

# Client Management and Mobile Printing Solutions

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User Guide

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First Edition: January 2007

Document Part Number: 419712-001

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# 1 Client Management Solutions

Client Management Solutions provide standards-based solutions for managing client (user) desktop, workstation, notebook, and tablet PC computers in a networked environment.

The key capabilities and features of client management are

- Initial software image deployment.
- Remote system software installation.
- Software management and updates.
- ROM updates.
- Tracking and security of computer assets (the hardware and software installed on the computer).
- Fault notification and recovery of certain system software and hardware components.



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**NOTE** Support for specific features described in this section may vary, depending on computer model and/or version of management software installed on the computer.

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## Configuration and deployment

The computer comes with a preinstalled system software image. The initial software image is configured during the first-time setup of the computer. After a brief software "unbundling" occurs, the computer is ready to be used.

A customized software image can be deployed (distributed) by

- Installing additional software applications after unbundling the preinstalled software image.
- Using software deployment tools, such as Altiris Deployment Solutions, to replace the preinstalled software with a customized software image.
- Using a disk cloning process to copy the contents from one hard drive to another.

The deployment method you use depends on your organization's technology environment and processes.



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**NOTE** The HP Backup and Recovery Manager, Computer Setup utility, and other system features provide further assistance with the recovery of system software, configuration management and troubleshooting, and power management.

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## Software management and updates

HP provides several tools for managing and updating software on client computers:

- HP Client Manager
- HP OpenView Radia Management Solutions
- System Software Manager

### HP Client Manager

HP Client Manager integrates Intelligent Manageability technology within Altiris software. HP Client Manager provides superior hardware management capabilities for HP devices. These capabilities include

- Detailed views of hardware inventory for asset management.
- System Checkup monitoring and diagnostics.
- Web-accessible reporting of business-critical details such as thermal warnings and memory alerts.
- Remote updating of system software such as device drivers and the system BIOS.



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**NOTE** Additional functionality can be added when HP Client Manager is used with optional Altiris Solutions software (purchased separately).

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When HP Client Manager (installed on a client computer) is used with Altiris Solution software (installed on an administrator computer), HP Client Manager provides increased management functionality and centralized hardware management of HP client devices for the following IT life cycle areas:

- Inventory and asset management
  - Software license compliance
  - Computer tracking and reporting
  - Computer lease contract information and fixed asset tracking
- System software deployment and migration
  - Windows® migration
  - System deployment
  - Personality (personal user settings) migration
- Help desk and problem resolution
  - Management of help desk tickets
  - Remote troubleshooting
  - Remote problem resolution
  - Client disaster recovery
- Software and operations management
  - Ongoing client management
  - HP system software deployment
  - Application self-healing (the ability to identify and repair certain application problems)

Altiris Solutions software provides easy-to-use software distribution capabilities. HP Client Manager enables communication with the Altiris Solutions software, which can be used to complete new hardware deployment or personality migration to a new operating system using easy-to-follow wizards. HP Client Manager is available for download from the HP Web site.

When Altiris Solutions software is used in conjunction with System Software Manager or HP Client Manager, administrators can also update the system BIOS and device driver software from a central console.

## HP OpenView Radia Management Solutions (select models only)

HP OpenView Radia Management Solutions automate the management of software such as operating systems, software, software updates, content, and configuration settings to ensure that each computer is maintained in the correct configuration. With these automated management solutions, you can manage software throughout the life of the computer.

HP OpenView Radia Management Solutions enable you to

- Collect hardware and software inventory across multiple platforms.
- Prepare a software package and conduct impact analysis prior to distribution.
- Target individual computers, workgroups, or entire populations of computers for deployment and maintenance of software and content according to policies.
- Provision and manage operating systems, applications, and content on distributed computers from any location.
- Integrate HP OpenView Radia Management Solutions with help desks and other system management tools for seamless operations.
- Leverage a common infrastructure for management of software and content on standard computing devices across any network for all enterprise users.
- Scale to meet enterprise needs.



## System Software Manager

System Software Manager (SSM) lets you remotely update system-level software on multiple systems simultaneously. When executed on a client computer, SSM detects versions of both hardware and software, and then updates designated software from a central repository, known as a file store. Driver versions that are supported by SSM are denoted with a special icon on the HP driver download Web site and on the Support Software CD. To download the SSM utility or to obtain more information on SSM, visit the HP Web site at <http://www.hp.com/go/ssm> (English only).

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## 2 Mobile Printing Solutions

Mobile Printing Solutions software enables you to print to any PostScript-enabled HP network printer, even if the computer does not have the needed printer driver.



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**NOTE** The Mobile Print Driver is preinstalled on select HP computers.

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### Printing using Mobile Printing Solutions

To print using Mobile Printing Solutions:

1. Select **File > Print** from any application.
2. Select **HP Mobile Printing** from the list of printers.
3. Click **Print**.
4. Enter the printer's IP address or network path.
5. Click **Print**.

For more information on downloading and using Mobile Printing Solutions, visit the HP Web site at <http://www.hp.com/go/mobileprinting> (English only).

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