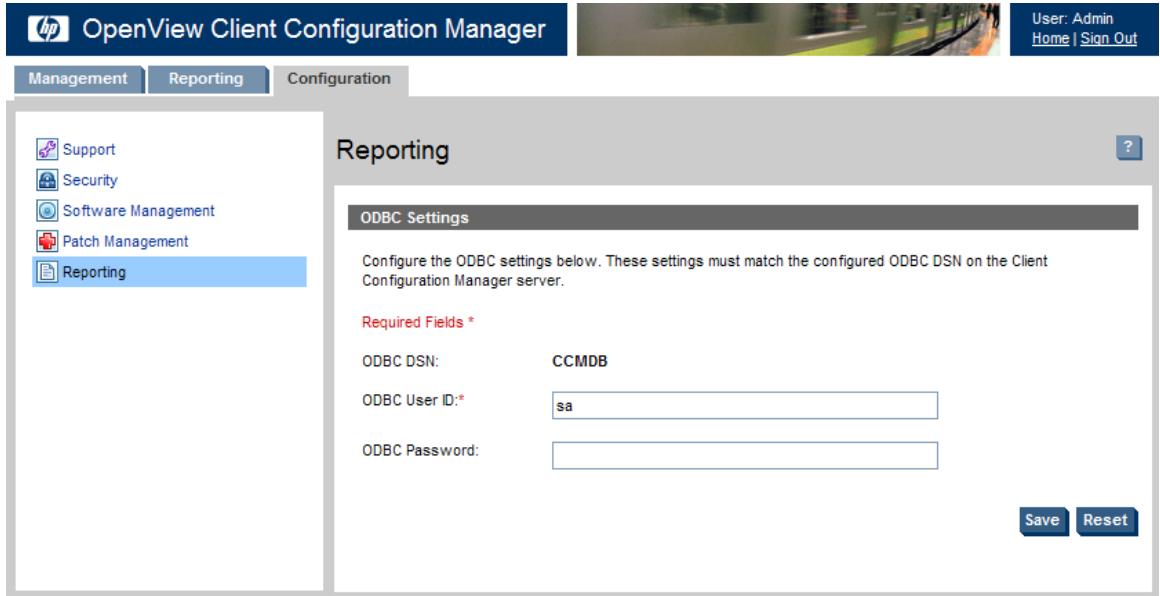
The new schedule is displayed after Current Schedule.

Reporting

Use the Reporting section to change the database ODBC User ID and Password.

- [Configuring ODBC Settings on page 100](#)

Figure 31 Reporting section of the Configuration tab



Configuring ODBC Settings

Configure the ODBC settings in the Reporting section of the Configuration tab. These settings must match the configured ODBC DSN on the Client Configuration Manager server.

Required fields are marked with an asterisk *.

To configure ODBC settings

- 1 Enter a DSN User ID and Password in the text boxes provided.
- 2 Click **Save** to commit your changes.

7 Wizards

While using the Client Configuration Manager, you will encounter a variety of wizards enabling you to deploy agents, add devices, create groups and publish software and patches.

Some wizards can be launched from multiple areas of the control panel.

- Import Device Wizard on page 101
- Agent Deployment Wizard on page 102
- Agent Removal Wizard on page 103
- Group Creation Wizard on page 104
- Software Deployment Wizard on page 105
- Patch Deployment Wizard on page 106
- Software Removal Wizard on page 107



The Client Configuration Manager Management Console may open additional browser instances when running wizards or displaying alerts. In order to access these wizards and alerts, be sure to include Client Configuration Manager as an Allowed Site in your browser's pop-up blocker settings.

Import Device Wizard

Use the Import Device Wizard to add devices to your Client Configuration Manager database. Once devices are imported, they can be targeted for management using the Agent Deployment Wizard.

Launch the Import Device wizard from Agent Management, General area.

To import devices using the Import Device wizard

- 1 Launch the wizard from the General area in the Agent Management section.
- 2 Click **Next** to begin the wizard.

- 3 Select the source from which to import your devices using the drop-down list and fill in any required information. The required information will vary depending on the device source you select.

Device Source:

- **Manual Input**
type or paste a list of device host names or IP addresses into the text box provided.
- **LDAP Input**
import devices automatically from a directory service. Supply the LDAP Host name and port number as well as a user ID, password and domain name to query.


- 4 Click **Import**.

The number of devices imported successfully is displayed. Click **Close** to exit the wizard.

Agent Deployment Wizard

Use the Agent Deployment wizard to deploy the Management Agent to devices in your Client Configuration Manager database.

The **Agent Deployment wizard** can be launched from the Agent Management, General by clicking **Deploy**.

Additionally, you can launch this wizard from Devices by first selecting devices for agent deployment, then clicking .

To deploy a Management Agent using the Agent Deployment Wizard

- 1 Launch the wizard from the General tab or Devices tab in the Agent Management section.
- 2 Click **Next** to begin the wizard.
- 3 All currently available devices are displayed. Select each device to which you would like to deploy a Management Agent and click **Next**.
- 4 Enter the required information for your selected devices and click **Next**.
- 5 Select **Run: Now** to deploy the agent immediately after the wizard is complete, or select **Run: Later** and enter a date and time for agent deployment.


- 6 Click **Next**.
- 7 Review the summary information and click **Submit**.
- 8 An Agent Deployment Job is created. Click **Close** to exit the wizard.

Agent Removal Wizard


Use the Agent Removal Wizard to remove the Management Agent from devices in your Client Configuration Manager database.

The Agent Removal Wizard is launched from the Devices area by clicking

Remove the Management Agent .

 Removing the Management Agent will disable the ability to deploy software and patches and to collect updated inventory information for that device. Unmanaged devices will remain within their respective groups until removed from the groups or deleted from Client Configuration Manager and will retain all deployed software.

To remove a Management Agent using the Agent Removal wizard

- 1 From the Devices area select the devices from which you would like to remove the Management Agent.
- 2 Click  to launch the Agent Removal Wizard.
- 3 Click **Next** to begin the wizard.
- 4 Select **Run: Now** to deploy the agent immediately after the wizard is complete, or select **Run: Later** and enter a date and time for Agent removal.
- 5 Click **Next**.
- 6 Review the summary information and click **Submit**.
- 7 An Agent Deployment Job is created. Click **Close** to exit the wizard.

Group Creation Wizard

Software or patches must be deployed to groups of managed devices in your database. Use the Group Creation wizard to define device groups based on devices you specify or on the devices returned as part of a report query.


The Group Creation wizard is launched from Group Management, General, Groups, or the Reporting area (for dynamic groups only).

Group Creation wizard will vary depending on the type of group you are creating. The following sections describe each version:

- Creating a Static Group on page 104
- Creating a Dynamic Group on page 104

Creating a Static Group

To create a static group

- 1 Launch the wizard from Group Management, General by clicking **Create a new Static Group** or from Groups, by clicking .
- 2 Click **Next** to begin creating the group.
- 3 Enter a descriptive name for the group and click **Next**.
- 4 Select the devices you would like to include in the group by checking the box in the first column.
- 5 Click **Next**.
- 6 Review the summary information and click **Next**.
- 7 Click **Close** to exit the wizard.

Creating a Dynamic Group

Dynamic groups can be created using the devices returned in a report query.

To create a dynamic group

- 1 Launch the wizard from the Reporting area, Action Bar by clicking **Create a New Client Configuration Manager Dynamic Group** .

- 2 Click **Next** to begin the wizard.
- 3 Enter a descriptive name for the dynamic group and click **Next**.
- 4 Configure the refresh schedule for the dynamic group.
 - **Run:** Select whether to update dynamic group membership based on an interval hours, days, or weeks.
 - **Interval:** Select the specific interval (hours, days, or weeks).
 - **Starting on:** Use the drop-down boxes to select the date the group should be refreshed.
 - **Current Server Time** displays the current time of the Client Configuration Manager server.
- 5 Click **Next**.
- 6 Review the summary information and click **Create**.
- 7 A Dynamic Group is created containing the current devices in the report query. The device membership of this group will be updated based on the refresh schedule you configured.
- 8 Click **Close** to exit the wizard.

Software Deployment Wizard

Use the Software Deployment Wizard to entitle and deploy software to managed devices in your environment.

The Software Deployment wizard is launched from Software Management, General, Software Library, or from the Software Details or Group Details windows.

To entitle and deploy software using the Software Deployment wizard

- 1 Launch the Software Deployment wizard from the Software Management General tab, Software Library tab or the Software or Group Details windows.
- 2 Click **Next** to begin the wizard.
- 3 Select the software to entitle and deploy by checking the box in the first column.
- 4 Click **Next**.

- 5 Select the groups that will be entitled and targeted for deployment by checking the box in the first column.
- 6 Click **Next**.
- 7 Configure the run schedule for the software deployment job. Select **Run: Now** to deploy the software right away, or select **Run: Later** to schedule a date and time for software deployment.
- 8 Click **Next**.
- 9 Review the summary information and click **Submit**.
- 10 The job is successfully created and added to Current Jobs. View the current software deployment jobs by clicking the Current Jobs tab.
- 11 Click **Close** to exit the wizard.

