

# HP Client Automation Starter and Standard

## New Features and Release Notes

**Software version:** 7.50 / May 2009



### IMPORTANT NOTE:

With the introduction of Client Automation, version 7.20, HP has simplified and streamlined the installation, configuration, and use of our product by introducing two new server components: the [Core and the Satellite](#). These components provide an end-to-end experience that encompasses all of our product capabilities.

The **Core** and **Satellite** (see the *HPCA Core and Satellite Getting Started and Concepts Guide* in the `Documentation` directory of the HPCA media) are available to new Enterprise, Starter, and Standard license edition customers who use **Windows Servers** as their primary infrastructure platforms or existing customers who are migrating from a version 7.20 Core and Satellite implementation.

Existing customers, and new customers who require **UNIX** infrastructure support, should consult the *HPCA Configuration Server, Portal, and Enterprise Manager Getting Started Guide* for information on alternative methods for installing, configuring, and using HP's **Client Automation** infrastructure.

This document provides an overview of the changes made to the HP Client Automation (HPCA) Starter and Standard products for the 7.50 release. It contains a bulleted list of new features and functionality for each product and tables that show current software and hardware support for each product.

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## In This Version

- With the release of HPCA 7.50, HPCA Starter and Standard are now included as part of the Core and Satellite installations. Depending on your active license, different features will be available in the Core and Satellite Consoles. Refer to the *HP Client Automation Core and Satellite Getting Started and Concepts Guide* for more information.
- Many new features were added to and consolidated in the Core Console. See the section, Enhancements and Known Issues for details. For additional information about the features now included with Core servers, refer to the *HP Client Automation Core and Satellite Getting Started and Concepts Guide*.

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## Documentation Updates

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

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

Always check the HP Software Product Manuals web site to verify that you are using the most recent version of this release note and check for updated product manuals and help files. This web site requires that you have an HP Passport ID and password. If you do not have one, you may register for one at:

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

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

Once you have your HP Passport ID and password, go to:

**<http://h20230.www2.hp.com/selfsolve/manuals>**

- 1 In the Product list, scroll to and click the product name, e.g., Client Automation.
- 2 In the Product version list, scroll to click the version number.
- 3 In the Operating System list, scroll to click the operating system.
- 4 In the Optional: Enter keyword(s) or phrases box, you may enter a search term, but this is not required.
- 5 Select a search option: Natural language, All words, Any words, or Exact match/Error message.
- 6 Select a sort option: by Relevance, Date, or Title.
- 7 A list of documents meeting the search criteria you entered is returned.
- 8 You can then filter the documents by language. Click the down arrow next to **Show Manuals for: English**. Select another language from the drop-down list.
- 9 To view the document in PDF format, click the PDF file name for that document.

**NOTE:** To view files in PDF format (\*.pdf), Adobe® Acrobat® Reader must be installed on your system. To download Adobe Acrobat Reader, go to: **<http://www.adobe.com>**.

## Documentation Library Changes for 7.50

The following changes were made to the documentation library for this release.

- Added new user guides for Starter and Standard based on the new product model for Windows:
  - *HP Client Automation Core Starter User Guide*
  - *HP Client Automation Core Standard User Guide*
- Existing information was combined to create a single installation-and-concepts guide for HPCA Core and Satellite for Starter, Standard, and Enterprise license users:
  - *HP Client Automation Core and Satellite Getting Started and Concepts Guide*
- The user guide for Out of Band Management is now included on the HPCA media:
  - *HP Client Automation Out of Band Management User Guide*

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## Software and Hardware Requirements

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

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

In addition, HP Software support for operating systems no longer supported by the original operating system vendors (custom support agreements notwithstanding) will terminate at the same time as the vendor's support for that operating system.

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

The following table contains the software and hardware requirements for this release.

**Table 1 Platform Support**

Vendor	OS Name	OS Version #	bits	chipset	Server	Agent
Microsoft	Windows 2000	Professional SP4	32	x86	N	Y
Microsoft	Windows XP	Professional SP3	32	x86	N	Y
Microsoft	Windows XP	Professional SP2	64	AMD64/EM64T	N	Y
Microsoft	Windows Vista	Business/Ent. SP1	32	x86	N	Y
Microsoft	Windows Vista	Business/Ent. SP1	64	AMD64/EM64T	N	Y
Microsoft	Windows 2000	Server SP4	32	x86	N	Y
Microsoft	Windows 2003	Server SP2	32	x86	Y	Y
Microsoft	Windows 2003	Server SP2	64	AMD64/EM64T	Y	Y

