

# HP Client Updates Catalog for Microsoft System Center Products



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## Abstract

This document describes the HP software update catalog for Microsoft® System Center products. It also provides an overview of the custom update process, explains the benefits of using the HP Client Updates Catalog for Microsoft System Center products, and gives some insight into how the catalog leverages Windows® Management Instrumentation (WMI) and the HP Client Management Interface (HP CMI). Finally, this paper describes the how to import the catalog into the Microsoft System Center family of products and deploy HP software updates to HP client systems.

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### Note

Throughout this document, the terms SMS, Configuration Manager, SCE, System Center Essentials, Microsoft system management products or Microsoft System Center family of products are used interchangeably. They all refer to the Microsoft management products supported by the HP software update catalog in the section [Supported Microsoft System Management products](#).

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## Introduction

Update management—the ability to identify and selectively deploy updates in a timely and automated manner—is an important function of computer maintenance. Update management can help maintain the security and the productivity for the managed organization. HP now offers a mechanism to streamline updates for HP systems within a Microsoft System Center management infrastructure. The HP Client Updates Catalog contains software driver and patch information for desktops, notebooks, and workstations. It provides the detailed platform information for software updates in order to target appropriate client systems within the managed enterprise. Organizations can integrate and deploy HP software updates quickly and easily while using Microsoft System Center products such as System Center Configuration Manager or System Center Essentials (SCE), or System Management Server (SMS).

## Terminology

**Table 1.** Terminology

Abbreviation/Acronym	Meaning
Configuration Manager	Microsoft System Center Configuration Manager
SCE	Microsoft System Center Essentials
SCUP	Microsoft System Center Updates Publisher

## Benefits

The HP Client Updates Catalog for Microsoft System Center products provides detailed platform information for software updates, with applicability and installed rules to determine whether an update is appropriate for the target clients within the managed enterprise and, if so, whether the update is already installed. Administrators do not have to manually define HP software updates as custom updates in Microsoft System Center products.

If the management console can connect to ftp.hp.com, then corporate IT departments can download HP software updates from the FTP site directly to their Microsoft System Center product.

## HP Client Updates Catalog for Microsoft System Center products

### Overview

HP Client Updates Catalog for System Center products:

- Contains information about HP software updates (also known as SoftPaqs), such as title, description, supported languages, download URL, applicability rules, installed rules, and so on
- Does not contain the binary code of a software update
- Includes only software with a self-contained executable setup program that can be silently installed in Windows

- Includes only update information for commercial desktops, notebooks, and workstation platforms
- Does not contain update information for thin clients or servers
- Is digitally signed by HP
- Is available at [ftp://ftp.hp.com/pub/softlib/software/sms\\_catalog/HpCatalogForSms.latest.cab](ftp://ftp.hp.com/pub/softlib/software/sms_catalog/HpCatalogForSms.latest.cab)

## Supported Microsoft System Management products

- Microsoft System Center 2012 Configuration Manager Service Pack 1 (SP1) and R2
- Microsoft System Center Configuration Manager 2007
- Microsoft System Center Essentials 2010
- Microsoft System Center Essentials 2007
- Microsoft System Management Server 2003 R2

## HP software update applicability rules

- Each HP software update included in the catalog has three sets of rules:
  - **Prerequisite rules**—high-level rules for the client scan tool to determine if the update is applicable to a client
  - **Applicability rules**—low-level rules for the client scan tool to determine if the update is applicable to a client
  - **Installed rules**—rules for the client scan tool to determine if the update is already installed on a client

### Prerequisites rules

- Must be an HP computer\*
- Supported operating system

### Applicability rules

- Supported languages of the software update
- Supported platforms\*
- Supported devices\* (if the software update is device specific)

### Installed rules

- For a system BIOS update, the BIOS release date\* is later than or equal to the release date of the software update
- In the case of a non-system BIOS update, the significant file of the software update exists on the machine

If the client scan tool finds that all prerequisite rules and applicability rules evaluate to true and the installed rules evaluate to false (not installed yet), the software update is applicable to the client and is installed during the next scheduled update to the client.

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#### Note

\*These checks are done by calling the WMI and the extended HP CMI detailed in [Windows Management Instrumentation and the HP Client Management Interface](#).

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## Windows Management Instrumentation and the HP Client Management Interface

HP software update definitions in the catalog provide applicability rules to the client scan tool of an SMS product. Many of those rules query the WMI to determine whether a software update is applicable to a target client system. The following shows the WMI rules, their namespace, and the relevant query.

**Table 1.** Example namespace and WMI queries in the catalog

Rule	WMI namespace	Query
HP machine	Root\CIMV2	select * from Win32_ComputerSystem where Manufacturer='Hewlett-Packard'
BIOS release date	Root\CIMV2	select * from Win32_BIOS where ReleaseDate<='<software update BIOS release date>'
Supported platforms	Root\CIMV2	select * from Win32_BaseBoard where Product LIKE '<system ID>'
Supported devices	Root\CIMV2	select * from Win32_PnpEntity where DeviceID LIKE '<device ID>'
	Root\HP\InstrumentedBIOS	select * from HP_PNPDevice where DeviceID LIKE '<device ID>'

### Note

Root\HP\InstrumentedBIOS is the namespace provided by HP CHI. This interface is provided by the HP BIOS and passes hardware and system BIOS information to the WMI for manageability applications.

## Deploying HP updates using HP System Software Manager

Administrators need to selectively distribute software updates to clients. One way to simplify and automate the software update process is to use HP SoftPaq Download Manager (SDM) and HP System Software Manager (SSM) with a Microsoft System Center product.

SDM is a free tool to download HP updates by selecting platforms and operating systems.

SSM is a free utility that helps streamline the mass deployment of system software updates to client PCs. SSM reduces the complexity of system software management by delivering the following capabilities:

- Deploying system software updates (for example, drivers and BIOS) from a centralized file store to multiple client PCs—simultaneously and automatically
- Deploying customer-created update packages
- Enforcing BIOS configurations and passwords
- Logging the changes made to each computer

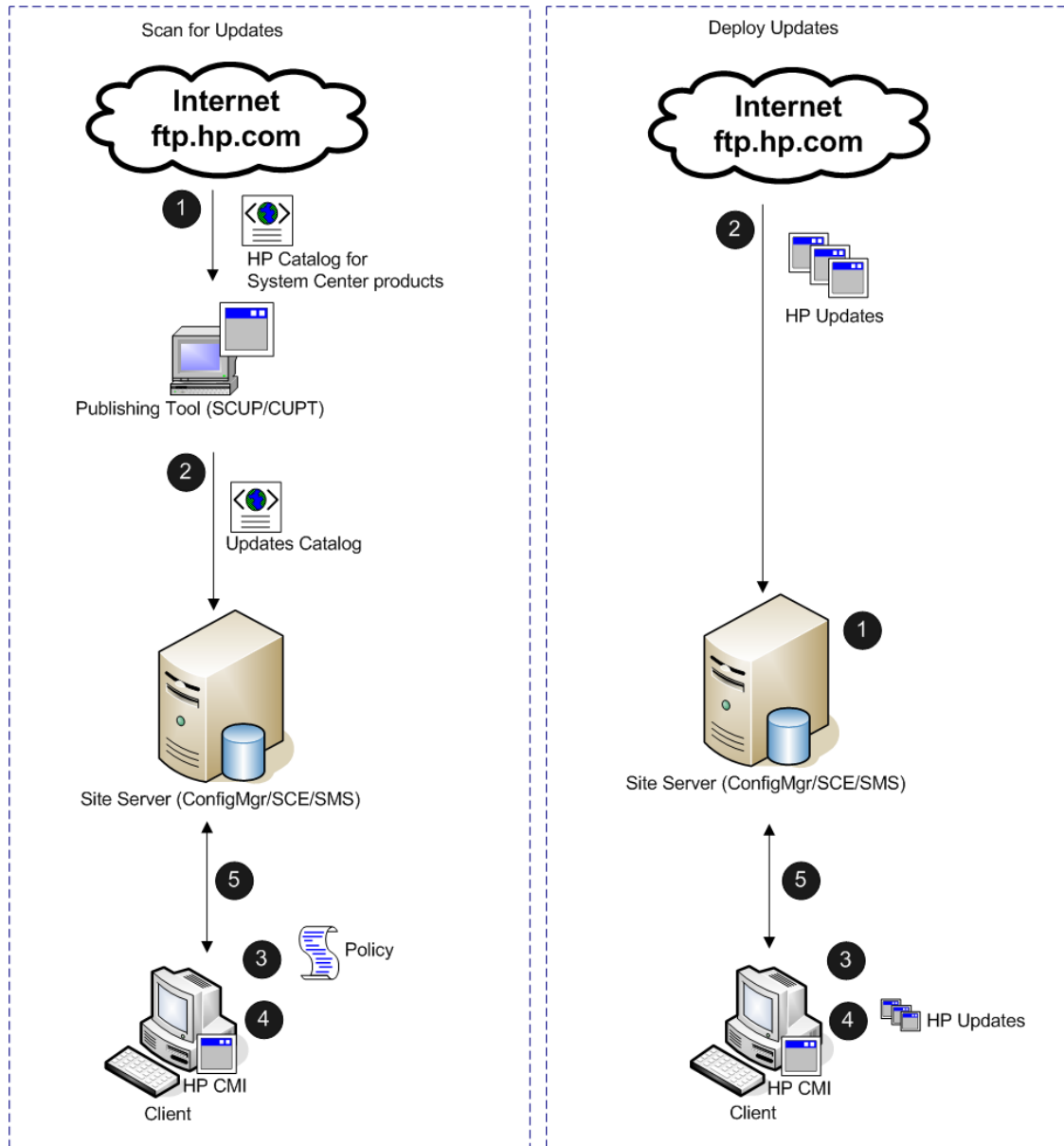
### Combining Microsoft System Center and SSM for the greatest benefit

1. Download SDM and SSM from the HP client management website <http://www.hp.com/go/clientmanagement>.
2. Configure a network file share as the file store for SSM.
3. Run SDM and select the desired platforms and operating systems to download SoftPaqs into the file store.
4. Deploy SSM to clients and configure SSM to run on clients with the configured file store on a scheduled basis using SMS.
5. Download HP updates from the HP FTP site to the SSM file store.
6. Let SSM run on clients and to determine automatically which updates are needed and install them.
7. Import the HP Client Updates Catalog for Microsoft System Center products into the appropriate product.
8. View the compliancy in the Microsoft System Center product after the custom update scan process and the inventory cycle run on the client. If an IT administrator lets SSM install HP updates, then they do not need to distribute the same updates using the Microsoft System Center product. They can use the Microsoft System Center custom update process to scan for compliancy only.

## Overview of the third-party update process

The following figure illustrates the two major phases of third-party updates in Microsoft System Center products.

**Figure 1.** Overview of the third-party update process



1. Administrator downloads and imports the HP client catalog into the publishing tool.
2. Administrator publishes updates to the site server. SCE does not have this step, since the publishing tool is built-in.
3. Clients get policies to scan for updates.
4. Clients download and scan for update compliance. The scan engine might query WMI and HP CMI for applicability.
5. Clients send the compliance information back to the site database.

1. Administrator selects and approves HP updates for distribution.
2. The update packages are downloaded to the distribution point.
3. Clients get the deployment policies.
4. The update packages are downloaded and installed.
5. Clients are re-scanned for compliance and the information is sent back to the site database.

The specific details on the HP Client Updates Catalog and each supported Microsoft System Center products are listed in the next sections for clarification.

## System Center Configuration Manager and the HP Client Catalog

### Overview of Configuration Manager and the HP Client Catalog

Configuration Manager utilizes Windows Server Update Services (WSUS) and the SCUP for the software update process. The SCUP allows an IT administrator to import and select custom software updates to publish to WSUS.

The Configuration Manager custom update process includes three phases:

1. Importing and publishing third-party updates
2. Scanning clients for update compliance
3. Deploying updates

#### Importing and publishing third-party updates

HP customers can configure the import list in the SCUP to reference the link to the catalog on the HP FTP site and import it into the SCUP. The administrator can then select updates to publish to WSUS. Configuration Manager synchronizes with WSUS on schedule or on demand to insert the software update metadata into the Configuration Manager Software Update Point server role. When the synchronization is complete, a site-wide machine policy is created to allow managed systems to retrieve and initiate a scan for software update compliance.

