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# HP Client Automation Starter and Standard

## Release Notes

**Software version:** 7.90 / May 2010

This document provides an overview of the changes made to the HP Client Automation (HPCA) Starter and Standard components for the 7.90 release. It contains a bulleted list of new features and functionality for each component, information about the current software and hardware support, and tables that show the fixed defects and known issues in this release.

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## In This Version

Many new features and enhancements have been added to this release. See the section, [New Features and Enhancements](#) on page 9 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*.

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.

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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>**.

## HPCA Documentation Note



Take care when copying and pasting text-based examples of code from a manual, because these examples often contain hidden text-formatting characters. These hidden characters will be copied and pasted with the lines of code and can affect the execution of the command that is being run and produce unexpected results.

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## Documentation Errata

The following statement appears in the “Preparing and Capturing OS Images” chapter in both the *HPCA OS Manager System Administrator Guide* and the *HPCA Core and Satellite Standard Edition User Guide*:

- ▶ If you are using an existing OS WIM image (this includes the OS .WIM files on the Microsoft Windows OS installation media) or have created an OS WIM image using the Microsoft Windows Automated Installation Kit (AIK), you do not need to prepare or capture the image, and you can skip to the next chapter.

This statement requires clarification. If you intend to deploy the OS image using Windows Setup, this statement is correct. If you intend to deploy the OS image using ImageX, however, you must capture it by using HPCA OS Image Capture tool provided on the ImageCapture media.

Refer to “Preparing and Capturing Desktop OS Images” in either guide for more information.

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# Software and Hardware Requirements

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

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

In addition, HP Software support for operating systems no longer supported by the original operating system vendors (custom support agreements 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.

## Supported Platforms

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

## Hardware Support

For hardware support information refer to the HPCA Support Matrix referenced in the [Supported Platforms](#) section of this document.

## Database Servers

For database servers that are supported by HPCA products, refer to the HPCA Support Matrix referenced in the [Supported Platforms](#) section of this document. Refer to the product documentation for limitations and additional information

## 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 5 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 information about migrating to the current version of HPCA.

If your current **HPCA Starter** or **Standard** version is 7.20, 7.50, or 7.80, migrate to version 7.90 of the Core and Satellite servers.

Refer to the *HP Client Automation Starter and Standard Migration Guide*. Previous versions of HPCA Starter and Standard and Client Configuration Manager must be migrated to version 7.20 before they can be migrated to version 7.90 Core and Satellite.



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# New Features and Enhancements

The following sections describe the new features and enhancements that have been introduced in the 7.90 release of HPCA Standard edition.

## Core and Satellite Servers

- A new extensible framework is now available, which allows you to create, modify, and deploy settings profiles for various software products. A settings profile consists of customized configuration settings for devices, which include settings related to applications, operating systems, and hardware. New settings profile support for select software is now available through HP Live Network. Reporting on the settings deployed across your environment is also available as indicated in the additional items listed below.
- HP Live Network is a subscription service that enables you to obtain the most current content for HPCA. The type of content available from HP Live Network varies depending on your HPCA license. Settings profile templates and report packs can now be updated from the HP Live Network site.
- Several new reports are available including those for settings profiles and HP Live Network acquisition details. The latter provides unified reporting for HP Live Network acquisitions.
- A new software service is pre-installed for collecting HP Power Assistant (HPPA) reporting data; its service ID is HPPA\_REPORTING. If you want to utilize the PA reports, this service needs to be regularly deployed on a weekly basis. To deploy this service, create a recurring job to regularly deploy it.



Use HPPA version 1.1.1.5 or later for the best user experience.

- Import, Export, and Delete functionality has been moved to the Operations tab for consistency and better usability.

## Admin Tools

- The Publisher will now create a .cmd file in Component Select Mode for an Install method that exceeds 100 characters in length. This gives the administrator flexibility to choose the install method with longer pathnames. This was previously only supported for MSI installations.