<b>Vendor</b>	<b>OS Name</b>	<b>OS Version #</b>	<b>bits</b>	<b>chipset</b>	<b>Server</b>	<b>Agent</b>
Microsoft	Windows 2003	Server SP2	64	Itanium	N	Y
Microsoft	Windows 2003	Server R2 SP2	32	x86	Y	Y
Microsoft	Windows 2003	Server R2 SP2	64	AMD64/EM64T	Y	Y
Microsoft	Windows 2003	Server R2 SP2	64	Itanium	N	Y
Microsoft	Windows 2008, SP2	Server Std/Ent	32	x86	Y	Y
Microsoft	Windows 2008	Server Std/Ent	64	AMD64/EM64T	Y	Y
Microsoft	Windows 2008	Server Std/Ent	64	Itanium	N	Y
HP	HP-UX	11.23, 11.31	64	PA-RISC 2.0	N	N
HP	HP-UX	11.23, 11.31	64	Itanium	N	N
Sun	Solaris	9, 10	64	SPARC	N	N
Sun	Solaris	9, 10	32	x86	N	N
Sun	Solaris	9, 10	64	AMD64/EM64T	N	N
Novell	SuSE Linux Entrprs Desktop	9 SP4, 10 SP1	32	x86	N	N
Novell	SuSE Linux Entrprs Desktop	9 SP4, 10 SP1	64	AMD64/EM64T	N	N
Novell	SuSE Linux Entrprs Server	9 SP4, 10 SP1	32	x86	N	N
Novell	SuSE Linux Entrprs Server	9 SP4, 10 SP1	64	AMD64/EM64T	N	N
Novell	SuSE Linux Entrprs Server	10	64	Itanium	N	N
Red Hat	Enterprise Linux Desktop	4.7, 5.3	32	x86	N	N
Red Hat	Enterprise Linux Desktop	4.7, 5.3	64	AMD64/EM64T	N	N
Red Hat	Enterprise Linux Server, AP	4.7, 5.3	32	x86	N	N
Red Hat	Enterprise Linux Server, AP	4.7, 5.3	64	AMD64/EM64T	N	N
Red Hat	Enterprise Linux Server, AP	4.7, 5.3	64	Itanium	N	N
Apple	Mac OS X	10.4, 10.5	32/64	Intel	N	N
Apple	Mac OS X	10.4, 10.5	32/64	PowerPC	N	N
IBM	AIX	5.3	64	PPC	N	N

## Thin Client Support

**Table 2 Supported Thin Client Devices**

Model	Operating System
T5720	XPE
T5725	Debian
T5730	XPE
T5735	Debian
T5530	Win CE 6.0
T5630	WES, XPE
T5545	ThinPro
T5540	WinCE 6.0
gt7720	WES, XPE
gt7725	ThinPro GT

## Database Servers

The following table lists the database servers that are supported for HPCA products. Refer to the product documentation for limitations and additional information.



For the supported databases for Intel SCS (required for OOBM functionality), refer to the *Intel AMT SCS Version 5.0 Installation Guide* located in the Media\oobm\win32\AMT Config Server directory on the HPCA Core media.

**Table 3 Supported Database Servers**

Database Server	Version
Microsoft SQL Server	2005
	2008
SQL Express	2005
	2008

## MS SQL Server Requirements

- MS SQL Server must be configured to use static ports. For information on how to use static ports, refer to your SQL Server documentation.

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## Installation Notes

You can find installation instructions for each product in its respective Getting Started or Installation and Configuration guide. These guides, in Adobe Acrobat (.pdf) format, are on the product DVD in the \Documentation directory. You can also find them on the HP Software Product Manuals web site. See [Documentation Updates](#) on page 2 for the URL and instructions on how to find them.

For Core and Satellite Server installations, refer to the *HP Client Automation Core and Satellite Getting Started and Concepts Guide*.

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## Migration Notes

Review the following migration notes for information about migrating to the current version of HPCA.

- If your current version is **HPCA Starter** or **Standard**, version **2.11** or **7.20**, migrate to version 7.50 of the Core and Satellite servers.

Refer to the *HPCA Starter and Standard Migration Guide*. Previous versions of HPCA Starter and Standard, and Client Configuration Manager must be migrated to version 2.11 before they can be migrated to version 7.50 Core and Satellite.

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## Enhancements and Known Issues

This section contains information about new features and functionality and known issues.

- With the release of HPCA 7.50, HPCA Starter and Standard are now included as part of the Core installation. Depending on your active license, different features will be available from the Core Console. Refer to the *HP Client Automation Core and Satellite Getting Started and Concepts Guide* for more information. Additionally, HPCA Starter and Standard and HPCA Enterprise now use the same HPCA agent and Console.
- New Innovations
  - Operational Dashboards
  - Mobile, Virtual Perspectives. Perspectives enable you to limit the information displayed in the dashboard panes to certain types of devices.
  - Out-of-Band Management. The Out of Band Management (OOBM) features available in the HPCA Console enable you to perform out of band management operations regardless of system power or operating system state.
- Enhancements
  - Integrated PXE
  - Remote OS Capture
  - Role-based access. There are various levels of administrative authority (roles) that can be assigned to users. Assign a role to a user based on the access- and management-permissions that you want available to the user. Roles include Administrators, Operators, and Reporters.
  - Personality Backup and Restore. New and improved feature for backing up and restoring user settings.