#### Scanning clients for update compliance

When a managed system receives the machine policy, a compliance scan is scheduled. The Windows Update Agent (WUA) connects to the WSUS server, retrieves the list of updates and scans the managed system against the applicability and installed rules of each update. The Configuration Manager Software Update Client Agent sends compliance information back to the site server. Based on the compliance status, the administrator can see which updates are needed by managed systems and can then decide which updates to distribute.

#### Deploying updates

The administrator creates deployments and deployment packages to distribute the selected updates. When a targeted collection of clients receives a new deployment from the management point, the clients download the software updates from a distribution point that has a deployment package containing the necessary software update binaries. The binaries are then installed on the clients and the compliance status is reported to the site server.

### Installing and configuring Configuration Manager

Configuration Manager, WSUS, and SCUP need to be installed and configured before importing the HP Client Updates Catalog for Microsoft System Center products. Make sure that the site server has been configured for software updates.

- If you have the full version of Configuration Manager (2012 or 2007), follow the installation instructions provided in the documentation to install and configure the software.
- If you would like to try Configuration Manager, you can download the evaluation version from <http://www.microsoft.com/systemcenter>.

Helpful links for configuring the Configuration Manager:

- For Configuration Manager 2007, see the *Administrator Checklist: Configuring Software Updates* at <http://technet.microsoft.com/en-us/library/bb680647.aspx>.
- For the 2012 version, see *Deploying Software and Operating Systems in System Center 2012 Configuration Manager* at <http://technet.microsoft.com/en-us/library/qq699393.aspx>.

## Importing the HP Client Updates Catalog into SCUP 2011

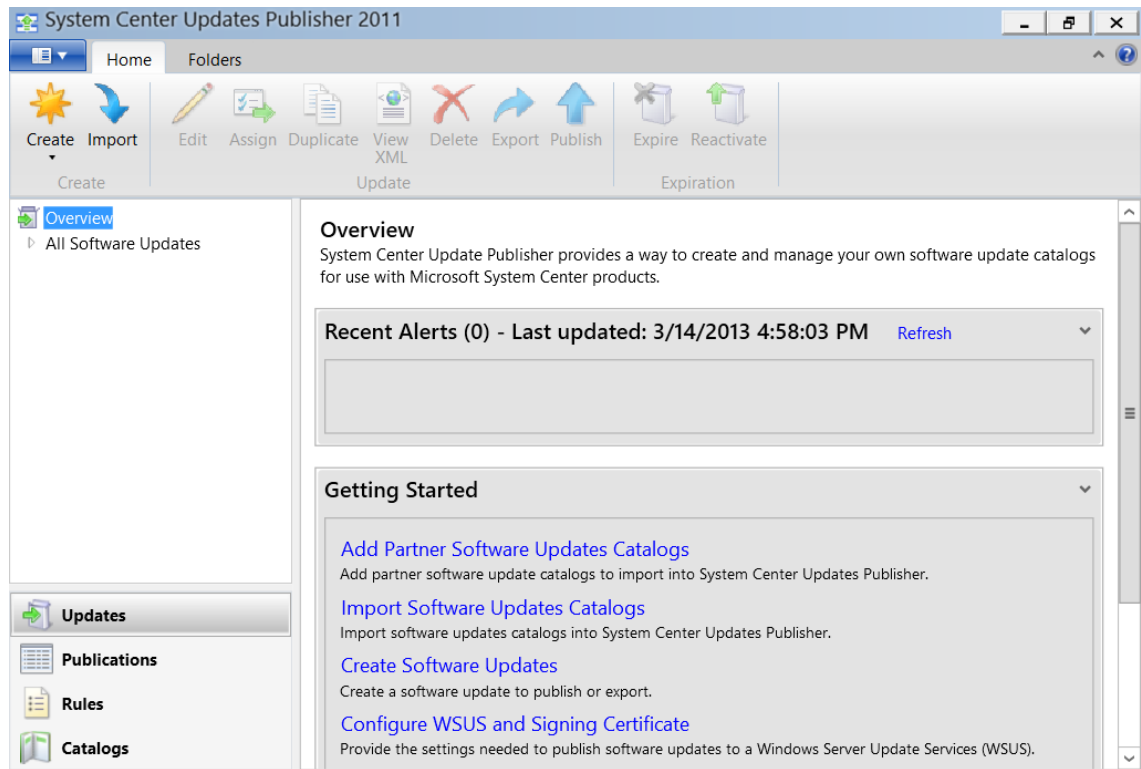
After installing and configuring the Configuration Manager site server, WSUS, and SCUP, you can use the following steps to import the HP Client Updates Catalog.

### Note

HP recommends evaluating these updates in a test environment before using them in a production environment.

1. Select **Start > All Programs > System Center Updates Publisher > System Center Updates Publisher 2011**.  
If you have SCUP installed on Windows Server 2012, move the mouse to the bottom-right corner of the screen to display the Charm Bar, and then select the Search button (with the magnifying glass icon). Type `System Center Updates Publisher`, and then select the application icon on the screen.

Figure 2. SCUP—Overview

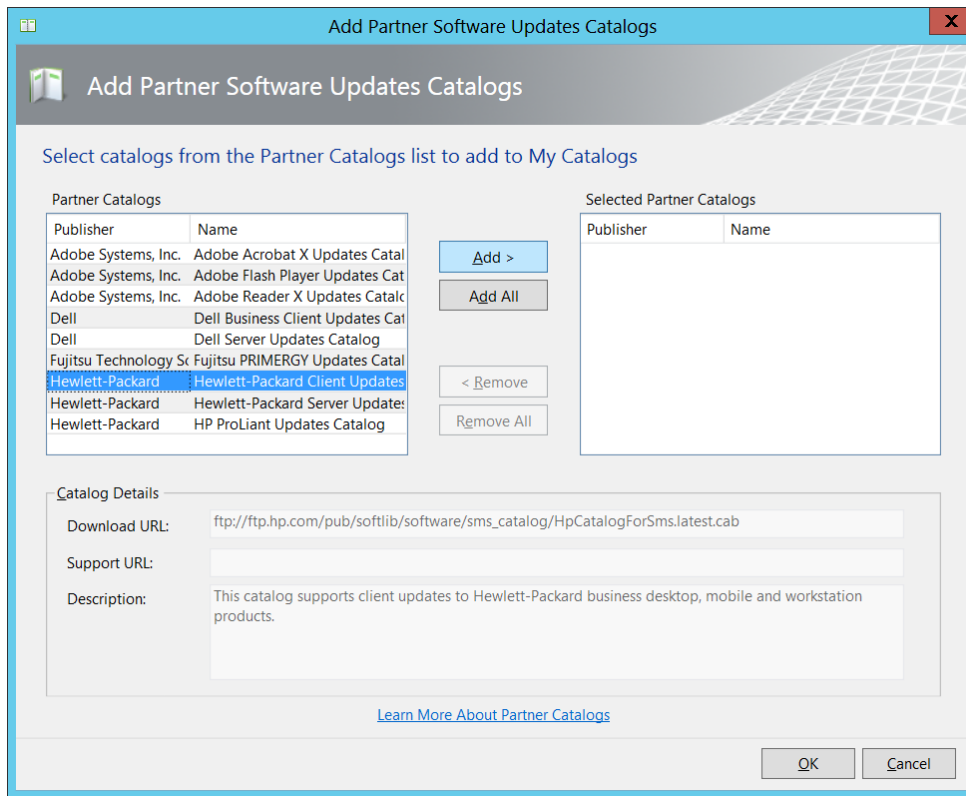


2. In the navigation pane, select **Catalogs**. The catalog workspace appears.



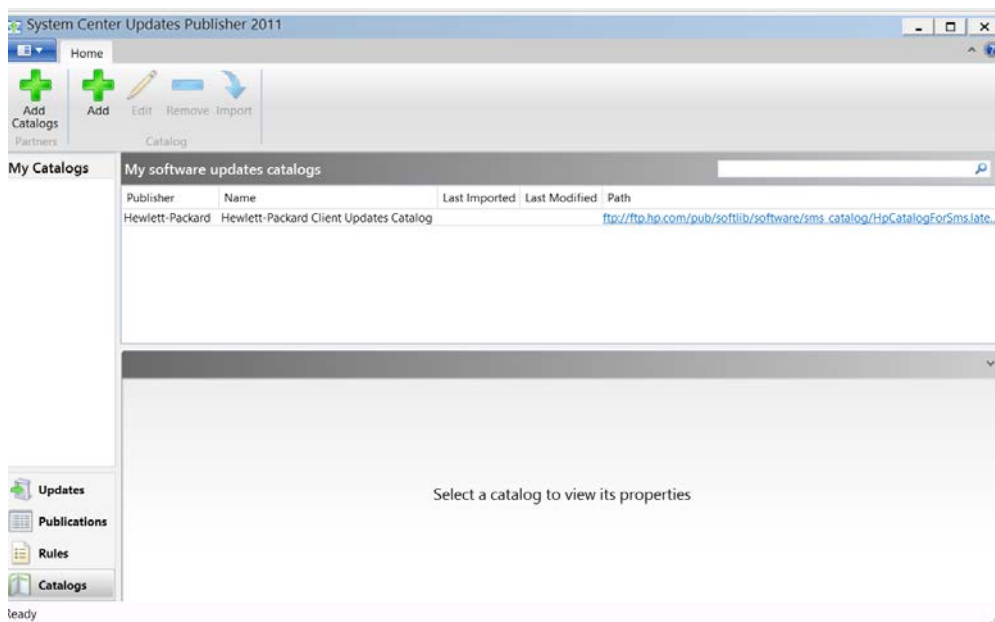
3. Select **Add Partner Software Updates Catalogs** on the Home tab of the ribbon menu. The Add Partner Software Updates Catalogs dialog appears.

**Figure 3.** SCUP—Add Partner Software Updates Catalogs



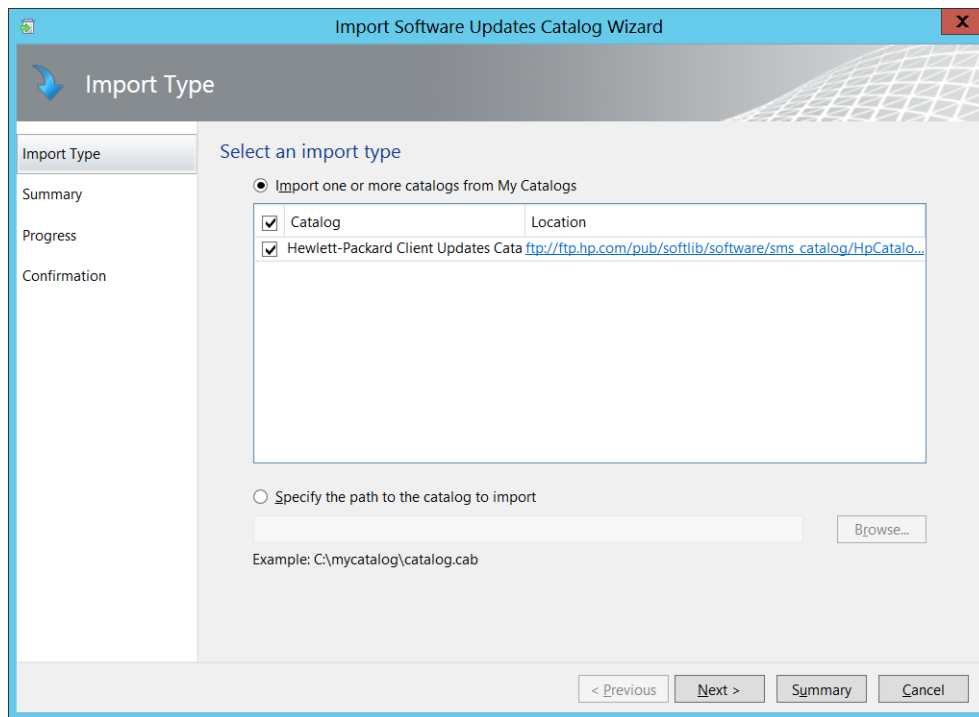
4. Select **Hewlett-Packard Client Updates Catalog** and select **Add**, and then select **OK**. The catalog appears in My software updates catalogs.  
Because the catalog entry is added to the SCUP database, you only need to add the HP Client Updates Catalog once; the next time you need to import the catalog, you can start at the next step.

