HP Client Management Solutions Overview

Introduction

HP provides a comprehensive portfolio of HP Client Management Solutions to help reduce the complexity and cost of managing commercial PCs throughout their lifecycle. This portfolio includes both HP and third-party client management software, HP/third-party joint developed value-add solutions, and HP manageability tools & technology. This document provides an overview of these solutions for HP commercial desktop, workstation, and notebook PCs, and includes appendices that contain reference data for comparing solutions and determining product compatibilities.

HP Client Management Solutions

The approach you take toward client manageability can affect the overall total cost of ownership (TCO) of your HP commercial PCs. HP Client Management Solutions can 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. Our goal is to ensure HP commercial PCs are the best managed systems with leading client manageability products. We coordinate closely with leading client management software providers to qualify our commercial PCs with their products. In addition, we work jointly with these providers to define and deliver solutions that extend the value of their products on HP commercial PCs. The HP Client Management Solutions portfolio offers a variety of solutions to meet a range of client management needs, including:

- HP Software Solutions
  - HP Client Configuration Manager
  - HP Out-of-Band Management Console
  - HP Configuration Management Solution (based on Radia technology)
- Altiris Solutions
  - Altiris Client Management Suite
  - Altiris Out-of-Band Management Solution
  - Altiris Real-Time System Manager Solution
  - HP Client Manager for Altiris
  - Altiris Connector for HP Systems Insight Manager
- Microsoft Solutions
  - Systems Management Server (SMS)
  - HP Client Catalog for SMS
- Verdiem Surveyor
- HP Management Tools and Technology
  - HP Client Management Interface
  - HP SoftPaq Download Manager
  - HP System Software Manager
  - HP Backup and Recovery Manager

HP Software Solutions

Enterprise IT organizations must enable the right software and hardware configuration to be continuously available at all times and at low costs through efficient and cost-effective methods. Depending on the environment, requirements could range from focusing on ease-of-use and quick time-to-value to addressing strategic initiatives that transform the business and reap long-term benefits.

We recognize these challenges and offer a broad portfolio of products and solutions to address the entire spectrum of enterprise needs. HP Client Configuration Manager is a quick to deploy, configuration management solution for medium-sized enterprises or remote divisions of larger companies. For companies on a growth path to an adaptive infrastructure, Client Configuration Manager provides a migration path to HP's sophisticated and automated HP Configuration Management Solution for managing large and continuously changing IT environments.

HP Client Configuration Manager

HP Client Configuration Manager (HP CCM) provides administrators with out-of-the-box functionality for hardware and software management. HP CCM is a task-based management solution for Microsoft® Windows® and HP Thin Client environments that is easy-to-use and quick-to-deploy, while providing a strong foundation for future requirements.

HP CCM provides the IT professional with:

- Integrated software management
  - Inventory collection that accurately discovers and inventories installed hardware and software assets on managed devices
  - Operating system deployment and settings migration that enables bare-metal deployment of operating systems and migration to new operating systems while preserving application and user settings
  - Patch management 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
  - Software usage metering gives a clear view into the real-world usage patterns of every application in the environment
- Integrated hardware management
  - Remote control enables administrators to remotely troubleshoot 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 revision feature constantly compares and updates your HP systems to the latest revisions available from HP
  - Integration with HP ProtectTools enables remote initialization of embedded TPM chips and distribution of HP ProtectTools management software
  - Free add-on support for Intel® Active Management Technology (iAMT) using HP Out-of-Band Management Console to discover and heal AMT-enabled PCs regardless of the state of the device, enabling the user to manage the PC even when the operating system is not running or the PC is turned off
  - Free version provides basic hardware management for HP desktops and notebooks, and software and hardware management for HP Thin Clients
- 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 Client Configuration Manager is offered in two editions:

- Basic Edition—free product for managing HP desktops, notebooks and workstations, providing hardware and software inventory, remote control, HP alert monitoring, HP BIOS and driver updates, integration with HP ProtectTools and add-on support for Intel AMT. The Basic Edition also supports deployment and management of HP Thin Clients.
- Premium Edition—available for purchase—includes all functionality provided in Basic Edition and adds Windows deployment and migration, patch management capabilities, software distribution and software usage metering (for HP Thin Clients).

Table 1 summarizes the features offered in HP Client Configuration Manager.

Table 1 – HP Client Configuration Manager Basic and Premium comparison

HP Client Configuration Manager	CCM Basic	CCM Premium
Support	Web-based	Phone
Single console for hardware and software management	X	X
Hardware and software inventory	X	X
Integrated HP hardware management	X	X
HP alert monitoring	X	X
Remote control	X	X
Seamless upgrade to CCM Premium	X	N/A
Migration path to full HP Configuration Management Solution	X	X
OS image deployment	HP Thin Clients	X
Software distribution and patch management	HP Thin Clients	X
Patch verification and repair	HP Softpaqs	X
Self-serve application install		X
User settings migration		X
Software usage metering		X

HP Out-of-Band Management Console

HP Out-of-Band Management Console gives IT technicians a valuable tool to remotely troubleshoot and repair PCs. This free solution can help your IT organization more effectively manage distributed PC environments and reduce user downtime. The HP Out-of-Band Management Console leverages Intel Active Management Technology (AMT) that is included with Intel vPro and Intel Centrino Pro processor technology commercial PCs to provide the ability to remotely perform inventory, control power, diagnose and repair PCs regardless of their power or OS state.

For more information on HP Out-of-Band Management Console go to:

www.openview.hp.com/products/ccm

Table 2 summarizes the PC hardware management features provided by HP Software solutions

Table 2 – HP Software Solutions - PC Hardware Management Features Summary

Feature	HP Client Configuration Manager	HP Out-of-Band Management Console
Clients supported	HP Business Desktops, Notebooks & Workstations	HP Business Desktops & Notebooks with Intel AMT
	Manages PCs powered-on with OS running	Manages PCs regardless of system power and OS state
Cost	Free	Free
Inventory	Yes, HW information	Yes, HW & FRU information
Alerts	Yes	Yes
BIOS management	Yes	Yes
BIOS/driver updating	Yes	No
Remote diagnosis and repair	No	Serial over LAN (1) IDE Redirect (2)
Power management	Yes	Yes
Event logging	No	Yes
Security feature set-up (3)	Yes	No
System defense (4)	No	Yes
Agent presence (5)	No	Yes

(1) Allows remote boot with console control view or to BIOS configuration utility

(2) Allows system booting from remote boot drive, disk, or ISO image

(3) From a central console, initialize PCs that have an embedded security chip & deploy HP ProtectTools security software

(4) Controls spread of viruses and malware by limiting or cutting-off computer network access if virus-like activity detected

(5) Verifies that computer agents haven't been tampered with or removed; Reduces window of security vulnerability

HP Configuration Management Solution

The automated HP Configuration Management Solution continuously monitors and manages complex, distributed, and changing IT environments. This suite of enterprise-class products based on a single, policy-driven architecture is recommended for companies anticipating significant growth or with a high degree of changes in the IT environment, such as combining disparate IT infrastructures because of a new corporate standard, merger or acquisition. 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 Configuration Management Solution enables administrators to inventory, deploy, patch, and continuously manage software and content across heterogeneous hardware and OS platforms. With the HP 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 and notebooks in a heterogeneous or standalone infrastructure.
- Manage software on most operating systems.

HP provides an upgrade path between Configuration Management solutions. Your company can start using the free HP Client Configuration Manager Basic Edition to manage your HP commercial PCs without incurring additional software costs. You can then upgrade and take advantage of all the software management features of HP Client Configuration Manager Premium Edition by purchasing and installing a new license key. For companies wanting to move from HP Client Configuration Manager to the full HP Configuration Management Solution, the existing infrastructure, agents, collected data and acquired software patches are all preserved between the products. For many companies, it makes good sense to take charge of their environments first with HP Client Configuration Manager as a step toward implementing the broader HP Configuration Management Solution.

The investment in licensing Client Configuration Manager is fully protected. When migrating, the license cost is the difference between the cost of HP Client Configuration Manager and HP Configuration Management Solution.