- Improvements
  - Enhanced hardware alerts (SMART)
  - WIM images greater than 4GB, Windows XP deployment (WinPE/ImageX)
  - Vista Session 0 prompts
- Improved Thin Client Management
  - Out-of-box registration. The **HPCA Registration and Loading Facility (RALF)** is an agent component that is available for thin-client devices that are managed by an HPCA Core infrastructure. RALF auto-registers the device with the HPCA infrastructure, and manages the HPCA agent installation, which is initiated from the Console.
  - File-based write filter

**\*\*RESOLVED\*\*** [Core/Satellite with OS Mgr: Deploying a Linux image that spans multiple resource files is not supported](#)

PROBLEM:	Deploying a legacy image created under Linux SOS that is spanned will fail; any image that requires spanning and is put in more than one resource file (such as ImageName .img, ImageName .002, ImageName .003, etc.) will fail.
CAUSE:	In the Core/Satellite environment, the files being downloaded are not being properly handled.
WORKAROUND:	Resolved in version 7.50

**\*\*RESOLVED\*\*** [Core/Satellite with OS Mgr: Install from CD/DVD option fails](#)

PROBLEM:	Using the <b>Install from CD/DVD</b> option from the ImageDeploy.iso will fail.
CAUSE:	In the Core/Satellite environment, files cannot be correctly expanded on the disk due to an invalid header.
WORKAROUND:	Resolved in version 7.50

**\*\*RESOLVED\*\*** [Core/Satellite with OS Mgr: "Boot steering failed" message appears when WinPE SOS runs](#)

PROBLEM:	<p>On internationalized platforms, such as Traditional Chinese, deploying Windows based images from the WinPE service OS may fail if the system initially booted into the Linux service OS.</p> <p>This may happen if the Linux service OS is unable to deploy the OS service (for example, a .WIM image that must be deployed by WinPE). Any image deployment or hardware configuration element that references an internationalized OS service name or hardware configuration (LME) name which must be handled under the WinPE service OS requires that the system boot into the WinPE service OS first to identify and handle the internationalized OS or Hardware Configuration object name.</p>
CAUSE:	The XML document that includes the Hardware Configuration Element (LME) and OS service names, provided with the CA infrastructure, is not encoded consistently when switching between the WinPE service OS and the Linux service OS.
WORKAROUND:	Resolved in version 7.50

**\*\*RESOLVED\*\*** Core: Upgrading a license file from the Core console Settings page does not update all component service licenses

PROBLEM:	After using the Core console Settings page to upgrade the license file, a component service may still report that the license is invalid. For example, this is a known issue with Patch Manager.
CAUSE:	The component modules that require the updated license file may not be receiving the new license contents that were supplied through the Core console Settings page.
SOLUTION:	Resolved in version 7.50

**\*\*RESOLVED\*\*** Installing the Core or Satellite onto a server with TCP port 3466 in use will fail

PROBLEM:	The Core and Satellite installations will fail (without any indication of the error) if the default TCP port 3466 is already in use.
CAUSE:	The installation programs are not validating that the required TCP port 3466 is available.
SOLUTION:	Resolved in version 7.50

**\*\*RESOLVED\*\*** Thin Client Service required for Windows CE Thin Client support also named the Mini Management Service

PROBLEM:	The HP Client Automation Thin Client service that is required to support Windows CE Agents on a Core or Satellite server is named the Mini Management Service in the traditional Client Automation environment.
CAUSE:	The mmms service required for Windows CE Thin Client support was assigned different display names in different product areas.
SOLUTION:	Resolved in version 7.50

**\*\*RESOLVED\*\*** Core: Connection errors may be seen if default configuration for Enterprise Manager and Live Network is not reviewed

PROBLEM:	The Core configuration automatically places default settings in the Enterprise Manager configuration of the Live Network reporting database. Using these default settings as is may result in connection errors.
CAUSE:	The default configuration for the Live Network reporting database may not be accurate for all database configurations, such as a SQL Server database using dynamic ports.
SOLUTION:	Resolved in version 7.50

**\*\*RESOLVED\*\*** Configuration file error causes Multicast Server to not work

PROBLEM:	The HPCA Multicast Server does not work.
CAUSE:	The <code>mcast.cfg</code> configuration file needs to be modified.
WORKAROUND:	Resolved in version 7.50



**\*\*RESOLVED\*\*** [Core and Satellite: WinCE Agent support fails due to incorrect port numbers in the RMRAM.INI file](#)

PROBLEM:	After installing the WinCE Agent, some of the port numbers in the RMRAM.INI file are configured incorrectly for a Core and Satellite environment.
CAUSE:	A single CAB file is used to install WinCE Agents in both the CAE and Core and Satellite environments. The default values for RPD_PORT and RIM_PORT in the RMRAM.INI file are correct for a CAE environment, but not correct for a Core and Satellite environment. These RPD_PORT and RIM_PORT numbers must be manually changed to 3466 after the HPCA Agent is installed.
WORKAROUND:	Resolved in version 7.50

**\*\*RESOLVED\*\*** [Core/Satellite with large files: Very slow downloads](#)

PROBLEM:	In certain cases, you may experience very slow downloads of large files, such as OS images or other large files.
CAUSE:	The Apache web server that is acting as the proxy server for all resource downloads may need additional tuning to optimize it for faster transfer of large files.
WORKAROUND:	Resolved in version 7.50.

**\*\*RESOLVED\*\*** [Core with Reporting Server: Error page is displayed when setting data filters as Operating System](#)

PROBLEM:	The column width of <code>devicecache.filtervalue</code> created for the Reporting database table <code>rrs_devicecache</code> is too short.
CAUSE:	The Prerequisite scripts used by the Core server to create this column have the wrong value. If the table is created directly using the Reporting Server, the column is defined correctly.
WORKAROUND:	Resolved in version 7.50.