**Figure 4.** SCUP—My software updates catalogs



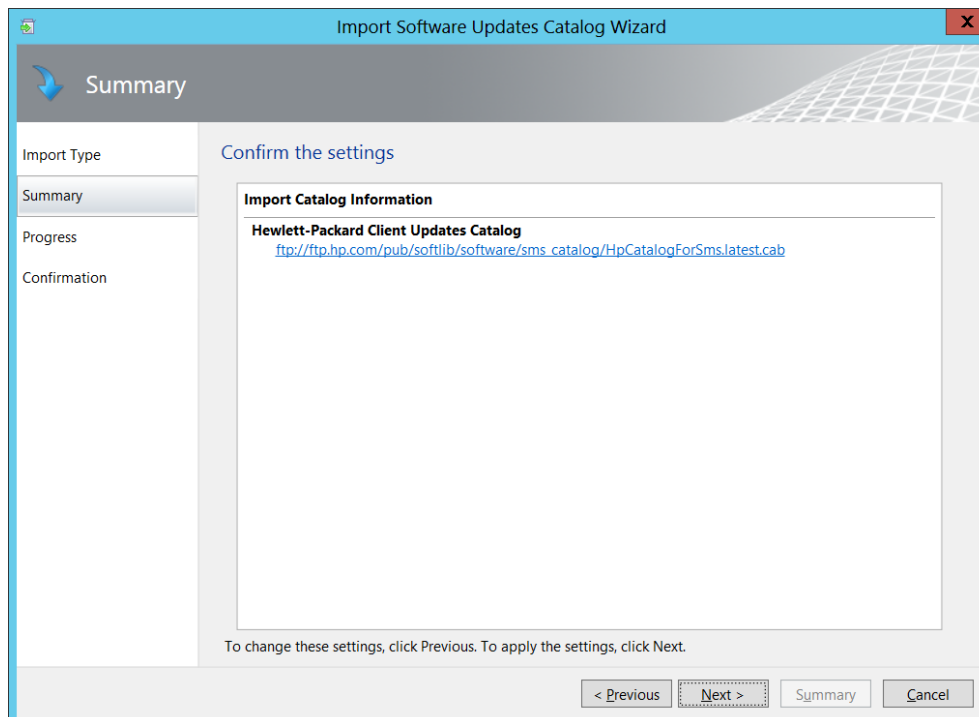
5. Select **Import** on the Home tab of the SCUP console to bring up the Select an import type dialog of the Import Software Updates Catalog Wizard. Since an entry is added to My software updates catalogs in the initial steps, the **Import one or more catalogs from My Catalogs** option is enabled and selected as the default.

**Figure 5.** Import Software Updates Catalog Wizard—Select an import type



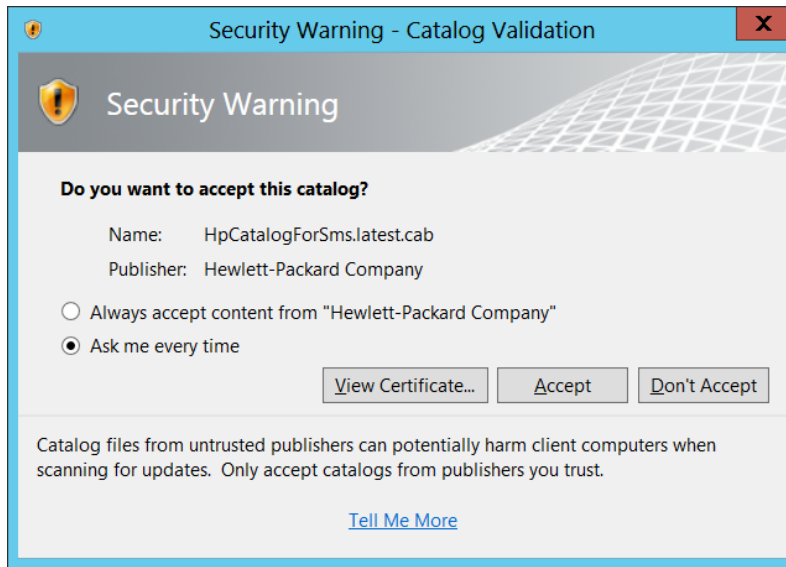
6. Select **Next**. The Summary dialog displays the catalogs to be imported.

**Figure 6.** Import Software Updates Catalog Wizard—Summary



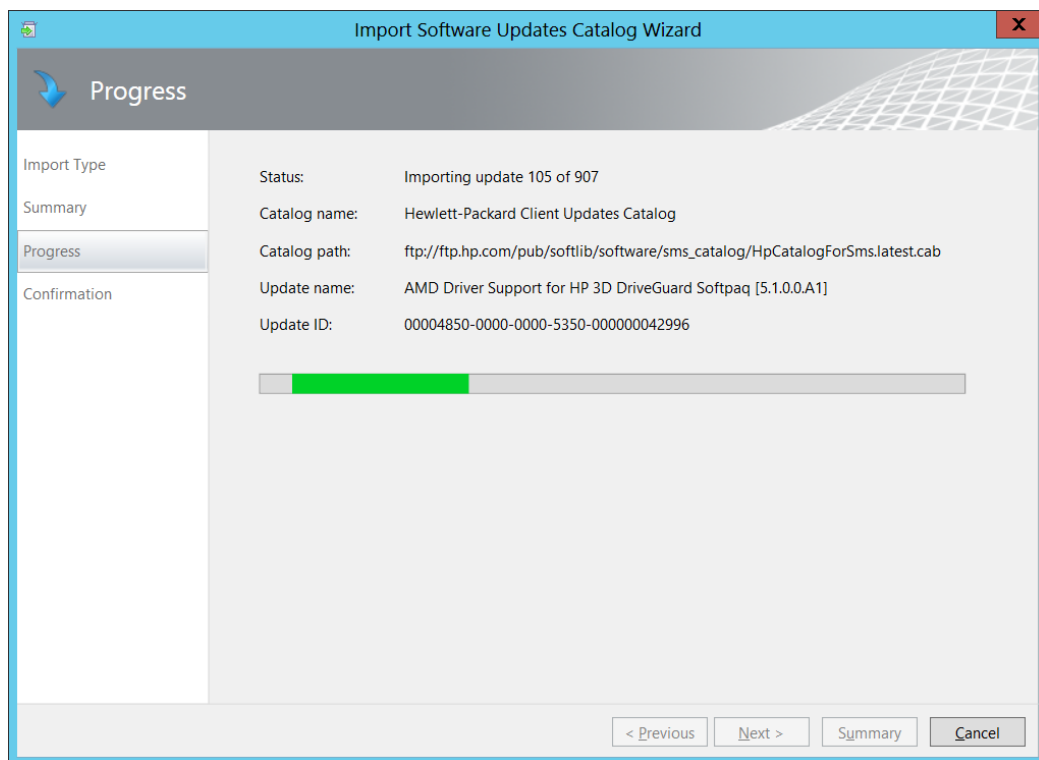
7. Select **Next**. The SCUP downloads and validates the catalog and displays a security warning.

**Figure 7.** Security Warning – Catalog Validation



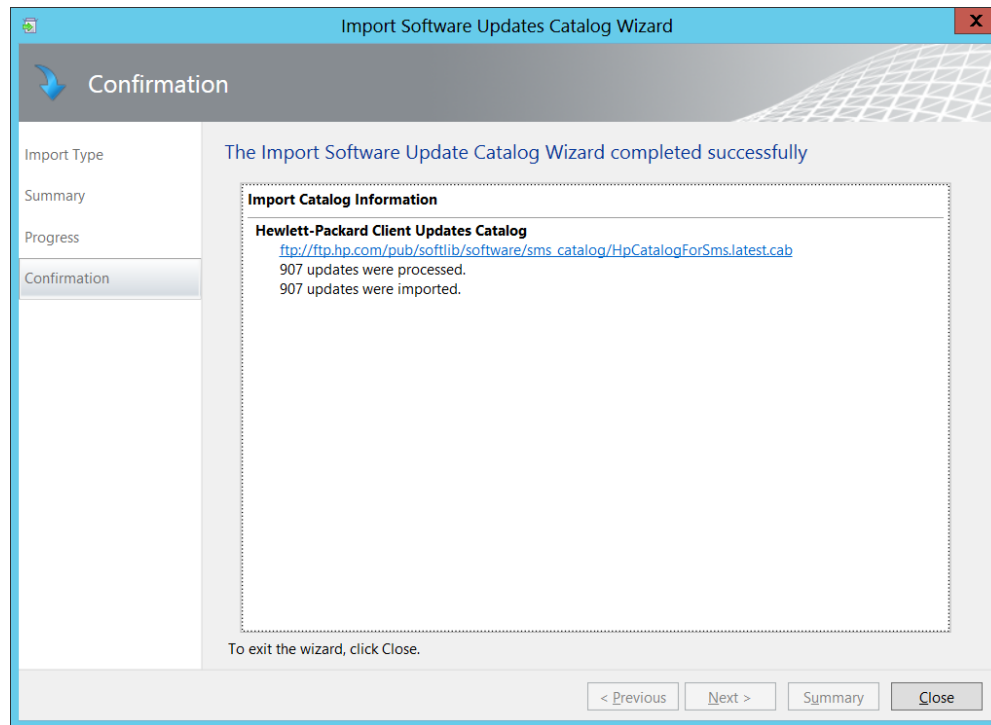
8. There might be a security prompt to accept software update binaries signed by Hewlett-Packard Company. The option **Always accept content from "Hewlett-Packard Company"** allows the administrator to publish multiple HP updates without having to accept each update content. Select the appropriate radio button, and then select **Accept**. The Progress dialog opens.

**Figure 8.** SCUP – Import Software Updates Catalog Wizard – Progress



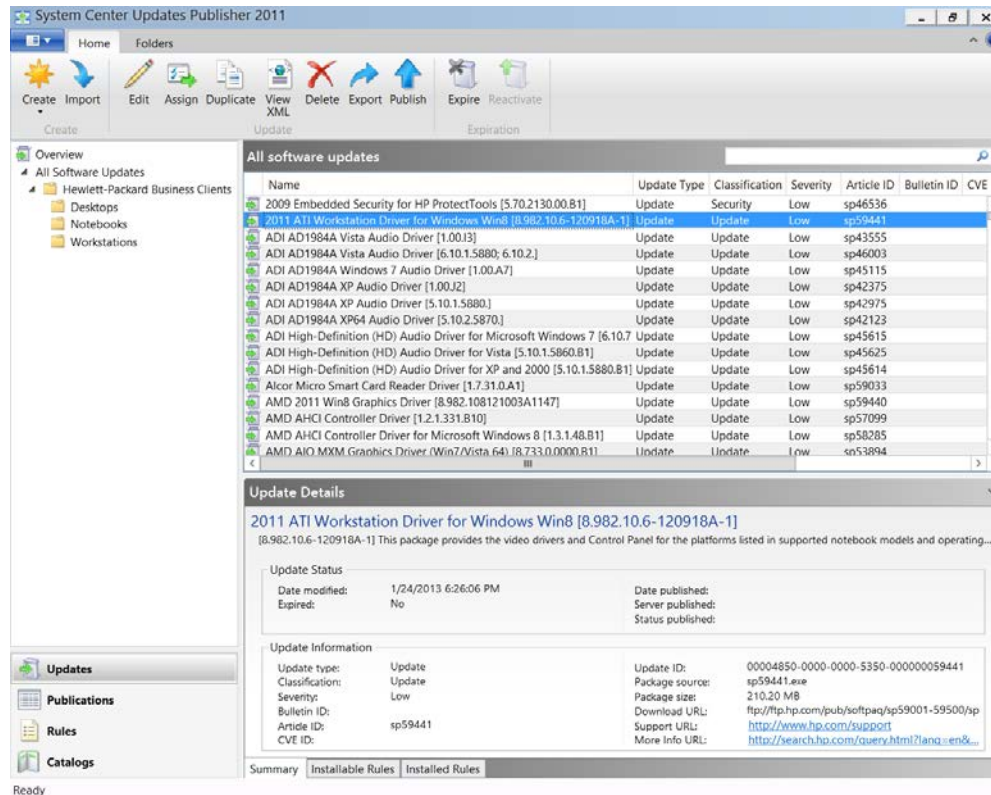
When the importation is complete, the Confirmation dialog appears.

**Figure 9.** Import Software Updates Catalog Wizard—Confirmation



9. Select **Close**. The SCUP window displays the Hewlett-Packard Business Clients node under All software updates. Select **Hewlett-Packard Business Clients** to display the HP client product types.

