

HP Client Management Solutions Overview



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Introduction

For more than a decade, HP has been a leader in driving industry standards and providing customers with innovative PC management solutions. HP continues that leadership tradition by providing a comprehensive portfolio of HP Client Management Solutions that reduce the complexity of managing client systems throughout their lifecycle. The HP Client Management Solutions portfolio integrates HP manageability technology, software solutions jointly developed with Altiris, and other Altiris software solutions to provide complete client lifecycle management. This document provides an overview of HP Client Management software and hardware solutions for commercial desktop, workstation, and notebook PCs, and includes appendices that contain reference data for comparing solutions and determining product compatibilities.

HP Client Management software solutions

The approach a customer takes toward client manageability can affect the overall total cost of ownership (TCO). A policy-based management solution can deliver the maximum TCO in the client management environment, while a task-based solution can reduce customer TCO over manual client management processes but still require administrative action to manage the IT environment. HP offers a variety of solutions to fit every client management need, including:

- HP OpenView PC Configuration Management solution
- HP OpenView Client Configuration Manager
- HP Client Foundation Suite and HP Client Premium Suite

The differences in features and functions offered by these software solutions are detailed in the appendices of this paper. The key features of these solutions are described in the following subsections.

HP OpenView PC Configuration Management solution

HP OpenView PC Configuration Management is a policy-based solution that enables administrators to inventory, deploy, patch, and continuously manage software and content across heterogeneous client platforms from a Web-based console. With the HP OpenView PC Configuration Management solution, the IT professional can:

- Automate the entire lifecycle management process from discovery, deployment, and ongoing management through migration and retirement.
- Automatically deploy and continuously manage an entire software stack (operating systems, applications, patches, settings, and content) to a desired state.
- Manage software on virtually any device, including desktops, laptops, servers, handhelds, ATMs, and point-of-sale devices, in a heterogeneous or standalone infrastructure.
- Manage software on any operating system (Microsoft Windows, UNIX/HP-UX, or Linux).

With continuous configuration management, HP customers report dramatic savings in IT costs, accelerated time-to-market for software and content, and increased user productivity and satisfaction.

HP OpenView Client Configuration Manager

HP OpenView Client Configuration Manager is a task-based management solution that is easy to use and quick to deploy, while providing a strong foundation for future requirements. Providing administrators with out-of-the-box functionality for hardware and software inventory, HP OpenView Client Configuration Manager provides the IT professional with:

- Integrated software management:
 - Inventory collection that accurately inventories installed hardware/software assets on managed devices
 - Security patch management that identifies and assesses vulnerabilities, deploys patches, and performs continuous verification to protect PCs from security exposures
 - Software distribution (including updates) to locally and remotely connected end users
 - Integrated Web-based reporting for inventory, vulnerability assessment and software/patch management
- Quick time to value: installs in under an hour and provides out-of-the-box functionality for common management use cases
- Ease of use – designed for self-deployment and self-learning, and allows IT administration from an integrated Web-based console

HP OpenView Client Configuration Manager allows IT professionals to adapt to changing software configuration management needs with minimal risk while providing an upgrade path to HP OpenView Configuration Management solutions.

HP Client Foundation Suite and HP Client Premium Suite

HP Client Foundation Suite (HP CFS) and HP Client Premium Suite (HP CPS) group together the most essential client management solutions available from HP. HP Client Foundation Suite is designed for organizations wanting essential client management functionality at an entry level price. HP Client Premium Suite is designed for organizations requiring full client hardware and software lifecycle management.

HP CFS and HP CPS feature HP solutions and solutions developed in association with Altiris. HP and Altiris have a unique alliance that extends beyond sales and marketing to include joint development and technology sharing that spans HP Client, Server, OpenView, and Services groups to provide best of breed solutions for HP partners and customers. This alliance has continued to expand with the development of solutions that enhance HP client management packages. The following sections describe solutions included with HP CFS and HP CPS.

HP Client Manager

HP Client Manager (HP CM) is included in both HP CFS and HP CPS and is available free as a separate download from HP. HP CM enables central tracking, monitoring, and management of the hardware aspects of HP client systems from a central location, and is supported by most HP business desktop, notebook, and workstation models. Customers can use HP CM to:

- Discover HP and non-HP client computers on your network
- View hardware inventory reports of your computers
- Monitor HP computer health status at a central console and locally at the client computer
- Run HP Instant Support system health scans and diagnostics to reduce hardware troubleshooting time
- Proactively install drivers and BIOS updates without visiting each HP computer
- Remotely configure BIOS and security settings on client computers

HP CM uses the same Altiris infrastructure as the other Altiris client lifecycle management solutions. This design provides a significant benefit for the IT staff since only one infrastructure needs to be set-up and maintained. Since information is stored in one database, you get complete and consistent inventory reports as well as system health and security information. You use a single, consistent console interface for scheduling and tracking progress of both hardware and software management tasks for your client systems.

For more information on HP Client Manager visit www.hp.com/go/easydeploy.

Altiris Local Recovery Pro

Altiris Local Recovery Pro is included in both HP CFS and HP CPS and provides data and system file protection for HP business desktops, notebooks, and workstations. Altiris Local Recovery Pro allows for quick recovery and return to work when information is accidentally deleted or the operating system is corrupted. Designed for disconnected or seldom-connected users, Altiris Local Recovery Pro protects your HP computer's data and system state through scheduled snapshots stored in a protected area on the local hard disk. You can initiate a backup or restore by simply clicking your mouse or pressing the F11 key in a pre-boot environment. System backup and disaster recovery is now easy for all users regardless of connectivity.

Altiris Local Recovery Pro also provides support for backup and recovery to a secondary internal or external hard drive and for open and locked files. During a backup snapshot, open/locked file support preserves information in open applications such as e-mail messages, presentations and word processing documents.