[Users with a UTF-8 password can't login \(password contains non-ASCII characters\)](#)

PROBLEM:	When a user account created in the console has a UTF-8 password (a password that contains non-ASCII characters), they are unable to log in.
WORKAROUND:	ASCII passwords must be used.

[Core: Backup of the Portal LDAP Directory is not supported on the Core server](#)

PROBLEM:	When running the Portal as a Windows NT Service (e.g., from a Core server or CAS installation), the <code>ENABLE_BACKUP</code> configuration parameter for the Portal is set to 0 and must be kept at 0.
CAUSE:	We do not support the current CAE Portal backup and replication (secondary slapd and slurpd processes) in a Windows NT Service configuration.
WORKAROUND:	There is no workaround for the current release. The <code>ENABLE_BACKUP</code> configuration parameter for the Portal must be kept at 0 (disabled).  The current process-based slapd/slurpd mechanisms are being deprecated. These processes are being superceded with Windows NT Service management and will leverage OpenLDAP's multi-master replication mechanism in upcoming releases.

### Cannot use NTLM as authentication protocol between HPCA Console and the OOBM SCS Server

PROBLEM:	At this time, you cannot use the NT LAN Manager (NTLM) v2 authentication protocol for the authentication mechanism between the OOB Management Console and the SCS Server.
CAUSE:	This is due to a limitation with the Apache HTTP client used by the HPCA Console.
WORKAROUND:	Until further notice, you must use another authentication mechanism to secure the communication between these components.

### OOB DASH device boots from hard-drive regardless of boot order

PROBLEM:	If the user has included USB in the boot order and if the USB boot source is not bootable, the system will boot from the hard-drive regardless of the other boot sources in the boot order. This will cause a problem when the user is performing boot operations on a DASH device when selecting Operations > Out Of Band Management > Device Management > <DASH Device> -> Remote Operations.
CAUSE:	Due to issues with the Broadcom NetExtreme Gigabit Ethernet Plus NIC-based hardware.
WORKAROUND:	None

### Refresh All fails to update OOB DASH device information

PROBLEM:	The Refresh All operation fails to update OOB DASH device information. This will cause a problem when the user is performing the refresh all operation when selecting Operations > Out Of Band Management > Device Management > Refresh All.
CAUSE:	This is a known issue.
WORKAROUND:	Select all of the DASH devices explicitly (DASH devices can be sorted based on device type) and perform the refresh operation.

### "Empty" shows up in task notification when using the first time setup windows

PROBLEM:	When downloading logs, the message "Unable to find flex application" displays.
CAUSE:	This is typical after a fresh installation of Macromedia Flash Player without closing and restarting the browser.
WORKAROUND:	Note: This condition occurs sporadically—only after a certain series of steps have occurred. Close the browser and re-launch the console application.

### Reporting: Memory Range sort does not function correctly

PROBLEM:	Summary Reports, "count by memory" sort order is incorrect.
CAUSE:	Values are being represented as strings.
WORKAROUND:	None.

### Reporting Data Filters for Memory Less/More Than misleading

PROBLEM:	The Reporting Server “memory less than” and “memory more than” filters do not work as expected.
CAUSE:	Filters will operate as “memory more than or equal to” and “memory less than or equal to.”
WORKAROUND:	To get desired results, use the filters with the understanding that they will work as described in CAUSE.

### OOB DASH device tries all boot sources including ones that are not specified in the boot order

PROBLEM:	If the user selects the persistent boot option, the device will try all the boot sources, including those that are not specified in boot order. This will cause a problem when the user is performing boot operations on a DASH device when selecting Operations > Out Of Band Management > Device Management > <DASH Device> > Remote Operations.
CAUSE:	Issues with the Broadcom NetExtreme Gigabit Ethernet Plus NIC-based hardware.
WORKAROUND:	None

### Cannot change boot configuration setting for OOB DASH device to default and permanent boot

PROBLEM:	It is not possible to change the boot configuration settings to default and permanent boot. The user cannot change this to one time boot. However, the user can change the settings for second boot configuration setting listed to one time boot. This will cause a problem when the user is performing boot configuration settings on a DASH device when selecting Operations > Out Of Band Management > Device Management > <DASH Device> > Boot Configuration.
CAUSE:	The settings are hard coded to the permanent boot configuration setting for the first boot configuration setting listed.
WORKAROUND:	None

### Must perform boot order operation before reboot of OOB DASH devices for one time boot setting

PROBLEM:	If the user selects the boot configuration setting of one time boot for a reboot operation on Broadcom NetExtreme Gigabit Ethernet Plus NIC-based hardware, the user is required to perform the boot order operation before reboot. Otherwise, the remote operation will display erratic behavior. Also note that although the user has performed an explicit boot order operation, after reboot, the boot order will get reset to default boot order. This will cause a problem when the user is performing boot operations on a DASH device by selecting Operations > Out Of Band Management > Device Management > <DASH Device> > Boot Configuration.
CAUSE:	Due to issues with the Broadcom NetExtreme Gigabit Ethernet Plus NIC-based hardware.
WORKAROUND:	None

