



HP Client Management solutions overview

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Executive summary

HP provides a comprehensive portfolio of HP Client Management Solutions to help reduce the complexity and cost of managing commercial PCs throughout their lifecycles. This portfolio includes client management software from HP and third-parties, jointly-developed value-adds, and HP manageability tools and technologies.

This document provides an overview of client management solutions for HP commercial desktop, workstation, and notebook PCs.

Solutions overview

The approach you take toward client manageability can affect the overall total cost of ownership (TCO) of your HP commercial PCs. As a result, HP offers client management solutions designed to help you whatever your level of IT maturity – whether you are just beginning to address client manageability or are well on your way to implementing automated best practices. The goal is to ensure that HP commercial PCs are well-managed systems that feature leading client manageability products.

HP works closely with leading client management software providers to qualify HP commercial PCs with their products. HP also partners with these providers to extend the value of their products on HP commercial PCs.

The HP Client Management Solutions portfolio offers solutions designed to meet a range of client management needs. These solutions include:

- LANDesk Client Management Solutions for HP
 - Client Management
 - Client Security
- HP Client Automation Enterprise
- Microsoft Systems Center Configuration Manager (SCCM) with HP value-adds
 - HP Client Catalog for Microsoft System Center
 - HP Client Integration Kit for Microsoft System Center
 - HP Driver Packs
- Symantec Altiris Client Management Suite (CMS)

LANDesk Client Management Solutions

HP has partnered with LANDesk to co-develop Client Manageability Solutions that allow you to better manage your HP commercial PCs. As a result, you can reduce TCO and realize higher value from the investment in your PC fleet.

LANDesk software is the preferred solution for delivering beyond-the-box innovation in client management and remote policy enforcement for HP Professional Innovations software.

Advanced HP hardware management

LANDesk Management Suite extends software management features to provide in-depth hardware management for HP commercial systems. These extended capabilities include:

- **HP Update/Patch Delivery Automation** – The latest HP drivers and hardware/firmware updates are automatically collected, packaged, and delivered to a central console for remote deployment to specific HP systems in your client environment that need updating.
- **One-to-many BIOS/firmware configuration changes** – You can modify any firmware settings on any supported HP system.

- **Proactive hardware health alerting** – You can receive health alerts from your HP systems, including thermal conditions and proactive hard drive failure warnings from HP SMART¹ technology.

Policy enforcement for key HP Professional Innovations Software

You can use LANDesk Management Suite 9.5 to remotely enforce and control policies on some HP Professional Innovations Software solutions. For example, you can use LANDesk Management Suite with the following solutions:

- **HP Power Assistant** – You can now perform the following activities:
 - Assign detailed power profiles (with OS as well as device-level power management settings) and power schedules that specify sleep or wake times
 - Change the active power profiles of HP systems to enhance power management control
 - View detailed power consumption and up-time utilization statistics
- **HP Connection Manager** – You can now remotely management different communication devices and network connections, including WWAN, WLAN, and LAN connections. A simple user interface drives quick connectivity via intuitive buttons and controls.
- **HP Support Framework (HP Battery Check)** – You can now remotely test the status of the batteries in HP systems featuring HP SMART Battery Technology. Using a built-in microchip, HP SMART Batteries can maintain and report their own health status.

Key features

Table 1 summarizes the features offered in LANDeskManagement Suite 9.5.