For more information on HP Client Configuration Manager go to:
www.openview.hp.com/products/ccm

For more information on HP Configuration Management Solution go to:
www.openview.hp.com/solutions/ascm

Altiris Solutions

Altiris Client Management Suite

Altiris Client Management Suite reduces the total cost of ownership for desktops, notebooks, and workstations. This easy-to-use systems management solution was developed for IT professionals who manage computing devices on a regular basis. The suite enables administrators to deploy, manage, and troubleshoot systems from virtually anywhere. Client Management Suite Level 1 includes the following Altiris products:

- **Inventory Solution** provides a comprehensive hardware and software inventory of all clients (both HP and non-HP) attached to your network.
- **Deployment Solution** enables hand-off mass deployment of operating system and applications to desktops, notebooks, and workstations.
- **Software Delivery Solutions** provides highly secure, bandwidth-sensitive distribution of applications and updates throughout your organization.
- **Patch Management Solution** performs customized collection, analysis, and delivery of patches.
- **Application Metering Solution** determines which software applications and licenses are actually being used enabling better management of license purchases and allocation.
- **Application Management Solution** ensures applications remain in compliance with corporate standards.

- **Carbon Copy Solution** provides Web-hosted remote control with automated configuration and reporting.

For more information on the Altiris Client Management Suite Level 1 go to: www.altiris.com/Products/ClientManagementSuite.aspx.

Altiris Out-of-Band Management Solution

Altiris Out-of-Band Management Solution helps manage commercial PCs regardless of the state of their power, operating system, or management agents. This free solution takes advantage of the power of Intel vPro and Centino Pro processor technology commercial PCs to do management operations including alerting and power control.

For more information on Altiris Out-of-Band Management Solution go to: www.altiris.com/Products/OOBMSolution.aspx

Altiris Real-Time System Manager Solution

Altiris Real-Time System Manager Solution reduces the need of deskside visits for common hardware and OS-related problems. The solution allows administrators and help desk technicians to manage remote computers using Intel Active Management Technology (Intel AMT), Alert Standard Format (ASF), and Windows Management Instrumentation (WMI) technologies through a Web browser. It provides detailed real-time information about the health and status of a remote computer, and allows those with appropriate permissions to perform administrative tasks such as running an application, rebooting the computer, remotely troubleshooting, resetting a password, and more.

For more information on Altiris Real-Time System Manager Solution go to: www.altiris.com/Products/RTSM.aspx

HP Client Manager for Altiris

HP Client Manager (HP CM) for Altiris is a joint developed solution from HP and Altiris that enables central tracking, monitoring, and management of the hardware aspects of HP client systems from a central location. HP CM may be downloaded free for customer use and provides the following features:

- Discover HP and non-HP client computers on your network
- View hardware inventory reports of your computers
- Run Windows Vista® Readiness reports to identify client systems capable of running Microsoft Windows Vista, along with systems that require a hardware upgrade prior to migration
- 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
- Initiate support for the TPM 1.2 embedded security chip

Because HP Client Manager uses the same Altiris infrastructure as the other Altiris client management solutions, 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.

Table 3 summarizes the PC hardware management features provided by Altiris solutions

Table 3 – Altiris Solutions - PC Hardware Management Features Summary

Feature	HP Client Manager	Altiris Out-of-Band Management Solution	Altiris Real Time System Manager
Clients supported	HP Business Desktops, Notebooks & Workstations	HP Business Desktops & Notebooks with Intel AMT	HP Business Desktops & Notebooks with Intel AMT
	Manages PCs powered-on with OS running	Manages PCs regardless of system power and OS state	Manages PCs regardless of system power and OS state
Cost	Free	Free	For Purchase
Inventory	Yes, HW information	Yes, HW & FRU information (1)	Yes, HW & FRU information (1)
Alerts	Yes	Yes (1)	Yes (1)
BIOS management	Yes	No	Yes
BIOS/driver updating	Yes	No	No
Remote diagnosis and repair	Run diagnostic tests on remote PC & get report	No	Serial over LAN (2) IDE Redirect (3)
Power management	Wake-on-LAN only	Yes (1)	Yes (1)
Event logging	No	Yes	Yes
Security feature set-up (4)	Yes	No	No
System defense (5)	No	No	Yes
Agent presence (6)	No	No	Yes

(1) Also supports Broadcom ASF (Alert Standard Format) and Intel ASF enabled PCs

(2) Allows remote boot with console control view or to BIOS configuration utility

(3) Allows system booting from remote boot drive, disk, or ISO image

(4) From a central console, initialize PCs that have an embedded security chip & deploy ProtectTools software

(5) Controls spread of viruses and malware by limiting or cutting-off computer network access if virus-like activity detected

(6) Verifies that computer agents haven't been tampered with or removed; Reduces window of security vulnerability

Altiris Connector for HP Systems Insight Manager

The HP Systems Insight Manager Connector lets IT professionals consolidate deployment and management of HP clients and servers within a single HP Systems Insight Manager console helping them be more efficient. This consolidated approach enables the IT staff previously trained on HP Systems Insight Manager to also manage HP clients from the same 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 HP Systems Insight Manager Connector go to:
www.altiris.com/Products/ConnectorHPSIM.aspx

Microsoft Solutions

Microsoft Systems Management Server (SMS)

Systems Management Server enables customers to reduce the day-to-day operational costs of managing Windows, as well as enable their business to move more quickly by integrating these core disciplines into a single solution. This solution 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 on Microsoft SMS go to:
www.microsoft.com/smserver/default.mspx

HP Client Catalog for SMS

The HP Client Catalog for SMS automates the acquisition and deployment of HP software updates (Softpaqs) to HP commercial PCs in a Microsoft SMS environment. The catalog file contains detailed platform information on HP commercial desktops, notebooks and workstations. It can be used in conjunction with the custom inventory and update features of Microsoft SMS to provide automated driver and patch updates to managed HP Clients

For more information on HP Client Catalog for SMS go to:
www.hp.com/go/easydeploy/

Verdiem Surveyor

Verdiem Surveyor is a software solution that helps manage PC energy costs by measuring and reporting estimates of how much energy each PC consumes. It also provides control over PC power settings enabling administrators to easily implement energy saving strategies across their networks. An HP SoftPaq containing the Surveyor client agent may be downloaded from the HP Support site and installed on supported commercial desktop models. Surveyor licenses for managing PCs may be purchased through your HP representative.

For more information on Verdiem Surveyor go to:
www.verdiem.com/

HP Management Tools and Technology

HP Client Management Interface

HP Client Management Interface (HP CMI) allows you to manage your PCs regardless of what systems management software is installed. With HP CMI, new HP business computers seamlessly integrate into your managed IT environment. 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 Microsoft Systems Management Server, IBM Tivoli Software, HP OpenView, and Altiris Client Management). 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). The IT administrator can access the HP Client Management Interface by writing simple scripts and integrating those scripts to the management solution of their choice.

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.

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 the HP CMI Software Provider Softpaq for information on developing scripts to interface with the HP Client Management Interface.

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 client PC models in your environment from the hp.com Support and Drivers website. By specifying your models, operating system, and language, you can quickly locate, sort, and select the SoftPaqs you need.

To download HP SoftPaq Download Manager go to:
www.hp.com/go/easydeploy

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

Available as a free download, HP SSM integrates with enterprise software distribution tools such as HP Configuration Management Solution 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.

HP Backup and Recovery Manager

HP Backup & Recovery Manager helps protect the data and system state of your HP commercial PC by taking scheduled snapshots, which can be stored in a protected area on the primary hard drive, a secondary hard drive, a network drive, or on external optical media. Create Recovery Discs (CDs or DVDs) based on the software image shipped from the factory or your software image that includes your customizations and data. System backup and disaster recovery is now simpler and more powerful for all users, regardless of connectivity.

For more information on HP Backup and Recovery Manage go to:
www.hp.com/go/easydeploy.

Retired Solutions

HP Client Suites

In order to simplify the choices of Altiris-based solutions available from HP and to better distinguish HP and third-party client manageability technology, the HP Client Suites have been retired. HP and Altiris will continue to develop and offer solutions that meet the needs of our customers. HP Client Manager, a hardware management solution jointly developed by HP and Altiris, is still offered. HP continues to resell the full portfolio of Altiris client management solutions. Altiris Client Management Suite Level 1 is the Altiris package recommended for customers requiring the capabilities that were offered by the HP Client Suites.

HP Insight Management Agent

The Desktop Management Task Force (DMTF) introduced the Desktop Management Interface (DMI) standard more than a decade 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.