## Out of Band Management

- You can now access the remote console of the vPro device in both text and graphical mode using Keyboard Video Mouse Redirection (KVM) technology.

## OS Management

- OS Management capabilities have been greatly extended in this release, resulting in more granular control over OS deployments. From disk layouts and data preservation to behavioral settings such as end user prompting, language, and bandwidth speeds, the administrator now has control over this and much more. In addition, the OS Deployment Wizard has been enhanced to allow the administrator to view and override these global defaults at job scheduling time if necessary. This combination provides ease of use with the flexibility needed to address any special or ad-hoc requirements as needed.
- A Personality Backup and Restore (PBR) 'restore' service has been introduced to facilitate a centrally initiated restore of user files and settings after OS imaging is complete.
- A new OS capture wizard has been created, which greatly simplifies the capture process for Windows desktop (Vista and later) and server (2008 and later) operating systems. It reduces the required input to one screen, and eliminates the need to pre-populate the image with the (Sysprep) files required to

prepare the image. Once the image has been uploaded to the server, the publishing process now allows the administrator to select the proper unattend answer file for this particular image. A set of unattend.xml answer files are provided to cover all platforms and most deployment scenarios.

- The user dialogs and progress indicators shown during a WinPE-based deployment have been completely overhauled, resulting in an intuitive UI that informs the user of the imaging progress and clearly shows how the process ended with graphical green checkmarks or red Xs as required.
- Thin client deployment has been enhanced to preserve the existing hostname when the OS is being refreshed on a previously managed device.
- ImageX-based deployments now automatically extend the OS partition to recover any unused disk space. In addition, driver injection is now supported using ImageX.
- OS Manager requires certain Microsoft WAIK files to reside in its upload directory to support the capture and publishing processes. OS Manager now checks for these files during startup, and if needed, copies these files from the WAIK standard install directory automatically.

## Patch Management

- Patch Metadata Distribution Model is now the default for better performance. This is a lightweight model for acquiring and delivering patch updates to your Agent devices.
- The tools for importing and exporting bulletins between test and production machines have been improved making it easier to transition to the production environment. This functionality extends its support to the Patch Metadata Distribution Model by exporting and importing binaries from the Patch Gateway server.
- Patch Gateway is now available on the Satellite Server. On the Satellite Console, you can use the Patch Management link to configure Satellite servers to either retrieve the requested binaries from the Internet through the Patch Gateway or to forward the request to the configured upstream server.

## Usage Management

- The renaming of devices in your network is now handled in a way to improve device reporting.
- New Inventory Reports, Operational Reports, and Executive Summaries have been added under Usage Management Reports.
- New Materialized View scripts have been included to enhance reporting performance.
- Utility scripts have been included for ease of database maintenance.

# Fixed Defects

## Core and Satellite: **\*\*RESOLVED\*\*** sync jobs do not work with non-default satellite install location

PROBLEM:	Notify and DTM Satellite synchronization jobs do not work with Satellites that are installed into a non-default location.
CAUSE:	Satellite synchronization script does not work correctly when not installed into default location.
WORKAROUND:	Install Satellite into default location.

## Core and Satellite: **\*\*RESOLVED\*\*** CA agent is always installed in default location regardless of directory specified during Satellite install

PROBLEM:	Satellite install ignores the user-specified target directory when installing HPCA agent components.
CAUSE:	The HPCA agent is installed without specifying the desired location; therefore, the default destination is used.
WORKAROUND:	After installing the Satellite, go to Control Panel, uninstall the HPCA agent, and re-install it to your preferred location.