For more information on Altiris Local Recovery Pro, visit the following URL:
<http://h20331.www2.hp.com/Hpsub/cache/284015-0-0-225-121.html>

Altiris Connector for HP Systems Insight Manager

The Altiris Connector for HP Systems Insight Manager is included with both HP CFS and HP CPS and enables IT professionals to consolidate deployment and management of HP clients and servers within a single HP Systems Insight Manager console. The connector integrates with HP Client Manager and extends HP Systems Insight Manager core functionality with client deployment, HP client hardware management, and access to additional Altiris lifecycle management functionality. The IT professional can use the connector to:

- Extend HP Systems Insight Manager by integrating client hardware and software management
- Discover and monitor health of HP clients
- Manage systems software updates for HP clients
- Deploy new client systems through an integrated deployment wizard
- Remotely troubleshoot HP client problems using in-depth diagnostic reports
- Access additional client lifecycle tasks through menu links to the Altiris console

For more information on HP Systems Insight Manager, visit www.hp.com/go/hpsim.

For more information on the Altiris Connector for HP Systems Insight Manager, visit the following URL:
<http://www.altiris.com/Products/ConnectorHPSystemsInsightManager.aspx>.

Altiris Connector for HP OpenView

Altiris Connector for OpenView provides a proactive, service centric approach to monitoring the network, systems, applications and storage. By anticipating hardware and software problems before they occur, HP OpenView optimizes system performance and availability.

Altiris Connector for OpenView is included with HP CPS, and extends and enhances HP OpenView Network Node Manager, Operations, and Service Desk. The connector enables client alerts to be forwarded to the OpenView console. Detailed client inventory is made accessible from within HP OpenView, providing the information needed to properly troubleshoot problems. Using the link from the HP OpenView console to the HP Client Management Solutions, you can reduce the time needed to resolve issues such as identifying inventory changes, image deployment, and software repair and updates. Hardware and software inventory can automatically be imported into the Service Desk CMDB.

For more information on the Altiris Connector for HP OpenView, visit the following URL:

<http://www.altiris.com/Products/ConnectorHPOpenView.aspx>.

Altiris Connector Solution

The Altiris Connector Solution included in HP CPS integrates Altiris solutions with third-party systems, and allows you to leverage data from different information systems.

For more information on the Altiris Connector Solution, visit the following URL:

<http://www.altiris.com/Products/ConnectorSolution.aspx>.

Altiris Migration Suite

The Altiris Migration Suite included with HP CFS integrates Altiris Inventory and Deployment Solutions.

- Altiris Inventory Solution provides a comprehensive hardware and software inventory of all clients (HP and non-HP) attached to the network.
- Altiris Deployment Solution enables hands-off mass deployment of operating systems and applications to client PCs.

For more information on the Altiris Migration Suite visit the following URL:

<http://www.altiris.com/Products/MigrationSuite.aspx>.

Altiris Client Management Suite Level 1

The Altiris Client Management Suite Level 1 included with HP CPS builds on the functionality of the Altiris Migration Suite by adding several solutions that provide full life-cycle software management.

- Altiris Patch Management Solution performs customized collection, analysis, and delivery of patches.
- Altiris Application Metering Solution determines which software applications and licenses are actually being used enabling better management of license purchases and allocation.
- Altiris Application Management Solution ensures applications remain in compliance with corporate standards.
- Altiris Carbon Copy Solutions provides Web-hosted remote control with automated configuration and reporting.

For more information on the Altiris Client Management Suite Level 1 visit the following URL:

<http://www.altiris.com/Products/ClientManagementSuite.aspx>.

HP client suites components summary

Table 1 summarizes the solutions offered in the HP CFS and HP CPS

Table 1 – HP Client Suites components summary

HP / Altiris product	Description/components	Availability by suite	
		HP CFS	HP CPS
QuickStart page	The starting point for configuring and using HP Client Manager, allows easy access to administrative and management tasks.	X	X
HP Client Manager	A solution that enables centralized hardware management of HP and Compaq client computers from a Web browser.	X	X
Altiris Connector for HP Systems Insight Manager	Provides integration with HP Client Manager for complete client hardware and software lifecycle management from within the HP SIM environment.	X	X
Altiris Local Recovery Pro	Takes data and machine state snapshots and stores them locally in a protected hard drive partition or an external hard drive.	X	X
Altiris Connector for HP OpenView	Provides inventory, event forwarding, and menu integration with HP OpenView.		X
Altiris Connector Solution	Integrates Altiris solutions with your organization's third party software.		X
Altiris Migration Suite	Includes Altiris Inventory and Deployment Solutions.	X	
Altiris Client Management Suite Level 1	Includes Altiris Inventory, Deployment, Software Delivery, Patch Management, Application Metering, Application Management, and Carbon Copy Solutions.		X

Additional software solutions

HP System Software Manager

HP System Software Manager (HP SSM), available as a free download, is a utility that automates remote deployment of device drivers and BIOS updates for your networked HP business PCs. When HP SSM runs, it silently (without user interaction) determines the revision levels of drivers and BIOS installed on each networked client system and compares this inventory against system SoftPaqs (compressed software files) that have been tested and stored in a central file store. HP SSM then automatically updates any down-revision system software on the networked PCs to the later levels available in the file store. Since HP SSM only allows distribution of SoftPaq updates to the correct client system models, administrators can confidently and efficiently use HP SSM to keep system software updated.

HP SSM integrates with enterprise software distribution tools such as HP OpenView Management Suite using Radia and Microsoft Systems Management Server (SMS). Using SSM, you can distribute customer-created or third-party updates that have been packaged in the SSM-format. HP SSM may be downloaded at no charge by visiting www.hp.com/go/ssm.

Altiris Local Recovery

Altiris Local Recovery provides data and system file protection for HP business desktops, notebooks, and workstations and allows for quick recovery and return to work when information is accidentally deleted or the operating system is corrupted. This utility is preinstalled on many HP commercial PCs produced since June 2004 and available as a free download from hp.com. Designed for disconnected or seldom-connected users, HP Local Recovery protects your HP computer's data and system state through scheduled snapshots stored in a protected area on the local hard disk. You can initiate a backup or restore by simply clicking your mouse or pressing the F11 key in a pre-boot environment. System backup and disaster recovery is now easy for all users regardless of connectivity.

