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# HP Configuration Management

## Client Configuration Manager

for Windows® operating systems

### Release Notes

**Software version:** 2.11 / February 2008

This document provides an overview of the changes made to HP Client Configuration Manager (CCM) for the 2.11 version. It contains important information not included in the manuals or online help.

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## In This Version

New features introduced in the CCM 2.11 release appear in bullets that contain **2.11**. All other features were part of the CCM 2.10 release.

- **2.11:** Support added for Windows 2008 Server Standard and Enterprise.
- Support added for Windows Vista 32 bit and 64 bit. This includes Software, Patch, and OS deployments.
- Additional default dynamic group types added: All TPM Capable Devices and All Windows Vista Devices.
- Inventory reporting enhanced to include:
  - BIOS Version, Vendor, and BIOS release date.
  - UUID, MAC address, and asset tag.
  - Flash ROM size for thin client devices (SMBIOS.FLASHMEM).
  - New attribute (ZCONFIG.TPMCHIP) identify a device that contains a TPM chip.
- Improved device management scalability and other performance improvements over 2.0.
- Updated for database import performance improvements. Database import logic is now handled by stored procedures at the database level, and results in dramatic database import performance improvements over releases.

**NOTE: Before implementing CCM 2.11, be sure to apply all available patches for this release.**

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## 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:

**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.
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- 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>

## Documentation Errata

- **2.11:** The Publisher installation file referred to in the documentation is incorrect and should be: **CCM-Admin51.msi**.

## Installation Notes

Installation requirements, as well as instructions for installing CCM, are documented in the product guide provided in Adobe Acrobat (.pdf) format. The document file is included on the product's CD media.

## Software and Hardware Requirements

The following tables contain the software and hardware requirements for the CCM 2.11 release.

**Table 1 CM 2.11 Client Configuration Manager Support**

Vendor	OS Name	OS Version #	Thin Client Model	bits	chipset	CCM Server	CCM Agent
Microsoft	Windows	95		32	x86	N	N
Microsoft	Windows	98		32	x86	N	N
Microsoft	Windows	NT SP6a		32	x86	N	N
Microsoft	Windows	2000 Prof SP4		32	x86	N	Y
Microsoft	Windows	XP Prof SP2		32	x86	N	Y
Microsoft	Windows	2000 Server SP4		32	x86	Y	Y
Microsoft	Windows	2003 Server SP2		32	x86	Y	Y
Microsoft	Windows	2003 Server R2 SP2		32	x86	Y	Y
Microsoft	Windows	2008 Server Standard, Enterprise		32	x86	N	Y
Microsoft	Windows	Vista Business, Enterprise, Ultimate		32	x86	N	Y
Microsoft	Windows	XP Prof SP2		64	AMD64/EM64T	N	Y
Microsoft	Windows	Vista Business, Enterprise, Ultimate		64	AMD64/EM64T	N	Y
Microsoft	Windows	2003 Server SP2		64	AMD64/EM64T	Y	Y
Microsoft	Windows	2003 Server R2 SP2		64	AMD64/EM64T	Y	Y
Microsoft	Windows	2008 Server Standard, Enterprise		64	AMD64/EM64T	N	Y
Microsoft	Windows Xpe	Xpe SP2	5720	32	Thin Client	N	Y
Microsoft	Windows CE	CE 5.0	5520	32	Thin Client	N	Y
Microsoft	Windows Xpe	Xpe SP2	5730	32	Thin Client	N	Y
Microsoft	Windows CE	CE 5.0	5530	32	Thin Client	N	Y
Microsoft	Windows CE	CE 6.0	5530	32	Thin Client	N	Y
Debian	Linux	Debian Linux 3.1	5725	32	Thin Client	N	Y
Debian	Linux	Debian Linux 4.0	5735	32	Thin Client	N	Y
HP	HP Thin Connect	HP Thin Connect	5135	32	Thin Client	N	Y

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## Known Problems, Limitations, and Workarounds

New issues introduced in the CCM 2.11 release appear in bullets that contain **2.11**. All other features were part of the CCM 2.10 release.