Software Image Compatibility

One of the design benefits of many HP desktop and notebook products is that HP carefully engineers the software image to be compatible across the various hardware form factors within a product series. Maintaining a single image within a product series provides unprecedented IT simplicity, manageability, benefit of ownership and investment protection. A single image:

- simplifies customer's pre-install qualification process when buying multiple HP Compaq product families, or multiple generations of the same product family
- simplifies deployment for customers using multiple HP Compaq product families
- enables IT managers to have a single image to maintain as changes are implemented
- allows the same customer-created image to be used within the client environment across multiple releases of a single HP product family.

Let HP Factory Express customization services deploy a single custom image across multiple platforms before your systems even 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 our 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

HP End-user Workplace Solutions - Desktop Solutions

HP Desktop Solutions help you tighten control over procurement and asset management, speed and simplify deployment, keep pace with fast-changing technology, maximize user satisfaction and productivity and free scarce technical expertise to focus on your core business initiatives.

HP Desktop Management

HP Desktop Management services support the complete lifecycle management of your desktop and mobile device environments, from assessment and procurement, through to deployment, installation, inventory tracking, technology refresh, and standard warranty service and add-on coverage, as well as the managing of software licensing, software packaging, and distribution.

HP Services professionals help build more secure network access to your corporate network for desktops, laptops, and mobile devices. We'll also tailor levels of security to your unique requirements, incorporating anti-virus management, personal firewall management, and workstation backup.

Our modular approach to solution architecture allows us to customize and combine key elements to implement the Desktop Management Services that meets your specific needs - and grows easily as those needs change

HP Managed Deployment

HP Managed Deployment service provides customers with project management capabilities designed to reduce the time and money required for deployment in complex, multi-vendor and global environments. The Managed Deployment service is based upon a project plan, usually an asset refresh scenario, managed by HP's Project Office.

HP Managed Deployment service provides many optional features that accommodate customer-specific needs. These features include: loading customer-selected software applications; erasure of customer sensitive data from old assets; removal or disposal of old assets; data migration; training of end-users regarding the capabilities and function of new assets; and other flexible, low-cost capabilities.

HP Managed Deployment service provides customers with a full suite of procurement options that range from low-cost procurement operations with designated customer representatives to a full-blown Procurement Portal available to all employees in the customers business. Services include hardware as well as software procurement from HP or other vendors. The service also provides for leased equipment options managed either directly or as part of a hardware/services bundle.

For more information on the HP EUWS Desktop Solutions visit:
http://h71028.www7.hp.com/enterprise/cache/256324-0-0-0-121.html

HP Smart Desktop Management Service

The HP Smart Desktop Management Service is designed specifically to help you protect multivendor networked PCs with one integrated, affordable off-the-shelf solution that is easy to buy and easy to use. The service is sold as a one-year HP Care Pack Service, and includes data backup and restore, desktop security powered by Symantec, patch management, health checks, and more.

Features include:

• Smart Desktop Support that includes Deep Scan, Patch Management, and Software Rollback plus Self-Help, online Active Chat, and technical Help Desk support.

• Smart Desktop Data Protection for remote backup and retrieval of critical data via offsite storage.

• Smart Desktop Security powered by Symantec to provide antivirus, firewall, spyware, worm, and Trojan horse protection.

Visit the HP website at www.hp.com/sbso/services/smart_desktop.html for more information.

Questions and Answers

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 setting. HP CMI provides an interface that simplifies the integration of HP business computers with popular industry system management tools (including Altiris Client Management Solutions, 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. An HP CMI Software Provider SoftPaq is also available for legacy models and may be downloaded from www.hp.com.

Altiris software connector modules are available that integrate 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 commercial desktop, notebook and workstation models introduced after June 2005. An HP CMI Software Provider SoftPaq is also available for legacy models and may be downloaded from www.hp.com. For more information and product and operating system availability visit: www.hp.com/go/easydeploy
- **HP Backup and Recovery Manager** – Available for HP commercial desktop, notebook, and workstation models. For more information visit www.hp.com/go/easydeploy.
- **HP Client Configuration Manager Basic Edition** – Available for HP commercial desktop, notebook, workstation, and thin client models. To download HP CCM Basic Edition visit: www.openview.hp.com/products/ccm/download.html.
- **HP Out-of-Band Management Console** – Available for HP commercial PCs with Intel vPro and Centrino Pro processor technology. To download the HP Out-of-Band Management Console visit: www.openview.hp.com/products/ccm/download.html.

- **HP Client Manager** – Available for HP commercial desktop, notebook, and workstation models. To download HP Client Manager visit: www.hp.com/go/easydeploy.
- **Altiris Out-of-Band Management Solution** – Available for HP commercial PCs with Intel vPro and Centrino Pro processor technology. To download the Altiris Out-of-Band Management Solution visit: www.altiris.com/Products/OOBMSolution.aspx
- **Altiris Deployment Solution** – A license of the software is included with HP Compaq t5000 Thin Clients. To download Deployment Solution software and for information on license activation visit www.altiris.com/hptc.

- **Altiris Connector for HP Systems Insight Manager** – May be used free of charge for integrating HP Client Suites with HP SIM. To download the Altiris Connector visit www.altiris.com/Products/ConnectorHPSIM.aspx.

- **HP SoftPaq Download Manager, HP System Software Manager, and HP Client Catalog for SMS** – Available for HP commercial desktop, notebook, and workstation models. To download these products visit: www.hp.com/go/easydeploy.

A free, 30-day evaluation of HP Client Configuration Manager Premium Edition is available for HP commercial desktop, notebook, workstation and thin client models. After the evaluation period, a license must be purchased to continue using the HP CCM Premium Edition to manage HP client systems. To download HP CCM Premium Edition visit:
www.openview.hp.com/products/ccm/download.html

A free, 30-day evaluation of all the Altiris solutions is available for HP commercial 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. To download software for evaluation visit:
www.altiris.com/Products/Segments.aspx.

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

A. Contact your HP representative to purchase licenses for the HP Client Management Solutions.

Q. What technical support is available?

A. A combination of free and fee-based technical support is available. The support offerings available for the HP Software products are summarized at http://support.openview.hp.com/support.jsp. The support offerings available for the Altiris products is summarized at
http://h20331.www2.hp.com/Hpsub/cache/284141-0-0-225-121.html.

Conclusion

HP offers a portfolio of HP Client Management Solutions that address the broad range of client management requirements. HP offers extensive training and services expertise available from the HP Services organization. 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.

Appendix A: Hardware Management Feature Summary

Refer to Table 4 for a feature summary of HP Client Management Solutions to determine which solution to use.

Table 4 –
HP Client Management Solutions feature comparison

Function	HP Client Configuration Manager support	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	Yes	No	Yes	Yes
Hardware inventory	Yes	Yes	No	Yes, using WMI	Yes
Alerts	Yes	Yes	No	Yes	SMART drive, thermal, ECC, memory change
Alert protocol	SNMP, console	SNMP, Pager, Email, remote	N/A	WMI Events	SNMP, DMI, local, remote
Diagnostics	No	Yes	No	No	No
BIOS update	Yes	Yes	Yes	No	No
BIOS configuration	Yes	Yes	Yes	Yes	No
Driver updates	Yes	Yes	Yes	No	No
Mobile user, low bandwidth support	Yes	Yes	No	N/A	No
Altiris solution integration	N/A	Yes	Yes	Yes	No
HP Systems Insight Manager integration	No	Yes	No	Yes	No
HP OpenView integration	Yes	Yes	Yes	Yes	No
Microsoft SMS integration	No	Yes	Yes	Yes	Yes

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

Appendix B: HP Software Solutions Support

Table 5 –
HP Software solutions platform and OS Support

HP Software Solution	Desktop support	Notebook support	Workstation support	Handheld support	Thin Client support
HP Client Configuration Manager Basic	Yes – Windows [1]	Yes – Windows	Yes – Windows	No	Yes – Windows [2], Linux
HP Client Configuration Manager Premium	Yes – Windows	Yes – Windows	Yes – Windows	No	Yes – Windows [2], Linux
HP Configuration Management solution	Yes – Windows, Linux	Yes – Windows, Linux	Yes – Windows, Linux	No	No
– Application Manager	Yes – Windows, Linux	Yes – Windows, Linux	Yes – Windows, Linux	No	No
– Application Self-Service Manager	Yes – Windows, Linux	Yes – Windows, Linux	Yes – Windows, Linux	No	No
– Inventory Manager	Yes – Windows, Linux	Yes – Windows, Linux	Yes – Windows, Linux	No	No
– OS Manager	Yes – Windows, Linux	Yes – Windows, Linux	Yes – Windows, Linux	No	No
– Patch Manager	Yes – Windows [1], Linux	Yes – Windows [1], Linux	Yes – Windows [1], Linux	No	No
– Application Usage Manager	Yes – Windows	Yes – Windows	Yes – Windows	No	No

[1] Microsoft Windows 2000, Microsoft Windows XP Professional

[2] Microsoft Windows XPe, Microsoft Windows CE

Table 6 –
HP Software solutions hardware management features

X = features is available for HP commercial desktops, notebooks and workstations

T = feature is available for HP thin clients (Microsoft Windows XPe only).