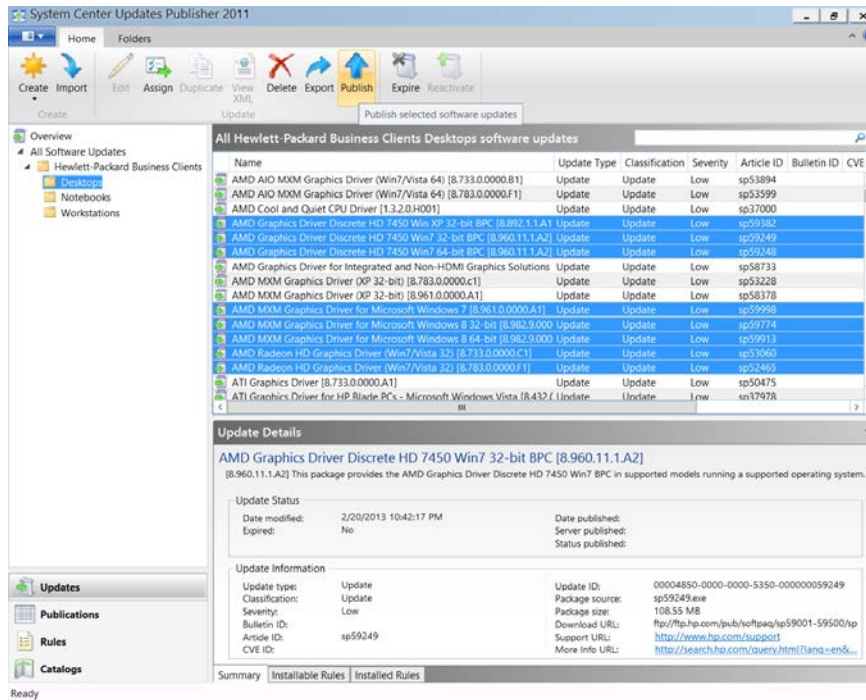
**Figure 10.** SCUP—All software updates



## Publishing HP updates to WSUS

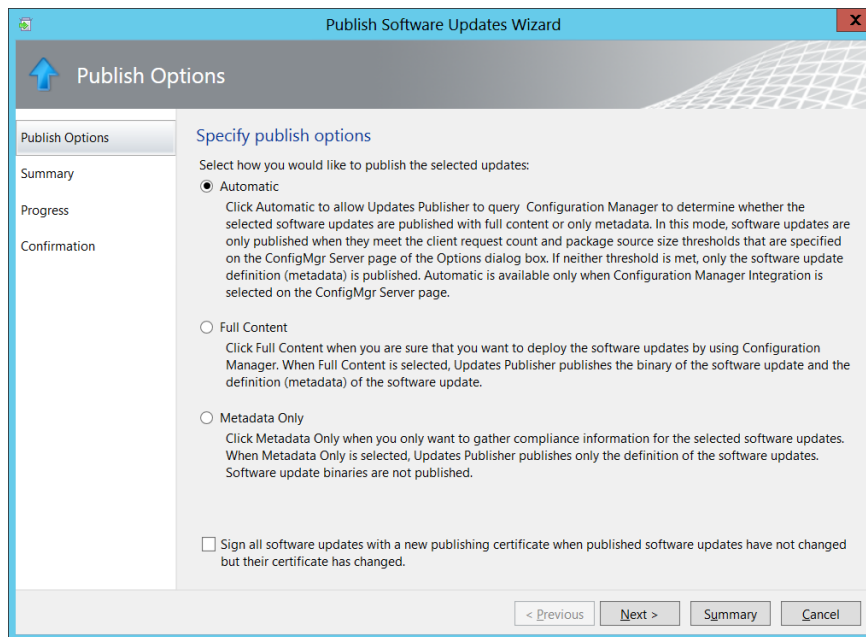
1. Select the desired updates to publish to WSUS. In the navigation pane of the SCUP console, select a category under **Hewlett-Packard Business Clients** to see all updates under that category.
2. Double-click a software update in the list to see all details about the update. To ensure that the update works properly, do not change the software package properties.
3. Right-click the desired software updates, and then select **Publish** on the ribbon.

Figure 11. SCUP—Selecting updates to publish



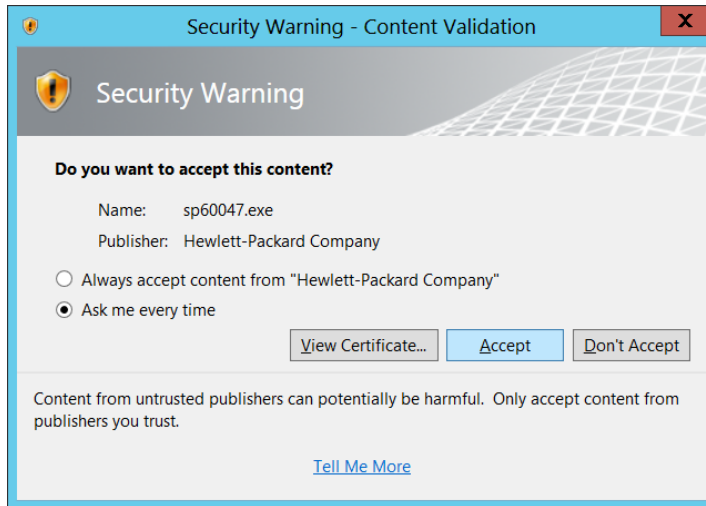
The Publish Software Updates Wizard appears.

Figure 12. Publish Software Updates Wizard—Specify publish options



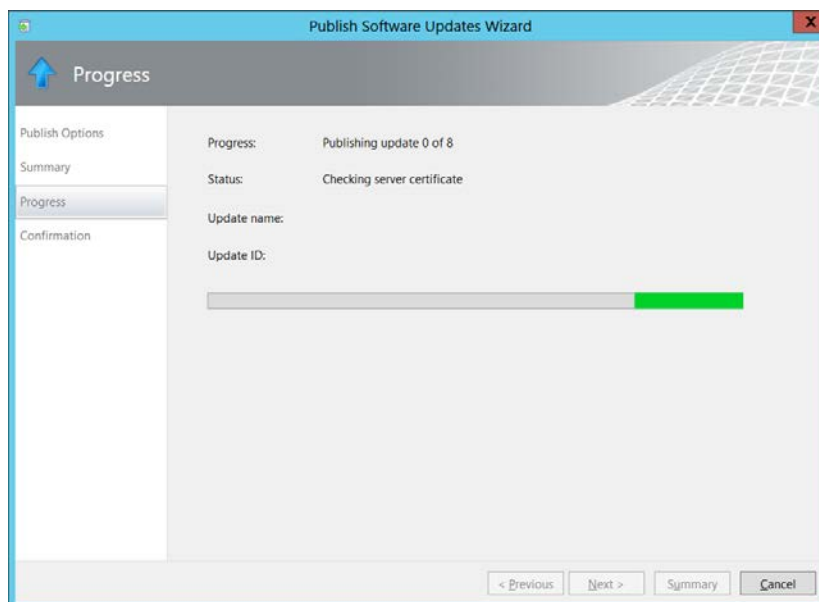
4. Select the appropriate publish option:
  - **Automatic** requires Configuration Manager Integration and only downloads the binaries of selected updates when they meet the client request count and package size threshold configured in SCUP Options.  
Go to Microsoft Technet for more details about SCUP publish options: <http://technet.microsoft.com/en-us/library/hh134730.aspx>.
  - **Full Content** makes WSUS download the binaries of the published updates. Publishing several updates with the Full Content option might take some time.
  - **Metadata Only** sends only the information about published updates, not the binaries of those updates, to WSUS This option allows only the administrator to check for the client compliance.
5. Select **Next**.

**Figure 13.** SCUP – Publish Software Updates Wizard – Security Warning – Content Validation



6. Select **Accept** if a security prompt appears. The Progress dialog displays the progress of the publishing process.

**Figure 14.** Publish Software Updates Wizard—Progress



7. Once the publishing is complete, select **Close** on the Confirmation dialog. Although the updates are published to WSUS, the data is not updated in the Configuration Manager site server database until the next synchronization between the Configuration Manager and WSUS. You can either wait for the scheduled synchronization or force a synchronization.  
Skip the following two sections if you are only interested in Configuration Manager 2007.

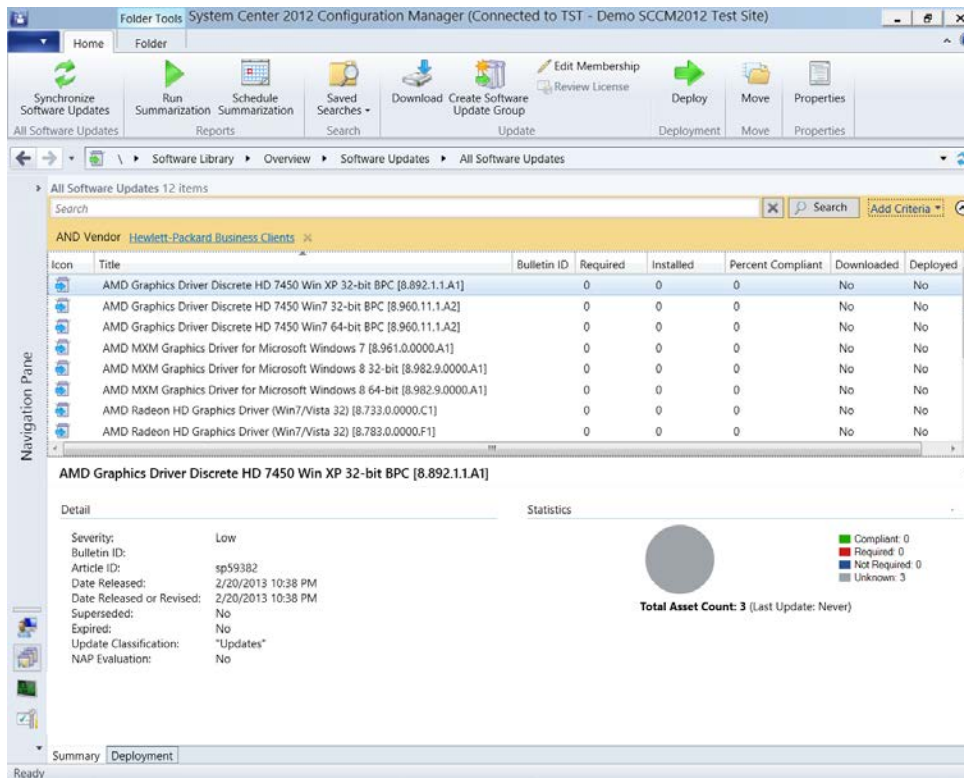
## Synchronizing software updates from WSUS to Configuration Manager 2012

- For Windows Server 2008, select **Start > All Programs > Microsoft System Center > Configuration Manager Console**, and then select **Configuration Manager Console**.  
For Windows Server 2012, move the mouse to the bottom-right corner of the screen to display the Charm Bar, and then select the Search button (with the magnifying glass icon). Type **Configuration Manager Console**, then select the application icon on the screen.
- In the Configuration Manager console, select **Software Library** in the navigation pane.
- Expand **Overview > Software Updates**, right-click on **All Software Updates**, and then select **Synchronize Software Updates**. A Run Synchronization prompt appears.
- Select **Yes**. The synchronization process is initiated and might take a few minutes to complete. There is no visual indication that the process has completed. The following steps show how to view the synchronization log to determine if the process completed successfully.
- In the navigation pane, select **Monitoring**.
- Expand **Overview > System Status**, and then select **Component Status**. The list of Configuration Manager server components and their current statuses appear in the results pane.
- In the results pane, select and right click **SMS\_WSUS\_SYNC\_MANAGER**, and then select **Show Messages > All**. The Configuration Manager Status Message Viewer opens, displaying the status messages for the WSUS Sync Manager. Notice the most recent messages with IDs of 6701, 6705 and 6702. These messages indicate the sync process has started, is in progress, and has completed, respectively.
- In the navigation pane, select **Software Library**.
- Expand **Overview > Software Updates**, and then select **All Software Updates** to see the published updates in the result pane. Right-click a column header and select ArticleID to show the SoftPaq ID.

Additional criteria can be used to filter the list of updates. Select **Add Criteria**, and then select **criteria Vendor=Hewlett-Packard Business Clients** to see HP updates.

Select the **Save Current Search** or **Save Current Search As** button on the Home tab of the ribbon and to save the search criteria for future reference. To access the saved searched criteria, select the **Save Searches** button, select **Manage Searches for Current Node**, and then select the saved criteria.

Figure 15. Configuration Manager—Software updates from the HP Client Updates Catalog



Notice that the initial values of **Installed**, **Required**, and **Percent Compliant** are zero. When the next software update scan occurs on client systems, the clients report to the site database whether each update is applicable or installed. Then, the administrator can see the reported data and decide which updates need to be distributed.