Patch Deployment Wizard

Use the Patch Deployment wizard to entitle and deploy patches to managed devices in your environment.

The Patch Deployment wizard is launched from Patch Management, General, Patch Library, or from the Patch Details or Group Details windows.

To entitle and deploy patches using the Patch Deployment wizard

- 1 Launch the Patch Deployment Wizard from the Patch Management General tab, Patch Library tab or the Patch or Group Details windows.
- 2 Click **Next** to begin the wizard.
- 3 Select the patches to entitle and deploy by checking the box in the first column.
- 4 Click **Next**.
- 5 Select the groups that will be entitled and targeted for deployment by checking the box in the first column.
- 6 Click **Next**.
- 7 Configure the run schedule for the patch deployment job. Select **Run: Now** to deploy the patch right away, or select **Run: Later** to schedule a date and time for patch deployment.
- 8 Click **Next**.

- 9 Review the summary information and click **Submit**.
- 10 The job is successfully created and added to Current Jobs. View the current patch deployment jobs by clicking the Current Jobs tab.
- 11 Click **Close** to exit the wizard.




Once deployed, a patch cannot not be removed from a device.

Software Removal Wizard

The Software Removal wizard uninstalls software from selected devices or groups. Launch the wizard from the Software Details or Group Details windows.


To remove software using the Software Removal wizard

- 1 From the Software or Group Details window, select the software to remove.
- 2 Click **Remove Software**  to launch the wizard.
- 3 Click **Next** to begin the wizard.
- 4 Configure the run schedule for the software removal job. Select **Run: Now** to deploy the software right away, or select **Run: Later** to schedule a date and time for patch deployment.
- 5 Click **Next**.
- 6 Review the summary information and click **Submit**.
- 7 The job is successfully created and added to the current jobs. View the current software removal jobs by clicking the Current Jobs tab.
- 8 Click **Close** to exit the wizard.

8 Using the Publisher

Use the Publisher to publish software to Client Configuration Manager. All published software is available in the Software Management, Software Library tab of the Management Console.

After publishing software, it must be entitled and deployed to managed devices in your environment.

 The Publisher is installed separately from Client Configuration Manager using the Publisher installation file on the product CD or the Software Publisher package in the Software Library. Refer to the installation instructions on page 30 for more information.

This section covers how to use the Publisher for publishing Windows installer files and other software formats to Client Configuration Manager beginning in the following section:

Client Explorer

Installed along with the Publisher, the Client Explorer is available to aid with troubleshooting and problem resolution and should not be used without direct instructions from HP Support.

- Publishing Software on page 109

 HP OpenView Client Configuration Manager is built upon the Radia technology which powers the broader OpenView Configuration Management Solutions. Therefore, the Radia name appears in some areas of the product. To learn more about the OpenView Configuration Management Solutions go to our web site at <http://managementsoftware.hp.com/solutions/ascm/index.html>.

Client Explorer

Installed along with the Publisher, the Client Explorer is available to aid with troubleshooting and problem resolution and should not be used without direct instructions from HP Support.

Publishing Software

Depending on the type of file you intend to publish, you will use one of two Publisher publishing options. At the login screen, you are given the choice of Windows Installer to publish Windows Installer files (.msi) or Component Select to use when publishing non-Windows Installer files. The following sections explain the steps required for publishing each file type.

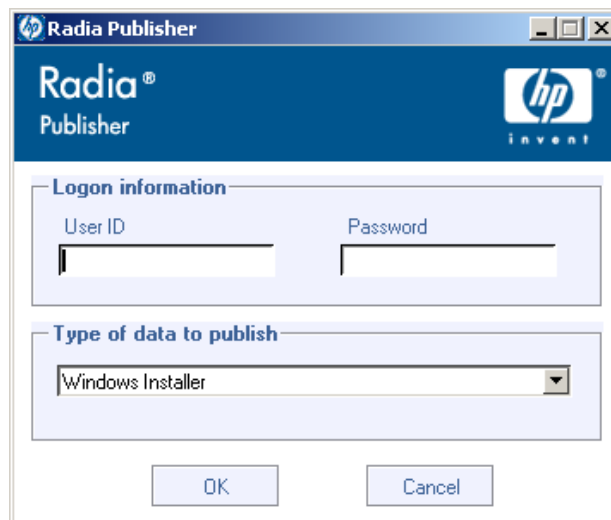
- Publishing Windows Installer Files on page 110
- Publishing Using Component Select on page 118

Publishing Windows Installer Files

Windows Installer uses MSI files to distribute software packages to your operating system. The Publisher uses the files to create a package that is then published to Client Configuration Manager. Once contained in Client Configuration Manager, the software packages are ready for distribution to managed devices in your environment.

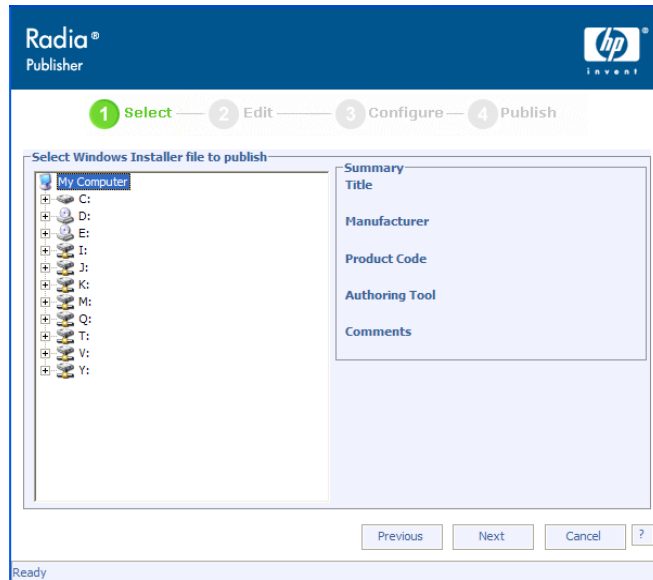
To publish Windows Installer files

- 1 Start the Publisher by double-clicking the Publisher icon on your desktop.

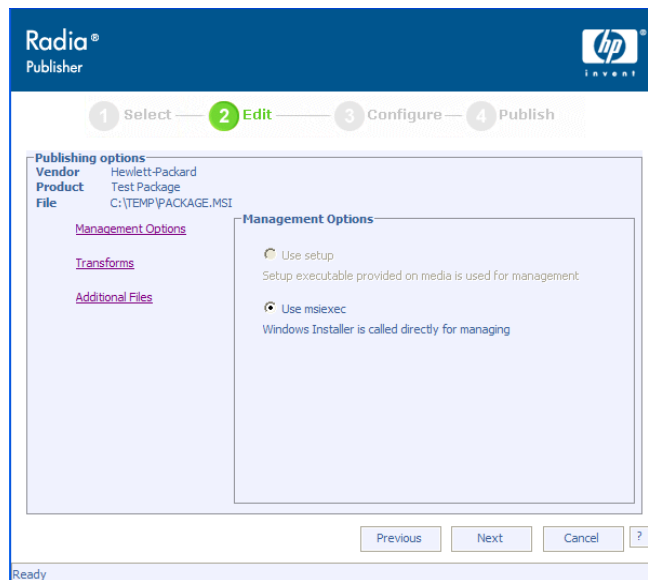


- 2 In the User ID field, type your administrator user ID.

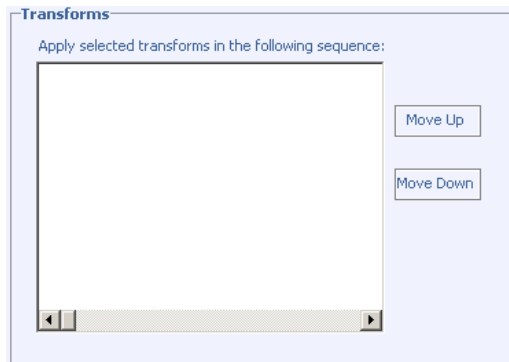
- 3 In the Password field, type your administrator password.
 - ▶ Log in to the Publisher using the Client Configuration Manager Management Console user name and password. The user name is **admin** and by default, the password is **secret**.
- 4 From the Type of data to publish drop-down list, select **Windows Installer**.
- 5 Click **OK**.



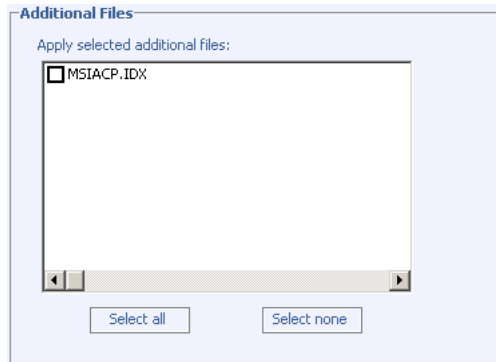
- 6 Use the Explorer window to find the Windows Installer file. The right-hand pane will display any information that is available for the MSI file you select.
- 7 Click **Next**.