## Core and Satellite: **\*\*RESOLVED\*\*** The bottom part of the Historical Compliance Assessment pane might be truncated on some displays

PROBLEM:	In an environment where there are many SCAP Benchmarks, the legend lists all of the entries in a single column which cannot fit within the widgets drawing space (i.e., default setup where it is one of three widgets and is placed at the bottom of the dashboard). This results in the lower half of the widget being truncated from the view.
CAUSE:	In an environment where there are many SCAP Benchmarks, the legend lists all of the entries in a single column which cannot fit within the widgets drawing space i.e., default setup where it is one of three widgets and is placed at the bottom of the Compliance Executive dashboard.
WORKAROUND:	Maximize the pane so the entire contents are visible. You maximize the widget by clicking on the maximize icon in the upper right corner of the widget. You can also hide the legend by clicking on the legend icon in the toolbar at the bottom of the widget.

## HPCA Console: **\*\*RESOLVED\*\*** Pressing enter in a wizard on Firefox prompts for cancel

PROBLEM:	While using Firefox and pressing enter in certain wizards, instead of 'Next' being pressed, it is pressing 'Cancel' and providing an 'Are you sure?' prompt.
CAUSE:	
WORKAROUND:	Click Next instead of pressing enter, or use internet explorer.

## Application Manager Agent: **\*\*RESOLVED\*\*** 7.8 PRDMAINT instances have a connection to 7.5 hot-fix instances instead of 7.8 hot-fix instances

PROBLEM:	The 7.8 PRDMAINT instances have a connection to 7.5 hot-fix instances instead of 7.8 hot-fix instances. This results in the failure to deploy Agent hot-fixes for 7.8. However, Agent patch deployment is not affected by this issue.
CAUSE:	The connection to Agent hot-fixes for 7.8 is broken.
WORKAROUND:	HP will provide the export decks with the fixes that will correct this problem.

Application Self-service Manager: **\*\*RESOLVED\*\*** 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.
CAUSE	Not known
WORKAROUND:	<p>Edit setup-standard.cmd and add the '-port 3463' argument, identified below in red.</p> <p>::Lauch command to install the RMA service along with it's required parameters</p> <p>"%AGENT_DIR%\nvdkit" "%AGENT_DIR%\rma.tkd\bin\rma-mgt.tcl" install -url http://%1:3466/proc/rmp -port 3463</p> <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>

Messaging Server: **\*\*RESOLVED\*\*** RMS Log shows error: Invalid command name "remove"

PROBLEM:	Normally there is a meta data (qf) file for each message data file (df) that a Messaging Server processes. When attempting to remove a qf file from the queue that does not have a corresponding df file, the error message: Invalid command name "remove" is written to the log file and the file is not removed.
CAUSE:	This can happen in unusual situations where the df file gets removed but the qf file remains around. Typically, the qf file is held open when the df 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 service for the Messaging Server.

OOBM on Core: **\*\*RESOLVED\*\*** Messages appear in mixed locales when Server and Client locales are different

PROBLEM:	OOBM messages appear in both locales when Server and Client locales are different; however, all features will work as expected.
CAUSE:	Since both locales are present in the configuration, some of the OOBM pages will display messages in both locales.
WORKAROUND:	Ensure that both Server and Client systems are configured to have the same locale.

OS Management for Windows: **\*\*RESOLVED\*\*** Windows 7 – Windows Setup Merge failed to WinXP/Vista with OS+Data partition

PROBLEM:	Deployment of Windows 7 using the Windows Setup method is only supported when deploying to hard disks with no partitions other than an OS Partition or a System partition and an OS partition. It is not supported for hard disks that contain additional data partitions. In these cases, the ImageX deployment method must be used. If you are unsure about the partitions on your various targets, always package/deploy Windows 7 using the ImageX deployment method.
CAUSE:	
WORKAROUND:	For customers relying on the Windows Setup deployment method, HPCA will provide a hot fix promptly after the product release.