- **2.11:** When upgrading a version 5.10 Management Agent to version 5.11, if the version 5.10 Administrator was installed, the upgrade will be successful, but the CCM console will still display the Management Agent version as 5.10.
- **2.11:** Windows Installer version 3.1 is required on target devices receiving patch updates from CCM. For information on Windows Installer 3.1, refer to the following Microsoft article, <http://support.microsoft.com/kb/893803/en-us>.
- **2.11:** After installing the Management Agent to a Windows CE 5.0 device, and before running the Image Preparation Wizard, you must create a link to the Notify daemon in the StartUp folder. You can do this using Windows Explorer:

- 1 Copy `\hard disk\Program Files\HP\OVCM\radexecd`.
- 2 **Paste Shortcut** to `\hard disk\StartUp` folder.
- 3 Rename the shortcut from **Shortcut to radexecd** to **radexecd**.

These steps do not apply to Windows CE 6.0.

- **2.11:** After deploying the 2.11 Management Agent, the Application Self-service Manager catalog may incorrectly display the updates required icon next to deployed applications (Settings Migration Manager, Publisher, and TPM Enablement). Removing and redeploying these applications will remove the updates required icon.
- **2.11:** When capturing or deploying an image using the Service Operating System with the local language set to German and French, special characters do not display properly.
- **2.11:** The directory on the product media previously called `OSManagement\winpe_build` is now named `\CustomBuild`. This directory contains `build_scripts.zip` and a new directory, `\lang_support` which contains `winpe_cjk.wim` and `\i18n`.
- **2.11:** The default `winpe.wim` file does not support I18N. To support I18N, use `winpe_cjk.wim` from the CCM media directory, `OSManagement\CustomBuild\lang_support`.
- **2.11:** Microsoft SQL Server Service Pack 4 is required for CCM version 2.11.
- **2.11: Note:** The following steps apply to Management Agents that were **not** upgraded using the CCM console to deploy the latest Management Agent. If the new Management agent was deployed from the CCM console, the following steps are not required.

After migrating to version 2.11, you will need to enable self-maintenance for Management Agents to receive the latest `rma.tkd`. To do this:

- 1 Copy the latest `rma.tkd` from the CCM media directory `\RadAgent\rma` to your CCM installation directory:

```
..\ManagementPortal\media\extended_infrastructure\management_agent\rma
```

**Note:** You will need to create this directory.

- 2 Obtain the build number for `rma.tkd` by running the following command:

```
..\ManagementPortal\nvdkit version rma.tkd
```

- 3 Create a text file called **selfmaintenance** with the following parameters and values:

```
criticalRMABuildNum    rma_build
expectedRMABuildNum   rma_build
proactiveupgrade       0
```

Where `rma_build` is the build number you found in step 2.

**Note:** Do not use tab characters to separate parameters and values. Also, the filename should **not** contain an extension (for example .txt).

- 4 Place the selfmaintenance file in the following CCM installation directory:  
..\ManagementPortal\media\extended\_infrastructure\management\_agent

- **2.11:** Instructions for connecting the CCM database using SQL Server 2005 are as follows:
  - 1 From the CCM media, copy the Database folder to a location that your SQL Server can access.
  - 2 Open SQL Server Management Studio. The **Connect to Server** window opens.
  - 3 In the **Authentication** box, select **SQL Server Authentication** and login as **sa** (or the appropriate name assigned by your database administrator).
  - 4 Click **Connect**.
  - 5 Right-click **Databases** and select **Attach...**
  - 6 Click **Add** and browse to the Database folder that you copied, and select **CCMDB\_Data.MDF**.
- **2.11:** On Thin Client device models T5735, before running the Image Preparation Wizard, you must:
  - 1 Delete the z25\_persistent-net.rules file (from /etc/udev/rules.d/z25\_persistent-net.rules).
  - 2 Install the Management Agent.
  - 3 Finally, delete the line that contains -devdn in the /mnt/opt/OVCM/IDMLIB/rma.cfg file.
- **2.11:** Thin Client device model T5135 requires that the /mnt partition be expanded before installing the Management Agent. To do this, you can use the CCM Image Preparation Wizard CD-ROM to boot the device and expand the partition. Note that this method requires an external CD-ROM.
  - 1 Boot the T5135 device using the Image Preparation Wizard CD-ROM.
  - 2 When prompted for the ROMS server IP address, press Alt-F2. This will start a new session.
  - 3 Run the command: `mount /dev/hda3 /mnt`
  - 4 Change directory to /mnt : `cd /mnt`
  - 5 Back up the partition using the following command: `tar -cvf /work/mnt.tar .`
  - 6 Change to the root directory : `cd /`
  - 7 Unmount the /mnt directory: `umount /mnt`
  - 8 Repartition /dev/hda3 using the following command: `fdisk /dev/hda`
  - 9 Respond to each prompt with the following values (in **bold**):
    - a Command (m for help): **d**
    - b Partition number (1-4): **3**
    - c Command (m for help): **n**
    - d Command action e extended p primary (1-4): **p**
    - e Partition number (1-4): **3**
    - f First cylinder (36-62, default 36): **<Enter>**
    - g Last cylinder or +size or +sizeM or +sizeK (36-62, default 62): **<Enter>**
    - h Command (m for help): **w**
  - 10 Create a file system on /dev/hda3 using the following command: `mkfs.ext2 /dev/hda3`
  - 11 Run the command: `mount /dev/hda3 /mnt`