- **Management Options**
Create an administrative installation point (AIP) by selecting either **Use setup** or **Use msiexec**.
- **Transforms**
Reorder the application of any transform files associated with the Windows Installer file.

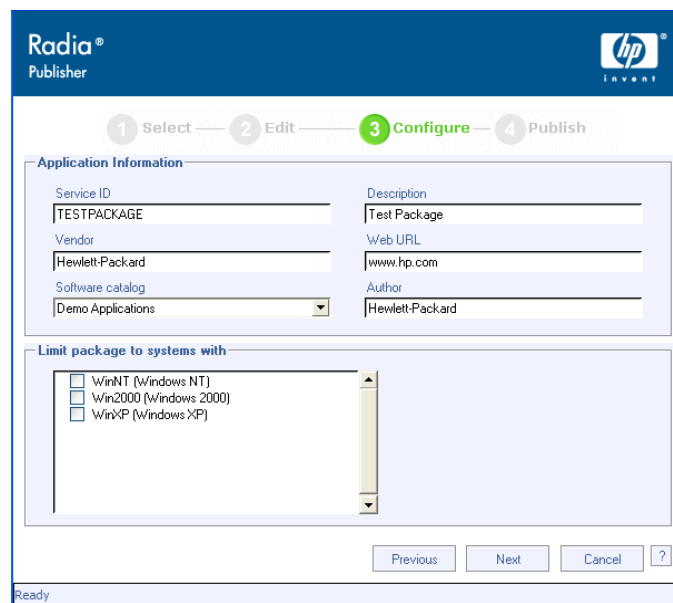


- **Additional Files**
Include additional files as part of the AIP.

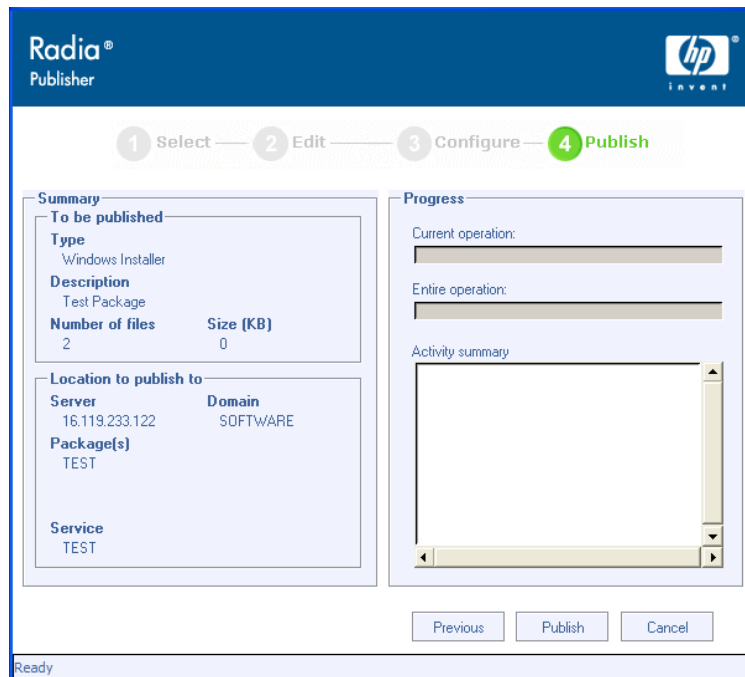


- Click **Select all** to select all available files listed.
- Click **Select none** to deselect all files.

When finished editing your publishing options, click **Next**.



- 8 Use the Application Information section to enter the software package information.
- 9 Use the Limit package to systems with section to limit the package to any specific operating system or hardware. Click on any link to display the configurable options.
- 10 Click **Next**.



- 11 Review the Summary section to verify the package information you provided during the previous steps. When you are satisfied, click **Publish**.
Click **Finish** when the publishing process is finished to exit the Publisher. The Windows Installer service is now ready for distribution to your enterprise.

Publishing with Additional Command Line Parameters

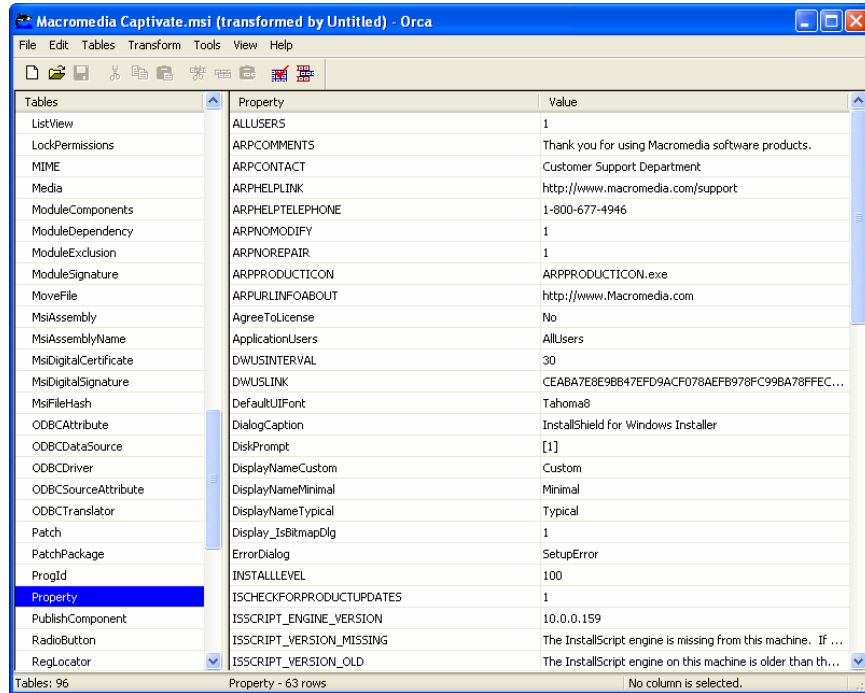
Some Windows Installer files may require additional command line parameters to deploy correctly. For example, an application may require a custom property to pass a serial number during installation.

If you need to supply additional parameters, you can include these in a transform file (.mst) that can be included along with the published Windows Installer file.

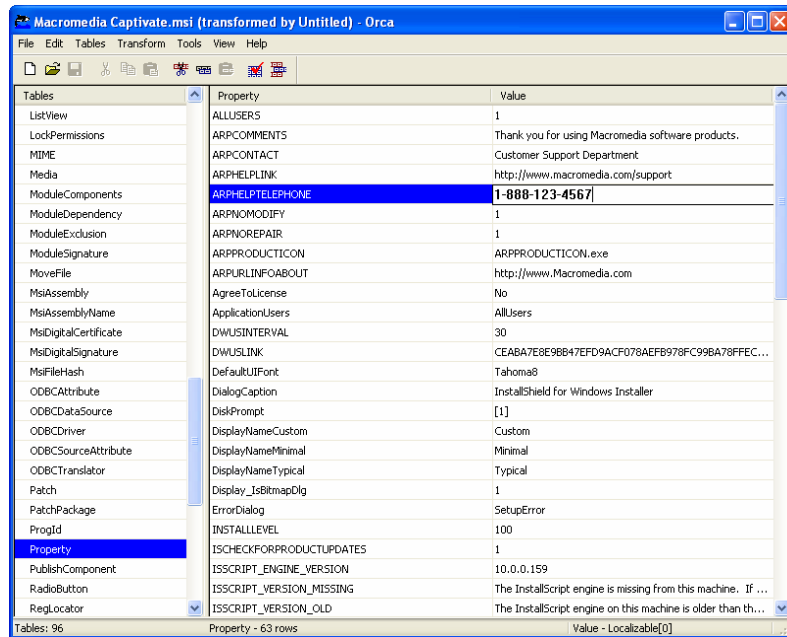
There are various tools available for creating a transform to modify the installation of a Windows Installer package. The following steps detail how to create a transform using Orca from Microsoft. If the software vendor provides a tool for customizing the installation, that tool should be used instead.

Creating a transform to change or pass additional properties using Orca

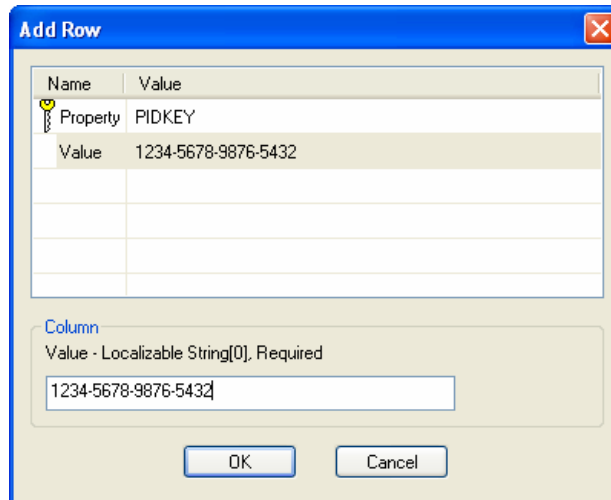
- 1 Open the installation MSI file within Orca.
- 2 From the Transform menu, select **New Transform**.
- 3 In the left pane, select the **Property** table. Properties are displayed in the right-pane.