## OS Management for Windows: **\*\*RESOLVED\*\*** ImageX capture failed on Win2K3-64bit

PROBLEM:	The OSM Image Preparation Wizard fails while executing on Windows 2003 64-bit and Windows XP 64-bit.
CAUSE:	An OSM Image Preparation Wizard module named <code>tcclfsredirect.dll</code> fails to load because of missing Microsoft Visual C++ 2005 runtime redistributable files.
WORKAROUND:	Download this package from Microsoft at the following URL: <a href="http://www.microsoft.com/downloads/details.aspx?familyid=32BC1BEE-A3F9-4C13-9C99-220B62A191EE&amp;displaylang=en">http://www.microsoft.com/downloads/details.aspx?familyid=32BC1BEE-A3F9-4C13-9C99-220B62A191EE&amp;displaylang=en</a>  NOTE: Although the OS are capturing is 64-bit, you must download and install the x86 32-bit version of these modules, because the HPCA modules are 32-bit executables.

## OS Management for Windows: **\*\*RESOLVED\*\*** ProductKey field error in unattend.xml samples for Windows7/Windows2008R2

PROBLEM:	The unattended Windows 7 or Windows 2008 R2 setup may stop with the following message: "The unattended answer file contains an invalid product key."
CAUSE:	Sample files contain an invalid product key.
WORKAROUND:	Remove the Product Key from this section of unattend.xml: <code>&lt;settings pass="windowsPE"&gt; &lt;component name="Microsoft-Windows-Setup"&gt; &lt;UserData&gt; &lt;ProductKey&gt; &lt;Key&gt;</code> Example: <code>&lt;UserData&gt;</code> <code>    &lt;AcceptEula&gt;true&lt;/AcceptEula&gt;</code> <code>    &lt;ProductKey&gt;</code> <code>        &lt;Key&gt;&lt;/Key&gt;</code> <code>    &lt;WillShowUI&gt;OnError&lt;/WillShowUI&gt;</code> <code>&lt;/ProductKey&gt;</code> <code>&lt;/UserData&gt;</code> Add the Product Key to the following section: <code>&lt;settings pass="specialize"&gt; &lt;component name="Microsoft-Windows-Shell-Setup"&gt;</code> Example: <code>&lt;ProductKey&gt;AAAAA-BBBBBB-CCCCC-DDDDD-EEEE&lt;/ProductKey&gt;</code> (replace AAAAA-BBBBBB-CCCCC-DDDDD-EEEE with your Product Key)  Full details on placing Product Keys in unattended answer files can be found in the Windows Automated Installation Kit documentation on unattended Windows installations.

OS Management for Windows: **\*\*RESOLVED\*\*** Windows 2003 R2 SP2 target devices cannot go to desired state after Windows Setup deployment

PROBLEM:	The HPCA Agent is not installed at the end of the OS installation. NOTE: This was observed on Windows 2003 R2 SP2 target devices but may also occur with other pre-Vista versions of Windows.
CAUSE:	The GuiRunOnce command injection that starts the HPCA Agent installation uses an incorrect format.
WORKAROUND:	<p>Option 1: Use the ImageX deployment type through the Image Preparation Wizard. Do not use the Windows Native Install Packager.</p> <p>Option 2: If you want to use native installation as the deployment method, then you must edit the unattended installation file (then called WINNT.SIF) after you run the Windows Native Publisher but before you reboot to upload the image.</p> <p>Follow these steps:</p> <ol style="list-style-type: none"> <li>Navigate to the drive that you selected during the WNI Publisher.</li> <li>Edit <code>&lt;drive&gt;:\\$WIN_NT\$.~BT\WINNT.SIF</code></li> <li>Search for <code>radsetup</code></li> <li>On the line containing <code>radsetup</code>, replace the first double quote (") with the string <code>command0="C:</code></li> </ol> <p>For example, change:</p> <pre>"\Program Files\Hewlett-Packard\HPCA\Agent\RADsetup\RAMINSTALL.CMD"</pre> <p>To:</p> <pre>command0="C:\Program Files\Hewlett-Packard\HPCA\Agent\RADsetup\RAMINSTALL.CMD"</pre>

OS Management for Windows: **\*\*RESOLVED\*\*** ImageX/Windows Setup Agent injection will fail if media\client\win32 directory contains rogue MSI files