- 12 Change directory to /mnt : cd /mnt
- 13 Restore the partition using the following command: tar -xvf /work/mnt.tar
- 14 Change directory to / : cd /
- 15 Unmount the /mnt directory: umount /mnt
- 16 Remove the Image Preparation Wizard CD-ROM.
- 17 Reboot the device.

- **2.11:** On Thin Client device models T5135, before running the Image Preparation Wizard, you must:
  - 1 Delete the Computer Name line in /etc/configedit/config.ini.
  - 2 Install the Management Agent. From the HP Thin Connect console, click Settings, go to the Management Tab and select the **Start Altiris** check box to ensure the CCM Management Agent starts after the device is restarted. If you will be publishing .WIM files, you must install Microsoft's Windows Automated Installation Kit (WAIK) to the default location on the C:\ drive of the device that will be used to publish the operating system resources. WAIK is available from the Microsoft web site. It is not included as part of a normal Vista installation.
- The 2.11 CCM Management Agent installation will remove a version 2.00 Publisher (installing a version 2.11 Publisher over an existing version 2.10 Publisher will not result in this issue). If you had used the CCM console to deploy the Publisher, you will still need to use the Software Removal wizard to remove any existing Publisher meta data. Refer to the CCM Migration Guide for additional details on the upgrade process.
- Locale configuration of the Linux Service OS during LSB deployment is not supported.
- Management Agent installation on Linux thin clients: The administrator must manually create the directory /mnt/opt/OVCM on Linux thin client target devices in order for the Management Agent to install properly.

#### Usage Collection Agent not upgraded after CCM is upgraded to 2.11.

PROBLEM:	The Usage Collection Agent is not upgraded after migrating to CCM version 2.11.
CAUSE:	The agent is not redeployed until a usage filter is modified.
WORKAROUND:	To force the new Usage Collection Agent to be upgraded, modify an existing filter. Filters are located in the Usage Collection tab in the Reporting area of the CCM console's Configuration tab.

#### Linux Thin Client Machine Name displayed in CCM console changes

PROBLEM:	The machine name of Linux thin client devices in the CCM console changes.
CAUSE:	Machine name is changed to localhost based on the configuration of the /etc/ hosts file
WORKAROUND:	No workaround.

#### Session timeout when importing services

PROBLEM:	When importing a service that takes longer than 15 minutes, you receive a session timeout message when the import completes.
CAUSE:	Service takes longer than 15 minutes to import.
WORKAROUND:	Log out and then log back in to the console to see the newly imported service.

#### Connection to Oracle 10g fails on 64-bit (x64) machine with Oracle Message ORA-12154

PROBLEM:	You are attempting to connect to the Oracle 10g database from a Windows platform using ODBC programmatic interfaces. After installing 32-bit Oracle Client Software on a 64-bit Windows operating system you receive the following error:
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	"ORA-12154: TNS:could not resolve the connect identifier specified"
CAUSE:	Known Oracle issue when running Oracle version 10.2.0.1 on x64 Windows platforms.
WORKAROUND:	Oracle has released a patch to resolve the issue. Obtain and apply the Oracle patch set 10.2.0.3.

#### Migration of CCM 2.0 to CCM2.1 is not supported for non-ASCII database

PROBLEM:	The migration scripts distributed with CCM 2.10 do not allow for migration of CCM 2.0 for databases with non-ASCII characters
CAUSE:	The migration scripts did not account for non-ASCII character migration.
WORKAROUND:	<b>Resolved in version 2.11</b>

## Support

You can visit the HP Software support web site at:

**[www.hp.com/go/hpsoftwaresupport](http://www.hp.com/go/hpsoftwaresupport)**

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

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- Submit and track support cases and enhancement requests
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To find more information about access levels, go to:

**[http://h20230.www2.hp.com/new\\_access\\_levels.jsp](http://h20230.www2.hp.com/new_access_levels.jsp)**

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