

HP OpenView Client Configuration Manager – Basic v2.0

Frequently Asked Questions



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Introduction

We are pleased that you have chosen to utilize HP OpenView Client Configuration Manager v2.0 - Basic. With this software, you gain access to a powerful product that will enable you to automate hardware management on PCs and HP Thin Clients.

HP OpenView Client Configuration Manager v2.0 – Basic Edition will provide you free of charge with:

- **Inventory collection**—Accurately discovers and inventories installed hardware and software assets on managed devices
- **Remote control**—Enables administrators to remotely control PCs to resolve user problems and perform various power management operations
- **HP alert monitoring**—Automatically flags disruptive occurrences on HP PCs for administrative action
- **HP hardware driver and BIOS updates**—Constantly compares and updates your HP systems to the latest updates available from HP
- **Integration with HP ProtectTools**—Enables remote initialization of embedded TPM chips and distribution of HP ProtectTools management software
- **Operating system deployment for HP Thin Clients**—deployment of operating systems and migration to new operating systems
- **Software and patch distribution on HP Thin Clients**—Distributes software and updates, to locally and remotely connected end users

Product manuals, installation instructions and reference documents are contained within the Client Configuration Manager v2.0 software.

Support of HP OpenView Client Configuration Manager v2.0 – Basic Edition is provided to HP customers via the website: <http://support.openview.hp.com/support.jsp> under the link "HP OV Client Configuration Manager- Basic support" at the bottom of the page.

Frequently Asked Questions

How do I access the Management Console?

Use a browser from any device in your environment to access the OVCCM console.

- Go to <http://OVCCMhost:3480/OVCCM>, where OVCCMhost is the name of the server where OVCCM is installed.

How do I determine what version I am using?

- Use the Configuration area, Support section to view the OVCCM version information.

How do I change my console password?

Each console user has its own password defined by the administrator when the console user is created. Change a console user's login password in the Console Access section of the Configuration area.

- Click the User ID of the console user to open the User Details window.
- Within the Password Change area, enter and confirm a new password by typing it into the text boxes provided.
- Click Save.

The new password has now been saved.

How do I begin to manage a device in my environment?

Devices are managed when the Management Agent is deployed. To deploy the Agent, the device must be added to OVCCM.

- First, import the device:
 - From Device Management, General tab, click Import Devices to Manage.
 - The Import Device Wizard opens.
 - Follow the steps in the wizard on page 160 to import your devices.
- When the device is imported, deploy the Management Agent:
 - From Device Management, General tab, click Deploy the Management Agent.
 - The Agent Deployment Wizard opens.
 - Follow the steps in the wizard on page 161 to deploy the Management Agent.
- When the Agent is deployed, the device is successfully managed and ready for software, patch and inventory management.

How do I schedule inventory collection?

Hardware and Software inventory is collected based on the schedule you define using the Software/Hardware Inventory Wizard.

- First select whether to schedule inventory collection for individual devices or a group by selecting them within either the Device Management, Devices section or the Group Management, Groups section.
- On the toolbar, click the Inventory Collections toolbar button, then select Discover Software/Hardware Inventory to launch the wizard.
- Follow the steps in the wizard on page 162 of the documentation to define software and hardware inventory collection for your devices and groups.
- Additional inventory collection is taken after a software deployment job is completed.

How do I view inventory information for managed devices?

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

- From the home page of the Reporting tab, click View Managed Devices under Inventory Information. A list of all managed devices is displayed.
- Use the tools on the left side of the page, or click any criteria within each list item, to filter the list further.
- Click Show Details to display information for a single device.

How do I automate HP Softpaq acquisition?

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

- In the Patch Acquisition Schedule area, use the tools provided to set the acquisition schedule.
 - Run: Select whether to discover patches based on an interval hours, days, or weeks.

- Interval: Select the specific interval (hours, days, or weeks).
- Starting on: Use the drop-down list to select the date patch compliance should be discovered.
- Current Server Time displays the current time of the OVCCM server.
- When finished, click Save to commit your changes. The new schedule is displayed after Current Schedule.
- In the Patch Acquisition Settings area, add HP System IDs for the HP systems in your environment by clicking the blue box with the white down arrow to automatically populate these IDs from collected inventory.
- Type a Proxy Server Address from which to obtain bulletins (for example, `http://proxyserver:8080/`).
- If required, type a Proxy User ID and Proxy Password to acquire patches.
- Click Save to commit your changes.

How do I configure the HP Softpaq compliance discovery schedule?

- To define a schedule for patch compliance discovery, select the managed devices from the Devices tab (or select a Group from the Groups tab).
- Click the Inventory Collections toolbar button, then select Discover Patch Compliance to launch the Patch Compliance Discovery Wizard.
- Follow the steps in the wizard on page 163 of the documentation to define a schedule for patch compliance for your devices and groups.
- Use the Reporting tab to view patch compliance reports for the selected devices.

How do I update my license key?

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

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

Use the Management Agent installation program included on the OVCCM CD-ROM to install the Agent to devices that may not be consistently connected to the network.

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

How do I publish `setup.exe`? (Thin Clients only)

- Use the Publisher and select Component Select as the Type of Data to Publish.
- Select the files to publish and follow the steps in the Publisher to make the file available for distribution to your managed devices.
- Refer to the Publisher online help or Chapter 9, Using the Publisher for more information.

How do I know that all my devices successfully received the software? (Thin Clients only)

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

You can also use the Software Details window, Devices tab to view the status of software organized by device.

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

How do I generate a device compliance report? (HP Softpaqs only)

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

How do I capture an OS image? (Thin Clients only)

Use the Image Preparation Wizard to prepare and capture operating system images.

- Create the Image Preparation CD from the osprep wiz.iso file.
 - The file is located on the OVCCM CD-ROM in the \OSManagement\ISO\CaptureCD directory.
- Follow the preparation steps in the Image Preparation Wizard online help or in the section Preparing and Capturing OS Images on page 181 of the documentation for detailed instructions

How do I publish an OS image? (Thin Clients only)

- Use the Publisher and select OS Image as the Type of Data to Publish.
- Select the operating system image to publish and follow the steps within the Publisher to make the file available for distribution to your devices.

Images captured by the Image Preparation Wizard are stored, by default, in the \Novadigm\OSManagerServer\upload\ directory on the OVCCM server.

Refer to the Publisher online help or Chapter 9 of the documentation, Using the Publisher for more information.

How do I deploy an OS image? (Thin Clients only)

- First, create a Static Group containing all devices to receive the OS image.
 - Within the Group Management, General tab, click Create a new Static Group.
 - The Group Management Wizard opens. Follow the steps in the Group Creation wizard to create the group.
- Now you can deploy software to devices in the newly created group.
 - In the Management tab, click OS Management.
 - Click Deploy Operating System.

- The OS Deployment Wizard opens.
- Follow the steps in the wizard to first select the newly created group then the software for deployment.
- An OS Management Job is created.

How do I contact support?

Support of HP OpenView Client Configuration Manager v2.0 – Basic Edition is provided to HP customers via the website: <http://support.openview.hp.com/support.jsp> under the link "HP OV Client Configuration Manager- Basic support" at the bottom of the page.

You may utilize the on line community forums, access documentation, or submit a question from the OV Client Configuration Manager- Basic support website.

For more product information:

www.openview.hp.com/products/ccm

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