Feature	HP Client Configuration Manager - Basic	HP Client Configuration Manager – Premium	HP Configuration Management Solutions	-- Application Manager	-- Application Self-Service Manager	-- Inventory Manager	-- OS Manager	-- Patch Manager	-- Application Usage Manager	Feature detail
Hardware Inventory										
Asset tag	X,T	X,T	X			X				
BIOS date/manufacturer	X,T	X,T								
Thermal Status										
Communication ports										
Devices attached to the PCI bus										
Floppy drive	X	X	X			X				
Graphics card manufacturer/memory size	X	X	X			X				
Hard drive model	X	X	X			X				
Hard drive serial number										
Hard drive size	X	X								
I/O port status										
IP address	X, T	X, T	X			X				
Keyboard										
MAC address	X	X	X			X				
Memory manufacturer/size	X, T	X, T								
Memory slot population										
Mouse										
Network adapters	X	X	X			X				
Notebook battery manufacturer	X	X								

Feature	HP Client Configuration Manager - Basic	HP Client Configuration Manager – Premium	HP Configuration Management Solutions	-- Application Manager	-- Application Self-Service Manager	-- Inventory Manager	-- OS Manager	-- Patch Manager	-- Application Usage Manager	Feature detail
Processor family/speed	X, T	X, T	X			X				
Product ID	X, T	X, T								
Product name	X, T	X, T								
Removable media drives	X	X	X			X				
System serial number	X, T	X, T	X			X				
System board	X	X								
USB controller										
User name	X	X	X			X				
Device driver updates	X	X								
Monitor model	X	X								
Monitor manufacture	X	X								
Monitor serial number										
BIOS Management (remote)										
Change BIOS settings	X, T*	X, T*								N/A
Boot order	X, T*	X, T*								BIOS Setting
Setup and change BIOS password	X, T*	X, T*								N/A
Flash BIOS with updates	X, T	X, T								N/A
Remote Wake-on-LAN from power-off state	X, T	X, T	X	X			X	X		N/A
Hardware Management (remote)										
Deploy HP-specific driver updates	X	X								N/A
Switch Hyper-Threading	X	X								BIOS Setting
Control chassis lock	X	X								BIOS Setting

X = features is available for HP commercial desktops, notebooks and workstations

T = feature is available for HP thin clients (Microsoft Windows XPe only).

Feature	HP Client Configuration Manager - Basic	HP Client Configuration Manager – Premium	HP Configuration Management Solutions	-- Application Manager	-- Application Self-Service Manager	-- Inventory Manager	-- OS Manager	-- Patch Manager	-- Application Usage Manager	Feature detail
X = features is available for HP commercial desktops, notebooks and workstations										
T = feature is available for HP thin clients (Microsoft Windows XPe only).										
Enable/disable serial, parallel, USB ports	X, T*	X, T*								BIOS Setting
UUID status	X, T	X, T								BIOS Setting
Fault Notification										
PC health checks and diagnostics	X	X								Application health checks and diagnostics
Hardware alerts										Free hard drive space
										S.M.A.R.T. hard drive
										Memory
	X	X								Device change
	X	X								Memory change
										Monitor change
										Notebook battery failure
	X	X								Processor change
	X	X								Chassis intrusion
	X	X								Temperature
										System disconnected from power supply
										System disconnected from LAN
Help desk ticket creation and tracking										N/A

Feature	HP Client Configuration Manager - Basic	HP Client Configuration Manager – Premium	HP Configuration Management Solutions	-- Application Manager	-- Application Self-Service Manager	-- Inventory Manager	-- OS Manager	-- Patch Manager	-- Application Usage Manager	Feature detail

X = features is available for HP commercial desktops, notebooks and workstations

T = feature is available for HP thin clients (Microsoft Windows XPe only).

Feature	Basic	Premium	HP Config Mgmt Solutions	App Manager	App Self-Service Manager	Inventory Manager	OS Manager	Patch Manager	App Usage Manager	Feature detail
Reports and Asset Management										
Inventory reports	X, T	X, T	X			X				
Custom reports			X			X		X	X	
Software license compliance										
Measuring software usage	X	X	X						X	
Estimating cost of ownership										
Leased equipment and SLA control										
Intel Active Management Technology (AMT) Support [1]										
Asset Information	X	X	X							
Alerts	X	X	X							
Serial over LAN [2]	X	X	X							
IDE Redirect [3]	X	X	X							
Power management	X	X	X							
Event logging	X	X	X							
System defense [4]	X	X	X							
Agent presence [5]	X	X	X							

Notes:

[1] Intel AMT enables IT to better discover, heal, and protect networked PCs regardless of their system power and OS state. It is available on HP commercial PCs with Intel vPro technology (select dc7700 and dc7800 models) and Intel Centrino Pro technology (an option on "p" and "w" class business notebooks). Support of Intel AMT is provided through the free HP Out-of-Band Management Console.

[2] Allows remote boot with console control view or to BIOS configuration utility

[3] Allows system booting from remote boot drive, disk, or ISO image

[4] Controls spread of viruses and malware by limiting or cutting-off computer network access if virus-like activity detected

[5] Verifies that computer agents haven't been tampered with or removed; Reduces window of security vulnerability

 * Requires the use of repset file or equivalent file depending on the operating system.

Table 7 –
HP Software solutions software management features

X = features is available for HP commercial desktops, notebooks and workstations

T = feature is available for HP thin clients

Feature	HP Client Configuration Manager - Basic	HP Client Configuration Manager - Premium	HP Configuration Management Solutions	-- Application Manager	-- Application Self-Service Manager	-- Inventory Manager	-- OS Manager	-- Patch Manager	-- Application Usage Manager	Feature detail
Software Inventory and Management										
Applications Operating System	X, T	X, T	X			X				
Image creation	T	X, T	X				X			N/A
OS installation/ deployment	T	X	X				X			N/A
Application packaging			X	X	X					N/A
Application installation/ deployment	T	X	X	X	X					N/A
Personality and data migration		X	X				X			N/A
Fault Recovery										
Patch Management	T	X	X					X		N/A
Application self-healing			X	X	X					N/A
Remote control	X, T*	X, T*	X							N/A
Backup and disaster recovery support for local hard drive										Local
Backup and disaster recovery including open and locked files with support for local and secondary hard drives										Local

*Microsoft Windows XPe and Linux operating systems.

