



# HP Softpaq Download Manager and HP System Software Manager – A Powerful Combination

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## Executive Overview

Keeping PCs in a business up to date with the latest SoftPaqs presents a number of problems, including time, bandwidth, and logistical issues. HP offers two free tools, HP Softpaq Download Manager (SDM) and HP System Software Manager (SSM), which can be used in conjunction to help streamline the update process, reduce IT costs, and improve the total cost of ownership (TCO) for your HP computers.

By using these tools, companies can automatically keep all of their HP computers up to date with the latest SoftPaqs (software packages for updates to drivers/BIOS and certain software for HP computers), instead of having to run each SoftPaq individually on each computer, not knowing if the SoftPaq actually needs to be installed.

This document covers the following topics:

- Overview of HP SDM and HP SSM
- Setting up and using HP SDM and SSM
- Customizing usage of HP SDM and SSM

## Overview of HP SSM and HP Softpaq Download Manager

HP Softpaq Download Manager (SDM) is a software tool designed to streamline the SoftPaq download process. Instead of manually downloading each SoftPaq, IT personnel can get all appropriate SoftPaqs for each of their computers all in one sitting.

HP System Software Manager (SSM) is a free software tool designed to simplify deployment of SoftPaqs to HP computers. The SSM tool detects which updates apply to the system from the available SoftPaqs and installs them onto the system, so you do not have to worry about accidentally installing an older version. SSM accesses the SoftPaqs from the local network or local folder instead of downloading them from the internet, cutting down on update time and saving network bandwidth.

For more details on either of these tools visit the following Web sites:

SSM: <http://www.hp.com/go/SSM>

SDM: <http://www.hp.com/go/SDM>

## Use Case for SDM/SSM

Using HP SDM and SSM to manage software updates is ideal for:

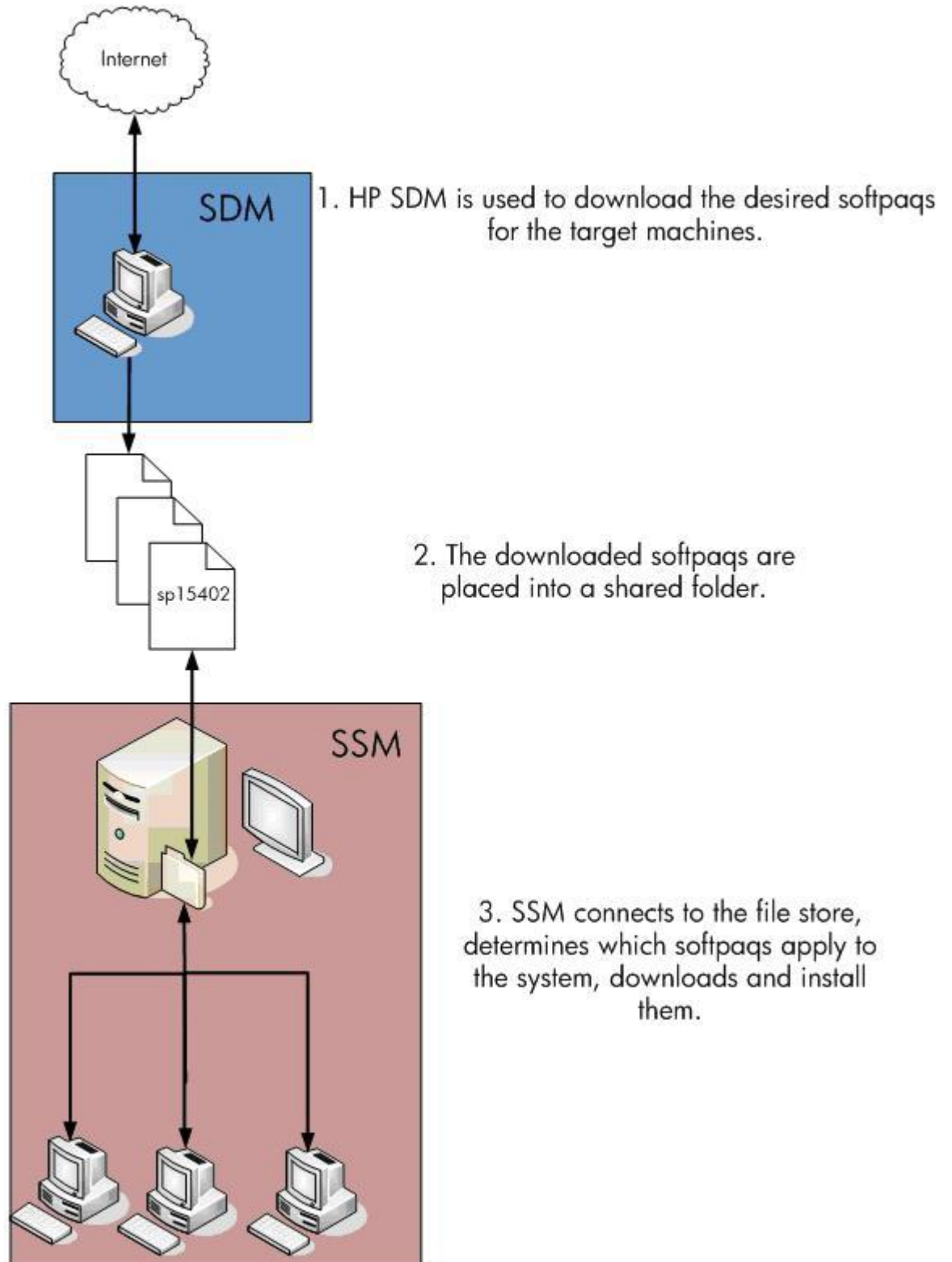
- Small to medium business sizes (1-100)
- Updating a group of PCs outside normal IT maintenance