PROBLEM:	Agent injection fails when trying to find the agent installation path.
CAUSE:	Unnecessary files exist in the media\client\win32 directory
WORKAROUND:	<ol style="list-style-type: none"> <li>Provide the *clean* agent media to publish when you publish an OS.</li> <li>Do not change the file name of the MSI file that contains the HPCA agent</li> <li>Do not provide multiple versions of the HPCA agent MSI file in the same media directory.</li> </ol>

OS Management for Windows: **\*\*RESOLVED\*\*** Multiple console windows pop up when running SOS WinPE

PROBLEM:	When using SOS WinPE to deploy an operating system, the user will see multiple console windows popping up and partially disappearing again. They do partially cover the HPCA SOS WinPE splash screen.
CAUSE:	This is a known issue with the Windows 7 kernel. Because Windows PE 3.0 (contained in the Windows Automated Installation Kit (AIK) 2.0, which was released for Windows 7) runs the same kernel, it is also affected. We can do nothing about this behavior.
WORKAROUND:	None

OS Management for Windows: **\*\*RESOLVED\*\*** "conhost.exe - Application Error" messages box can pop up when running SOS WinPE

PROBLEM:	When using SOS WinPE to deploy an operating system, if the user hits ALT+TAB to see the console window hidden by the HPCA SOS Windows splash screen, a message box indicating an application error within conhost.exe can pop up.  This is most likely to happen if ALT+TAB is hit early in the initialization phase of SOS WinPE.  Pressing "OK" on the message window allows the process to continue. The deployment process is not affected.
CAUSE:	This is a known issue with the new Windows 7 system service conhost that gets started to handle console window output.
WORKAROUND:	Do not press ALT+TAB during the deployment.

OS Management for Windows: **\*\*RESOLVED\*\*** Only "Desktop" mode is supported for T5745 Climbers Linux

PROBLEM:	Although there are 3 Visual Experience modes available for the Climbers eLinux image (Desktop, Kiosk, and No UI), HPCA only supports image capture when the unit is operating in Desktop mode.
CAUSE:	Kiosk and No UI modes do not allow access to the task bar.
WORKAROUND:	Log in as Administrator. When prompted for the Visual Experience mode, choose Desktop.

Patch Management Device Compliance Report: **\*\*RESOLVED\*\*** When -mib none option is used then the Applicable Products in the report show up zero.

PROBLEM:	When the -mib option is set to NONE, after the second patch connect, the Applicable Products in the "Device Status" reports show up as zero.
CAUSE:	The issue is with the Patch Agent. The patches folder in the NVDLIB gets deleted when -mib none is set. As a result, the product count is not calculated. So the DESTATUS sent object will have the product count of 0.
WORKAROUND:	Set -mib option to "Yes".  The fix for patchagt.tkd will be posted to the HP Patch Manager Update web site. Patch Agent Updates are obtained during an acquisition and the fix is automatically published and distributed.

Patch Management: I18N: **\*\*RESOLVED\*\*** 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.

Patch Management: Softpaq **\*\*RESOLVED\*\*** '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

# Known Issues

The following are known issues in this release.

## Core: Quick Search does not apply filter when using Firefox

PROBLEM:	When using the home page Quick Search feature on Firefox, the value you enter does not get applied properly making quick search unusable.
CAUSE:	Defect in code.
WORKAROUND:	Apply a filter manually using the navigation tree instead.

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

PROBLEM:	Messages in the vms-server.log file are displayed with an incorrect character set when non-English language browser settings are used. As a result, certain logged database values will be unreadable in non-English locales.
CAUSE:	Not known.
WORKAROUND:	There is no workaround for this problem.

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

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

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

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

## Core and Satellite: After migration, the HPCA Agent version column is blank

PROBLEM:	Following migration to 7.90 but prior to upgrading all deployed agents, an agent version may appear as blank in the Reporting tab. For example, the HPCA Agent Version column in the Managed Devices report may be empty for a particular device.
CAUSE:	Agents prior to 7.80 did not always properly report the agent version.
WORKAROUND:	Upgrade to the latest 7.90 agent.