Table 8 –
HP Software solutions support for current HP models

Solutions supported [1]	Solution Acquisition Method [2]	Supported Models	Agent required [3]	Agent deployment method [4]
Desktops				
HP Client Configuration Manager Basic	Web	d300, d310, d315, d330/xw3100, d500, d510, d530, dc5000, dc5100, dx5150, dc7100, dx6100, dx6120, dc7600, dc7608, dx7200, dx7208, rp5000*, rp5700*, dc7700, dx7300, dc5750, dc5700, dc7800	HP Software Agent (HP SW Agent)	• management console • local • preloaded**
HP Client Configuration Manager Premium	Purchase	,d300, d310, d315, d330/xw3100, d500, d510, d530, dc5000, dc5100, dx5150, dc7100, dx6100, dx6120, dc7600, dc7608, dx7200, dx7208, rp5000*, rp5700*, dc7700, dx7300, dc5750, dc5700, dc7800	HP SW Agent	• management console • local • preloaded**
HP Configuration Management Solution	Purchase	d300, d310, d325, d330, d500, d510, dc5000, dc5100, dx6100, dx6120, dc7100, dc7600, dx7200, dx7208, dx5150, rp5000*, rp5700*, dc5700, dc5750, dc7700, dx7300, dc7800	HP SW Agent	• management console • local • preloaded**
-- Application Manager	Purchase	d300, d310, d325, d330, d500, d510, dc5000, dc5100, dx6100, dx6120, dc7100, dc7600, dx7200, dx7208, dx5150, rp5000*, rp5700*, dc5700, dc5750, dc7700, dx7300, dc7800	HP SW Agent	• management console • local • preloaded**
-- Application Self-Service Manager	Purchase	d300, d310, d325, d330, d500, d510, dc5000, dc5100, dx6100, dx6120, dc7100, dc7600, dx7200, dx7208, dx5150, rp5000*, rp5700*, dc5700, dc5750, dc7700, dx7300, dc7800	HP SW Agent	• management console • local • preloaded**
-- Inventory Manager	Purchase	d300, d310, d325, d330, d500, d510, dc5000, dc5100, dx6100, dx6120, dc7100, dc7600, dx7200, dx7208, dx5150, rp5000*, rp5700*, dc5700, dc5750, dc7700, dx7300, dc7800	HP SW Agent	• management console • local • preloaded**
-- OS Manager	Purchase	d300, d310, d325, d330, d500, d510, dc5000, dc5100, dx6100, dx6120, dc7100, dc7600, dx7200, dx7208, dx5150, rp5000*, rp5700*, dc5700, dc5750, dc7700, dx7300, dc7800	HP SW Agent	• management console • local • preloaded**
-- Patch Manager	Purchase	d300, d310, d325, d330, 500, d510, dc5000, dc5100, dx6100, dx6120, dc7100, dc7600, dx7200, dx7208, dx5150, rp5000*, rp5700*, dc5700, dc5750, dc7700, dx7300, dc7800	HP SW Agent	• management console • local • preloaded**
-- Application Usage Manager	Purchase	d300, d310, d325, d330, d500, d510, dc5000, dc5100, dx6100, dx6120, dc7100, dc7600, dx7200, dx7208, dx5150, rp5000*, rp5700*, dc5700, dc5750, dc7700, dx7300, dc7800	HP SW Agent	• management console • local • preloaded**

Solutions supported [1]	Solution Acquisition Method [2]	Supported Models	Agent required [3]	Agent deployment method [4]
Notebooks				
HP Client Configuration Manager Basic	Web	n610c, n1000, nc4000/nc4010, nx5000, nc6000, nc8000, nw8000, nc6110, nc6120, nc6220, nc6230, nc4200, nc8230/nx8220/nw8240, nc6140, nx9420/nw9440, nc8430/nw8440/nx8420, nc6320/nx6320/nx6310/nx6330, nx6315, nx6325, nc2400, nc6400, nc6430, nc4400, n400c, n410c, n600c, 6910p, 6710b, 6510b, 6715b, 6515b, 8710p, 8710w, 8510p, 8510w, 6910p, 6710b, 6510b, 6715b, 6515b, 2710p, 2510p	HP SW Agent	• management console • local • preloaded**
HP Client Configuration Manager Premium	Purchase	n610c, n1000, nc4000/nc4010, nx5000, nc6000, nc8000, nw8000, nc6110, nc6120, nc6220, nc6230, nc4200, nc8230/nx8220/nw8240, nc6140, nx9420/nw9440, nc8430/nw8440/nx8420, nc6320/nx6320/nx6310/nx6330, nx6315, nx6325, nc2400, nc6400, nc6430, nc4400, n400c, n410c, n600c, 6910p, 6710b, 6510b, 6715b, 6515b, 8710p, 8710w, 8510p, 8510w, 6910p, 6710b, 6510b, 6715b, 6515b, 2710p, 2510p	HP SW Agent	• management console • local • preloaded**
HP Configuration Management Solution	Purchase	nc400c, nc410c, n600c, n610, n800c, n1000c, nc4000, nc6000, nc6200, nc8000, nw8000, nc8230, nx5000, nc6110, nc6120, nc6220, nc6230, nc4200, nc8230/nx8220/nw8240, nc6140, nx9420/nw9440, nc8430/nw8440/nx8420, nc6320/nx6320/nx6310/nx6330, nc2400, nx6115, nc6400, 6910p, 6710b, 6510b, 6715b, 6515b, 8710p, 8710w, 8510p, 8510w, 6910p, 6710b, 6510b, 6715b, 6515b, 2710p, 2510p	HP SW Agent	• management console • local • preloaded**
-- Application Manager	Purchase	nc400c, nc410c, n600c, n610, n800c, n1000c, nc4000, nc6000, nc6200, nc8000, nw8000, nc8230, nx5000, nc6110, nc6120, nc6220, nc6230, nc4200, nc8230/nx8220/nw8240, nc6140, nx9420/nw9440, nc8430/nw8440/nx8420, nc6320/nx6320/nx6310/nx6330, nc2400, nx6115, nc6400, 6910p, 6710b, 6510b, 6715b, 6515b, 8710p, 8710w, 8510p, 8510w, 6910p, 6710b, 6510b, 6715b, 6515b, 2710p, 2510p	HP SW Agent	• management console • local • preloaded**

Solutions supported [1]	Solution Acquisition Method [2]	Supported Models	Agent required [3]	Agent deployment method [4]
-- Application Self-Service Manager	Purchase	nc400c, nc410c, n600c, n610, n800c, n1000c, nc4000, nc6000, nc6200, nc8000, nw8000, nc8230, nx5000, nc6110, nc6120, nc6220, nc6230, nc4200, nc8230/nx8220/nw8240, nc6140, nx9420/nw9440, nc8430/nw8440/nx8420, nc6320/nx6320/nx6310/nx6330, nc2400, nx6115, nc6400, 6910p, 6710b, 6510b, 6715b, 6515b, 8710p, 8710w, 8510p, 8510w, 6910p, 6710b, 6510b, 6715b, 6515b, 2710p, 2510p	HP SW Agent	• management console • local • preloaded**
-- Inventory Manager	Purchase	nc400c, nc410c, n600c, n610, n800c, n1000c, nc4000, nc6000, nc6200, nc8000, nw8000, nc8230, nx5000, nc6110, nc6120, nc6220, nc6230, nc4200, nc8230/nx8220/nw8240, nc6140, nx9420/nw9440, nc8430/nw8440/nx8420, nc6320/nx6320/nx6310/nx6330, nx6115, nc6400, 6910p, 6710b, 6510b, 6715b, 6515b, 8710p, 8710w, 8510p, 8510w, 6910p, 6710b, 6510b, 6715b, 6515b, 2710p, 2510p	HP SW Agent	• management console • local • preloaded**
-- OS Manager	Purchase	nc400c, nc410c, n600c, n610, n800c, n1000c, nc4000, nc6000, nc6200, nc8000, nw8000, nc8230, nx5000, nc6110, nc6120, nc6220, nc6230, nc4200, nc8230/nx8220/nw8240, nc6140, nx9420/nw9440, nc8430/nw8440/nx8420, nc6320/nx6320/nx6310/nx6330, nx6115, nc6400, 6910p, 6710b, 6510b, 6715b, 6515b, 8710p, 8710w, 8510p, 8510w, 6910p, 6710b, 6510b, 6715b, 6515b, 2710p, 2510p	HP SW Agent	• management console • local • preloaded**
-- Patch Manager	Purchase	nc400c, nc410c, n600c, n610, n800c, n1000c, nc4000, nc6000, nc6200, nc8000, nw8000, nc8230, nx5000, nc6110, nc6120, nc6220, nc6230, nc4200, nc8230/nx8220/nw8240, nc6140, nx9420/nw9440, nc8430/nw8440/nx8420, nc6320/nx6320/nx6310/nx6330, nx6115, nc6400, 6910p, 6710b, 6510b, 6715b, 6515b, 8710p, 8710w, 8510p, 8510w, 6910p, 6710b, 6510b, 6715b, 6515b, 2710p, 2510p	HP SW Agent	• management console • local • preloaded**