- **Installed** displays the number of clients reporting that the update has been installed.
  - **Required** displays the number of clients reporting that the update is applicable and not yet installed or the installation status has not reached the site server database.
  - **Percent Compliant** displays the percentage of clients that already have an update installed or do not need the update.
10. To check the software update scan schedule, select **Administration** in the navigation pane. Expand **Overview > Client Settings**, and right-click the name of a setting, like **Default Client Settings**, and then select **Properties**. The properties of the selected settings group appears. Select **Software Updates** on the left pane.

Note the Software Update Scan Schedule in the software update settings. Once the client systems scan and report the compliance status, the administrator can decide which updates to deploy to target collections.

## Distributing an HP software update from Configuration Manager 2012

The following steps show a simple deployment of one update. Configuration Manager allows an IT administrator to configure the software update list and deployment template ahead of time. See the Microsoft links in the section [For more information](#) for more details.

1. Run the Configuration Manager Console.
2. In the navigation pane, select **Software Updates**.
3. Expand **Overview > Software Updates**, and then select **All Software Updates**. You can specify search criteria to show HP updates.
 

A software update that was published with Full Content downloaded successfully to WSUS has a green arrow on the software update icon. The update is ready for distribution.

A software update published with the Metadata Only option has a blue arrow. It cannot be deployed until it is published with Full Content option and its information is updated in the Configuration Manager after a successful synchronization.
4. Right click an update that needs to be distributed, and then select **Deploy** in the popup menu. The General dialog box of the Deploy Software Updates Wizard (DSUW) appears.
5. In the **Name** box, type the name of the update to be distributed.
6. In the **Description** box, type a description for the update.
 

If there is an existing deployment template to use, select **Select Deployment Template**, select the applicable template, and skip to **Step 10**. If there is not a deployment template, the deployment settings need to be manually specified.
7. Select **Browse** to select the collection to target for this update, and then select **Next**. The DSUW Deployment Settings page appears. There are options to set whether the deployment is required or optional, and the state message detailed level returned by clients for this software update. By default, Wake on LAN is not enabled and updates can only be deployed within configured maintenance windows for the targeted collection.
8. Select the appropriate values for your deployment, and then select **Next**. The DSUW Scheduling page appears. The administrator can set whether to use UTC or client local time to evaluate the deployment schedule, specify when the deployment will be made available to clients, and specify when the deployment becomes mandatory. By default, the deployment is available now and becomes mandatory in one week.
9. Select the appropriate values for your deployment, and then select **Next**. The DSUW User Experience page display the options to display or hide the update and notification in Software Center on a managed client, to suppress a system restart for servers or workstations, or to allow a system restart outside of the maintenance windows.
10. Select the appropriate values for your deployment, and then select **Next**. The DSUW Alerts page appears. There are options to disable Operation Manager alerts while the updates run and to generate Operations Manager alerts when an update fails.
11. Select the appropriate values for your deployment, and then select **Next**. The DSUW Download Settings page appears. The administrator can set what Configuration Manager does when clients on a slow or unreliable network download update binaries and whether it allows clients to download updates from unprotected distribution points.
12. Select the appropriate values for the deployment, and then select **Next**. The DSUW Deployment Package page appears. The administrator can enter the information of the new deployment package.
13. In the **Name** box, type a name for the package.
14. In the **Description** box, type a description.
15. In the **Package Source** box, type a share where client systems have access so they can download the update binaries.
16. Select the appropriate sending priority for the package, and then select **Next**. The DSUW Distribution Points page appears.



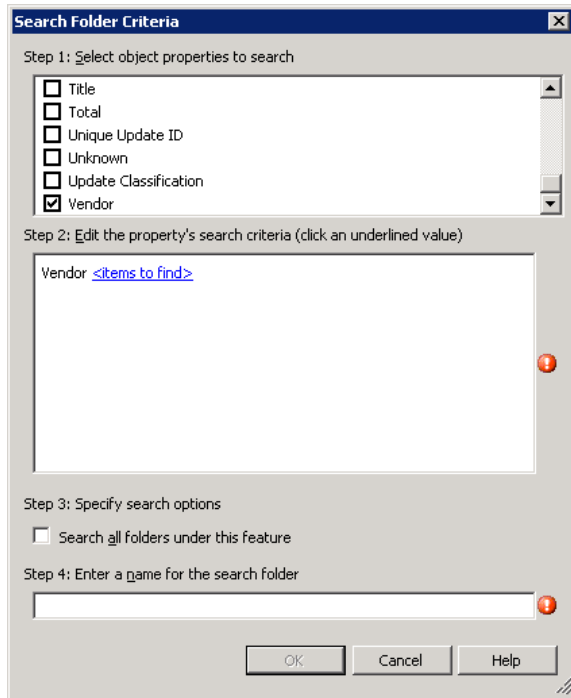
17. Select **Add** and select **Distribution Point**. The Add Distribution Points dialog box displays the sites that can be targeted. Under Available distribution points, select to select the distribution points for this deployment, and then select **OK**. The DSUW Distribution Points dialog box displays the distribution points.
18. Select **Next**. The DSUW Download Location dialog box allows the administrator to configure whether to download updates automatically from the Internet or retrieve them from a network location.
19. Select **Download software updates from the Internet** to pull the updates from the published location, and then select **Next**. The DSUW Language Selection dialog box allows the IT administrator to configure which languages the updates will be downloaded in. Notice that the default is the configuration of the software update point (SUP).
20. Select **Next** to accept the configured languages. The DSUW Summary dialog box appears, indicating that you have successfully completed the wizard. HP recommends that you save the selected deployment properties as a template to save time and to ensure consistency. Select **Save As Template**, then enter a name for the template.
21. Select **Save**. The DSUW Progress dialog box displays the progress of the deployment. When complete, the DSUW Completed dialog box displays the status on each phase of the deployment.
22. Verify that each phase of the process was successful, including the download of the update file, and then select **Close**. The Configuration Manager Console displays the list of updates. The selected software update should be in focus and the detailed information should be displayed in the Summary tab. Select the **Deployment** tab next to it. Notice the deployment name and values listed from the DSUW.
23. In the navigation pane, under **Overview > Software Updates**, select **Deployment Packages**. This shows the list of deployment packages. Select the package created earlier, right-click it, and select **Show Members**. Notice that the list of updates available in this deployment package is the same as the one selected prior to launching the DSUW.
24. Now, select the package, right-click it, and select **Properties**.
25. Select the **Content Location** tab. The distribution points assigned to this deployment package appear. Notice that these match the distribution points selected in the DSUW.

## Synchronize software updates from WSUS to Configuration Manager 2007

1. Select **Start > All Programs > Microsoft System Center > Configuration Manager 2007**, and then select **ConfigMgr Console**.
2. In the left pane, expand **Site Database > Computer Management > Software Updates**, right-click **Update Repository**, and then select **Run Synchronization**. A Run Update Synchronization prompt appears.
3. Select **Yes**. The synchronization process is initiated and might take a few minutes to complete. There is no visual indication that the process has completed. The administrator can view the synchronization log to determine if the process completed successfully.
4. In the left pane, expand **Site Database > System Status > Site Status**, expand the site server, and then select **Component Status**. The list of Configuration Manager server components and their current statuses appears.
5. In the results pane, select and right click **SMS\_WSUS\_SYNC\_MANAGER**, and then select **Show Messages > All**. The SMS Status Message Viewer for the site server window displays the status messages for the WSUS Sync Manager. Notice the most recent messages with IDs of 6701, 6705, and 6702. These messages indicate that the sync process has started, is in progress, and has completed, respectively.
6. On the File menu, select **Exit**. The Configuration Manager Console window appears.
7. In the tree pane, expand **Site Database > Computer Management > Software Updates**, select and right-click **Update Repository**, and select **Refresh**. The classification nodes under Update Repository are updated to include Hewlett-Packard Business Clients. Depending on the classification of the published updates, it is possible that not all classification nodes contain Hewlett-Packard Business Clients.
8. HP recommends that you create a Search Folder that contains all HP updates for business clients, regardless of the update category. Expand **Update Repository**, right click **Search Folders**, and then select **New Search Folder**. The Search Folder Criteria dialog appears.

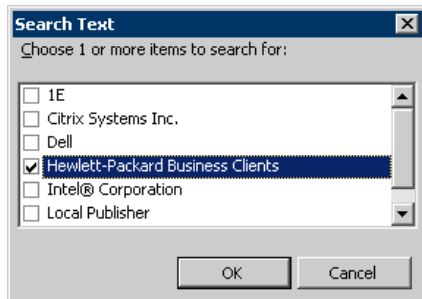
9. Scroll down the **Step 1** list and select **Vendor**.

**Figure 16.** Search Folder Criteria



10. In the **Step 2** section, select **<items to find>**. The **Search Text** dialog appears.

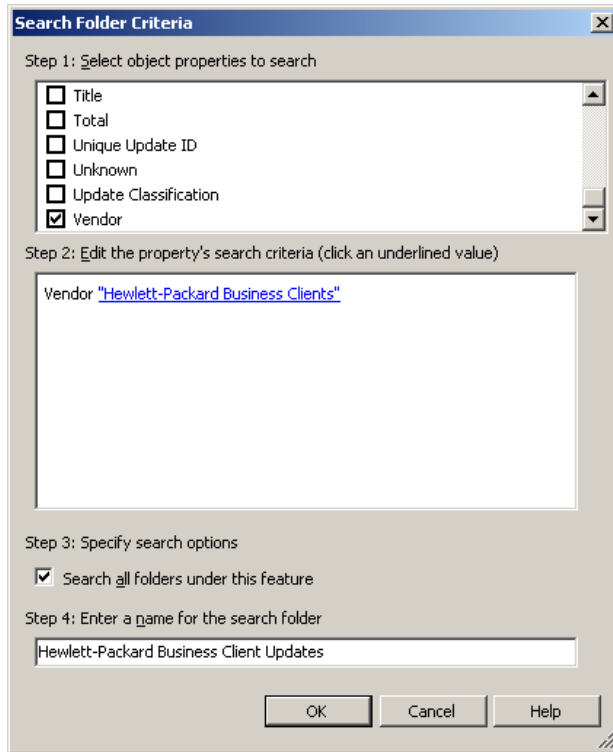
**Figure 17.** Search Text



11. Select **Hewlett-Packard Business Clients** and select **OK**.
12. Check **Search all folders under this feature**.

- Enter a name for the search folder, such as Hewlett-Packard Business Client Updates, and then select **OK** to save.

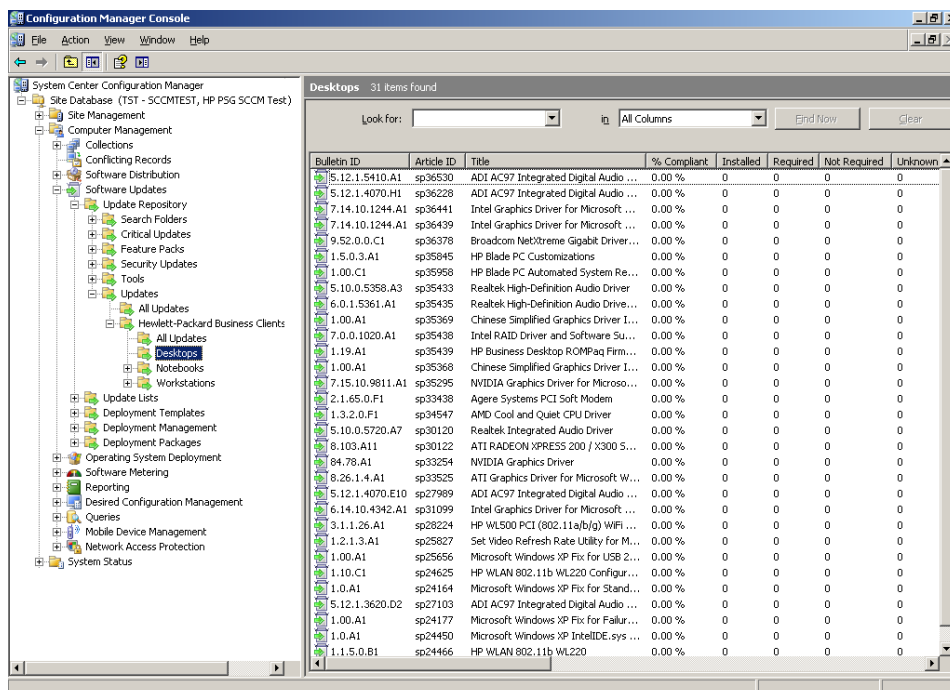
**Figure 18.** Search Folder Criteria —Hewlett-Packard Business Clients



The new search folder appears under the Search Folders node.