#### Core and Satellite: RMP/RMS: IP Address reported in RMP when VMware installed on client is incorrect.

PROBLEM:	RMP/RMS: The IP Address reported in RMP when VMware is installed on a client is incorrect. When a Satellite server has multiple NICs on separate networks, the IP address picked is the first one reported. This IP will be reflected in the satellite management UI and may cause an issue using the Configuration and Operations tab within the satellite details window.
CAUSE:	The Messaging Server is not detecting the active IP address, just the first one it queries.
WORKAROUND:	Access the satellite UI directly.

#### Core and Satellite: Filter function is not working for some columns in Job management

PROBLEM:	The filtering functionality in the Jobs data grid might appear broken because the underlying data, rather than the UI representation, is used to filter the items in the data grid.
CAUSE:	The underlying data in the data grid might be slightly different than the UI representation in the renderer.
WORKAROUND:	Hover over the target item in the data grid and use the underlying data, as displayed in the Tooltip, for the filtering functionality.

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

PROBLEM:	When running the Portal as a Windows NT Service (e.g., from a Core server or CAS installation), the ENABLE_BACKUP configuration parameter for the Portal is set to 0 and must be kept at 0.
CAUSE:	We do not support the current 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 ENABLE_BACKUP 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 superseded with Windows NT Service management and will leverage Open LDAP's multi-master replication mechanism in upcoming releases.

#### Core and Satellite: rmp mc mistake visible when cancelling device discovery job or bad creds

PROBLEM:	Some messages aren't resolving but are, instead, showing the message catalog key in the job details interface.
CAUSE:	Message catalog entry not resolving.
WORKAROUND:	None

### Core and Satellite: Agent removal wizard job ends in error, if removing a manually installed agent

PROBLEM:	Using the agent removal wizard to remove a manually installed agent will cause the job to end in error.
CAUSE:	Not known
WORKAROUND:	Agent will remove (if installed though setup.standard.cmd), however job will end in error.

### Core and Satellite: Jobs for deploying services are not hibernating, ending with errors, for some reboot settings

PROBLEM:	Job does not hibernate when agent is not rebooted immediately. When deploying multiple applications with reboot settings set to "reboot after install, prompt user," if the agent is not rebooted within 4 minutes then the job ends with errors and subsequent notifies are not run.
CAUSE:	Not known
WORKAROUND:	Use "reboot after install, do not prompt user" as the reboot setting.

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

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

### Core and Satellite: Portal installed on Core: Does not install correctly into an I18N path when the locale is set to English

PROBLEM:	RMP: setup-slapd.tcl unable to run correctly when the locale is set to EN and the installation path is in Chinese.
CAUSE:	When installing the Core in an I18N path that is different from the local OS code page (i.e. OS is in EN and Path is Chinese), this is a valid setup but highly unlikely.
WORKAROUND:	Use an Installation path of same code page as the installed OS.

### Core and Satellite: Satellite Sync: Reporting table is not updated when a service is deleted and the sync is run

PROBLEM:	Satellite Sync: Reporting table is not updated when a service is deleted and the sync is run. Appevent report for satellite sync may not contain correct data as a service is unentitled from a satellite.
CAUSE:	Apache satellite does not contain all logic that agent contains to manage appevent lifecycle.
WORKAROUND:	Manually update appevent table to remove un-entitled services for given satellite.

**Core and Satellite: CLIENT.SAP and POLICY.USER instances are created in Core RCS 10 minutes later than the satellite is manually installed**

PROBLEM:	CLIENT.SAP and POLICY.USER instances are created in Core RCS 10 minutes later than the satellite is manually installed IMPACT: Satellite UI may not function correctly for given server.
CAUSE:	Messaging Server timing issue on restart may cause heartbeat to not post in time after restart.
WORKAROUND:	Restart hpca-ms service on satellite and instances will be created.