- 4 To change a property's value, double-click the existing value and enter a new value. In this example we will change the support telephone number that appears in the Add/Remove control panel by adjusting the value of the public property ARPHELPTELEPHONE.



- 5 To add a value, right-click anywhere in the right panel and select **Add Row**.
- 6 Enter the property name and the value, and click **OK**. The new property is highlighted with a green bar.



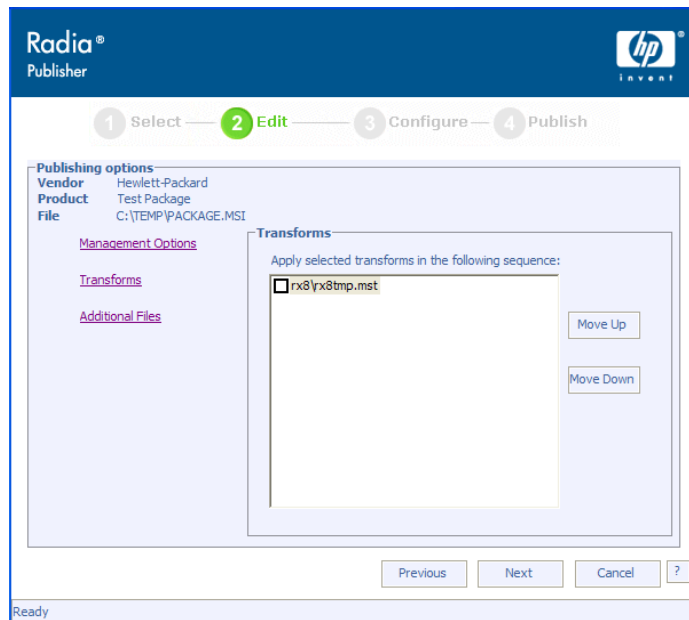
- 7 From the Transform menu, select **Generate Transform** to save the transform file. Name the transform and save it to the same directory as the MSI file it will modify.

▶ Application documentation should be consulted for properties to add or modify for desired effect. The examples used here are for instructional purposes only and do not reflect actual values for the example application used.

When the transform is ready, use the Publisher to create the Windows Installer package and include the newly created transform.

Applying additional parameters using a transform file

- 1 Create the transform using Orca or another MSI editor (refer to the example above). Be sure to save the transform in the same directory as the Windows Installer file you will be publishing.
- 2 Start a Windows Installer publishing session. Follow the instructions above for details.
- 3 At the Edit step, click **Transforms**.



- 4 Select the available transform file and continue with the publishing session.

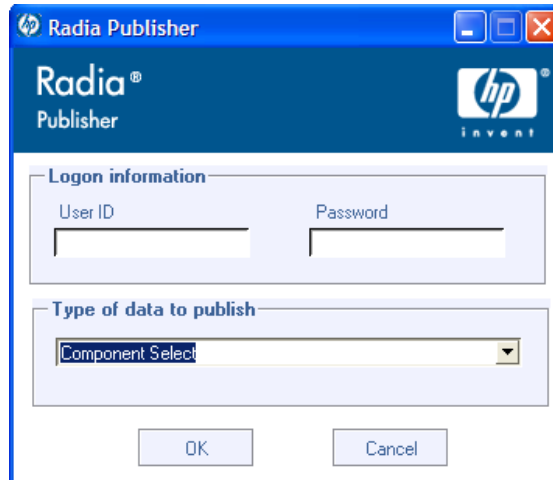
When the software package is deployed, the transform file will be applied, supplying the additional command line parameters.

Publishing Using Component Select

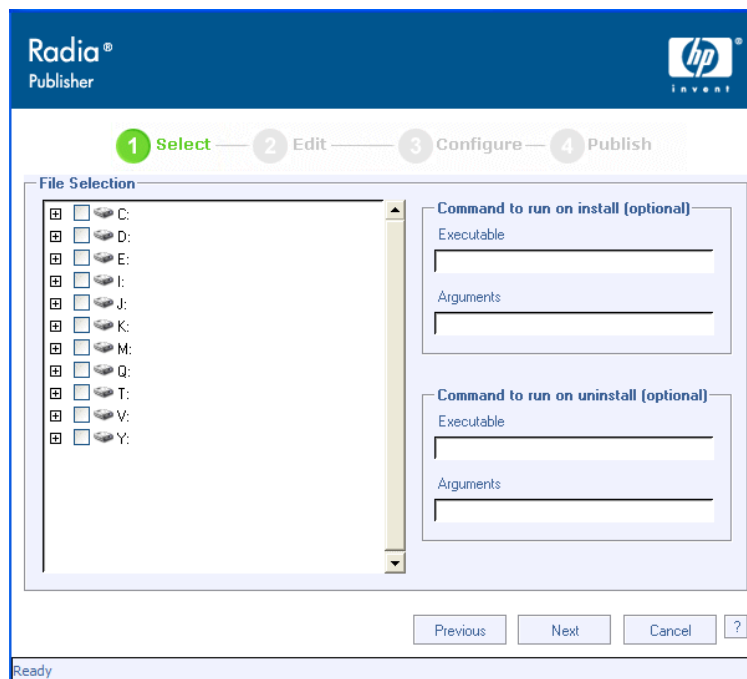
To publish software other than Windows Installer files, use the Component Select option and select the software you wish to publish.

To publish using Component Select

- 1 Start the Publisher by double-clicking the Publisher icon on your desktop.



- 2 In the User ID field, type your administrator user ID.
- 3 In the Password field, type your administrator password.
 - ▶ Log in to the Publisher using the Client Configuration Manager Management Console user name and password. The user name is **admin** and by default, the password is **secret**.
- 4 From the Type of data to publish drop-down list, select **Component Select**
- 5 Click **OK**.



- 6 Use the Explorer window to find the software files.
 - The directory path where the software is located and published from will be the directory path to where the software is deployed on target devices.
 - Although network shares are displayed, they should not be used to publish software (since they may not be available during deployment).
- 7 Enter the commands to run on application install and uninstall. For example, a command to run on install might be:


```
C:\temp\installs\install.exe /quietmode /automatic
c:\mydestination
```

 while a command to run on uninstall could be:


```
C:\temp\installs\uninstall.exe /quietmode /automatic
```
- 8 Click **Next**.

Radia®
Publisher

hp
invent

1 Select — 2 Edit — 3 Configure — 4 Publish

Application Information

| | |
|-------------------|-----------------|
| Service ID | Description |
| TEST | Test Package |
| Vendor | Web URL |
| Hewlett Packard | www.hp.com |
| Software catalog | Author |
| Demo Applications | Hewlett Packard |

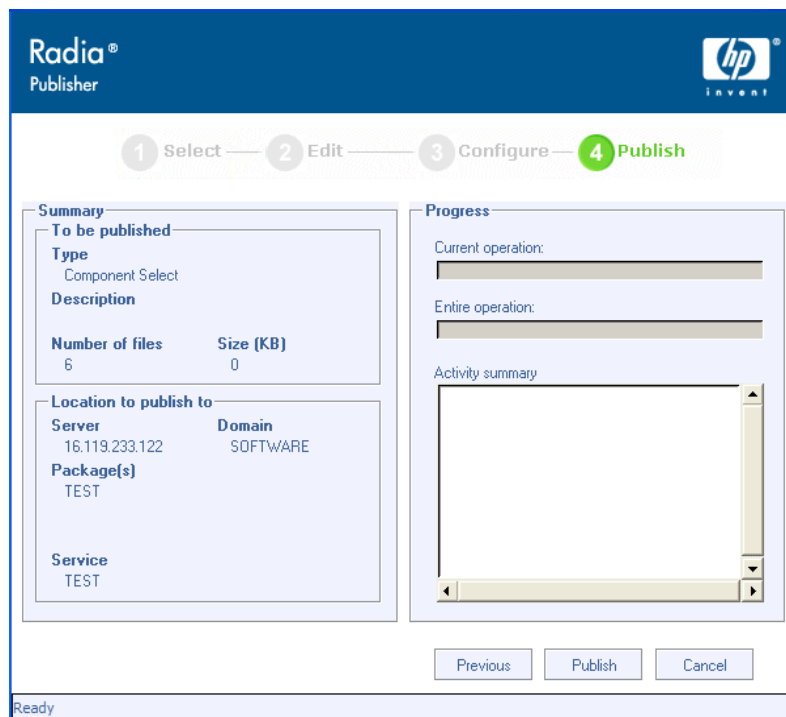
Limit package to systems with

- WinNT (Windows NT)
- Win2000 (Windows 2000)
- WinXP (Windows XP)

Previous Next Cancel ?