For more information on Altiris Local Recovery visit the HP Web site at:
<http://h20331.www2.hp.com/Hpsub/cache/284015-0-0-225-121.html>.

Altiris Recovery Solution

Altiris Recovery Solution provides enterprise-level backup and recovery of servers and PCs from a central administrative console. With Altiris Recovery Solution, data backups can be scheduled to occur automatically to copy data to a protected area on a hard drive or to a network storage area. Altiris Recovery Solution has the ability to save an accurate snapshot of a user's computer and quickly restore a computer to that state, dramatically reducing recovery time from disasters.

For more information on Altiris Local Recovery visit the following Web site at:
<http://www.altiris.com/Products/RecoverySolution.aspx>.

Retired Solutions

The Desktop Management Task Force (DMTF) introduced the Desktop Management Interface (DMI) standard almost ten years ago. Due to new standards adoption such as the Common Information Model (CIM), the DMTF has initiated end-of-life for DMI. Given other advancements in HP Client Management Solutions, HP Systems Insight Manager, and Microsoft's implementation of CIM, known as Windows Management Instrumentation (WMI), the HP Insight Management Agent is no longer being provided on new HP commercial desktop, workstation, and notebook models introduced after January 1, 2004.

The Insight Management (IM) Agent provided the following features:

- DMI support allowed a client system to be managed by Insight Manager 7 or other DMI compliant management applications
- A Web agent allowed the system to be managed both locally and remotely by a Web browser
- Health alerting could notify the user locally or be sent to a central console

Insight Manager has been replaced by HP Systems Insight Manager (HP SIM). HP SIM uses WMI to retrieve client system information. The Altiris Connector for HP Systems Insight Manager is available and enables the HP Client Management Solutions through the HP SIM console.

HP Client Management Solutions support the reporting of health alerts to a system management console or locally to the client computer. Microsoft WMI is standard with Windows 2000 and Windows XP. WMI provides hardware inventory and alert information directly through the Windows operating system to a system management application.

HP Client Management hardware solutions

HP manageability technology

Select HP business computers produced since June 2005 feature the HP Client Management Interface (HP CMI), which allows you to manage your PCs regardless of what systems management software is installed. HP CMI is based on industry standards including Microsoft® Windows Management Interface (MS WMI), Web Based Enterprise Management (WBEM), System Management BIOS (SMBIOS), and Advanced Configuration and Power Interface (ACPI). Using HP CMI, systems management tools and applications can request in-depth client inventory, receive health status information, and manage system BIOS settings by communicating directly with the client computer, reducing the need for agent or connector software to achieve integration. HP CMI provides an interface that simplifies the integration of HP business computers with popular industry system management tools (including Altiris Client Management, Microsoft Systems Management Server, IBM Tivoli Software).

The HP Client Management Interface used in conjunction with system management software can:

- Request in-depth client inventory information — Capture detailed information about the processors, hard drives, memory, BIOS, and sensor information (such as fan speed, voltage, and temperature)
- Receive health status information — Subscribe for a wide range of client hardware alerts (such as over-temperature, fan stall, and hardware configuration changes) to be sent to the system management console, application, or to the local client computer. Alerts are sent real-time when triggered by hardware events.
- Manage system BIOS settings — Perform F10 Setup key functions including setting and changing the BIOS passwords and computer boot order remotely from your system management console on any or all of your client systems without having to visit each machine.

Table 2 shows HP CMI availability by platform and operating system.

Table 2 – HP CMI availability by platform

HP platform	HP CMI Availability	Operating System Support
Business Desktops/ Workstations	Select products since June 2005	Microsoft Windows XP Professional, Microsoft Windows XP Home, Microsoft Windows XP Professional x64, Microsoft Windows 2000
Business Notebooks	Select new products planned for early 2006	Microsoft Windows XP Professional

For legacy models not equipped with HP CMI, an HP CMI Software Provider SoftPaq may be downloaded from www.hp.com.

Quality/serviceability/compatibility

HP products are designed with quality and reliability in mind to help IT professionals keep their departments running smoothly and the employees working. HP products undergo extensive functional testing and are exposed to environmental extremes to minimize the chance of downtime from hardware failure. HP desktops and workstations feature tool-less access to slots and drive bays to facilitate system expansion by adding optional components.

HP carefully engineers software images to be compatible across various hardware form factors within a product series. Maintaining a single image within a product series provides unprecedented IT simplicity, deployment, and manageability.

HP Client Management service solutions

HP Client Management service solutions include a variety of individual services that customers can choose from. These services include individual product support based on lifecycle phases and management service support that covers multi-vendor, networked PCs.

Product Lifecycle support

HP offers specific expertise for any of the four product lifecycle phases: planning, deploying, management, and transition.

- Planning solutions – HP planning solutions enable the customer to create a proactive end-user client-device strategy based on key elements including total cost of ownership (TCO) evaluation and assessment of legacy versus new technology, and implementing HP Factory Express Services to accelerate deployment of customized products straight from the manufacturing floor.
- Deployment solutions – HP deployment solutions allow the customer to seamlessly automate the deployment and integration of a complex, multi-vendor system while reducing manual labor and associated costs.
- Management services – HP management services help keep the customer's IT support environment running smoothly and efficiently by decreasing the need for in-house support and improving service to end users. Types of management services available include:
 - HP Care Pack Services
 - HP Managed Desktop Services
- Transition services – HP transition services keep the customer IT department on top of evolving market and technology changes with fewer disruptions to business and end users. These services include:
 - Installation, Move, Add, Change, and Disposal (IMACD) services
 - Asset Recovery services
 - Equipment Buy Back services
 - Leasing and Financing services

For more information on HP lifecycle support solutions visit:

http://h20219.www2.hp.com/services/cache/80904-0-0-225-121.html?jumpid=reg_R1002_USEN

HP Managed Desktop Services

HP Management Desktop Services provide protection in an environment of multi-vendor networked PCs with an affordable, off-the-shelf solution that is easy to buy and use. Services including hardware asset management, software patch management, and software security are available as separate modules, allowing customers to customize and build a solution to best fit their needs.