Table 1. Key LANDesk Management Suite 9.5 features

Benefit	Feature	Description
Enterprise efficiency and scalability	Content replication	Replicate content from any file server source to other servers, enabling faster, more controllable, and more efficient distribution of content, patches, and updates
	Core synchronization	Manage configurations and tasks on a central core; synchronize the configurations and tasks of all cores
	Rollup core	Collect and view data from every core, providing a centralized view of the enterprise
	Reporting	Utilize powerful, flexible reporting capabilities to display the data you care about in the way you want to see it
	LANDesk Cloud Services Appliance	Provide complete anytime, anywhere management access for users outside your corporate firewall and at geographically-distributed sites
	Role-based administration	Make console user management easy, secure, and flexible; define administrative access via defined roles or, if preferred, via granular permissions per user or per group
	LANDesk Dynamic Preferred Server	Distribute packages with functional load balancing and fault tolerance
	Cross-platform support	Utilize broad platform support to reduce cost, increase productivity, and gain control of end user environments – latest platforms supported include Windows 8, Windows Server 2012, Mac OS X 10.8 Mountain Lion, CentOS 6, Red Hat Enterprise Linux 6, SuSE Linux Enterprise Server 11, Solaris 10, and HP-UX 11.
	Agent watcher	Restart downed agents, restore them to their original state, and alert IT staff if a user removes or tampers with one
Enterprise alerting	Maintain control and keep the most important information in one easy-to-view section	

¹ Where SMART denotes Self Monitoring Analysis and Reporting Technology

Benefit	Feature	Description
	Wake-on-WAN (WOW)	Allow an elected peer on the subnet to wake the machine by sending magic packets on the local subnet – WOW can function even when the network is configured to not forward broadcast packets; machines can be powered up across the enterprise WAN infrastructure without network reconfiguration
	User-based views	Utilize an end-user-focused systems management platform to provide a view of devices by user rather than by device
	Off-core inventory services	Distribute inventory processing across multiple servers to increase efficiency
Software license monitoring	Dynamic products	Utilize version wildcarding to merge multiple product versions into a single, dynamic product in order to simplify asset management.
	Return on investment (ROI) reports	Manage licenses more wisely and reduce license costs; utilize additional reports to help reduce audit discomfort
	Software usage monitoring	List who is using what and how often so you can prioritize license allocation
	Comprehensive license monitoring	Monitor software license use with application usage, license reporting, and compliance reporting
Software distribution	Package-agnostic distribution	Deploy any package type and provide access to multi-file MSI support
	Self-service portal	Reduce help-desk incidents, empower users to initiate approved installations, and expedite troubleshooting using detailed histories
	Simplified work flow	Enable the faster, easier scheduling of package installations
	Task scheduler	Integrate with directory service and asset inventory databases to facilitate target selection
	Bandwidth controls	Quickly, easily set bandwidth options
	Task-based modeling	Separate package building and delivery methods to improve planning and process efficiency
OS deployment and profile migration	Ultra-efficient deployment	Leverage patented LANDesk Targeted Multicast and Preferred Server technologies to quickly place large image files on target machines
	Automated profile migration	Capture user, application, and desktop settings and files and restore them to new machines
	Hardware-independent imaging	Manage a driver library and only insert the relevant drivers at run time
	Profile migration in provisioning	Captures user settings and data applications with provisioning that features improved building blocks to create simple templates for machine and user migration
Remote control, inventory, and power management	HTML 5 remote control	Deliver secure, high-performance remote desktop access over a secure web connection from any device with a HTML 5-compliant browser; share the remote control session with a peer to collaborate on problem solving
	Comprehensive inventory	View all hardware and software data items associated with a specific device
	Scalable discovery	Facilitate real-time, subnet-level tracking of unmanaged networked devices, even if those devices have a firewall enabled – on-demand as well as listening methods available for discovery
	Power management	Utilize historical tracking and reporting to monitor actual system usage and corresponding savings at the client level; process-sensitive policy triggers identify processes or applications that should not be interrupted by power policies

Remote, simplified management of HP Thin Clients

LANDesk Management Suite 9.5 can manage HP Thin Clients² from the same console as traditional PCs. Support includes key functionality such as the following:

- Machine discovery
- Inventory
- Image capture and deployment
- Embedded OS write filter management
- Remote control

SCCM and related HP offerings

SCCM

SCCM allows you to reduce the day-to-day operational costs associated with managing Windows, while also enabling your business to move more quickly by integrating these core disciplines into a single solution.

SCCM delivers enterprise-class software distribution and asset management through comprehensive inventory analysis, operating system and software distribution, software usage tracking, and reporting. For more information, visit <http://www.microsoft.com/en-us/server-cloud/system-center/configuration-manager-2012.aspx>.