Ready

- 9 Use the Application Information section to enter the software package information.
- 10 Use the Limit package to systems with section to limit the package to any specific operating system or hardware. Click on any link to display the configurable options.
- 11 Click **Next**.



12 Review the Summary section to verify the package information you provided during the previous steps. When you are finished, click **Publish**.

Click **Finish** when the publishing process is finished to exit the Publisher. The software service is now ready for distribution to your enterprise.

Viewing Published Software

View published software in the Software Library as described on page 66 of the Client Configuration Manager Management Console.

Figure 32 Software Library

The screenshot shows the OpenView Client Configuration Manager interface. The top navigation bar includes 'OpenView Client Configuration Manager' and a user profile for 'Admin' with options for 'Home' and 'Sign Out'. Below this, there are tabs for 'Management', 'Reporting', and 'Configuration'. A left-hand navigation pane lists 'Agent Management', 'Group Management', 'Software Management' (which is selected), 'Patch Management', and 'Job Management'. The main content area is titled 'Software Management' and has sub-tabs for 'General', 'Software Library', 'Current Jobs', and 'Past Jobs'. Under the 'Software Library' tab, there is an 'Information' section with instructions on how to view and deploy software packages. Below that is a table of software packages.

| Service ID | Description | Catalog Group | Entitled Groups | Installed Devices | Last Modified |
|----------------|-------------------|-------------------|-----------------|-------------------|---------------------|
| REMOTE_CONTROL | Remote Control | IT Applications | 0 | 0 | 2005-08-31 17:51:24 |
| SALES | Sales Information | Demo Applications | 0 | 0 | 2005-08-24 11:20:07 |
| REDBOX | Redbox Organizer | Demo Applications | 0 | 0 | 2005-08-24 11:19:56 |
| GS-CALC | GS-CALC | Demo Applications | 7 | 6 | 2005-08-24 11:19:49 |
| AMORTIZE | Amortize | Demo Applications | 1 | 1 | 2005-08-24 11:19:42 |
| DRAGVIEW | Drag & View | Demo Applications | 1 | 1 | 2005-08-24 11:19:03 |
| STRATUS_PAD | StratusPad | Demo Applications | 1 | 1 | 2005-08-24 10:30:41 |

9 Using the Software Manager

The Software Manager is installed when the Management Agent is deployed to a device. Use the Software Manager to install software that has been entitled to a device.

This section describes how to use the Software Manager user interface.

▶ Software packages available within the Software Manager may be referred to as *Services*.

Accessing the Software Manager User Interface

Access the user interface through the Windows Start menu, or by double-clicking the Software Manager user interface icon on your desktop.

▶ HP OpenView Client Configuration Manager is built upon the Radia technology which powers the broader OpenView Configuration Management Solutions. Therefore, the Radia name appears in some areas of the product. To learn more about the OpenView Configuration Management Solutions go to our web site at [.http://managementsoftware.hp.com/solutions/ascm/index.html](http://managementsoftware.hp.com/solutions/ascm/index.html).

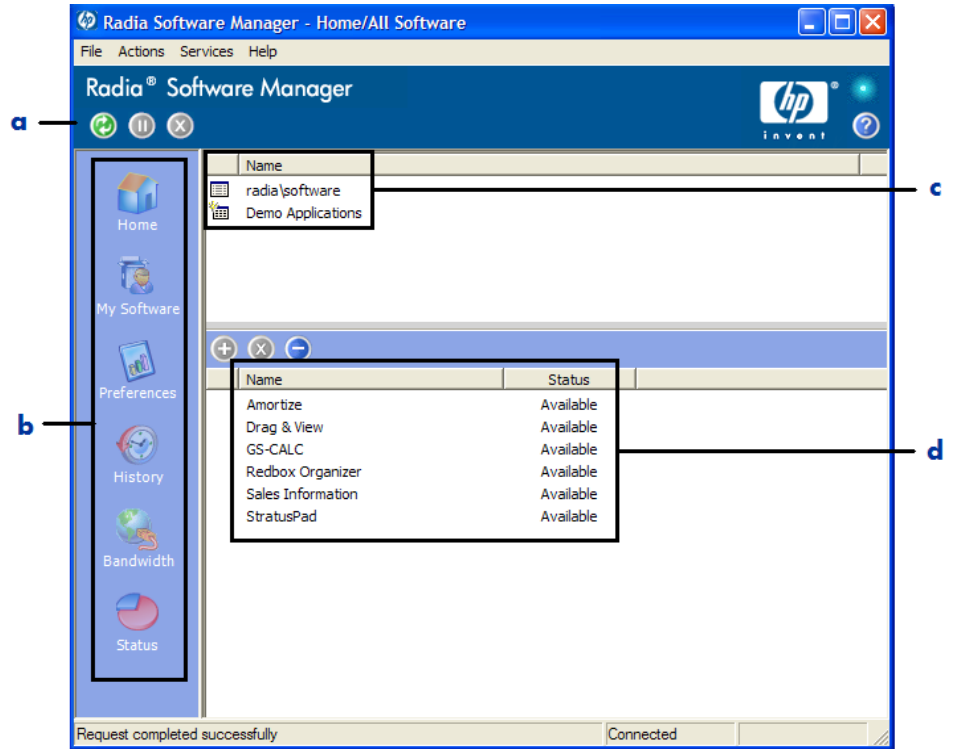
To access the user interface

- 1 Go to **Start** → **Programs** → **Software Manager**.
- 2 If necessary, type your User ID and Password. If you do not know what these are, contact your network administrator.
- 3 Click **OK**. The user interface opens.

Using the Software Manager User Interface

The Software Manager user interface has four main sections.

Figure 33 Software Manager user interface sections



Legend

- a** **Global Toolbar** - Allows you to refresh the catalog and pause or cancel the current action
- b** **Menu Bar** - Displays various menu choices available while using the Software Manager
- c** **Catalog List** - Lists the different software catalogs available
- d** **Service List** - Lists the applications to which you are entitled


Global Toolbar

The Global Toolbar allows you to refresh the catalog, pause the current action, or cancel the current action. Once an action has been paused, no other



action can take place until you either resume the action, by clicking the **Pause** button again, or cancel the paused action by clicking the **Cancel** button.

Any time one of the buttons in the Global Toolbar are not available for the current action, they will appear grayed-out.


To refresh the catalog

- To refresh the selected catalog using the Global Toolbar, click **Refresh** .

To pause or resume the current action

- To pause the current action using the Global Toolbar, click **Pause** .
- To resume a paused action, click **Resume** . (The **Pause** button is replaced with this button after you pause an action).

To cancel the current action

- To cancel the current action using the Global Toolbar, click **Cancel** .

The Menu Bar

Use the Menu Bar to configure and customize your Radia Software Manager. The following sections explain each icon on the Menu Bar in detail.

Home

Click this button to access your home catalog.

My Software

Click this button to display only services that you have installed. Click the button again to display all available software from the selected catalog.

Preferences

Click this button to access various display options, service list options, and connection options for the Radia Software Manager.

At any point you can click on **OK**, **Apply**, or **Cancel** in the top right corner of the Preferences section to keep or disregard any changes you make.

The Catalog List

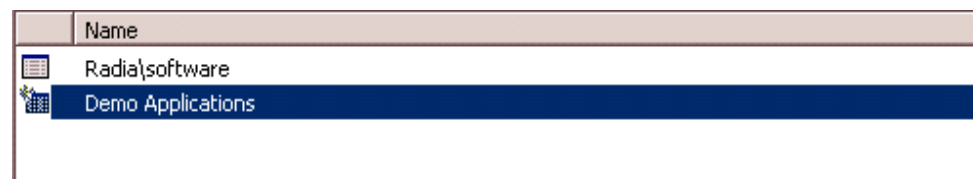
The Catalog List section lists the available software catalogs and any virtual catalogs.

To select a catalog

- In the Catalog List, click on the catalog you would like to view in the Service List section. Refresh the catalog at any time by right-clicking on the name of the catalog and selecting Refresh from the shortcut menu.

Virtual Catalogs




Virtual catalogs are subsets of the default catalog defined by the administrator within Client Configuration Manager in the Software Details. Any services with the same catalog group value will be grouped together in a virtual catalog.



The Service List

The Service list section lists the applications available to you. A check mark appears next to software that is already installed. The column headings displayed can be changed to suit your needs, see Preferences on page 125 for more information.