For more information on the HP Managed Desktop Services visit:

http://h20219.www2.hp.com/services/cache/10224-0-0-225-121.html?jumpid=reg_R1002_USEN

Questions and Answers

Q. How can HP Client Management Solutions help me?

A. HP Client Management Solutions can significantly reduce the complexity of managing both the hardware and software aspects of client systems in your IT environment. These solutions enable you to automate and remotely administer many common client management tasks to help make your IT staff more efficient – freeing them to focus on more important IT initiatives.

Q. How do the HP Client Management Solutions integrate with other HP and third-party enterprise tools that I'm using?

A. HP Client Management Interface communicates directly with the client computer to request in-depth client inventory, receive health status information, and manage system BIOS settings by communicating directly with the client computer. HP CMI provides an interface that simplifies the integration of HP business computers with popular industry system management tools (including Altiris Client Management, Microsoft® Systems Management Server, IBM Tivoli Software, and HP OpenView Operations) and custom in-house developed management applications. HP CMI is available on select new HP business desktop, notebook and workstation models introduced after June 2005 (notebook availability planned for early 2006). An HP CMI Software Provider SoftPak is also available for legacy models and may be downloaded from www.hp.com.

Altiris software connector modules are available that integrate the HP Client Management Solutions with enterprise management tools. Connectors are currently available for HP OpenView (Network Node Manager, Operations, and Service Desk), HP Systems Insight Manager, Microsoft SMS, and Remedy.

Q. How can I evaluate the HP Client Management Solutions?

A. The following solutions are available for free with your purchase of HP client systems:

- HP Client Management Interface– Available on select new HP business desktop, notebook and workstation models introduced after June 2005 (notebook availability planned for early 2006). An HP CMI Software Provider SoftPak is also available for legacy models and may be downloaded from www.hp.com. Visit www.hp.com/go/easydeploy for more information and product and operating system availability.
- HP Client Manager– Available for HP business desktop, notebook, and workstation models. Visit www.hp.com/go/easydeploy to download HP Client Manager and register to receive an activation license.
- HP Local Recovery – Available for HP business desktop, notebook, and workstation models. Software is pre-loaded on latest models and may also be downloaded by visiting www.hp.com/go/easydeploy.
- Altiris Deployment Solution – A license of the software is included with HP Compaq t5000 Thin Clients. Visit www.altiris.com/hpt to download Deployment Solution software and for information on license activation. Deployment Solution may be evaluated free for 30-days on HP business desktop, notebook, and workstation models. Visit www.hp.com/go/easydeploy to download software and register to receive a 30-day evaluation license.

The Altiris Connector for HP Systems Insight Manager may be used free of charge for integrating HP Client Management Solutions with HP SIM. Visit www.hp.com/go/easydeploy to download the Altiris Connector.

A free, 30-day evaluation of all the Altiris solutions is available for HP business desktop, notebook, and workstation models. After the evaluation period, a license must be purchased to continue using the Altiris solutions to manage HP client systems. Visit www.hp.com/go/easydeploy to download software and register to receive a 30-day evaluation license.

Q. How do I purchase the HP Client Management Solutions?

A. Contact your HP representative to purchase licenses for the Altiris solutions.

Q. What technical support is available?

A. A combination of free and fee-based technical support is available. The offerings are summarized in this section with more details on the HP website at <http://h18000.www1.hp.com/im/support.html>.

Free Online Support – Online Support is a complimentary service that helps customers work through technical issues on their own by providing unlimited access to the Altiris Support Portal. The Support Portal includes access to the Knowledge Forum, licensing information, and solutions to common issues. If an answer to a question is not uncovered through a search of the Knowledge Forum, the issue can be posted to the forum where members of the Altiris community (including Altiris support personnel) will respond. The target response time for forum posts is within 24 hours.

Fee-based support

- Incident Support – Provides direct access for a single contact from a company, during Altiris business hours, to an Altiris support engineer through telephone and/or email for resolution of a support incident.
- Premium Support – An annual support offering that allows up to two representatives from a company to directly contact an engineer via telephone, email or through the Web. 24 x 7 emergency support is provided through on-call engineers.
- Custom Support – Designed for the larger, enterprise-level customer and allows Altiris support to be molded to the specific needs of the organization. Custom Support is composed of two elements that can be mixed and matched as needed: Assigned Engineer and On-Site Support.

Contact your HP representative to order Incident, Premium, or Custom Support.

Q. What is unique about the HP and Altiris alliance?

A. HP and Altiris have partnered to create a cohesive set of HP Client Management Solutions for complete management of client systems throughout their IT lifecycle. The tight linkage provided between HP Client Manager, HP Local Recovery, the Altiris Connectors for HP Open View & HP Systems Insight Manager, and the Altiris solutions offers industry-leading client management capability not available with other vendor solutions. These features directly benefit your IT staff, helping them to be more productive and efficient. From a single Web-based console, your IT professionals will be able to:

- Manage a wide range of client platforms — desktops, notebooks, and workstations, thin clients, and handhelds
- Manage the entire IT lifecycle of the device — deployment & migration, software distribution, asset management, backup & recovery, problem resolution
- Manage both the software and hardware aspects of client devices — monitor PC health status, proactive response to HW alerts, change BIOS settings, update BIOS/devices drivers
- Get comprehensive Web-based reports to help your IT planning and execution — such as hardware and software asset information, check task status, and others
- Set up policies to notify you of problem conditions and automate manual IT tasks
- Integrate seamlessly with enterprise management solutions — HP OpenView, HP Systems Insight Manager, Microsoft SMS, and Remedy

Conclusion

HP is a leader in the market by offering a single management solution and console for deploying and configuring desktops, workstations, notebooks, handhelds, and thin clients plus rich integration with HP enterprise management tools. HP offers extensive training and services expertise available from the HP Services organization and Altiris. This combination of HP Client Management Solutions and services capability provides the best choice for customers trying to reduce the cost and complexity of managing client systems.