HP Client Catalog for Microsoft System Center Products

The HP Client Catalog for Microsoft System Center Products offering helps automate the acquisition and deployment of HP software updates (SoftPaqs) to HP commercial PCs in an SCCM environment. This catalog file, which contains detailed platform information on HP commercial desktops, notebooks and workstations, can be used in conjunction with the software update features of SCCM and System Center Updates Publisher or System Center Essentials to automate driver and patch updates to managed clients.

For more information on HP Client Catalog for Microsoft System Center Products, visit www.hp.com/go/clientmanagement.

HP Client Integration Kit for Microsoft System Center

HP Client Integration Kit for Microsoft System Center (HP CIK) is a plug-in for SCCM that simplifies the deployment of Windows 7 and Windows XP to managed clients. Capabilities include:

- Importing WinPE and HP platform driver packs
- Integrating the BIOS Configuration utility, which allows you to configure BIOS settings during deployment
- Performing basic OS task sequences, highlighting custom steps from HP

HP CIK is installed on the same server as SCCM 2007 SP2 and can be accessed through the System Center console on the server.

For more information on the HP CIK, visit www.hp.com/go/clientmanagement.

HP Driver Packs

HP is delivering single files that contain all the necessary drivers for HP commercial PCs. These integrated driver packs are planned for most 2010, 2011, 2012, and future desktops, notebooks and workstations.

The driver packs are shown in LANDesk Management Suite, HP Client Catalog for Microsoft Systems Center Configuration Manager, and HP SoftPaq Download Manager.

² 2010 or newer models

HP Software Solutions

HP Client Automation Enterprise

HP Client Automation Enterprise is a true desired state client management solution for highly complex, ever-changing enterprise environments. By automating management across your physical or virtual client fleet from assessment to acquisition, deployment, management, and retirement you can improve availability, security, and compliance. HP Client Automation Enterprise is recommended for customers with over 10,000 devices or more complex environments and has unlimited scalability providing continuous policy enforcement, monitoring, alerting, remediation, and reporting on hardware, applications, and OS.

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

Based on a single, policy-driven architecture, HP Client Automation Enterprise allows you to inventory, deploy, patch, and continuously manage software and content across heterogeneous hardware and OS platforms. Key functionality includes:

- Automating the entire lifecycle management process from discovery, deployment, and ongoing management through migration and retirement
- Automatically deploying and continuously managing the entire software stack (OSs, applications, patches, settings, and content) to maintain a desired state
- Managing software on almost any device, including desktops and notebooks, in a heterogeneous or standalone infrastructure
- Managing software on most OSs

HP Client Automation Enterprise includes the following features:

- Policy-based, continuous desired-state automation
- Task-based automation
- Hardware and software inventory reports
- Software distribution
- OS security patch management, continuous verification, and repair
- OS image deployment with user settings backup and migration
- Software usage metering
- BIOS management, as well as HP ProtectTools for embedded security
- HP SoftPaq acquisition and deployment
- Scheduling for power functions and remotely control devices
- Real-time HP hardware alerts (SMART Drives, Client Management Interface (CMI))
- Support for a range of HP-managed Thin Client OS platforms, including Windows XP Embedded (XPe), Windows Embedded Standard (WES), Windows Embedded Compact (CE), HP ThinPro, and Debian Linux
- Operational dashboards
- Security and compliance management
- Integration with HP Asset Manager and Operations Orchestration
- Integration with HP Essentials Network Integration³
- Application Management Profiles (AMP)
- Scalability – scales to over 100,000 devices
- Windows and Linux support for desktops, notebooks, workstations, and blades

³Subscription service

HP management tools and technologies

HP Client Management Interface

With HP CMI, you can manage PCs regardless of the systems management software installed, allowing HP commercial PCs to integrate seamlessly into a managed IT environment. Your systems management tools and applications can communicate directly with the PC, reducing the need for agents or connector software.

To simplify the integration of HP commercial PCs with popular system management tools, HP CMI is based on industry standards such as Microsoft Windows Management Interface (WMI), Web Based Enterprise Management (WBEM), System Management BIOS (SMBIOS), and Advanced Configuration and Power Interface (ACPI). You can access HP CMI via by writing simple scripts that are integrated with the management solution of your choice.