Note that SSM will only update computers with SoftPaqs that are marked as SSM compliant.

# How SSM and SDM work together

The following image illustrates how SSM and SDM interact.

**Figure 1.** How SSM and SDM work together



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## Setup and Usage Process Overview

1. Download and install HP SDM.
2. Set up SDM configuration for the computer models you want to update.
3. Download desired SoftPaqs.
4. Run SSM in admin mode to prepare the download directory for SSM usage.
5. Repeat steps 2 and 3 for any additional file shares you want to create and use.
6. Manually share the file share, if necessary.
7. Setup SSM on the client computers to run at predetermined times, or run SSM manually.

## General Requirements and Setup

### HP Softpaq Download Manager

- .Net Framework 2.0 or later
- Broadband Internet Connection (Proxies that require authentication are currently not supported)
- 512MB RAM minimum, 1GB recommended
- Windows XP or Vista

### HP System Software Manager

- Computer to host a Windows-compatible file share
- Supported HP/HP Compaq computers attached to a network, running Windows XP or Vista

## Supported Client PCs and Softpaqs

HP SDM and SSM are only supported for certain HP business products (desktops, notebooks, tablets, workstations, and blades). Servers and consumer-level products are not supported by SDM and SSM. SDM will also indicate whether a SoftPaq is SSM compliant. If the SoftPaq is not marked as SSM compliant, SSM cannot be used to deploy that SoftPaq.

In addition, certain platforms and operating systems may not be supported under SDM and/or SSM. Consult the SDM and SSM documentation for details.

## Downloading and Installing HP SSM and SDM

The latest versions of HP System Software Manager and Softpaq download manager are available from HP at <http://www.hp.com/go/ssm> and <http://www.hp.com/go/sdm>.

When you install SSM, no icon is placed in the Start menu for SSM; however, the program is available in Hewlett-Packard\SSM under the Program Files directory.

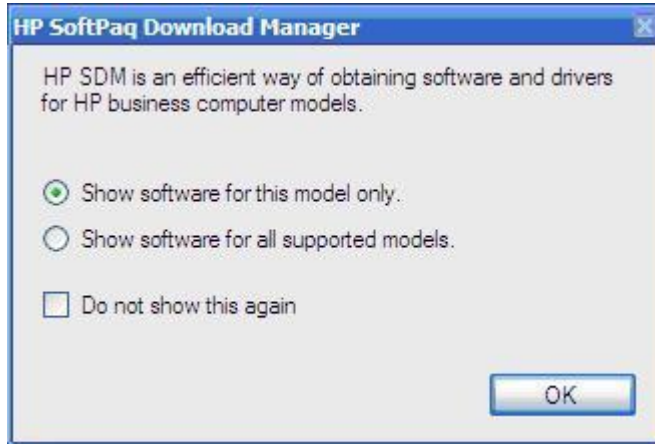
HP SDM is displayed in **Start > All Programs > HP > HP Softpaq Download Manager**.

## Setting up and Using HP Softpaq Download Manager

### Configuration Options

When HP SDM is run for the first time, a window is displayed that asks if you want to show only software for the computer it is running on. Select the second option to display all supported models.

**Figure 2.** SDM module selection



Once loaded, the Configuration window should automatically display. Optionally, you can go to **Tools > Configuration Options** to bring up the Configuration window. If you do not see the menu option, you are running in “This Computer” mode. Switch SDM to show all products by clicking on the **Show All Products** button.