Appendix A: Hardware Management Feature Summary

Refer to Table 3 for a feature summary of HP Client Management Solutions to determine which solution to use.

Table 3 – HP Client Management Solution Feature Comparison

Function	HP Client Manager support?	HP Systems Software Manager support?	HP Client Management Interface* support?	HP Insight Management Agent (retired) support?
Browser-based, remote management	Yes	No	Yes	Yes
Hardware inventory	Yes	No	Yes, using WMI	Yes
Alerts	Yes	No	Yes	SMART drive, thermal, ECC, memory change
Alert protocol	SNMP, Pager, Email, remote	N/A	WMI Events	SNMP, DMI, local, remote
Diagnostics	Yes	No	No	No
BIOS update	Yes	Yes	No	No
BIOS configuration	Yes	Yes	Yes	No
Driver updates	Yes	Yes	No	No
Mobile user, low bandwidth support	Yes	No	Yes	No
Altiris solution integration	Yes	Yes	Yes	No
HP Systems Insight Manager integration	Yes	No	Yes	No
HP OpenView integration	Yes	Yes	Yes	No
Microsoft SMS integration	Yes	Yes	Yes	Yes

*Requires systems management software used in conjunction with HP Client Management Interface.

Appendix B: Client Platform and OS Support

Table 4 – Platform and OS Support

HP Client Management Solution	Desktop support?	Notebook support?	Workstation support?	Handheld support?	Thin Client support?
HP Client Manager [1]	Yes – Windows [4]	Yes – Windows [4]	Yes – Windows [4]	No	No
HP Local Recovery [2]	Yes – Windows	Yes – Windows	Yes – Windows	No	No
HP Client Management Interface	Yes – Windows [5]	Yes – Windows *Early 2006	Yes – Windows	No	No
Altiris Client Management Suite – Level 1					
Inventory Solution	Yes – Windows, Linux [6]	Yes – Windows, Linux [6]	Yes – Windows, Linux [6]	Yes – Pocket PC, Palm	No
Deployment Solution [3]	Yes – Windows, Linux	Yes – Windows, Linux	Yes – Windows, Linux	No	Yes – Windows XPe, CE.net, Linux
Application Management Solution	Yes – Windows	Yes – Windows	Yes – Windows	No	No
Application Metering Solution					
Carbon Copy Solution					
Patch Management Solution					
Software Delivery Solution	Yes – Windows, Linux	Yes – Windows, Linux	Yes – Windows, Linux	No	No
Asset Management Suite – Level 2					
Asset Control Connector Solution	Yes – Windows	Yes – Windows	Yes – Windows	No	No
Contract Management Solution					
TCO Management Solution					
Notes:					
[1] See HP CM release notes for specific HP models supported – www.altiris.com/support/documentation .					
[2] See HP Local Recovery release notes for specific HP models supported – http://www.altiris.com/products/recovery/hp					
[3] Includes PC Transplant (not supported on thin clients)					
[4] Microsoft Windows NT (supported on HP Client Manager Software 6.0), Microsoft Windows 2000, Microsoft Windows XP, Microsoft Windows XP Professional x64 (supported on HP Client Manager 6.1)					
[5] Microsoft Windows 2000, Microsoft Windows XP Professional, Microsoft Windows XP Home (not supported on workstations), Microsoft Windows XP Professional x64, Microsoft Windows XP Tablet PC Edition					
[6] Linux licenses are not included with Client Management Suite, but are available for the individual Inventory, Deployment, and Software Delivery Solutions. Linux platforms supported include Red Hat, SuSE, United, and Mandrake. See the product documentation for specific versions supported – www.altiris.com/support/documentation .					

Appendix C: HP Client Management Solutions Quick Reference

The information below serves as a guide to determine which HP and Altiris tools provide different types of manageability.

Hardware and Software Inventory and Asset Management

Table 5 shows the features and tools that support hardware and software inventory tracking, and asset management.

Table 5 – Hardware and Software Inventory and Asset Management

Category	Feature	Tool	
Hardware Inventory	Asset tag BIOS date/manufacturer/version Thermal Status	HP Client Manager, HP Client Management Interface	
	Communication ports Devices attached to the PCI bus Floppy drive Graphics card manufacturer/memory size Hard drive model/serial number (HP CM 6.1 SP1)/size I/O port status IP address Keyboard MAC address Memory manufacturer/size/speed Memory slot population Mouse Network adapters Notebook battery manufacturer Processor family/speed Product ID Product name Removable media drives System serial number System board USB controller User name and domain	HP Client Manager, Windows Management Instrumentation	
	Device driver updates	HP Client Manager, System Software Manager	
	Monitor model Monitor manufacture date Monitor serial number (HP CM 6.1 SP1)	HP Client Manager	
	Software Inventory	Applications Operating System	Altiris Inventory Solution
	Reports and Asset Management	Inventory reports Custom reports	Altiris Server Web Reports, HP Client Manager
		Software license compliance Measuring software usage	Altiris Application Metering Solution
		Estimating cost of ownership	Altiris TCO Management Solution
		Leased equipment and SLA control	Altiris Contract Management Solution

Hardware and Software Change and Configuration Management

Table 6 provides a matrix of feature support by client management solutions available from HP and Altiris.