Using HP CMI, the capabilities of your system management software include:

- **Client inventory** – You can capture detailed information about processors, hard drives, memory, BIOS, and sensor information (such as fan speed, voltage, and temperature)
- **Health status** – You can have a wide range of client hardware alerts (such as over-temperature, fan stall, and hardware configuration changes) sent in real time to the system management console, application, or local client computer when triggered by a hardware event
- **System BIOS** – You can remotely use your system management console to perform key F10 setup functions (such as setting and changing BIOS passwords or boot order) on any or all client systems – without having to visit each machine individually

For legacy models not equipped with HP CMI, an HP CMI Software Provider SoftPaq may be downloaded from www.hp.com. Refer to the white paper provided with this SoftPaq for information on developing scripts to interface with HP CMI.

HP SoftPaq Download Manager

HP SoftPaq Download Manager is a free, easy-to-use interface for locating and downloading software updates for the HP commercial PCs in your environment from the HP Support and Drivers website. By specifying the particular models, operating system, and language, you can quickly locate, sort, and select the SoftPaqs you need.

To download HP SoftPaq Download Manager, visit hp.com/go/sdm.

HP System Software Manager

HP System Software Manager (HP SSM) automates the remote deployment of device drivers and BIOS updates for your networked HP commercial PCs.

HP SSM silently determines the revision levels of drivers and BIOS installed on each networked client system and compares this inventory against validated SoftPaqs that are maintained in a central file store. It then automatically updates any down-revision system software on the networked PCs to the levels available in the file store. Since it only allows SoftPaq updates to be distributed to the appropriate PC models, you can confidently and efficiently use HP SSM to keep system software updated.

Available as a free download from www.hp.com/go/ssm, HP SSM integrates with enterprise software distribution tools such as HP Configuration Management Solution and Microsoft Systems Center Configuration Manager. You can also distribute customer-created or third-party updates that have been packaged in SSM format.

HP BIOS Configuration Utility

HP BIOS Configuration Utility (BCU) enables the BIOS management of supported desktop, workstation and notebook PCs, either remotely within a networked environment or locally. For example, you can read available BIOS settings and their values, set or reset the setup password. In addition, BCU can be used to replicate BIOS settings to multiple clients across the network.

Software image compatibility

A key design benefit of many HP commercial PCs is that HP carefully engineers the software image to be compatible across the various hardware form factors within a particular product series. Maintaining a single image within a product series provides unprecedented IT simplicity, manageability, benefit of ownership, and investment protection.

The benefits of having a single image include:

- Simplifying the pre-install qualification process when you buy multiple HP product families, or multiple generations of the same product family
- Simplifying deployment when you are using multiple HP product families
- Implementing changes via a single image
- Allowing the same customer-created image to be used across multiple releases of a single HP product family

You can use HP Factory Express customization services to deploy a single custom image across multiple platforms before your systems leave the factory. Image Development services provide a flexible framework that can be leveraged to meet your specific needs, from the simple loading of your custom image at HP factories to complete lifecycle image management by HP engineers. HP also provides a dedicated program manager as a single point of contact to further simplify the customization process. For more information on HP Factory Express visit www.hp.com/go/factory-express.

Questions and answers

Q. How can I evaluate HP Client Management Solutions?

A. Visit <http://www.hp.com/go/clientmanagement> for more information.

Q. How do I purchase HP Client Management Solutions?

A. Visit <http://www.hp.com/go/clientmanagement> or contact your HP representative to purchase licenses for HP Client Management Solutions.

Summary

HP offers a portfolio of HP Client Management Solutions that address a broad range of client management requirements; in addition, the HP Services organization offers extensive training and services expertise. The 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.

For more information

To learn more about LANDesk Solutions for HP, contact your local HP sales representative or visit our website at www.landesk.com/HP.

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

Get connected

hp.com/go/getconnected

Current HP driver, support, and security alerts
delivered directly to your desktop

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