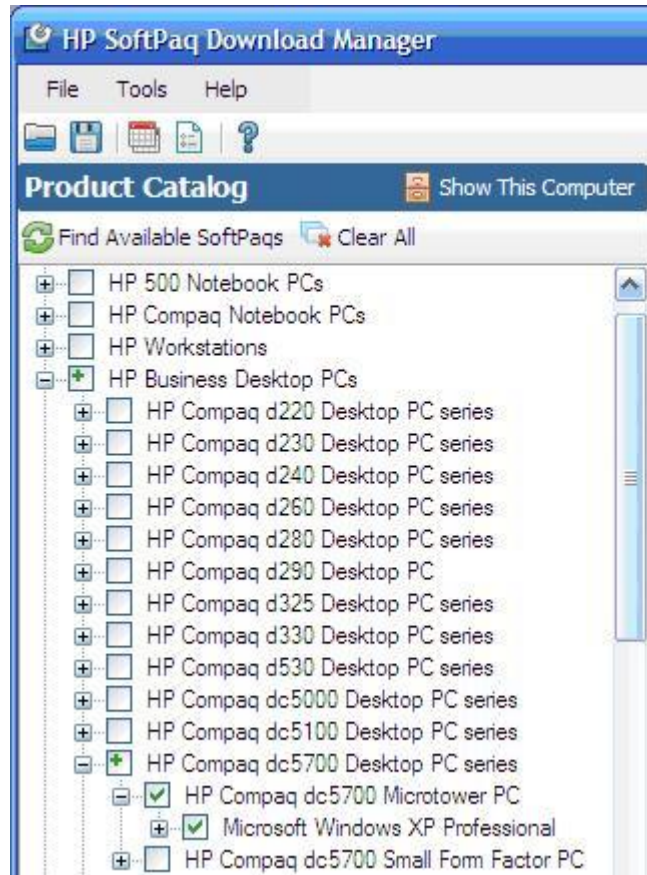
For each of the tabs, set the following options:

- Download
  - Download Directory – Set to a folder that you can share. This can be either a local folder or a mapped network drive/folder. This will be the location of your SSM File Store.
  - Download Structure – Set to **Separate Folders by SoftPaq Names**. This helps with the management of SoftPaqs.
- OS Filter
  - Select from the list the operating systems that are running on the network. Note that not all operating systems listed are supported by SSM<sup>1</sup>.
- Language Filter
  - Select the language versions of the operating systems on your network.
- Columns
  - No options need to be set.

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<sup>1</sup> Although SSM 2.00 supports Windows 2000 (2.00F is the last supported version for Windows 2000), for the purposes of this document, Windows 2000 is NOT supported.

**Figure 3.** Product Catalog Appearance



Once the options are set, you can select the model(s) of the products you want to update.

#### Note

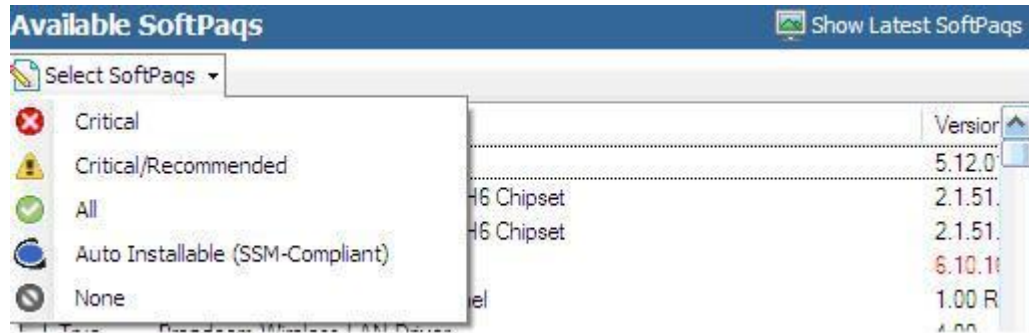
Once all of the selections have been made, you can save the configuration file for future use and backup purposes. This preserves the download directory, download structure, OS and language settings, and the products you selected. To save, go to **File > Save Product Configuration**.

## Downloading Softpaqs

Click **Find Available SoftPaqs** to download a list of available SoftPaqs for selected systems. Only SoftPaqs marked as SSM-compliant are added to the SSM database. To help with the selection process, you can configure SDM to select all SSM-compliant SoftPaqs by clicking **Select Softpaqs > Auto-Installable (SSM-Compliant)**.

Click **Show Latest SoftPaqs** to set SDM to display only the latest version of each SoftPaq if multiple versions are available. When only the latest SoftPaqs are displayed, you can click **Show All SoftPaqs** to display all SoftPaqs.

**Figure 4.** Auto-selecting and Filtering Softpaqs



Once the SoftPaqs are selected, click **Download**. Make sure the download option is set to **Download Only**. Softpaq selection and internet connection speed determine how long the download process may take, but please note that the process may take some time.

## Setting up HP SSM (Admin)

This setup process should be run after the SoftPaqs have been downloaded.