### Incorrect network controller set as first boot source for OOB DASH devices

PROBLEM:	For Dash-enabled devices, if you change the boot order to make Network the first boot device, it will set the embedded network controller as the first boot source instead of the Broadcom DASH NIC. As a result, the PXE boot from the Broadcom NIC will fail. This is a known issue. This will cause a problem when the user is performing boot operations on a DASH device by selecting Operations > Out Of Band Management > Device Management > <DASH Device> > Remote Operations.
CAUSE:	Due to issues with the Broadcom NetExtreme Gigabit Ethernet Plus NIC-based hardware.
WORKAROUND:	To work around this issue, go into the F10 Setup Advanced menu. The embedded NIC PXE option ROM can be prevented from loading by disabling the NIC PXE Option ROM Download option in the Device Options list. Retry booting from the Broadcom PXE after you have disabled this option.

### DASH devices not showing as OOB devices in groups

PROBLEM:	DASH devices are not listed as OOBM devices in groups under Operations > Out of Band Management > Group Management even though the devices belong to the HPCA static groups. As a result, DASH devices can not be managed as Out Of Band devices through OOBM Group Management.
CAUSE:	Design restriction.
WORKAROUND:	None.

### Deployment of software list to OOB devices stops the Tomcat server service

PROBLEM:	Deployment of the software list stops the Tomcat Server service when OOBM is setup on Windows Server 2008 x64 AMD64T. As a result, the functionality related to Agent Presence is not available on Windows 2008 x64 systems. This will cause a problem when the user is performing the software list deployment operation by selecting Operations > Out Of Band Management > Device Management > Software List Deployment.
CAUSE:	Issue is due to 3rd party dependencies of OOBM.
WORKAROUND:	None.

### Deployment of software list to OOB devices throws network error 26 in TLS mode

PROBLEM:	Deployment of the software list to OOB devices causes the network error of 26 to be thrown in TLS mode. This will cause a problem when the user is performing the software list deployment operation by selecting Operations > Out Of Band Management > Device Management > Software List Deployment.
CAUSE:	Client certificate is not properly configured on HP Client Automation install machine.
WORKAROUND:	Install the client certificate on HP Client Automation installed machine and specify the certificate's subject name as the value for the "ca_server_commonname" property in the config.properties file. Refer to the HPCA Out Of Band Management User Guide for information about installing client certificate and the config.properties file location.

### Cannot go to the next page from the Remote Operations Wizard Task page for OOB devices

PROBLEM:	The Remote Operations Wizard on OOB devices freezes so that you are not able to proceed to the next page. This will cause a problem when the user is performing boot operations on a DASH device by selecting Operations > Out Of Band Management > Device Management > <DASH Device> > Remote Operations.
CAUSE:	Incorrect version of the JRE.
WORKAROUND:	Install JRE version 1.6 or later and select the option in the Internet Explorer to install the JRE plug-in. To select this option, in your Internet Explorer, go to Tools > Internet Options > Advanced and select the Use JRE 1.6 for <applet> (requires restart) option. Restart the Internet Explorer once the JRE is installed and enabled. Note this is a correction for the information provided in the Troubleshooting Chapter of the HP CA Out of Band Management User Guide. The version for JRE is incorrectly stated as 1.5 or later.

### OOBM remote operations fail on vPro device after changing the provisioned state of the device

PROBLEM:	When changing the provisioned state of a vPro device (including changing TLS mode, reprovisioning the device with a different SCS profile, and so on), remote operations on individual or multiple vPro devices fail.
CAUSE:	Inconsistency between the information in the OOBM database and the SCS database.
WORKAROUND:	Select the device for which the provisioned state has changed and click the 'Reload Device Information' button from Operations > Out of Band Management > Device Management screen. Alternatively, click the 'Reload Device Information' button (without selecting a device). The latter takes longer but will refresh all device information so that latest information is loaded into OOBM database and is consistent with the information in SCS database.

### Failure to establish SOL/IDER session on wireless network for OOBM vPro devices

PROBLEM:	OOBM server uses Intel supplied libraries for SOL/IDER operations. The Intel library opens a TCP connection on port 16994-nonTLS/16995-TLS to the remote vPro machine for SOL/IDER operations. This library accepts a number of timeout parameters when establishing a SOL session as well as accepts a number of timeout parameters when establishing an IDER session. On occasion, in a wireless network, the Intel library fails to establish a SOL session while using the default timeout parameters values. This will cause a problem when the user is performing boot operations on a vPro device by selecting Operations > Out Of Band Management > Device Management > <vPro Device> > Remote Operations.
CAUSE:	The vPro device takes a long time to communicate with the OOBM server on wireless communication. This will sometimes cause a timeout for the SOL/IDER operations.
WORKAROUND:	None.

### On OOBM DASH device, one time boot configuration does not reset

PROBLEM:	One time boot configuration on the DASH device is not resetting even after the device reboots. When the one time boot configuration is selected or enabled for any remote operation, it is not unselected or disabled once the remote operation has been successfully completed. Once this problem occurs, all the future remote operations will always use the one time boot configuration. This will cause a problem when the user is setting the one time boot configuration on a DASH device by selecting Operations > Out Of Band Management > Device Management > <DASH Device> > Boot Configuration.
CAUSE:	Issue with the system BIOS.
WORKAROUND:	Change the boot order of the one time one-boot configuration before performing any reboot operation by selecting Operations > Out Of Band Management > Device Management > <DASH Device> > Remote Operations.