- Select the Hewlett-Packard Business Client Updates search folder, or expand a classification node, expand **Hewlett-Packard Business Clients**, and then expand a category (for example, Desktops).

**Figure 19.** Configuration Management Console—Search Folder



Notice that the initial values under Compliant, Installed, Required, Not Required and Unknown are zero. When the next software update scan occurs on client systems, each client reports whether each update is applicable or installed. Then the administrator can see the reported data and decide which updates need to be distributed.

- **Installed** displays the number of clients reporting that the update has been installed.
- **Required** displays the number of clients reporting that the update is applicable and not yet installed, or the installation status has not reached the site server database.
- **Not Required** shows the number of clients not applicable for an update.
- **Unknown** displays the number of clients that have not had a successful scan for the software update compliance, or the scan result has not been reported to the site server.

To check the software update scan schedule, in the left pane, expand **Site Database**, expand **Site Management**, expand your <site code – site name>, expand **Site Settings**, select **Client Agents**, right-click **Software Updates Client Agent** in the result pane, and then select **Properties**. Part of the General tab is the scan schedule. After the client systems scan and report the compliance status, the administrator can decide which updates to deploy to target collections.

## Distributing an HP software update from Configuration Manager 2007

The following steps show the simple deployment of one update. The Configuration Manager allows the IT administrator to plan the software update list and deployment template ahead of time. See the Microsoft links in the section [For more information](#) for more details.

1. Run the Configuration Manager Console.
2. In the left pane, expand **Software Updates**, expand **Update Repository**, expand an update classification like Updates, expand **Hewlett-Packard Business Clients**, and then select **All Updates**. The information for all HP updates of the selected classification appears.
3. Select an update to distribute, and then, under Actions, select **Deploy Software Updates**. The General dialog box of the Deploy Software Updates Wizard (DSUW) appears.
4. In the **Name** box, type the name of the update to distribute.
5. In the **Description** box, type a description for the update, and then select **Next**. The DSUW Deployment Template dialog box displays prompts to create a deployment template or to use an existing deployment template for distributing software updates. Either select an existing deployment template and skip to **Step 12**, or create a new deployment template following the next steps.
6. Select **Create a new deployment definition**, and then select **Next** to create a deployment template. The Collection dialog appears.
7. Select **Browse**. The Browse Collection dialog appears. Select the target collection for this update, and then select **OK**.
8. Select **Next**. The Display/Time Settings dialog displays the options to display or suppress notifications on clients, to use UTC or client local time to evaluate deployment schedules, and to specify the duration of the deployment.
9. Select the appropriate values for the deployment, and then select **Next**. The Restart Settings dialog appears. The administrator can suppress a system restart for servers or workstations and allow a system restart outside of the maintenance windows.
10. Select the appropriate values for your deployment, and then select **Next**. The Event Generation dialog displays the options to disable Operation Manager alerts while updates run and to generate Operations Manager alerts if an update fails.
11. Select the appropriate values for your deployment, and then select **Next**. The Download Settings dialog appears. The administrator can set what Configuration Manager does when clients on a slow or unreliable network download update binaries and whether to allow clients to download updates from unprotected distribution points.
12. Select the appropriate values for the deployment, and then select **Next**. The Create Template dialog appears. By default, the selected deployment properties save as a template to save time and to ensure consistency for future deployments. Enter a name and a description for the template.
13. Select **Next**. The DSUW Deployment Package prompt appears. Name the new deployment package.
14. Select **Create a new deployment package**.
15. In the **Name** box, type a name for the package.
16. In the **Description** box, type a description.
17. In the **Package Source** box, type a share where client systems have access so they can download the update binaries.
18. Select **Enable binary differential replication** if you desire that clients using Background Intelligence Transfer Service continue downloading files within a file if they are disconnected during a file transfer, and then select **Next**. The DSUW Distribution Points dialog appears.
19. Select **Browse**. The Add Distribution Points dialog displays the sites that can be targeted. Under Distribution points, select **to select the site(s) to serve as the distribution point(s) for this deployment**, and then select **OK**. The DSUW Distribution Points dialog displays the distribution points.

20. Select **Next**. The DSUW Download Location dialog allows you to select whether to download updates automatically from the Internet or to retrieve them from a network location.
21. Select **Download software updates from the Internet** to pull the updates from the published location, and then select **Next**. The DSUW Language Selection allows the configuration of which languages the updates will be downloaded in. Notice that the default is the configuration of the SUP.
22. Select **Next** to accept the configured languages. The DSUW Set Deployment Schedule allows the configuration of when the update deployment is available to clients and when the deployment becomes mandatory. Notice that the default values are to be available now and to become mandatory in two weeks time. By default, Wake on LAN is not enabled and updates can be deployed only within configured maintenance windows for the targeted collection.
23. Select **Next** to accept the default values. The DSUW Summary dialog appears.
24. Select **Next**. The DSUW Progress dialog displays the progress of the deployment. When complete, the DSUW Completed dialog displays the status on each phase of the deployment.
25. Verify that each phase of the process was successful, including the download of the update file, and then select **Close**. The Configuration Manager Console displays the list of security updates in the results pane.
26. In the left pane, select **Deployment Management**. The Deployment Management information appears. Notice the deployment name and values listed from the DSUW.
27. In the left pane, expand **Deployment Management**, expand the name of your deployment, and then select **Software Updates**. The list of software updates in this deployment appears. Notice that the list of updates includes the update you selected prior to starting the DSUW.
28. In the left pane, expand **Deployment Packages**, expand the intended deployment package, and then select **Software Updates**. The Software Updates information appears. Notice that the list of updates available in this deployment package is the one selected prior to launching the DSUW, which only included the selected update.
29. In the left pane, expand **Deployment Packages**, expand your deployment package, and then select **Distribution Points**. The distribution points assigned to this deployment package appear. Notice that this matches the distribution points selected in the DSUW.

---

**Note**

Because the HP Client Catalog leverages WMI to check applicability rules, the WMI service needs to be running on clients that are scanned for applicable updates.

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## System Center Essentials and the HP Client Catalog

### Overview of System Center Essentials and the HP Client Catalog

System Center Essentials (SCE) have a built-in publishing tool and leverage Windows Server Update Services (WSUS) to scan and update managed clients. The SCE third-party update process includes three phases:

1. Importing and approving custom updates
2. Scanning clients for applicability
3. Installing updates

#### Importing and approving custom updates

HP customers can import the HP Client Updates Catalog for Microsoft System Center products into SCE using the SCE interface and included publishing tool. The SCE administrator approves the desired updates. Then, SCE synchronizes the approved updates with WSUS.

#### Scanning clients for applicability

The Windows Update Agent (WUA) on each managed system provides WSUS with a list of products installed. WSUS responds with the list of updates applicable to that system. The WUA evaluates the applicability rules of the updates.

#### Installing updates

The WUA downloads the binaries of the applicable updates, installs them, and reports the status back to WSUS.

### SCE installation

SCE needs to be installed and configured before importing the catalog. If using the full version of SCE, follow the installation instructions provided in the documentation to install and configure the software.

The evaluation version of SCE can be downloaded at <http://www.microsoft.com/systemcenter/essentials/default.aspx>.

### Importing the HP Client Catalog into SCE 2010

HP recommends using SCUP 2011 to import the HP Client Catalog into SCE 2010, because the SCE console might crash when importing a third-party catalog containing revised updates if Microsoft KB2734608 is applied to WSUS.

Microsoft .NET Framework 4 Full and the WSUS 3.0 SP2 hot fix (KB2530678) need to be installed prior installing SCUP 2011.

SCUP 2011 Options must be configured to publish to the appropriate WSUS server.

See the sections [Importing the HP Client Updates Catalog into SCUP 2011](#) and [Publishing HP updates to WSUS](#) for information on importing the HP Client Catalog via SCUP.

After one or more HP updates are published from SCUP 2011 to WSUS, go to the SCE console, select the **Updates** workspace, and then select **Hewlett-Packard Business Clients** to view the published HP client updates. Published updates from SCUP display as Unapproved updates. Review those and deploy to computer groups as needed.

## Importing the HP Client Catalog into SCE 2007

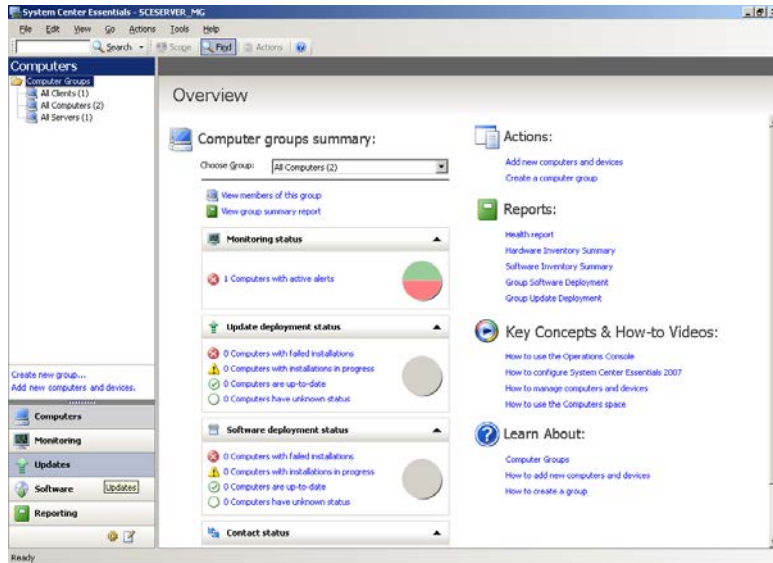
After installing and configuring SCE, use the following procedure to import the HP Client Updates Catalog into SCE using the SCE console.

### Note

HP recommends evaluating these updates in a test environment before rolling them out to the production environment.

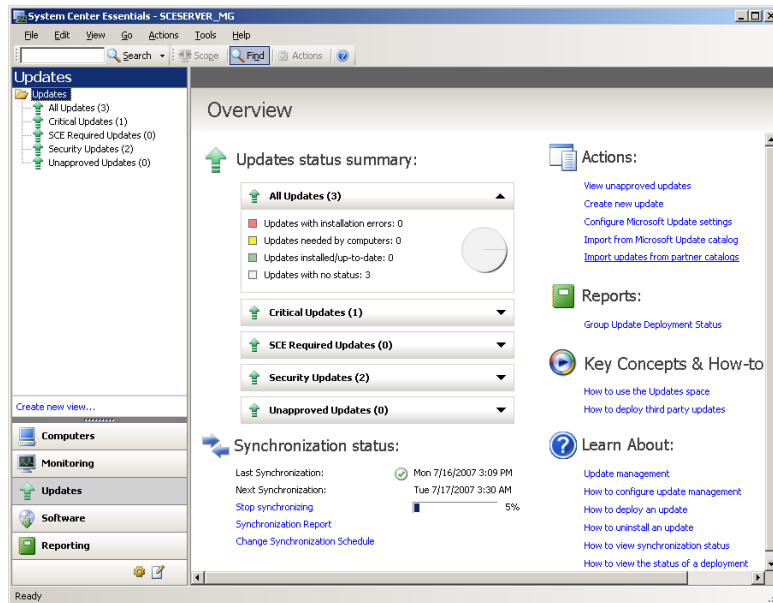
1. Select **Start > All Programs > System Center Essentials 2007 > System Center Essentials 2007 Console**. The SCE Console opens. Notice that the console displays a navigation pane on the left side and a detail pane on the right side.