Solutions supported [1]	Solution Acquisition Method [2]	Supported Models	Agent required [3]	Agent deployment method [4]
-- Application Usage Manager	Purchase	nc400c, nc410c, n600c, n610, n800c, n1000c, nc4000, nc6000, nc6200, nc8000, nw8000, nc8230, nx5000, nc6110, nc6120, nc6220, nc6230, nc4200, nc8230/nx8220/nw8240, nc6140, nx9420/nw9440, nc8430/nw8440/nx8420, nc6320/nx6320/nx6310/nx6330, nx6115, nc6400, 6910p, 6710b, 6510b, 6715b, 6515b, 8710p, 8710w, 8510p, 8510w, 6910p, 6710b, 6510b, 6715b, 6515b, 2710p, 2510p	HP SW Agent	• management console • local • preloaded**
Tablet PC				
HP Client Configuration Manager Basic	Web	tc4200,tc4400	HP SW Agent	• management console • local • preloaded**
HP Client Configuration Manager Premium	Purchase	tc4200,tc4400	HP SW Agent	• management console • local • preloaded**
HP Configuration Management Solution	Purchase	tc1000, tc1100, tc4200	HP SW Agent	• management console • local • preloaded**
-- Application Manager	Purchase	tc1000, tc1100, tc4200	HP SW Agent	• management console • local • preloaded**
-- Application Self-Service Manager	Purchase	tc1000, tc1100, tc4200	HP SW Agent	• management console • local • preloaded**
-- Inventory Manager	Purchase	tc1000, tc1100, tc4200	HP SW Agent	• management console • local • preloaded**
-- OS Manager	Purchase	tc1000, tc1100, tc4200	HP SW Agent	• management console • local • preloaded**
-- Patch Manager	Purchase	tc1000, tc1100, tc4200	HP SW Agent	• management console • local • preloaded**

Solutions supported [1]	Solution Acquisition Method [2]	Supported Models	Agent required [3]	Agent deployment method [4]
-- Application Usage Manager	Purchase	tc1000, tc1100, tc4200	HP SW Agent	• management console • local • preloaded**
Thin Clients				
HP Client Configuration Manager Basic	Web	t5525, t5520, t5710/t5720, t5530	HP SW Agent	local
HP Client Configuration Manager Premium	Web	t5525, t5520, t5710/t5720, t5530	HP SW Agent	local
HP Configuration Management Solution	N/A	N/A	N/A	N/A
-- Application Manager	N/A	N/A	N/A	N/A
-- Application Self-Service Manager	N/A	N/A	N/A	N/A
-- Inventory Manager	N/A	N/A	N/A	N/A
-- OS Manager	N/A	N/A	N/A	N/A
-- Patch Manager	N/A	N/A	N/A	N/A
-- Application Usage Manager	N/A	N/A	N/A	N/A
Workstations				
HP Client Configuration Manager Basic	Web	xw3100, xw4100, xw4200, xw4300, xw4400, xw5000, xw6000, xw6200, xw6400, xw8000, xw8200, xw8400, xw9300, xw9400	HP SW Agent	• management console • local • preloaded**
HP Client Configuration Manager Premium	Purchase	xw3100, xw4100, xw4200, xw4300, xw4400, xw5000, xw6000, xw6200, xw6400, xw8000, xw8200, xw8400, xw9300, xw9400	HP SW Agent	• management console • local • preloaded**
HP Configuration Management Solution	Purchase	xw3100, xw4100, xw4200, xw4300, xw4400, xw5000, xw6000, xw6200, xw6400, xw8000, xw8200, xw8400, xw9300, xw9400	HP SW Agent	• management console • local • preloaded**
-- Application Manager	Purchase	w4000, xw3100, xw4100, xw4200, xw4300, xw4400, xw5000, xw6000, xw6200, xw6400 xw8000, xw8200, xw8400, xw9300, xw9400	HP SW Agent	• management console • local • preloaded**

Solutions supported [1]	Solution Acquisition Method [2]	Supported Models	Agent required [3]	Agent deployment method [4]
-- Application Self-Service Manager	Purchase	w4000, xw3100, xw4100, xw4200, xw4300, xw4400, xw5000, xw6000, xw6200, xw6400 xw8000, xw8200, xw8400, xw9300, xw9400	HP SW Agent	• management console • local • preloaded**
-- Inventory Manager	Purchase	w4000, xw3100, xw4100, xw4200, xw4300, xw4400, xw5000, xw6000, xw6200, xw6400 xw8000, xw8200, xw8400, xw9300, xw9400	HP SW Agent	• management console • local • preloaded**
-- OS Manager	Purchase	w4000, xw3100, xw4100, xw4200, xw4300, xw4400, xw5000, xw6000, xw6200, xw6400 xw8000, xw8200, xw8400, xw9300, xw9400	HP SW Agent	• management console • local • preloaded**
-- Patch Manager	Purchase	w4000, xw3100, xw4100, xw4200, xw4300, xw4400, xw5000, xw6000, xw6200, xw6400 xw8000, xw8200, xw8400, xw9300, xw9400	HP SW Agent	• management console • local • preloaded**
-- Application Usage Manager	Purchase	w4000, xw3100, xw4100, xw4200, xw4300, xw4400, xw5000, xw6000, xw6200, xw6400 xw8000, xw8200, xw8400, xw9300, xw9400	HP SW Agent	• management console • local • preloaded**

NOTES:

[1] Solutions Supported:
Solution is tested, qualified, and supported by HP. HP Software provides a Web-based management console for configuration management solutions. It is used to install agent software on clients computers, collect and store information from clients in a database, run Web reports on collected data, and manage policies on clients to automate many tasks.

[2] Solution Acquisition Method:
Web - Downloadable from the HP software & drivers website

[3]Required Agents:
HP Software (HP SW) Agent - used to connect a client computer with HP Client Configuration Manager and HP Configuration Management Solution.

[4] Agent Deployment Methods:
Management console – HP Client Configuration Manager and HP Configuration Management Solution consoles are used to install (push) the HP SW Agent to client systems.

Local – Software can be installed from a CD by the end-user or administrator locally on the client.

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

*Windows XP support only.

**Preloaded on products beginning in Q2 2006.

Appendix C: Altiris Solutions Support

Table 9 –
Altiris Solutions platform and OS Support

Altiris Solutions	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
Altiris Local Recovery [2] Altiris Local Recovery Pro	Yes – Windows	Yes – Windows	Yes – Windows	No	No
Audit Express	Yes – Windows[4], Linux	Yes – Windows[4], Linux	Yes – Windows[4], Linux	No	No
Inventory Solution	Yes – Windows[4], Linux [5]	Yes – Windows[4], Linux [5]	Yes – Windows[4], Linux [5]	Yes – Pocket PC, Palm	No
Deployment Solution [3]	Yes – Windows[4], Linux	Yes – Windows[4], Linux	Yes – Windows[4], Linux	No	Yes – Windows XPe, CE.net, Linux
Application Management Solution Application Metering Solution Carbon Copy Solution Patch Management Solution	Yes – Windows[4]	Yes – Windows[4]	Yes – Windows[4]	No	No
Software Delivery Solution	Yes – Windows[4], Linux	Yes – Windows[4], Linux	Yes – Windows[4], Linux	No	No

Notes:

[1] See HP CM release notes for specific HP models supported – www.altiris.com/support/documentation. Supported products are listed in Table 13.

[2] See Altiris Local Recovery brochure for specific HP models supported –
http://h20331.www2.hp.com/Hpsub/cache/284015-0-0-225-121.html

[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). Windows Vista 32- and 64-bit versions (supported on HP Client Manager 6.2)

[5] Linux licenses are not included with Altiris 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.