Table 4 Buttons in the Service List Section

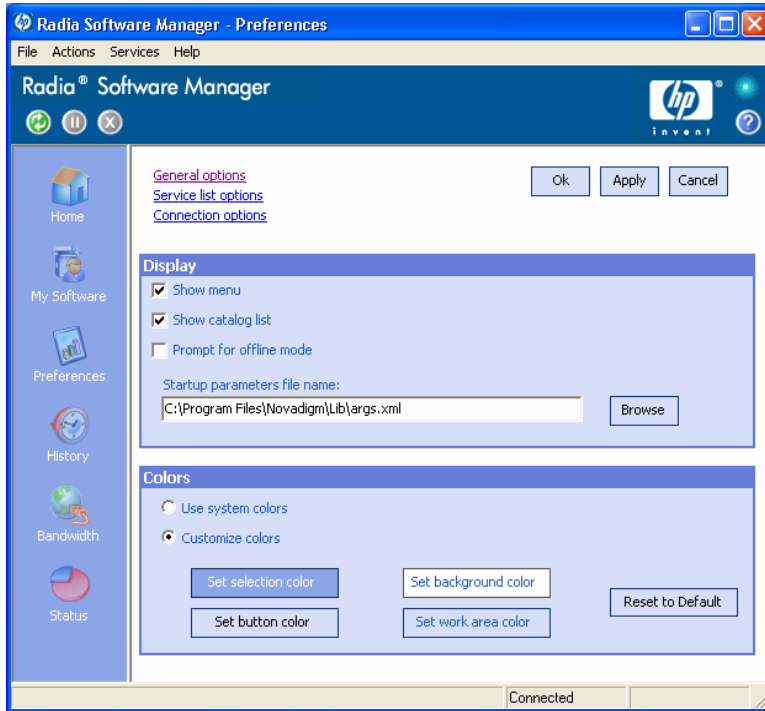
| Button | Action | Description |
|---|-----------------|---|
|  | Install | Installs the selected service on your machine. |
|  | Remove | Removes the selected service from your machine. |
|  | Expand/Collapse | Expands or collapses the selected service. |



The buttons in the Service list section will be gray when they are not available for the selected application.

General Options

Use the General options window, as shown in the next figure, to modify the appearance of the Software Manager.



To modify the display

- If you want to display the menu, select the appropriate check box.
- If you want to display the catalog list, select the appropriate check box.
- If you want to be prompted to use the Radia Software Manager in offline mode at the beginning of each session, select the appropriate check box.
- To change the start-up parameters file, type the name in the text box provided, or click **Browse**, and specify the path where your start-up parameters file exists.

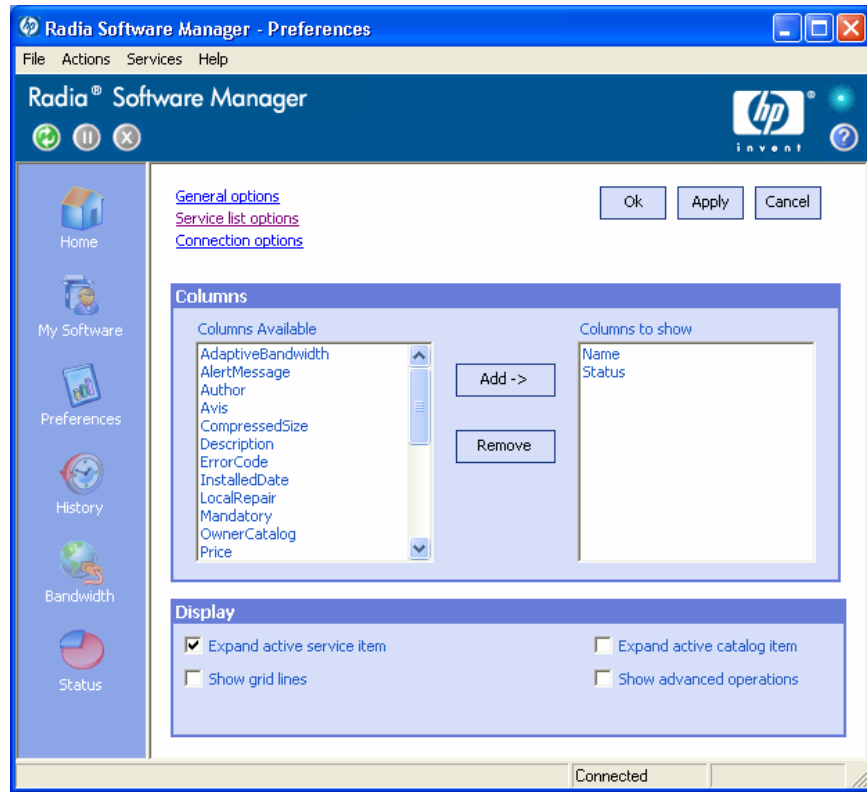
To modify the colors

- If you would like to use the system colors, select the **Use system colors** option button.

- If you decide to use your own custom colors, select the **Customize colors** option button.
 - After selecting Customize colors, click the box labeled:
 - **Set selection color** to modify the color of selections.
 - **Set button color** to modify the button colors.
 - **Set background color** to modify the background color.
 - **Set work area color** to modify the background color.

Service List Options

Use the **Service list options**, as shown in the next figure, to modify the appearance of the Service list.



Customizing the Column Names in the Service List

Use the Columns area to customize the columns that appear in your service list. The right-hand column lists the column names currently displayed in your service list. For a description of each available column heading, see Table 5 below.

To add columns to the Service list

- 1 In the Columns Available list box, select one or more names. Hold the **Shift** or **Ctrl** key on your keyboard to select multiple consecutive or non-consecutive column names, respectively.
- 2 Click **Add**. The selected columns are listed in the Columns to show list box.

To remove columns from the Service list

- 1 In the Columns to show list box, select one or more names. Hold the **Shift** or **Ctrl** key on your keyboard to select multiple consecutive or non-consecutive column names, respectively.
- 2 Click **Remove**. The selected columns are removed from the Columns to show list box and returned to Columns available.

Customizing the Display

- Select **Expand active service item** to expand the current service item in the Service list.
- Select **Show grid lines** to display the Service list with grid lines separating each service.
- Select **Expand active catalog item** to expand the current catalog selected.

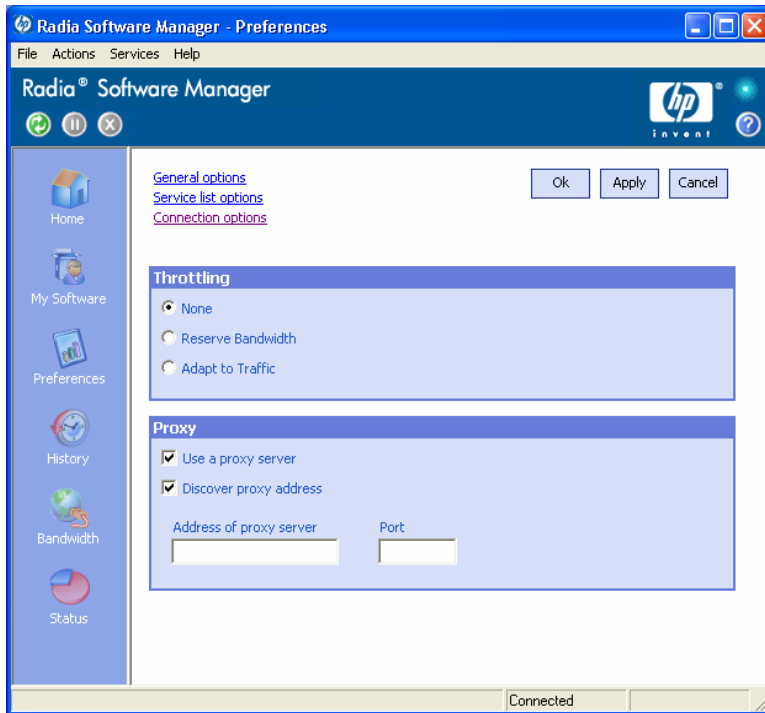
Table 5 Column Headings Available for the Service List

| Column Heading | Description |
|----------------|--|
| Author | The author of the service. |
| CompressedSize | The size of the compressed service (bytes). |
| Description | A short description of the service. |
| InstalledDate | The date the service was installed on your computer. |
| LocalRepair | If data is repairable locally (cached on your computer). |

| Column Heading | Description |
|-----------------|---|
| Name | The name of the service. |
| OwnerCatalog | The originating application domain name. |
| Price | Price of the service. |
| PublishedDate | The date the service was published to the catalog. |
| RepublishedDate | The date the service was republished to the catalog. |
| Size | The size of the service (bytes). Note: You will need this amount of free space on your computer to successfully install the service. |
| Status | Current status of the software <ul style="list-style-type: none"> • Available • Installed • Update Available • Broken |
| UpgradedDate | The date the service was upgraded. |
| Url | The software vendor's url. |
| Vendor | The software vendor who supplied the service. |
| VerifiedDate | The date the service was last verified. |
| Version | The version of the service. |

Connection Options

Use **Connection options**, as shown in the next figure, to select the type of bandwidth throttling to use or to specify the settings required for using a proxy server.