Figure 20. SCE 2007



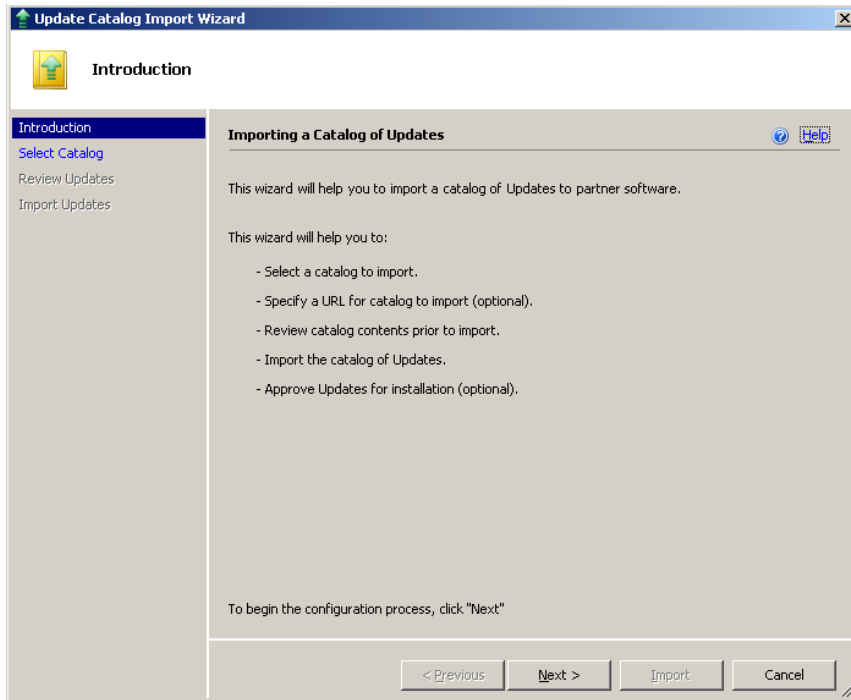
2. Select **Updates** at the bottom of the navigation pane. The detail pane displays an overview of updates and actions.

Figure 21. SCE 2007—Updates



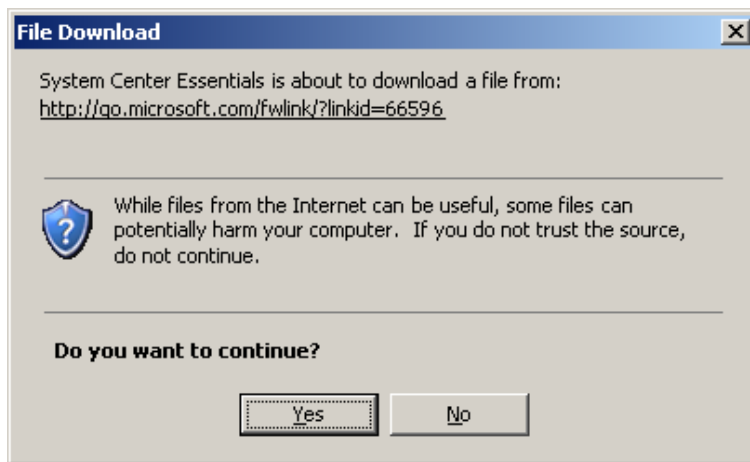
- Under the Actions: section, select **Import updates from partner catalogs** to launch the Update Catalog Import Wizard.

**Figure 22.** Update Catalog Import Wizard



- From the Introduction dialog, select **Next**. SCE asks for confirmation to download the master catalog from Microsoft and display the list of Microsoft-verified partner catalogs.

**Figure 23.** Update Catalog Import Wizard —Master catalog downloading confirmation

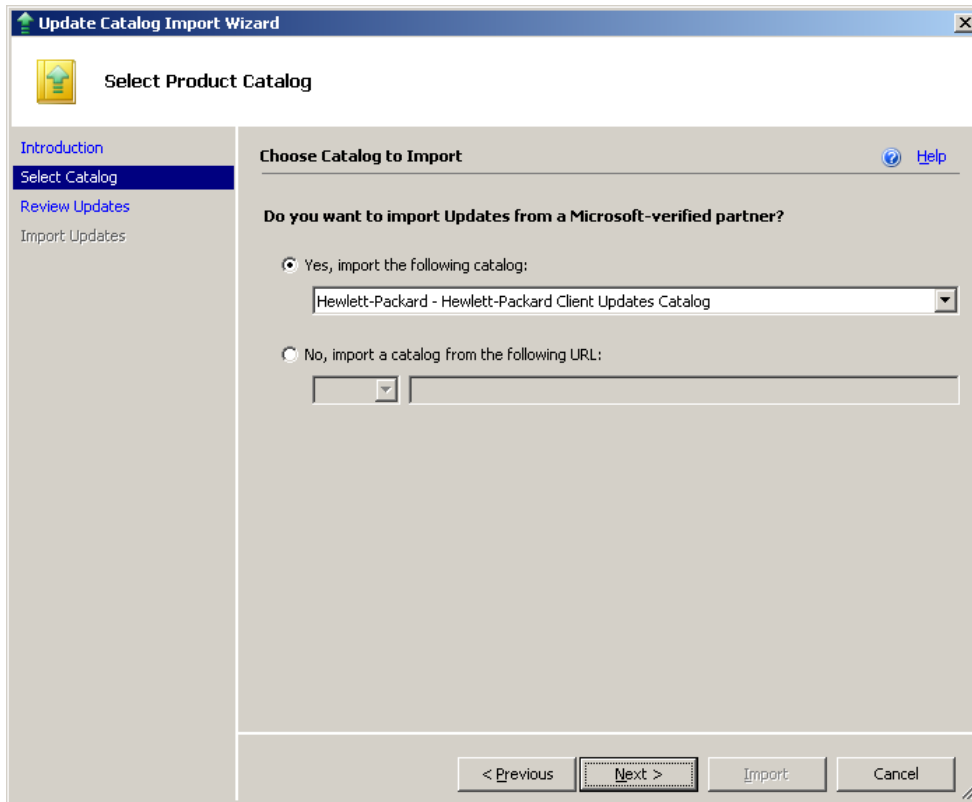


Select **Yes**. The Select Product Catalog dialog is displayed.



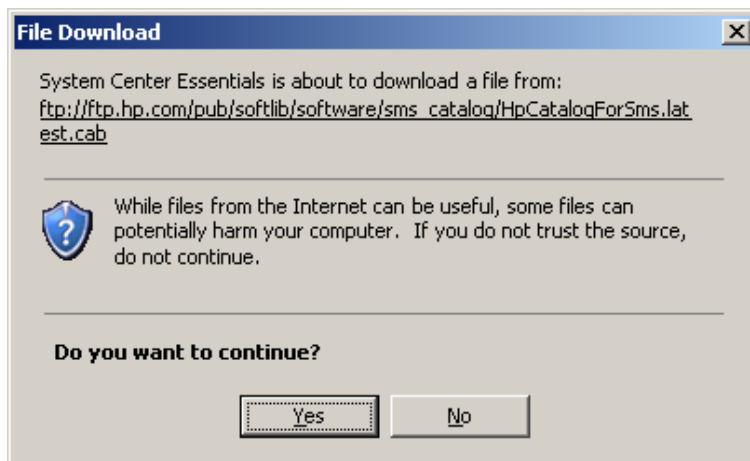
- The first option, **Yes, import the following catalog**, is selected by default. Verify that **Hewlett-Packard – Hewlett Packard Client Updates Catalog** is selected.

**Figure 24.** Update Catalog Import Wizard —Select Product Catalog



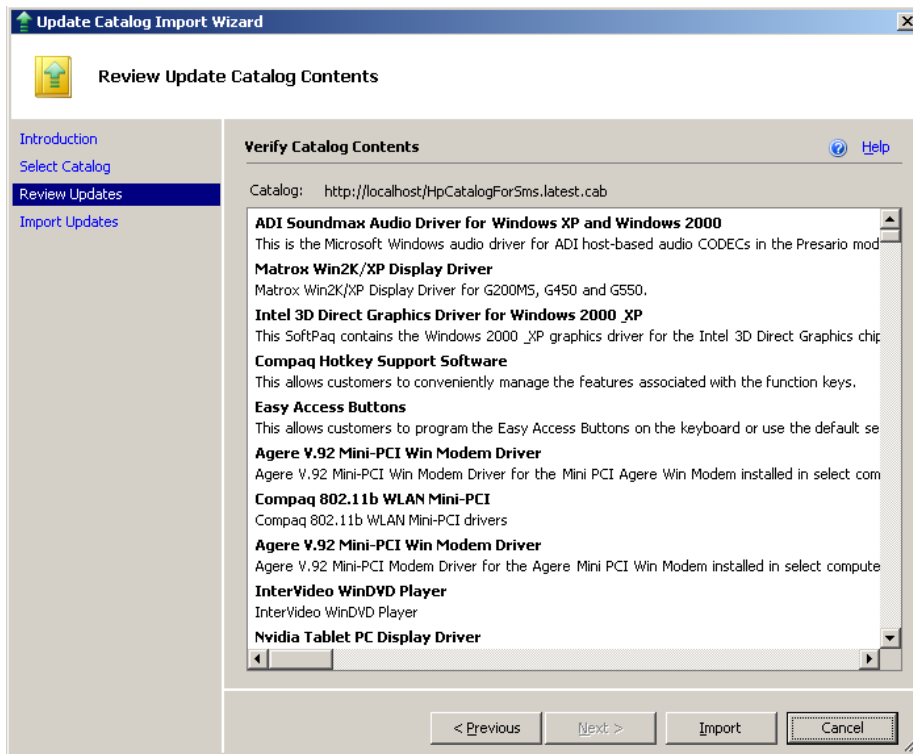
- Select **Next**. SCE asks for confirmation to download the HP Client Updates Catalog from the HP site.

**Figure 25.** Update Catalog Import Wizard —File Download



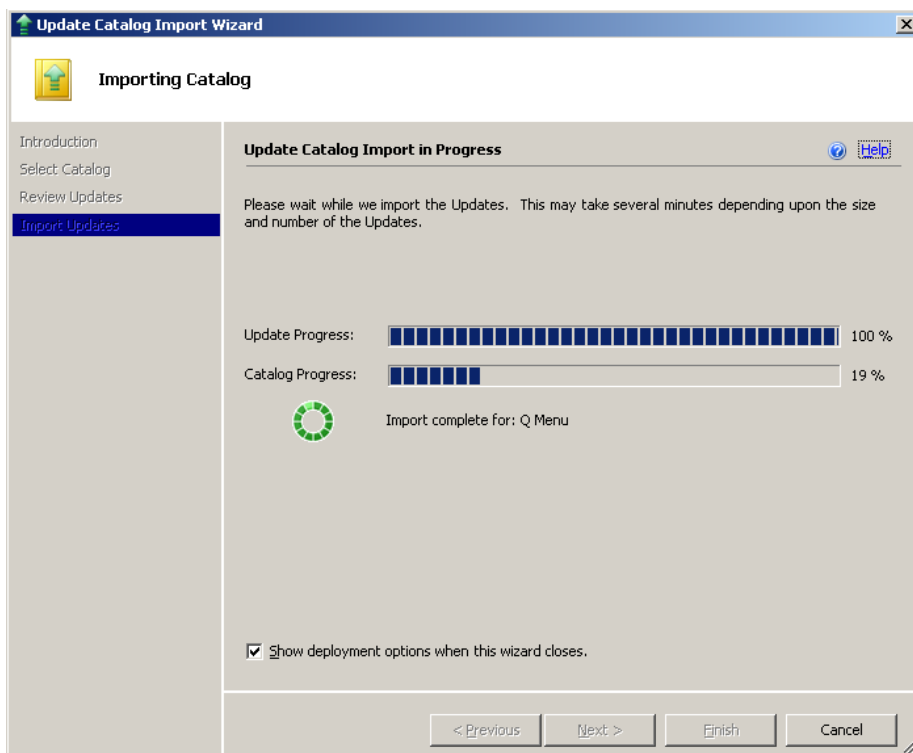
7. Select **Yes**. SCE downloads the catalog and loads it, listing the updates in the catalog.

**Figure 26.** Update Catalog Import Wizard—Review Update Catalog Contents



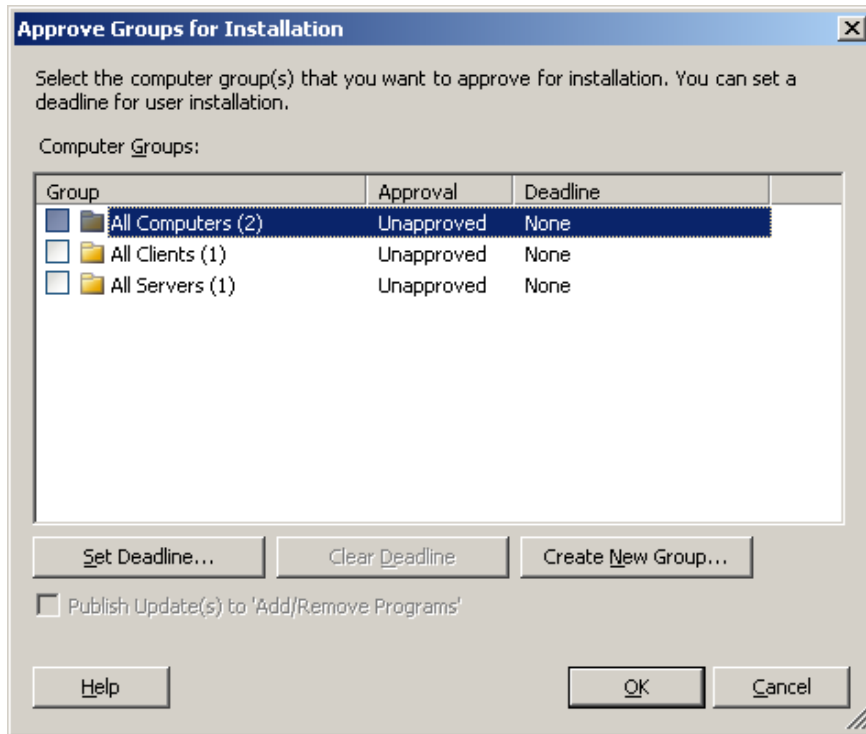
8. Review and verify the updates, and then select **Import**. By default, **Show deployment options when this wizard closes** is checked. Leave it checked to be prompted to select groups for installation at the end of the wizard.