**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.

**NO data present in the 24Hour Service Event view in the CA Standard dashboard part**

PROBLEM:	Sometimes, 24 Hour Service Events widget in the operational view of the HPCA Operations dashboard is empty, even if there were service events in the last 24 hours.
CAUSE:	Unknown.
WORKAROUND:	Launch the related report by clicking the Launch Report icon in toolbar at the bottom of the widget. The "Service Events (24 hours)" will have the correct data.

**Application Manager Agent: Not all STARTUP ONCE timers get executed on system reboot**

PROBLEM:	Not all of the startup timers that are configured to execute once when the system is rebooted are actually processed upon reboot.
CAUSE	This issue can occur when multiple startup timers are configured on an agent machine to execute once when the system is rebooted. However, timers that are not processed initially are eventually processed in subsequent reboots. This is not desirable. All startup timers that are configured to execute once should be processed upon reboot.
WORKAROUND:	None.

Application Self-service Manager: 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 HPCA Admin Tools.
CAUSE	Not known
WORKAROUND:	There is no workaround. Install and Remove operations work as expected with the HPCA Admin Tools. Verify and Repair operations work as expected with all software other than the HPCA Admin Tools.

Application Self-service Manager: 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.

Application Self-service Manager: Manual upgrade of Agent may detect temp file in use and require user interaction on Vista

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

Configuration Server: Configuration Server fails to respond to SSL TCPS requests on port 444

PROBLEM:	If the SSL Certificate Authority (CA) certificates being used with the Configuration Server have an expired certificate, the Configuration Server will not start up in SSL mode.
CAUSE:	The SSL CA certificates are not valid or expired.
WORKAROUND:	Use valid and non-expired certificates in the CA certificate bundle.

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

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

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

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

### OOBM on Core: OOB detailed online help is not localized

PROBLEM:	OOBM detailed online help pages are not localized. Online help will be displayed in English even in non-English locales.
CAUSE:	OOBM online help is hardcoded to use English online help.
WORKAROUND:	The OOBM User Guide is localized. It contains all of the information available in the online help.

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

PROBLEM:	In some cases, OOBM detailed online help pages do not show the correct help context section.
CAUSE:	Some of the OOBM detailed online help pages are not linked correctly.
WORKAROUND:	All online help is available even though some pages are not indexed correctly. Search for the particular context in the online help to find the corresponding section.

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

PROBLEM:	OOB Group Management functionality fails when it operates in environments with large number of devices.
CAUSE:	Architectural limitation.
WORKAROUND:	None.

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

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

### OOBM on Core: Automatic synchronization feature does not work

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

OS Management for Windows: Localized message catalogs for Chinese, Japanese, and Korean not supported under LinuxSOS for HPCAS

PROBLEM:	Use of localized message catalog for Chinese, Japanese and Korean is not supported under LinuxSOS for HPCA Starter and Standard license.
CAUSE	Not known
WORKAROUND:	None

OS Management: Prepviz 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.
CAUSE	Out of disk space
WORKAROUND:	Make sure enough free disk space exists on the OSM server so that the image upload may complete successfully.

OS Management for Windows: LSB files installed on both the system reserved and local disk partitions

PROBLEM:	As part of the installation of the Local Service Boot, the service OS files will be installed on both the System Reserved and the OS partition.
CAUSE:	
WORKAROUND:	None. Do not delete these files from either the System Reserved or the OS partition.