To run and setup SSM in admin mode, perform the following steps:

1. Navigate to Hewlett-Packard\SSM in the Program Files directory (or Program Files (x86) if running 64-bit Windows), and then run SSM.exe
2. When prompted for the location of the file share, navigate to the SDM download directory. Type the name you want to use for the file share, and then click **Next**.
3. If you are presented with a message about SSM.CAB being missing, double-click on the specified text to copy the file to the file store, and then click **Next** until you reach client options.
4. Select **Reboot client upon completion of upgrades**, and then click **Next**.
5. Click **Next** until you reach the Build Database window.
6. Select **Check ftp.hp.com for CVA file updates first**. This causes SSM to update the specification file for each SoftPaq, which may include bug fixes and expanded coverage.
7. Click **Build Database**, and wait for the build process to finish.
8. Click **Finish** to complete the process.
9. Copy ssm.exe to the root of the SDM download directory. This allows easier execution of SSM from the network.

The client PCs will need access to the file share containing the SoftPaqs for SSM to run properly on those computers. SSM will try to create the share automatically; however, this may not work (domain settings, share is located on another computer, etc.), so you may need to manually share and/or change the settings of the target folder.

## Setting up HP SSM (Clients)

To run SSM in client mode, you only need to specify the location of the file share and any other desired command line switches as parameters. SSM.exe should be run from the root of the file share. The command recommended to run SSM is:

```
<file store path>\SSM.EXE . /INSTALL
```

To prevent network authentication issues HP recommends that you map the network share to a drive letter, and then use that mapped network drive as the file store path.

There are multiple options for getting SSM to run:

- Manual Execution
- Scheduled Tasks
- 3rd party management tool

You can use the Scheduled Tasks feature in Windows to run SSM automatically on a regular basis. The setup process varies depending on computer operating system.

If you use the Schedule Tasks feature, HP recommends that you set the following options when setting up the task:

- In Windows Vista, SSM needs to be run with the highest privileges, so you should select the **Run with highest privileges** option. No UAC prompt displays, even when this option is set.
- To ensure updates are applied, allow SSM to run even when the user is logged off, and add the reboot command line option as a parameter.

## Maintenance Process

### Adding and Removing Softpaqs

The SDM catalog is updated on a weekly basis on Monday nights, so you can check back then if looking for the latest updates for your computers.

As SoftPaqs are added, you may want to remove older or unneeded updates from the share to reduce size. This can be done manually by clicking on the **Explore** button in SDM. Be sure to remove the .exe and the corresponding .cva when removing a deliverable. After adding and removing SoftPaqs, reload the configuration file in SDM to get an updated list of downloaded SoftPaqs. Note that deleted SoftPaqs from the download directory display again in the **Available SPs** list.

The SSM database also needs to be rebuilt to reflect the updated SSM file share. Either perform the SSM setup process again, or use the command line option. For details, see the "Advanced usage of HP SDM and SSM" section of this paper.

## Advanced usage of HP SDM and SSM

### Running SSM from Removable Media

SSM can be run directly from removable media, such as a USB flash drive or portable hard drive. The setup process is similar to setting up SSM for use across the network, except that the SSM file share is copied to a USB drive instead of being shared across the network. SSM is then run directly from the USB drive. This can be useful for updating computers not attached to a network or for computers with special considerations.

HP recommends that you create a .bat in the root of the SSM folder with a command that executes SSM with the desired parameters. This process would allow for easy double-click execution when moving from computer to computer.

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#### Note

Certain SoftPaqs that deal with USB devices (such as Bluetooth drivers) may interfere with the operation of the update process in SSM if run from a removable drive. To work around this, copy the SSM directory to the local hard drive and run SSM from there.

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## Updating the SSM DB and CVAs using Command Line

Instead of using the SSM wizard to rebuild and update the database, you can perform the process using command line. The command is:

### **SSM /AM\_BLD\_DB**

SSM.exe must be run and located in the root of the file store for this command to work.

This command will also update the CVA files by downloading updated ones from an HP server. Each Softpaq comes with a CVA file that determines which SoftPaq applies to which computers. Sometimes these CVA files are updated to add supported machines/operating systems or to fix errors. If you do not want to update the CVAs, use the **/NOCVAUPDATE** switch.

## Other SSM Configuration Options

SSM has a number of command-line switches and options that can be used during the setup and execution process. For more details on the options, please refer to the *SSM User's Guide* included with SSM.

## Multiple Filestores

You can share copies of the SSM file share on more than one computer or use multiple SDM configurations and download directories to create different SSM file shares. By spreading the load, you may be able to alleviate network performance issues and help simplify the update process when trying to update a large number of computers using SSM.

## Other HP Solutions

For needs that outgrow SDM and SSM, HP offers a variety of solutions. Visit [www.hp.com/go/easydeploy](http://www.hp.com/go/easydeploy) for more details.