Table 10 –

Altiris Solutions hardware management features

Feature	HP Client Manager	Windows Management Instrumentation	Feature detail
Hardware Inventory			
Asset tag	X		
BIOS date/manufacturer/ version	X		
Thermal Status	X		
Communication ports	X	X	
Devices attached to the PCI bus	X	X	
Floppy drive	X	X	
Graphics card manufacturer/memory size	X	X	
Hard drive model/serial number (HP CM 6.1 SP1)/size	X	X	
I/O port status	X	X	
IP address	X	X	
Keyboard	X	X	
MAC address	X	X	
Memory manufacturer/size/ speed	X	X	
Memory slot population	X	X	
Mouse	X	X	
Network adapters	X	X	
Notebook battery manufacturer	X	X	
Processor family/speed	X	X	
Product ID	X	X	
Product name	X	X	
Removable media drives	X	X	
System serial number	X	X	
System board	X	X	
USB controller	X	X	

Feature	HP Client Manager	Windows Management Instrumentation	Feature detail
User name and domain	X	X	
Device driver updates	X		
Monitor model	X		
Monitor manufacture date	X		
Monitor serial number (HP CM 6.1 SP1)	X		
BIOS Management (remote)			
Change BIOS settings	X		N/A
Boot order	X		BIOS Setting
Setup and change BIOS password	X		N/A
Flash BIOS with updates	X		N/A
Remote Wake-on-LAN from power-off state	X		N/A
Hardware Management (remote)			
Deploy HP-specific driver updates	X		N/A
Switch Hyper-Threading	X		BIOS Setting
Control chassis lock	X		BIOS Setting
Enable/disable serial, parallel, USB ports	X		BIOS Setting
UUID status	X		BIOS Setting
Fault Notification			
PC health checks and diagnostics	X		Application health checks and diagnostics
Hardware alerts	X		Free hard drive space
	X		S.M.A.R.T. hard drive
	X		Memory
	X		Device change
	X		Memory change [1]
	X		Monitor change
	X		Notebook battery failure
	X		Processor change
	X		Chassis intrusion
	X		Temperature

Feature	HP Client Manager	Windows Management Instrumentation	Feature detail
	X		System disconnected from power supply [2]
	X		System disconnected from LAN [2]
Help desk ticket creation and tracking			N/A
Reports and Asset Management			
Inventory reports	X		
Custom reports	X		
Software license compliance	X		
Measuring software usage	X		
Estimating cost of ownership			
Leased equipment and SLA control			
Intel Active Management Technology Support [3]			
Asset Information	X [8], [9], [10]		
Alerts	X [8], [9], [10]		
Serial over LAN [4]	X [9]		
IDE Redirect [5]	X [9]		
Power management	X [8], [9], [10]		
Event logging	X [9]		
System defense [6]	X [9]		
Agent presence [7]	X [9]		

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.
[3] Intel AMT enables IT to better discover, heal, and protect networked PCs regardless of their system power and OS state. It is available on HP commercial PCs with Intel vPro technology (select dc7700 and dc7800 models) and Intel Centrino Pro technology (an option on "p" and "w" class business notebooks). Support of Intel AMT is provided through the free Altiris Out-of-Band Management Solution and the for purchase Altiris Real-Time System Manager Solution.
[4] Allows remote boot with console control view or to BIOS configuration utility
[5] Allows system booting from remote boot drive, disk, or ISO image
[6] Controls spread of viruses and malware by limiting or cutting-off computer network access if virus-like activity detected
[7] Verifies that computer agents haven't been tampered with or removed; Reduces window of security vulnerability
[8] Support for these Intel AMT features is provided by the free Altiris Out-of-Band Management Solution
[9] Support for these Intel AMT features is provided by the for purchase Altiris Real Time System Manager Solution
[10] Altiris Out-of-Band Management Solution and Altiris Real Time System Manager Solution also support these features on ASF (Alert Standard Format) enabled PCs

Table 11 –
Altiris Solutions software management features

Feature	Inventory Solution	Deployment Solution	Software Delivery Solution	Application Management Solution	PC Transplant	Patch Management Solution	Application Metering Solution	Carbon Copy Solution	Audit Express	Local Recovery	Local Recovery Pro	Feature detail
Software Inventory and Management												
Applications Operating System	X											
Image creation		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
Assess system vulnerability									X			N/A
Fault Recovery												
Patch Management						X						N/A
Application self-healing			X				X					N/A
Remote control		X						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

Table 12 –
Altiris Solutions support for current HP models

Solutions supported [1]	Solution Acquisition Method [2]	Supported models	Agent required [3]	Agent deployment method [4]
Desktops				
Altiris Client Management Suite	Purchase	All	Altiris NS Client, Altiris AClient	• management console • local
HP Client Manager	Web	d325, dc5000, dc5100, rp5000**, rp5700**, dc7100, dx2000 slim tower, dx5150†, dx6050, dx6100, dx6120, dx7200, dx7208, dc7600, dc7608 dc7700, dx7300 dc5750, dc5700, dc7800	Altiris NS Client with HP CM extensions	• management console • local
Local Recovery	Web	d325, dc5000, dc5100, rp5000**, rp5700**, dc7100, dx2000, dx6050, dx6100, dx7200, dx7208	no agent required	no agent required
Altiris Deployment Solution	purchase (included with Altiris Client Management Suite)	d325, dc5000, rp5000, rp5700, dc5100, dc7100, dx2000 slim tower, dx5150, dx6050, dx6100, dx6120, dx7200, dx7208, dc7600, dc7608 dc7700, dx7300 dc5750, dc5700, dc7800	Altiris AClient	• management console • local • preloaded
Notebooks				
Altiris Client Management Suite	purchase	All	Altiris NS Client	• management console • local

Solutions supported [1]	Solution Acquisition Method [2]	Supported models	Agent required [3]	Agent deployment method [4]
HP Client Manager	Web	nc4000, nc4010, nc4200, nc6000, nc6110, nc6120, nc6140, nc6200, nc8000, nw8000, nc8200, nx5000, nc2400, nc4400 nc6140, nc6220 nc6230, nx6310 nc6320, nx6315, nx6325 nx6320 nc6400, nc8220 nx8230, nw8240 nx8420, nc8430 nw8440, nx9420 nw9440, 6910p, 6710b, 6510b, 6715b, 6515b, 2710p, 2510p, 8710p, 8710w, 8510p, 8510w	Altiris NS Client with HP CM extensions	• management console • local
Local Recovery	Web	nc4000, nc4010, nc6000, nc6140, nc8000, nw8000, nx5000,nx7000, nx7010, nx9020, nx9030, nx9040, nx9100, nx9105, nx9110, nx9500, 6910p, 6710b, 6510b, 6715b, 6515b	no agent required	no agent required
Altiris Deployment Solution	purchase (included with Altiris Client Management Suite)	nc4000, nc4010, nc4200, nc6000, nc6110, nc6120, nc6140, nc6200, nc8000, nw8000, nc8200, nx5000, nc2400, nc4400 nc6140, nc6220 nc6230, nx6310 nc6320, nc6315, nx6325 nx6320 nc6400, nc8220 nx8230, nw8240 nx8420, nc8430 nw8440, nx9420 nw9440, 6910p, 6710b, 6510b, 6715b, 6515b, 2710p, 2510p, 8710p, 8710w, 8510p, 8510w	Altiris AClient	• management console • local
Tablet PC				
Altiris Client Management Suite	purchase	tc1100, tc4200 tc4400	Altiris NS Client	• management console • local

Solutions supported [1]	Solution Acquisition Method [2]	Supported models	Agent required [3]	Agent deployment method [4]
HP Client Manager	Web	tc1100*, tc4200 tc4400	Altiris NS Client with HP CM extensions	• management console • local
Local Recovery	Web	tc1100	no agent required	no agent required
Altiris Deployment Solution	purchase (included with Altiris Client Management Suite)	tc1100, tc4200 tc4400	Altiris AClient	• management console • local
Thin Clients				
HP Client Manager, Altiris Client Management Suite	n/a	None	n/a	n/a
Local Recovery	n/a	None	n/a	n/a
Altiris Deployment Solution	license included and preinstalled	t5125, t5300, t5500, t5510, t5515, t5520, t5525, t5700, t5710, t5720, t5135, t5530, t5725	Altiris AClient	• management console • local • preloaded
Workstations				
Altiris Client Management Suite	purchase	xw3100, xw4100, xw4200, xw4300, xw4400, xw6000, xw6200, xw6400, xw8000*, xw8200, xw8400, xw9300, xw9400	Altiris NS Client	• management console • local
HP Client Manager	Web	xw3100, xw4100, xw4200, xw4300, xw4400, xw6000, xw6200, xw6400, xw8000*, xw8200, xw8400, xw9300, xw9400	Altiris NS Client with HP CM extensions	• management console • local
Local Recovery	preloaded, Web	xw4200, xw4300, xw6200, xw8200, xw9300	no agent required	no agent required
Altiris Deployment Solution	purchase (included with Altiris Client Management Suite)	xw3100, xw4100, xw4200, xw4300, xw4400, xw6000, xw6200, xw6400, xw8000, xw8200, xw8400, xw9300, xw9400, HP Blade Workstation Client	Altiris AClient	• management console • local • preloaded

Solutions supported [1]	Solution Acquisition Method [2]	Supported models	Agent required [3]	Agent deployment method [4]
Blade PCs				
Rapid Deployment Pack [5]	license included	bc1000, bc1500, bc2000, bc2500	Altiris Aclient	• management console • local • preloaded

NOTES:

[1] Solutions Supported:
Solution is tested, qualified, and supported by HP. The Altiris Console 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 Console 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 Console -view the Altiris Architecture multi-media tour for more details.