OS Management for Windows: OS deployment of Windows CE image 6.31 fails when using LSB

PROBLEM:	OS deployment of windows CE fails when using image 6.31
CAUSE:	This is due to insufficient allocated "Storage Memory." There is not enough space to install and extract the LSB service. The OS service detects the change in policy and causes the machine to reboot, but ROMBL fails to boot to Linux SOS because the LSB is not installed.
WORKAROUND:	Increase the allocated "Storage Memory" to at least 10MB. Steps to increase the allocated "Storage Memory" <ol style="list-style-type: none"><li>1 Click Start</li><li>2. Select Settings -&gt; Control Panel</li><li>3. Click the System Icon</li><li>4. Select the Memory tab.</li><li>5. Use the slider on the left to increase the "Storage memory"</li></ol>

### OS Management for Windows: Factory OS images should not be published for thin client devices

PROBLEM:	Factory OS images should not be published for thin client devices. All thin client images must be captured before they are deployed to target devices.
CAUSE:	During the OSM capture process additional information about the OS is retrieved and later used for image deployment. As a result, the administrator should not publish a factory image directly, as required information would be unavailable and the deployment would not succeed.
WORKAROUND:	All thin client images must be captured before they are deployed to target devices. For more information on capturing a thin client image, refer to the "Preparing and Capturing Thin Client OS Images" section in the "Preparing and Capturing OS Images" chapter in the <i>HPCA Core and Satellite Standard Edition User Guide</i> for more information.

### OS Management: SOS Linux cannot perform Image Capture for systems with RAID0 configured SATA boot devices

PROBLEM:	On systems which have their hard drive configured for RAID0 through SATA drive controller, an image capture process behaves as if attempting an image deployment.
CAUSE:	The SOS Linux processes do not correctly assemble the drives that comprise a RAID0 SATA device and thus cannot mount the file system for image capture.
WORKAROUND:	Use Windows ImageX image capture.

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

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

### OS Management: Deploying image to HP 4320t mobile thin client may cause first boot loop

PROBLEM:	Deploying an image to the HP 4320t mobile thin client may result in a first boot loop.
CAUSE:	This condition can be caused by a timing issue related to processing of the EWF filter.
WORKAROUND:	Perform a bare metal deployment.

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

PROBLEM:	The patch binary download fails at the patch gateway server at times when smaller files are requested for download. As a result, the bulletin will not be patched during the patch connect.
CAUSE:	When very small binaries are requested a 'state not set' entry is seen in the log file, and an incorrect entry is recorded in the patchgw.mk file. This causes the agent to not deploy the particular bulletin.
WORKAROUND:	Stop the HPCA Patch Manager Server service. Delete the patchgw.mk file (under PatchManager/etc/patch). Restart the HPCA Patch Manager Server service. The patch connect on agent will be successful.

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

PROBLEM:	Some applicable products for the bulletins are listed under the generic 'Microsoft Products' in the Patch manager Reports.
CAUSE:	When the length of the 'Product String' for a bulletin is greater than 32 characters in length, the product is reported as 'Microsoft Products'.
WORKAROUND:	None

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

PROBLEM:	In Usage Management, Rule Filters are not functional in the Reporting Server.
CAUSE:	AUM Admin is not supported for Standard Edition. As a result, Rules cannot be created.
WORKAROUND:	None.

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

PROBLEM:	Application Usage Count is incremented by one whenever a collection notification is performed through the HPCA Console even though the launched application is not closed.
CAUSE:	The AUM Service is restarted whenever a collection notification is performed through the HPCA Console.
WORKAROUND:	None. However, the scheduled usage collection does not have this issue.

### Usage Management: Error occurs when applying Optional Feature utility

PROBLEM:	While applying the Optional Feature utility, an error is encountered during Execution of "Step5_Define Filter Mat Tables and Indexes.sql" which can be found under HPCA\Media\Usage\Optional Features\SQL Server.
CAUSE:	The column name used in the script during creation of index IX_matWindowsComputers_4 does not have a space character in it.
WORKAROUND:	In the "Step5_Define Filter Mat Tables and Indexes.sql " under Optional Features\SQL Server\ in the Index IX_matWindowsComputers_4 Creation Command, change FirstCollection to [First Collection] and LastCollection to [Last Collection] and execute the script.

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

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



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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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- Submit and track support cases and enhancement requests
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- Enter into discussions with other software customers
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