
HP OpenView Server Management Using Radia for Windows Terminal Server and Citrix Support

for the Windows operating system

Release Notes

Software version: 4.2 / 15 November 2005

This document provides an overview of the Windows Terminal Server and Citrix Support for HP OpenView Server Management Using Radia for Release 4.2.

It contains the following information.

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In This Version

Windows Terminal Services is a thin-client server available on Windows 2003 Server, Windows 2000 Server, and Windows NT 4.0 Terminal Server Edition. With Terminal Services, the processing of one or more applications is moved completely off of a user's desktop and onto a centralized server. Only screen, mouse, and keyboard information is passed between the client and the server.

The Server Management Suite provides the ability to install and manage applications in a Windows Terminal Server environment for applications to be run by Windows Terminal Server clients, and for applications to be run locally on the Windows Terminal server.

As part of the application deployment process, the Terminal Server and Citrix component automatically manages the Install and Execute modes in which a Windows Terminal Server can install and maintain applications. Before installing or updating an application, this component will query the Windows Terminal Server for active sessions, prompt users to logoff, and, if needed, disconnect user sessions. Upon completion of the installation, the Windows Terminal Server is brought back online to accept incoming user sessions.

Documentation Updates

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

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

To check for recent updates or to verify that you are using the most recent edition, visit the following URL:

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

- 1 In the Product list, click the product name.
- 2 In the Version list, click the version number.
- 3 In the OS list, click the OS type.
- 4 In the document list, click the document title.
- 5 To retrieve the document, click **Open** or **Download**.

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

<http://www.adobe.com>

Installation Notes

Installation requirements, as well as instructions for installing Support for Windows Terminal Server and Citrix, are documented in the *Installation and Configuration Guide for Windows Terminal Server and Citrix Support for HP OpenView Server Management Using Radia* provided on the media.

This version includes:

- New classes in the Configuration Server Database.
- Files needed to run the Terminal Server/Citrix component of Server Management.

Prerequisites

To use this feature, you must own a Server LTU for Application Manager using Radia.

Client Installation

The Application Management client is installed as part of the HP OpenView Server Management Client Using Radia (Server Management Client). You must first install the 4.1 client, and then apply maintenance.

To upgrade to Release 4.2

- 1 Be sure to have a backup of your Configuration Server Database before making any changes to the Database.
- 2 Copy three files: `import.txt`, `SERVER_MAINT_42.XPI`, `SERVER_MAINT_42.XPR` from the `\Agent Maintenance\` folder of the installation CD, to your Radia Configuration Server BIN directory. The location of this directory is usually `\Novadigm\ConfigurationServer\bin`.
- 3 Stop the Radia Configuration Server service.
- 4 Open a command prompt, change directories into the BIN folder and run this command: `ZEDMAMS ZFILE IMPORT.TXT`
- 5 Verify that the `zedmams.log` ends with a return code less than or equal to 4.
- 6 Restart the Radia Configuration Server service.
- 7 The next time the Server Management client computer connects to the Configuration Server, the client files will be updated. You *must* include `mnt=y` on the command line or have `RADSETUP.MNT=Y` for maintenance to be performed.

For more information on Self-maintenance, see *OV-EN018048 - Best Practices for Implementing Self-maintenance on Radia Management Clients, Version 4.0* on the HP OpenView Support Web site.

Support

Please visit the HP OpenView support web site at:

<http://www.hp.com/managementsoftware/support>

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 being able to:

- Search for knowledge documents of interest
- Submit and track progress on support cases
- Submit enhancement requests online
- Download software patches
- 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

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

To find more information about support access levels, go to the following URL:

http://www.hp.com/managementsoftware/access_level

To register for an HP Passport ID, go to the following URL:

<http://www.managementsoftware.hp.com/passport-registration.html>

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