[2] Solution Acquisition Method:
Web - Downloadable from the HP software & drivers website

[3] Required Agents:
Altiris AClient - used to connect client system with Altiris Deployment Solution

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

[4] Agent Deployment Methods:
Management console - The Altiris Deployment Solution console is used to install (push) the Altiris AClient to client systems; The Altiris Console is used to install (push) the Altiris NS Client to client systems.

Local – Software can be installed from a CD by the end-user or administrator locally on the client.

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

[5] Rapid Deployment Pack is based on Altiris Deployment Solution

* Does not support changing BIOS settings.
** Windows XP and Windows Vista support only

† BIOS settings change is limited

Appendix D: HP Management Tools and Technology Support

Table 13 –

HP management tools and technologies platform and OS Support

HP tools and technologies	Desktop support	Notebook support	Workstation support	Handheld support	Thin Client support	HP Blade P support
System Software Manager	Yes	Yes	Yes	No	No	Yes
HP Backup and Recovery Manager	Yes	Yes	Yes	No	No	No
HP Client Management Interface	Yes – Windows*	Yes – Windows*	Yes – Windows*	No	No	Yes

* Microsoft Windows 2000 (Desktops and Workstations running Windows 32 bit and Notebooks with single core platforms or platform with hyper-threading turned off), Microsoft Windows XP Professional, Microsoft Windows XP Home (not supported on workstations), Microsoft Windows XP Professional x64, Microsoft Windows XP Tablet PC Edition.

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

Table 14 –

HP management tools and technologies hardware management features

Feature	HP Client Management Interface	HP System Software Manager	HP Backup and Recovery Manager	HPQ BIOS Flash Utility	Feature detail
Hardware Inventory					
Asset tag	X				
BIOS date/manufacturer/ version	X				
Thermal Status	X				
BIOS Management (remote)					
Change BIOS settings	X	X			N/A
Boot order	X	X			BIOS Setting
Setup and change BIOS password	X	X			N/A
Flash BIOS with updates		X		X	N/A
Hardware Management (remote)					
Deploy HP-specific driver updates		X			N/A

Feature	HP Client Management Interface	HP System Software Manager	HP Backup and Recovery Manager	HPQ BIOS Flash Utility	Feature detail
Switch Hyper-Threading	X	X			BIOS Setting
Control chassis lock	X	X			BIOS Setting
Enable/disable serial, parallel, USB ports	X	X			BIOS Setting
UUID status	X	X			BIOS Setting
Fault Notification					
PC health checks and diagnostics	X				Application health checks and diagnostics
Hardware alerts	X				Device change
	X				Memory change [1]
	X				Processor change
	X				Chassis intrusion
	X				Temperature
	X				

NOTES:

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

Table 15 –

HP management tools and technologies – 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 the table below.

Tool name	Description
FLASHL.EXE	Distributed as part of the Desktop BIOS utilities for supported products. Visit the Support & Drivers website 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.

Table 16 –
HP management tools and technology support for current HP models

Solutions supported [1]	Solution Acquisition Method [3]	Supported Models	Agent required	Agent deployment method
Desktops				
HP Backup and Recovery Manager	Integrated client feature	rp5700, dc5750, dx2300, dc7700†, dx7300†, dc5700, dx2250, dx2020, dx7380, dx2255, dc7800	no agent required	no agent required
HP Client Management Interface [2]	Integrated client feature	dx7200, dx7208 dc7600, dc7608 dc7700, dx7300 dc5750, dc5700, dc7800, rp5700	no agent required	no agent required
System Software Manager	Web	d325, dc5000, dc5100, rp5000**, rp5700 **, dc7100, dx2000 slim tower, dx5150‡, dx6050, dx6100, dx6120, dx7200, dx7208, dc7600, dc7608 dc7700, dx7300 dc5750, dc5700, dc7800	no agent required	no agent required
Notebooks				
HP Backup and Recovery Manager	Integrated client feature	nc2400, nc4200, nc4400, nc6220, nc6230, nc6320, nc6400, nc8230, nc8430, nw8240, nw8440, nw9440, nx6115, nx6125, nx6310, nx6315, nx6320, nx6325, nx7400, nx8220, nx8420, nx9420, tc4200, tc4400, HP Storage EM537AA Docking Station, 6910p, 6710b, 6510b, 6715b, 6515b, 2710p, 2510p, 8710p, 8710w, 8510p, 8510w	no agent required	no agent required

Solutions supported [1]	Solution Acquisition Method [3]	Supported Models	Agent required	Agent deployment method
HP Client Management Interface [2]	Integrated client feature	nc4400, nx6310, nc6320, nx6320, nc6400, nx8420, nc8430, nw8440, nx9420, nw9440, 6910p, 6710b, 6510b, 6715b, 6515b, 2710p, 2510p, 8710p, 8710w, 8510p, 8510w	no agent required	no agent required
System Software Manager	Web	nc4000, nc4010, nc4200, nc6000, nc6110, nc6120, nc6140, nc6200, nc8000, nc8200, nw8000, nx5000 nc2400, nc4400 nc6140, nc6220 nc6230, nx6310 nc6320, nx6320 nc6400, nc8220 nx8230, nw8240 nx8420, nc8430 nw8440, nx9420 nw9440, 6910p, 6710b, 6510b, 6715b, 6515b, 2710p, 2510p, 8710p, 8710w, 8510p, 8510w	no agent required	no agent required
Tablet PC				
HP Client Management Interface [2]	Integrated client feature	tc4400,	no agent required	no agent required
System Software Manager	Web	tc1100*, tc4200 tc4400	no agent required	no agent required
Thin Clients				
System Software Manager	n/a	None	n/a	n/a
Workstations				
HP Client Management Interface [2]	integrated client feature	xw4300, xw4400 xw6400, xw8400 xw9400	no agent required	no agent required
System Software Manager	Web	xw3100, xw4100, xw4200, xw4300, xw4400, xw6000, xw6200, xw6400, xw8000*, xw8200, xw8400, xw9300, xw9400	no agent required	no agent required

Solutions supported [1]	Solution Acquisition Method [3]	Supported Models	Agent required	Agent deployment method
Blade PC				
HP Client Management Interface [2]	integrated client feature	bc2000, bc2500	no agent required	no agent required
System Software Manager	Web	bc2000, bc2500	no agent required	no agent required

NOTES:

[1] Solutions Supported:
Solution is tested, qualified, and supported by HP.

[2] 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 SoftPaq 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.

[3] Solution Acquisition Method:
Web - Downloadable from the HP software & drivers website

* Does not support changing BIOS settings.
** Windows XP and Windows Vista support only.

† Windows Vista Tier 1 support

‡ BIOS settings change is limited

Table 17 –

HP management tools and technology support for legacy HP models

Solutions supported [1]	Solution Acquisition Method	Supported 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
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 v6.5	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
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

Solutions supported [1]	Solution Acquisition Method	Supported Models	Agent required [2]	Agent deployment method [3]
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
Local Recovery	Web	nx7000, nx9010, nx9100, nx9105	no agent required	no agent required
Altiris Deployment Solution v6.5	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
Local Recovery	Web	tc1000	no agent required	no agent required
Altiris Deployment Solution v6.5	purchase	tc1000	Altiris AClient	management console
Other Altiris Solutions	purchase	tc1000	Altiris NS Client	management console
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

Solutions supported [1]	Solution Acquisition Method	Supported Models	Agent required [2]	Agent deployment method [3]
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
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 website
Restore CD - Available on Restore CD included with system

* Does not support changing BIOS settings.

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

Table 18 –
HP 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
xw4400	yes	advanced*	no	no	yes	yes	yes	yes
xw6400	yes	advanced*	no	no	yes	yes	yes	yes
xw8400	yes	advanced*	no	no	yes	yes	yes	yes
xw9400	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: www.hp.com/go/easydeploy

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