Table 6 – Hardware and Software Change and Configuration Management

Feature	HP Client Manager	System Software Manager	HP Client Management Interface	HPQ BIOS Flash Utility	Altiris Deployment Solution	Altiris Software Delivery Solution	Altiris Client Manager Solution	Altiris PC Transplant	HP Subscriber's Choice	Altiris Patch Management Solution	Altiris Application Metering Solution	Altiris Carbon Copy Solution	Altiris Help Desk Solution	Altiris Local Recovery	Altiris Local Recovery Pro	Altiris Recovery Solution	Feature detail
BIOS Management (remote)																	
Change BIOS settings	X	X	X														N/A
Boot order	X	X	X														BIOS Setting
Setup and change BIOS password	X	X	X														N/A
Flash BIOS with updates	X	X		X													N/A
Remote Wake-on-LAN from power-off state	X																N/A
Hardware Management (remote)																	
Deploy HP-specific driver updates	X	X															N/A
Switch Hyper-Threading	X	X	X														BIOS Setting
Control chassis lock	X	X	X														BIOS Setting
Enable/disable serial, parallel, USB ports	X	X	X														BIOS Setting
UUID status	X	X	X														BIOS Setting
Software Management																	
Image creation					X												N/A
Image integrity					X												N/A
OS installation/deployment					X	X											N/A
Application packaging							X										N/A
Application installation/deployment					X	X											N/A
Personality and data migration								X									N/A
Change control and Notification									X								N/A
Fault Notification																	
PC health checks and diagnostics	X		X														Application health checks and diagnostics
Hardware alerts	X																Free hard drive space
	X																S.M.A.R.T. hard drive

Feature	HP Client Manager	System Software Manager	HP Client Management Interface	HPO BIOS Flash Utility	Altiris Deployment Solution	Altiris Software Delivery Solution	Altiris Client Manager Solution	Altiris PC Transplant	HP Subscriber's Choice	Altiris Patch Management Solution	Altiris Application Metering Solution	Altiris Carbon Copy Solution	Altiris Help Desk Solution	Altiris Local Recovery	Altiris Local Recovery Pro	Altiris Recovery Solution	Feature detail
Fault Notification (continued)																	
	X																Memory
	X		X														Device change
	X		X														Memory change [1]
	X																Monitor change
	X																Notebook battery failure
	X		X														Processor change
	X		X														Chassis intrusion
	X		X														Temperature
	X																System disconnected from power supply [2]
	X																System disconnected from LAN [2]
Help desk ticket creation and tracking													X				N/A
Fault Recovery																	
Patch Management										X							N/A
Application self-healing						X					X						N/A
Remote control					X							X					N/A
Help Desk ticket tracking													X				N/A
Backup and disaster recovery support for local hard drive														X			Local
Backup and disaster recovery including open and locked files with support for local and secondary hard drives															X		Local
Backup and disaster recovery including open and locked files with support for local, secondary hard drive and network drives																X	Network

NOTES:

[1] HP Client Management Interface provides memory alerts on systems equipped with ECC memory.

[2] Disconnected systems are detected by running a report of systems that have not checked in for a few days or weeks.

Integration

Table 7 shows the tools that support integration with management technology and solutions.

Table 7 – Tools Used for Integrating HP and Microsoft Manageability

Company	Management technology or solution	Tool used
Hewlett Packard	HP Systems Insight Manager	Altiris Connector for HP SIM, HP CMI
	HP OpenView Network Node Manager for Windows, Operations for Windows, Service Desk	Altiris Connector Solution with HP OpenView Connector Pack, HP CMI
BMC Software	Remedy Helpdesk	Altiris Connector Solution with Altiris Remedy Connector Pack
Oracle	PeopleSoft	Altiris Connector Solution with PeopleSoft Connector Pack
Microsoft	Active Directory	Altiris Active Directory Connector
	SMS	Altiris Connector Solution with SMS Connector Pack, Simple Network Management Protocol, HP CMI

Management Console

The management console has many benefits for ease of use including:

- a single, Web-based interface
- a single data repository
- policy-based management
- role and scope based management security
- support for mobile/remote users
 - bandwidth throttling
 - checkpoint recovery

Comprehensive management agent

The following agents work together to make up the comprehensive management agent.

- Altiris Deployment Agent/AClient (used by deployment server)
- Altiris Agent (used by notification server)
- HP CM agent

Standards and protocols used

Below is a list of the industry standards and protocols used by the Management Console:

- Windows Management Instrumentation (WMI)
- System Management BIOS (SMBIOS)
- Common Information Model (CIM)
- Simple Network Management Protocol (SNMP)
- Web-Based Enterprise Management (WBEM)
- Advanced Configuration and Power Interface (ACPI)

DOS Tools

HP has available several simple, stand-alone DOS tools that may be used in a scripting environment for Desktops and Workstations, as indicated in Table 8 below.

Table 8 – DOS tools

Tool name	Description
FLASHL.EXE	Distributed as part of the Desktop BIOS utilities for supported products. Visit the Support & Drivers web page at http://welcome.hp.com/country/us/en/support.html for specific product support.
REPSET.EXE	Used to change BIOS settings in DOS. Distributed as part of the Desktop BIOS utilities for those systems that it supports.
IDHP.EXE	Used to acquire the motherboard ID plus a few other common asset items. This tool supports all HP Compaq Business Desktops, Notebooks, and Workstations.
HPSMBIOS.EXE	Used to acquire the motherboard ID and some other data from SMBIOS. This tool supports all HP Compaq Business Desktops, Notebooks, and Workstations.

Appendix D: Management solutions compatibility for HP clients

Current Models

Table 9 – Current HP models

Solutions supported [1]	Solution Acquisition Method	Compatible models	Agent required [2]	Agent deployment method [3]
Desktops				
HP Client Foundation Suites, HP Client Premium Suite	purchase	All	Altiris NS Client, Altiris AClient	management console
HP Client Manager	Web	d325, dc5000, dc5100, rp5000**, dc7100, dx2000 slim tower, dx5150*, dx6050, dx6100, dx6120, dx7200, dx7208, dc7600, dc7608	Altiris NS Client with HP CM extensions	management console
HP Client Management Interface [4]	integrated client feature	dx7200, dx7208, dc7600, dc7608	no agent required	no agent required
HP Local Recovery	Web	d325, dc5000, dc5100, rp5000**, dc7100, dx2000, dx6050, dx6100, dx7200, dx7208	no agent required	no agent required
System Software Manager	Web	d325, dc5000, dc5100, rp5000**, dc7100, dx2000 slim tower, dx5150*, dx6050, dx6100, dx6120, dx7200, dx7208, dc7600, dc7608	no agent required	no agent required
Altiris Deployment Solution	purchase (included with HP Client Foundation Suite and HP Client Premium Suite)	d325, dc5000, rp5000, dc5100, dc7100, dx2000 slim tower, dx5150, dx6050, dx6100, dx6120, dx7200, dx7208, dc7600, dc7608	Altiris AClient	management console, preloaded

* Does not support changing BIOS settings.