### OOBM groups will fail to reload when the OOBM device database does not have the latest devices

PROBLEM:	OOBM groups will fail to reload and the error "No devices with Given Name" is displayed. As a result, groups will not be updated. This will cause a problem when the user is performing the groups reload operation by selecting Operations > Out Of Band Management > Group Management > Reload.
CAUSE:	OOBM database is not updated with the latest devices.
WORKAROUND:	Perform the OOBM device discovery operation again to update to the latest devices. This will solve the groups reload error.

### Nothing appears to be happening when performing OOBM remote operations on vPro device

PROBLEM:	When performing a remote operation on a vPro device, no results or error message is displayed.
CAUSE:	<ul style="list-style-type: none"><li>• Inconsistency between the information in the OOBM database and the SCS database.</li><li>• Unavailability of the device on the network</li></ul>
WORKAROUND:	Close the Device Detail window and open a new one. This should allow you to see the error messages. If the problem is caused by an inconsistency between the OOBM and SCS databases, click the 'Reload Device Information' button under Operations > Out Of Band Management > Device Management > Refresh All.

### Wrong alert subscription status on OOBM device management screen

PROBLEM:	When HPCA is installed on Windows Server 2008 x64 AMD64T, the alert subscription operation, though successful, is incorrectly reported in the status column. This will cause a problem when the user is performing the alert subscription operation on vPro device by selecting Operations > Out Of Band Management > Device Management > Alert Subscription.
CAUSE:	Issue is due to third-party dependencies of OOBM.
WORKAROUND:	None. Alerts, if subscribed to, will be successfully received but status will not be correctly reported.

### Failure to open telnet session for SOL/IDER operations on OOB vPro devices

PROBLEM:	When HPCA is installed on Windows Server 2008 x64 (AMD64T), the telnet session does not open for SOL/IDER operations. The boot operation however is successful and the machine boots from the correct media. The Heal use case is not fully supported due to this issue. For example, the BIOS updates cannot be performed.
CAUSE:	By default, the telnet client is not installed on Windows Server 2008.
WORKAROUND:	You must install the telnet client by using the server manager option in Windows Server 2008.

### Telnet session does not open on the client console for OOBM vPro and DASH devices

PROBLEM:	The telnet session fails to open on the client console for vPro and DASH devices on Windows Server 2003 64-bit platforms.
CAUSE:	OOBM is not able to open the telnet connection.
WORKAROUND:	Use HyperTerminal to view the vPro device text console. Configure the PuTTY client to view the DASH device text console.

### PuTTY client may not show the OOBM DASH client console on Windows 64-bit platforms

PROBLEM:	PuTTY client may not show the DASH client console on Windows 64-bit platforms.
CAUSE:	PuTTY is not able to establish the connection with the client DASH device.
WORKAROUND:	None.

### Can not manage OOB vPro device when Active Directory is installed on Windows Server 2008

PROBLEM:	vPro devices can not be managed Out of Band when Active Directory is installed on Windows Server 2008 and SCS is using the domain account. It causes the SCS login to fail. This will cause a problem when the user is trying to modify the SCS credentials by selecting Configuration > Out Of Band Management > Device Type Selection > Manage vPro Device.
CAUSE:	Third-party dependencies of OOBM.
WORKAROUND:	None.

### I18N issues with OOBM SCS

PROBLEM:	Although HPCA Console can be installed on non English operating systems, there are some restrictions due to dependencies on underlying components and technologies like the hardware BIOS or the Intel SCS. As a result, you cannot enter non English names for several user-defined items, including filters, watchdogs, and policies by selecting Configuration > Out Of Band Management > vPro System Defense Settings. The SOL console for the BIOS setup works only for supported character sets. Similarly, other features may not work as expected in non English locales. Numbers, dates, and time are not being displayed in the format of the non-English operating system's locale.
CAUSE:	Dependencies on underlying components and technologies like the hardware BIOS or the Intel SCS.
WORKAROUND:	None.

### OOB Group Management functionality not supported in non English locales

PROBLEM:	The HPCA Console does not support the OOB Group Management functionality in non English locales. Although you are able to see the listing of non English groups, no operations can be performed on these groups.
CAUSE:	Architectural limitation
WORKAROUND:	None.

### English path separator is displayed on Japanese locale for OOBM features

PROBLEM:	The HPCA Console shows the English path separator on a Japanese locale.
CAUSE:	This limitation is caused by the Intel SCS component.
WORKAROUND:	None

### Apache Server fails to start after enabling SSL and the install path contains non-Western European characters

PROBLEM:	The Apache server fails to start after a Core or Satellite is enabled for SSL and the install path contains non-Western European characters.
CAUSE:	The version of Apache used by the Core and Satellite servers (Apache 2.2.8) contains a known I18N defect in the OpenSSL certificate code; if the Core or Satellite server is installed in a file system path that contains non-Western European characters (cp1251/iso8859-1) then attempts to enable SSL will fail and the Apache server will be unable to start.
WORKAROUND:	If SSL is required on non-Western European systems, install the Core or Satellite server into a file system path that contains only ASCII characters. If necessary, use Windows Add or Remove Programs to remove a previous Core or Satellite server installation.