- **Throttling**

- Select **None** for no throttling.
- Select **Reserve Bandwidth** to select along the scale to indicate the maximum percentage of the network bandwidth to use. The reserve bandwidth can be changed in the user interface by the subscriber as the download is happening.
- Select **Adapt to traffic** to slide along the scale to indicate the minimum percentage of the network bandwidth to use. The adaptive bandwidth cannot be changed during a data download process. It can only be set before a job is dispatched.

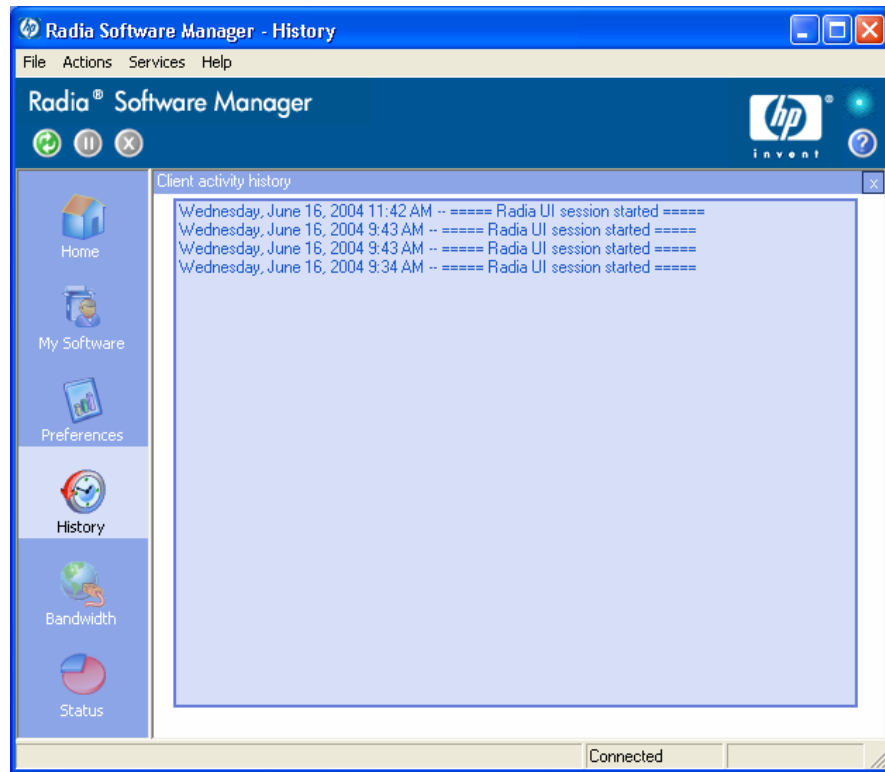
- **Proxy**

The Software Manager has the ability to detect an Internet proxy when an Internet proxy is used. The Internet proxy's address is then stored in PROXYINF.EDM located in the client computer's IDMLIB directory. The default location of IDMLIB is *SystemDrive:\Program Files\Novadigm\Lib*. The next time the client computer connects to the Radia Configuration Server the specified Internet proxy will be used. To

use this feature, you must enable your Radia client to use and discover an Internet Proxy. If you are using the Radia Software Manager, set the Proxy settings in the Connection section of Preferences.

History

In the Menu Bar, click **History** to display a history of the current session.



Bandwidth

In the Menu Bar, click **Bandwidth** to display the bandwidth slider, as seen below. Changing this value dynamically changes the throttling value.

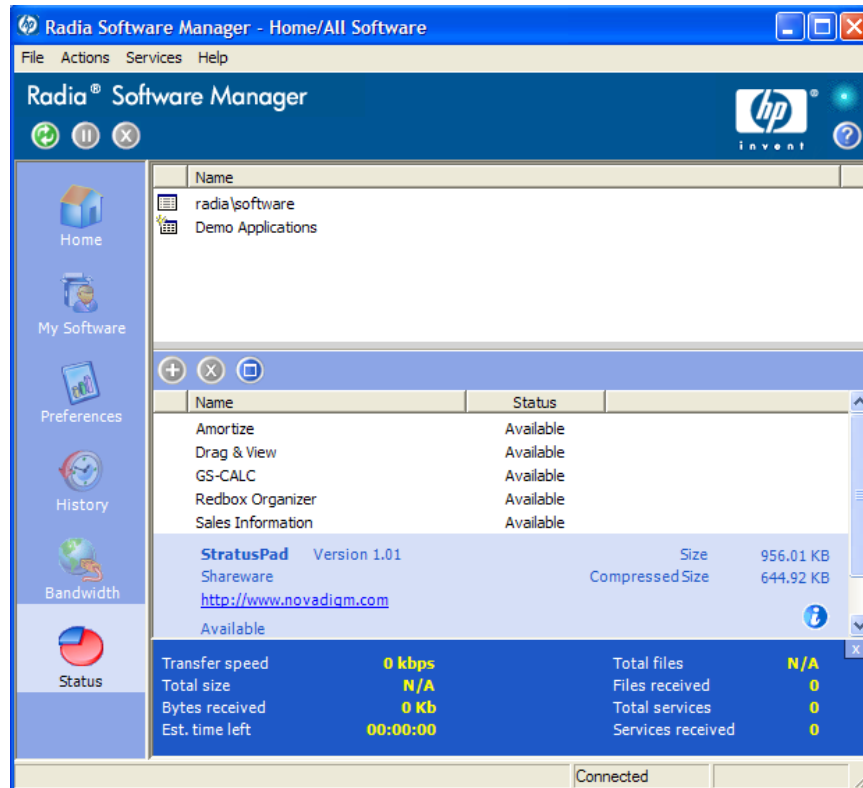


To adjust the bandwidth settings using the bandwidth slider

- Click and drag the slider to increase or decrease the amount of bandwidth throttling desired.
- You can also adjust bandwidth throttling from within the Preferences, Connection options section.

Status

In the Menu bar, click **Status** to display the status of the current action including the size, estimated time, progress, and available bandwidth.



Docking and Un-Docking the Status Window

The Status window can be docked or un-docked from the Software Manager. This enables you to position the Status window anywhere on your screen. The Status window is docked by default.

To un-dock the Status window

- 1 Click **Status** in the Menu Bar.
- 2 Right-click in the Status window that opens.
- 3 Select **Docked** from the shortcut menu. When the Status window is docked, a check mark will appear next to the word **Docked** in the shortcut menu.



The Status window will be released from the Software Manager, allowing you to position it anywhere on your screen.

To dock the Status window

- 1 Click **Status** in the Menu Bar.
- 2 Right-click in the Status window that opens.
- 3 Select **Docked** from the shortcut menu (only if there is no check mark present).




The Status window will be docked into the Software Manager.

Installing Software

The applications that are available to you are listed in the Service list. You can install one or more of these applications at any time.

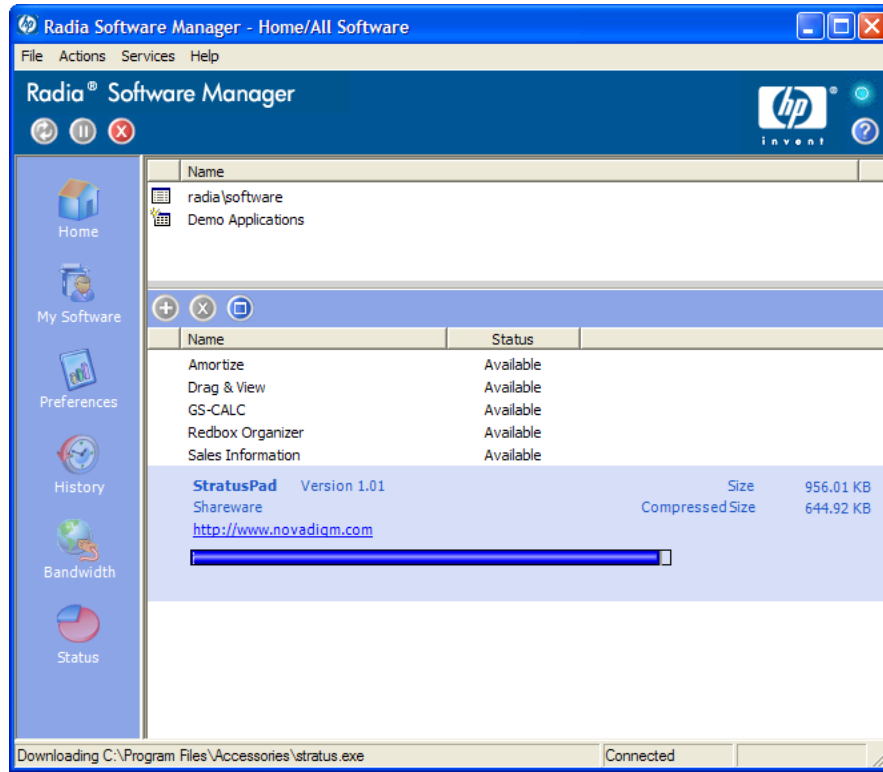
To install software



- 1 In the Service list, click the name of the software that you want to install.
- 2 Click **Install** .