** Windows XP support only.

Table 9 – Current HP models (continued)

Solutions supported [1]	Solution Acquisition Method	Compatible models	Agent required [2]	Agent deployment method ³
Notebooks				
HP Client Foundation Suites, HP Client Premium Suite	purchase	All	Altiris NS Client	management console
HP Client Manager	Web	nc4000, nc4010, nc4200, nc6000, nc6110, nc6120, nc6140, nc6200, nc8000, nc8200, nx5000	Altiris NS Client with HP CM extensions	management console
HP Local Recovery	Web	nc4000, nc4010, nc6000, nc6140, nc8000, nw8000, nx5000, nx7000, nx7010, nx9020, nx9030, nx9040, nx9100, nx9105, nx9110, nx9500	no agent required	no agent required
System Software Manager	Web	nc4000, nc4010, nc4200, nc6000, nc6110, nc6120, nc6140, nc6200, nc8000, nc8200, nw8000, nx5000	no agent required	no agent required
Altiris Deployment Solution	purchase (included with HP Client Foundation Suite and HP Client Premium Suite)	nc4000, nc4010, nc4200, nc6000, nc6110, nc6120, nc6140, nc6200, nc8000, nc8200, nx5000	Altiris AClient	management console, preloaded
Tablet PC				
HP Client Foundation Suites, HP Client Premium Suite	purchase	tc1100	Altiris NS Client	management console
HP Client Manager	Web	tc1100*	Altiris NS Client with HP CM extensions	management console
HP Local Recovery	Web	tc1100	no agent required	no agent required
System Software Manager	Web	tc1100*	no agent required	no agent required
Altiris Deployment Solution	purchase (included with HP Client Foundation Suite and HP Client Premium Suite)	tc1100	Altiris AClient	management console

* Does not support changing BIOS settings.

Table 9 – Current HP models (continued)

Solutions supported [1]	Solution Acquisition Method	Compatible models	Agent required [2]	Agent deployment method ³
Thin Clients				
HP Client Manager, HP Client Foundation Suite and HP Client Premium Suite	n/a	None	n/a	n/a
HP Local Recovery	n/a	None	n/a	n/a
System Software Manager	n/a	None	n/a	n/a
Altiris Deployment Solution	license included and preinstalled	t5125, t5300, t5500, t5510, t5515, t5520, t5525, t5700, t5710, t5720	Altiris AClient	management console, preloaded
Workstations				
HP Client Foundation Suites, HP Client Premium Suite	purchase	xw4200, xw4300, xw6200, xw8200, xw9300	Altiris NS Client	management console
HP Client Manager	Web	xw4200, xw4300, xw6200, xw8000*, xw8200, xw9300	Altiris NS Client with HP CM extensions	management console
HP Client Management Interface [4]	integrated client feature	xw4300	no agent required	no agent required
HP Local Recovery	preloaded, Web	xw4200, xw4300, xw6200, xw8200, xw9300	no agent required	no agent required
System Software Manager	Web	xw4200, xw4300, xw6200, xw8000*, xw8200, xw9300	no agent required	no agent required
Altiris Deployment Solution	purchase (included with HP Client Foundation Suite and HP Client Premium Suite)	xw4200, xw4300, xw6200, xw8200, xw9300	Altiris AClient	management console, preloaded

* Does not support changing BIOS settings.

Table 9 – Current HP models (continued)

NOTES:

[1] Solutions Supported:

Solution is tested, qualified, and supported by HP. The Altiris Notification Server provides a Web-based management console for other Altiris solutions including HP Client Manager. It is used to install agent software on clients, collect and store information from clients in a database, run Web reports on collected data, and manage policies on client machines to automate many tasks. The Altiris Notification Server is a pre-requisite for the HP Client Manager and is part of the software package provided free when HP Client Manager is [downloaded](#). Altiris Deployment Solution may be run standalone or in conjunction with the Altiris Notification Server-[view the Altiris Architecture multi-media tour](#) for more details.

[2] Required Agents:

Altiris AClient - used to connect client system with Altiris Deployment Solution

Altiris NS Client - used to connect client system with Altiris Notification Server; required for all Altiris solutions except Deployment Solution

[3] Agent Deployment Methods:

Console - The Altiris Deployment Solution console is used to install (push) the Altiris AClient to client systems; The Altiris Notification Server is used to install (push) the Altiris NS Client to client systems.

Preinstalled - Included in factory image; agent is installed and active after system set-up is complete.

Preloaded - Included in factory image; agent is ready to be installed and activated after system set-up is complete.

Web - Downloadable from the HP [software & drivers Web site](#)

Restore CD - Available on Restore CD included with system

[4] HP Client Management Interface:

Available on select new HP business desktop, notebook and workstation models introduced after June 2005 (notebook availability planned for early 2006). An HP CMI Software Provider SoftPak is also available for legacy models and may be downloaded from www.hp.com. Requires systems management software used in conjunction with HP Client Management Interface.