### Core/Satellite with Personality Backup and Restore for the Standard license

PROBLEM:	OS Deployment attempts to migrate settings although Migrate User Data & Settings is set to No.
CAUSE:	This behavior can occur if a previous OS deployment was attempted to the same device with a Migrate User Data & Settings option of Yes.
WORKAROUND:	If this situation occurs, a migration can be avoided by deleting the NovaPDC.cmd file in the agent installation directory before performing the OS deployment.

### Core/Satellite and CAE Classic with OS Mgr: Prepwiz upload does not check/halt when OSM server is out of disk space

PROBLEM:	The image upload process does not verify that enough free space exists on the OSM server to successfully complete the upload. If not enough free space is available the upload will fail. In a core/satellite environment, the upload completes successfully but the OSM server will fail to store the resulting image files. The partial files will be locked for a few minutes until they are automatically deleted. In a CAE Classic environment, the upload fails and the OSM server will fail to store the resulting image files. The partial files will stay locked until the OSM server is restarted.
WORKAROUND:	Make sure enough free disk space exists on the OSM server so that the image upload may complete successfully. If you experience locked image files in the \upload folder of the OSM server and you are running CAE Classic, then you must restart the OSM server to unlock the files so they may be deleted. In a Core./Satellite environment, the locked image files will be unlocked and deleted automatically.

### Core/Satellite and CAE Classic with OS Mgr: Offline installation of a Windows Native Install image from CD or cache will fail.

PROBLEM:	Offline installation from CD or from cache of an OS image will not work with a Windows Native image.
CAUSE:	These images are created using the Windows Native Install Packager. A file required for the installation is temporarily converted to a file encoding that is incompatible with the Windows OS installation program. During offline OS installations from CD or from cache, the file format is not restored to its original encoding. This causes the installation to fail.
WORKAROUND:	None

### Enable SSL- upload certificates crashes Core apache Server

PROBLEM:	Uploading an incorrect SSL certificate prevents the Apache service from starting.
CAUSE:	The HPCA Console does not properly validate certificates prior to usage.
WORKAROUND:	<ol style="list-style-type: none"><li>1. Open regedit.</li><li>2. Navigate to HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\HPCA-Apache.</li><li>3. Open the ImagePath value for modification, and remove -D ssl from the end of the command line.</li><li>4. Start HPCA-Apache Windows service.</li></ol>



## 7.5 Does not match certificate is seen in dmabatch.log on SSL Mode

PROBLEM:	The following syntax error is observed in some logs.  Error: main: Background Error: wrong # args: should be "syslog level msg ?tag? ?ts?" while executing "syslog note "\$tag unable to parse subject for valid dns name - skipping man in the middle check"  Note: This error occurs only when SSL is enabled.
CAUSE:	Incorrect man-in-the-middle check.
WORKAROUND:	None. If this error appears in a log, ignore it.

## RALF disappears upon reboot on XPe

PROBLEM:	When installing RALF by itself via HPCARalf75.msi without triggering an HPCA agent installation, and rebooting the ThinClient, the RALF installation disappears.
CAUSE:	Installing HPCA-RALF by itself does not trigger an <b>Enhanced Write Filter (EWF)</b> commit, so no data written is committed to Flash causing the installed bits to disappear upon reboot. If installing the HPCA agent soon after RALF, the HPCA agent installation triggers a commit and thus causes RALF to be persistent.
WORKAROUND:	When installing RALF alone, force an EWF commit to make sure it is persistent.

## Usage I18N: Last Collecting time NOT consistent with local system time in Japanese local

PROBLEM:	Usage Last Collecting time NOT consistent with local system time.
CAUSE:	Usage Last Collecting time has NO time-zone offset.
WORKAROUND:	Usage last collection time will be in GMT, you have to convert the local system time manually.

## Manual upgrade of Agent may detect temp file in use and require user interaction on Vista

PROBLEM:	Manual agent upgrade with setup-standard.cmd displays dialog indicating a .tmp file is in use. Problem only occurs if upgrade is being performed on Vista. Problem does not occur if agent is deployed from the console.
WORKAROUND:	During the upgrade, dispose of the dialog (by clicking Ignore or OK, depending on the dialog) to continue with the agent install.

## setup-standard.cmd must be run in administrator mode on vista with UAC on

PROBLEM:	Manual install of agent on Vista fails with UAC enabled.
CAUSE:	Administrator mode is required to write to the Program Files directory.
WORKAROUND:	The command prompt must be started in Administrator mode. Right-click the Command Prompt entry in the Start Menu and select Run as Administrator. Run setup-standard.cmd from this command prompt.

### RMS Log shows error: Invalid command name "remove"

PROBLEM:	When attempting to remove a qf file from the queue that does not have a corresponding df file, the error: "Invalid command name 'remove'" is written to the log file and the file is not removed.
CAUSE:	This can happen in situations in which the df file gets removed and the qf remains. Typically, from holding the qf file open when the file is being processed, the error received will not stop the queue from operating.
WORKAROUND:	Stop the messaging server and remove any active or qf files that do not have a corresponding df file in the queue. Then restart the messaging server.