Some installations may display a set of dialog boxes. If so, follow the instructions. Otherwise, the installation begins immediately.


- ▶ You can also right-click the name of the software that you want to install, then select **Install** from the shortcut menu that opens.

A progress bar displays the installation progress.



- Click **Cancel**  in the Global Toolbar to cancel the installation.
- Click **Pause**  in the Global Toolbar to pause the installation. If you pause an action, you will not be able to perform any other action until you either cancel or resume the currently paused action.


Refreshing the Catalog

The catalog is refreshed whenever you log on to the Software Manager user interface. While you are logged on, if you believe that the list of applications that you're authorized to use has changed, or that updates to your installed applications have become available, click **Refresh Catalog**  in the Global Toolbar to retrieve the updated list of applications.




You can also right-click any item in the Software Catalog, then select **Refresh Catalog** from the shortcut menu that opens.

Viewing Information

You may want more information about an application than the Service list provides. If you would like to know the vendor, version, size, and date the application was installed, you can either add these columns to the Service list or click **Show Extended Information**  in the expanded service box.

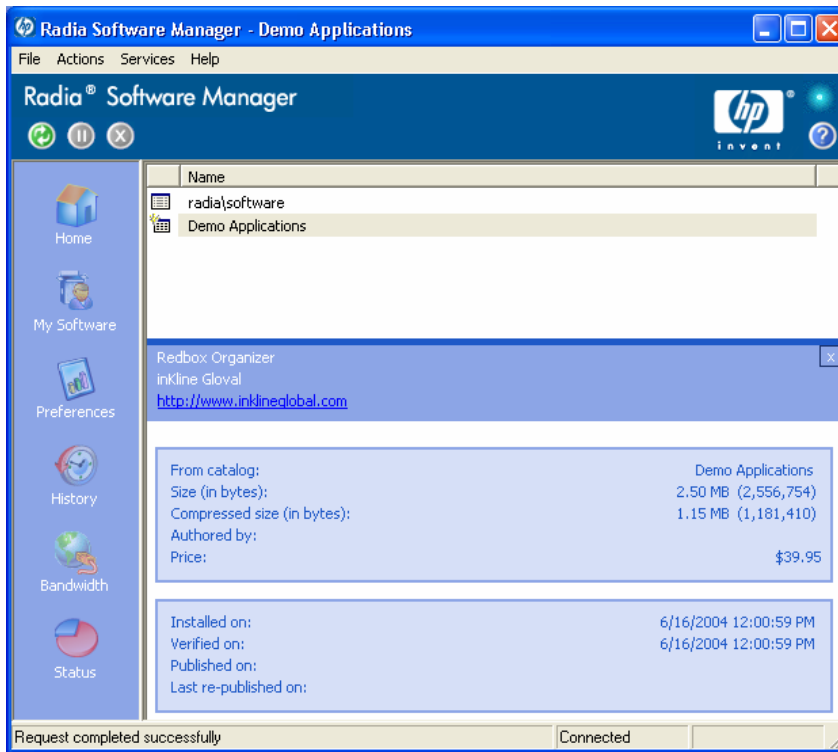
If you would like more information from the manufacturer, click on the link provided.

To view more information

- In the Service list, select the appropriate software, and click **Show Extended Information** .



You can also right-click the appropriate software, select **Properties**, then select **Information from the shortcut menu that opens**.




Click the corresponding **Cancel** button to return to the Service list.

Removing Software

Use the **Remove** button  to remove software from your computer.

To remove software

- 1 Select the software that you want to remove.
- 2 Click **Remove** .
- 3 Click **Yes** if you are asked to confirm that you want to remove the application.



You can also right-click the name of the installed software that you want to remove, then select **Remove** from the shortcut menu that opens.

System Tray

The System Tray icon provides status and statistics information, as well as pause and cancel mechanisms to the subscriber. The System Tray icon sits in listen mode, and accepts requests for the display of dialog boxes and status information that will be shown when the Software Manager needs user interaction.

An icon shows in the System Tray area of the Task Bar. By moving your cursor over the icon, you can see one of three states depending on what the Radia Client is doing at the time.

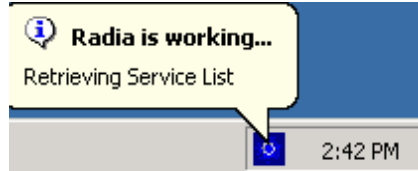
- **Idle**

When the System Tray is in listen mode, the icon is static.



- **Active**

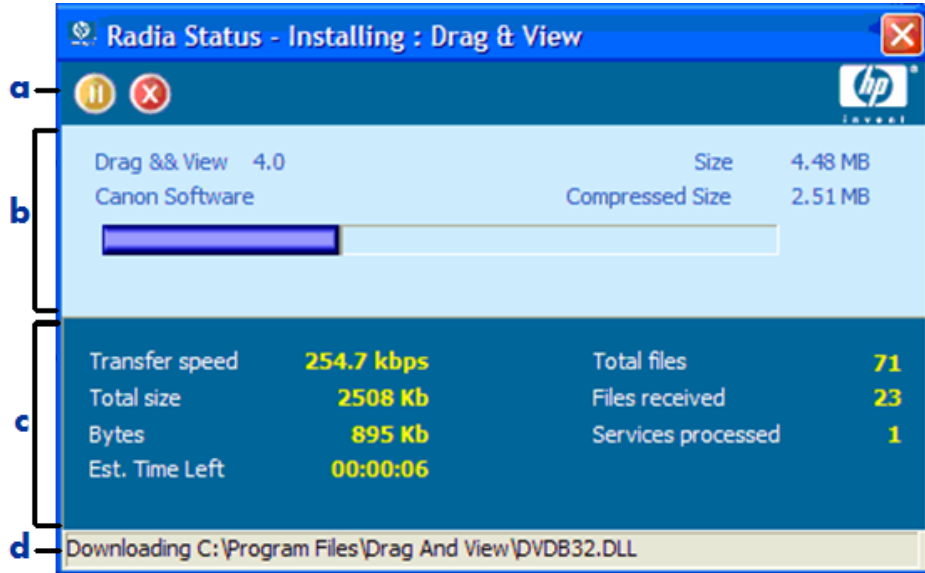
The icon becomes active when the Software Manager is working or when user intervention is required. The icon animates and an informational bubble will appear when you move your cursor over the icon. The bubble provides information on the type of activity that is occurring. If a critical notify occurs, the bubble will popup automatically:



- **Console View**

The Console View can be launched by the shortcut menu that is available when you right-click on the icon, or by double-clicking on the icon. The Console view appears as shown in the figure below.

Figure 34 Radia Status



Legend

- a** Button bar
- b** Information panel
- c** Status area
- d** Status message

The Console View contains the following parts:


- **Button Bar**
Contains buttons for Pause and Cancel, and a logo that animates when Radia is actively working.
- **Information Panel**
Contains information about the service that is currently being processed, as well as a progress bar that shows the percentage finished.
- **Status Area**
Contains statistics about the current processes, including transfer speed, total size of transmission, bytes received, estimated time left of transmission, total files to be transmitted, number of files received, and number of services processed.

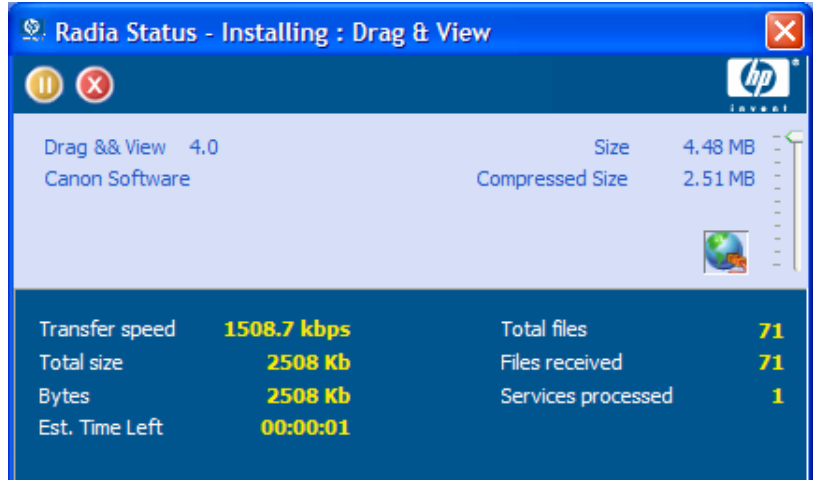
- **Status Message Area**

The Status Message Area shows a message about the current process.

- **Bandwidth Control**

— If you set bandwidth throttling for the Service on the Radia

Configuration Server, and you click the bandwidth toggle button  in the System Tray Console, a slider for bandwidth control appears. Adjusting the slider will result in the bandwidth throttling value being changed.



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