Legacy Models

Table 10 – Legacy HP models

Solutions supported [1]	Solution Acquisition Method	Compatible models	Agent required [2]	Agent deployment method [3]
Desktops				
HP Client Manager Software 6.0	Web	d300, d300s, d310, d315, d320, d325, d330, d500, d510, d510 e-pc, d530, Deskpro EN (manufactured after 2001), Deskpro EX and EXS, IPAQ desktop (manufactured after 2001), iPAQ legacy-free desktop (manufactured after 2001), VL400, VL410, VL420, VL800, VL8i, HP e-pc	HP CMS client and/or Altiris NS Client	management console
HP Local Recovery	Web	d220, d228, d230, d240, d248, d330, d338, d530, d538, dx6050	no agent required	no agent required
System Software Manager	Web	d300, d300s, d310, d315, d320, d325, d330, d500, d510, d530, Deskpro EN, Deskpro EX and EXS, IPAQ desktop, iPAQ legacy-free desktop	no agent required	no agent required
Altiris Deployment Solution	purchase	d300, d300s, d310, d315, d320, d325, d330, d500, d510, d510 e-pc, d530, Deskpro EN, Deskpro EX and EXS, IPAQ desktop, iPAQ legacy-free desktop VL400, VL410, VL420, VL800, VL8i, HP e-pc	Altiris AClient	management console, preloaded
Other Altiris Solutions	purchase	All	Altiris NS Client	management console

Table 10 – Legacy HP models (continued)

Solutions supported [1]	Solution Acquisition Method	Compatible models	Agent required [2]	Agent deployment method [3]
Notebooks				
HP Client Manager Software 6.0	Web	E500, N400c, N410c, N600c, N610c, N620c, N800c, N1000c, Omnibook VT6200/510	HP CMS client and/or Altiris NS Client	management console
System Software Manager	Web	E500, M300, M700, N400c, N410c, N600c, N610c, N620c, N800c, N800w, N1000c, Omnibook 6100, Omnibook VT6200/510, Omnibook XE4000, Omnibook XE-GF	no agent required	no agent required
HP Local Recovery	Web	nx7000, nx9010, nx9100, nx9105	no agent required	no agent required
Altiris Deployment Solution	purchase	E500, M300, M700, N400c, N410c, N600c, N610c, N620c, N800c, N800w, N1000c, N1005, Omnibook 6100, Omnibook VT6200/510, Omnibook XE4000, Omnibook XE-GF	Altiris AClient	management console, preloaded
Other Altiris Solutions	purchase	All	Altiris NS Client	management console
Tablet PC				
HP Client Manager Software 6.0	Web	tc1000*	HP CMS client and/or Altiris NS Client	management console
System Software Manager	Web	tc1000*	no agent required	no agent required
HP Local Recovery	Web	tc1000	no agent required	no agent required
Altiris Deployment Solution	purchase	tc1000	Altiris AClient	management console
Other Altiris Solutions	purchase	tc1000	Altiris NS Client	management console

* Does not support changing BIOS settings

Table 10 – Legacy HP models (continued)

Solutions supported [1]	Solution Acquisition Method	Compatible models	Agent required [2]	Agent deployment method [3]
Workstations				
HP Client Manager Software 6.0	Web	AP230, AP240, AP500, xw3100, xw4000, xw4100, xw5000, xw6000, xw8000*,	HP CMS client and/or Altiris NS Client	management console
System Software Manager	Web	AP200, AP230, AP240, AP250, AP300, AP400, AP500, AP550, N800w, SP700, SP750, W4000, W6000, W8000, x1000, x1100, x2000, x2100, x4000, xw3100, xw4000, xw4100, xw5000, xw6000, xw8000*,	no agent required	no agent required
HP Local Recovery	preloaded, Web	xw3100, xw4000, xw4100, xw5000, xw6000, xw8000,	no agent required	no agent required
Altiris Deployment Solution	purchase	AP200, AP230, AP240, AP250, AP300, AP400, AP500, AP550, N800w, SP700, SP750, W4000, W6000, W8000, x1000, x1100, x2000, x2100, x4000, xw3100, xw4000, xw4100, xw5000, xw6000, xw8000	Altiris AClient	management console, preloaded
Other Altiris Solutions	purchase	All	Altiris NS Client	management console

NOTES:

[1] Solutions Supported:

Solution is tested, qualified, and supported by HP. The Altiris Notification Server provides a Web-based management console for other Altiris solutions including HP Client Manager. It is used to install agent software on clients, collect and store information from clients in a database, run Web reports on collected data, and manage policies on client machines to automate many tasks. The Altiris Notification Server is a pre-requisite for the HP Client Manager and is part of the software package provided free when HP Client Manager is [downloaded](#). Altiris Deployment Solution may be run standalone or in conjunction with the Altiris Notification Server-[view the Altiris Architecture multi-media tour](#) for more details.

[2] Required Agents:

Altiris AClient - used to connect client system with Altiris Deployment Solution

Altiris NS Client - used to connect client system with Altiris Notification Server; required for all Altiris solutions except Deployment Solution

[3] Agent Deployment Methods:

Console - The Altiris Deployment Solution console is used to install (push) the Altiris AClient to client systems; The Altiris Notification Server is used to install (push) the Altiris NS Client to client systems.

Preinstalled - Included in factory image; agent is installed and active after system set-up is complete.

Preloaded - Included in factory image; agent is ready to be installed and activated after system set-up is complete.

Web - Downloadable from the HP [software & drivers Web site](#)

Restore CD - Available on Restore CD included with system

Appendix E: HP Client Manager support for Windows XP Professional x64 Edition

Table 11 – Client Manager Support for Windows XP Professional x64 Edition

Products			SSM 1.71 A2			SSM 2.0		
Workstations	Alerting	Inventory	BIOS Flash	BIOS Settings	Softpaq update	BIOS Flash	BIOS Settings	Softpaq update
xw9300	no	basic	no	no	yes	no	no	yes
xw8200	no	basic	no	no	yes	no	no	yes
xw6200	no	basic	no	no	yes	no	no	yes
xw4300	yes	advanced*	no	no	yes	yes	yes	yes
xw4200**	no	basic	no	no	yes	no	no	yes
Desktops								
dc7600	yes	advanced*	no	no	yes	yes	yes	yes
dx7200	yes	advanced*	no	no	yes	yes	yes	yes
dx5150	no	basic	no	no	yes	no	no	yes

*Advanced - includes BIOS settings

**Must have an EM64T processor, not a IA32 Pentium processor

For more information

To learn more about HP Client Management Solutions, contact your local HP sales representative or visit our website at: <http://www.hp.com/go/easydeploy>

To learn more about HP systems for large business, visit our website at: <http://www.hp.com/go/enterprise>

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