### Domain import fails from Win 2008 CAServer

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

### Legacy RPS not including updated agent modules

PROBLEM:	The legacy Proxy Server is not being included in HPCA agent modules.
CAUSE:	Outdated modules from a previous product release are included in this release.
WORKAROUND:	1. Install the HPCA agent. 2. Copy the Core installation media to your hard disk (e.g., c:\core). 3. Replace the files that are in: <pre>c:\core\Media\extended_infrastructure\proxy_server\win32\media\bin\rps</pre> with the files from the HPCA agent installation, overwriting only the applicable files. 4. Uninstall the HPCA agent. 5. Install the Core server.

### File-based Write Filter issues on HP thin client

PROBLEM:	If the File-based Write Filter is present on HP thin client or HP RPOS machines and not used, there may be unexpected behavior by the HPCA Agent and install.
CAUSE:	The HPCA Agent will attempt to manage the File-based Write Filter if it is found to be present.
WORKAROUND:	The File-based Write Filters dlls (FBWFDLL.DLL and FBWFLIB.DLL) should be renamed to something else so that HPCA does not attempt to use them.

### 118N: Patch Acquisition fails when Core-Standard is installed in Non-ASCII path

PROBLEM:	In Non-English environment, if the DATA_DIR in patch.cfg configuration file contains non-ASCII characters then the Patch Manager Acquisition fails.
CAUSE:	The patch.cfg is in ANSI format and cannot contain any non-ASCII characters.
WORKAROUND:	The patch.cfg has to be saved in UTF-8 format using notepad or any other text-editor and then enter the non-ASCII path in DATA_DIR.

### Need to Enable force/replace and x64 ARCH manually

PROBLEM:	HPCA Starter and Standard do not provide an option to Enable Force/Replace and x64 Architecture option. The force and replace options are required to reacquire the bulletins which are preloaded with the media.
WORKAROUND:	<p>The force and replace option can be entered in the acquisition file manually. Edit C:\Program Files\Hewlett-Packard\HPCA\PatchManager\etc\ccm.acq and include the lines:</p> <p>FORCE YES REPLACE YES</p> <p>To enable x64 Architecture, use the following steps.</p> <ol style="list-style-type: none"><li>1. Stop HPCA Patch Manager service in service manager.</li><li>2. Edit patch.cfg to include following lines ARCH MICROSOFT::x86,MICROSOFT::x64,MICROSOFT::amd64 CFG_VER 7.5</li><li>3. Start the HPCA Patch Manager service.</li></ol>

### Softpaq 'Bulletin Name' report fails

PROBLEM:	Management > Patch Management > Patches > <Bulletin Name> > Reporting Tab fails
CAUSE:	The Reporting Link is connected to an incorrect report which no longer used.
WORKAROUND:	Use the Reporting tab to view the bulletin reports. Management > Reporting > Patch Compliance Reports > Bulletin Status

### Verify and Repair operations in the Self-service Manager do not work correctly for the Publisher

PROBLEM:	A Verify or Repair operation in the Self-service Manager will not be able to detect and repair problems with an install of the HP Client Automation Administrator Publisher.
WORKAROUND:	There is no workaround. Install and Remove operations work as expected with the Publisher. Verify and Repair operations work as expected with all software other than the Publisher.

### Repairing or Removing the HPCA Agent on Vista may display dialog indicating files are in use

PROBLEM:	During a Repair or Remove operation of the HPCA Agent on Vista, a dialog may be presented that indicates files are in use and must be closed.
WORKAROUND:	Dispose of the dialog by clicking 'Ignore' or 'OK', depending on the dialog that is presented. The requested repair or remove operation will then proceed normally.

Manual install of Agent will set a dynamic port for the HPCA Management Agent service, which may cause connectivity problems if a firewall is present

PROBLEM:	Manual agent installs with setup-standard.cmd will incorrectly use a dynamic port for the HPCA Management Agent service. Should a firewall be configured on the agent system, certain connections from the HPCA Console may be blocked.
WORKAROUND:	<p>Edit setup-standard.cmd and add the '-port 3463' argument, identified below in red.</p> <p>::Launch command to install the RMA service along with it's required parameters</p> <pre>"%AGENT_DIR%\nvdkit" "%AGENT_DIR%\rma.tkd/bin/rma-mgt.tcl" install -url http://%1:3466/proc/rmp -port 3463</pre> <p>This will cause the HPCA Management Agent service to use the proper port, 3463.</p> <p>Note that agent deployments from the HPCA Console will always result in the HPCA Management Agent service listening on port 3463. This modification to setup-standard.cmd is only required when manually installing the agent.</p>

The Schedule timed-event feature of Application Self-Service Manager does not support services with non-ascii names

PROBLEM:	Schedule timed-event feature is not functional in the Application Self-Service Manager for non-ASCII named Services.
CAUSE:	The Schedule timed event feature of the Application Self-Service Manager does not support non-ASCII names. Schedules are not saved for these services.
WORKAROUND:	User should periodically perform a Refresh Catalog on the Application Self-Service Manager to determine if application updates are available for services with non-ASCII names, and then install the updates.

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**[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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- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

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

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

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