**Figure 27.** Update Catalog Import Wizard—Importing Catalog



9. Select **Finish**. If **Show deployment options when this wizard closes** was checked in the previous step, the Approve Groups for Installation dialog appears.

**Figure 28.** Update Catalog Import Wizard—Importing Catalog —Approve Groups for Installation



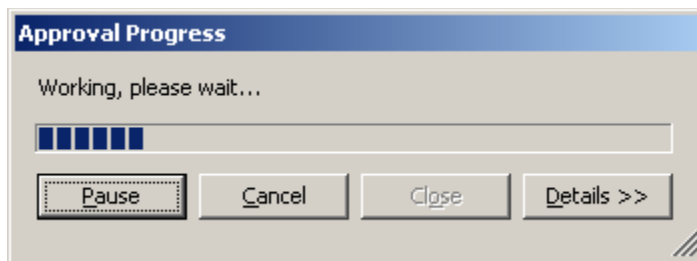
10. Select the computer groups to update.

**Note**

The options to create new computer groups and to set a deadline for clients to apply the updates are available.

Select **OK**. The Approval Progress dialog is displayed. Select **Details** to view additional information.

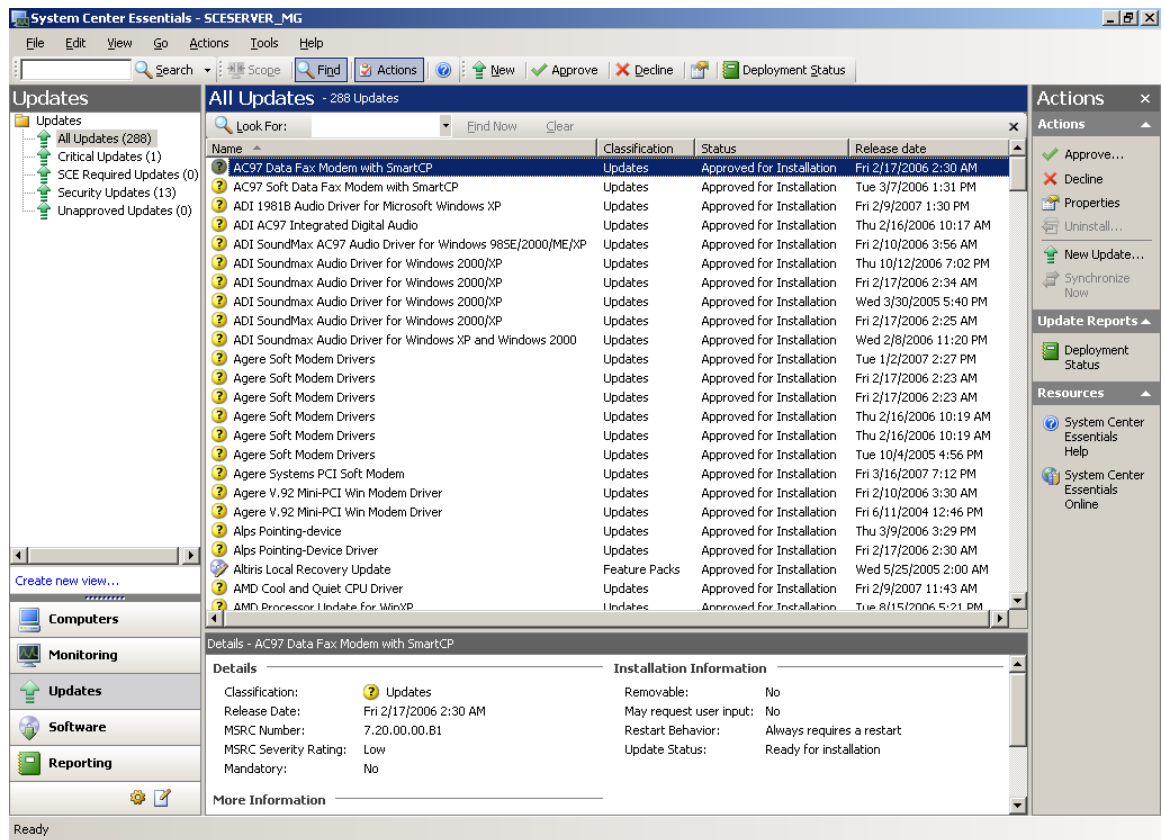
**Figure 29.** Update Catalog Import Wizard —Importing Catalog —Approval Progress



11. When the approval process finishes, select **Close**. The Updates view of the SCE Console shows the imported updates and their status.

- The administrator can select updates to **Decline** or **Approve**. Declined updates are automatically removed from the SCE Updates view. WSUS and WUA deploy the approved applicable updates to the selected systems and send the installation status back to SCE.

**Figure 30.** SCE 2007 —Approved updates



## Issues & limitations

### KB 937467

KB 937467-updated files are not downloaded to the Essentials 2007 server when importing updates from a partner catalog. If you installed the SCE RTM version, be sure to install the Microsoft System Center Essentials 2007 Post Release Hotfix Rollup from <http://support.microsoft.com/kb/937467>.

### HP Client Updates Catalog import time

The SCE RTM version does not allow users to select desired updates from a partner catalog to import, and thus downloads all the update binaries in a catalog during the import. The import time for a large catalog can be hours. This problem has been submitted to Microsoft by HP.

### WMI

The HP Client Updates Catalog leverages WMI to check applicability rules. The WMI service needs to be running on client PCs scanned for applicable updates.

## SMS 2003 R2 custom updates and the HP Client Updates Catalog

### Overview of SMS 2003 R2 custom updates and the HP Client Updates Catalog

SMS 2003 R2 contains two components to allow custom software updates: the Custom Updates Publishing Tool (CUPT) and the Inventory Tool for Custom Updates (ITCU). The CUPT can be installed on a workstation or on an SMS site server. CUPT allows SMS administrators to design and select custom updates to publish to SMS. The ITCU needs to be installed on an SMS site server. ITCU adds custom updates collections, a new package with the client scan program, and scheduled jobs for clients to scan for custom updates to the SMS site server. ITCU needs to be installed on an SMS site server.

ITCU consists of two components:

- An integrated scanner to evaluate target clients for software update compliance.
- A publishing tool that lets HP and others create software update catalogs that can be imported into SMS. SMS uses these catalogs to determine whether available software updates are applicable to target client hardware, and automatically schedule updates as necessary.

The SMS custom software update process includes three phases:

1. Enabling custom updates
2. Scanning for custom updates
3. Deploying custom updates

#### Enabling custom updates

HP customers can download the HP Client Updates Catalog from the HP FTP site and import it into CUPT. The HP Client Updates Catalog defines all of the available updates. The administrator selects and publishes the catalog to the SMS site server. Then, SMS sends the catalog and the scan program to the appropriate distribution points.

#### Scanning for custom updates

After the custom updates are enabled, they are targeted to specific client collections. Clients within these collections retrieve the policy/advertisement from the management point in their scheduled policy update cycle. Clients then download the catalog and the scan program from the distribution point. The scan program executes and checks the machine against the applicability and installed rules in the updates catalog. HP updates have rules to check the WMI and HP CMI for applicability. Clients send inventory information back to the SMS site database. Based on the scan results, the SMS administrator can see which updates are needed by the clients and then can decide which of the updates to distribute.

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#### Note

The SMS client scan tool requires MS XML 6.0 to work properly. See the section [MS XML Parser 6.0](#).

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#### Deploying custom updates

After the administrator determines which updates need to be distributed, they select the software updates and distribute them to clients by creating packages and advertisements for targeted collections using the wizard. Advertisements of HP software updates should be configured to be downloaded to the clients, not running directly from the distribution point.

SMS downloads HP updates from the HP FTP site and sends the packages to the distribution point. Clients in the targeted collections retrieve the policy/advertisement from the management point. Clients download the update package and execute the patch install program. The patch install program spawns HP software update executables. Finally, client machines are scanned again to make sure that the updates installed and the inventory information is sent back to the site database.

#### CUPT and ITCU installation

CUPT and ITCU need to be installed and configured properly before importing the HP Client Updates Catalog for Microsoft System Center products. An MSDN subscriber can go to the MSDN subscriber downloads site, log in, and download SMS 2003 R2. The site is <http://msdn2.microsoft.com/en-us/subscriptions/>.

Without an MSDN subscription, HP recommends trying the latest version of SCCM supported by Microsoft.

Follow the instructions in the SMS 2003 R2 documentation to install CUPT and ITCU.

## Importing the HP Client Updates Catalog into SMS 2003 R2

After installing SMS 2003 R2's CUPT and ITCU on your SMS site server, use the following procedure to import the HP Client Updates Catalog and publish HP software updates to SMS.

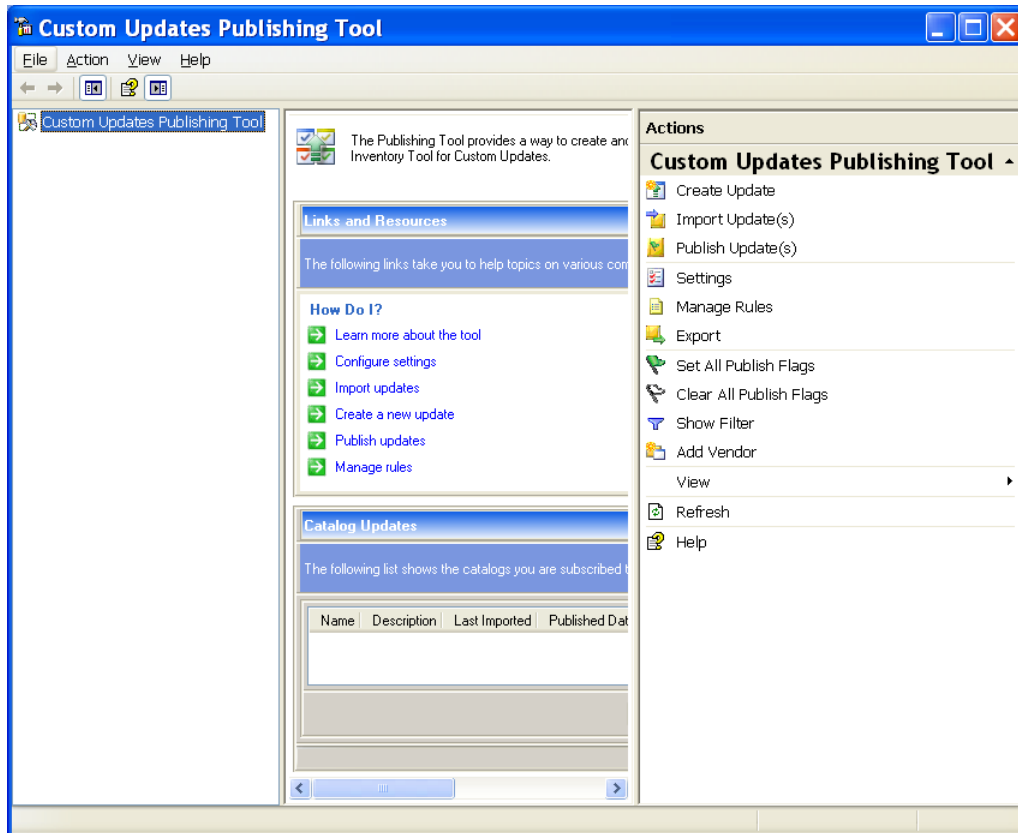
### Note

HP recommends evaluating these updates in a test environment before rolling them out to the production environment.

### Importing the HP Client Updates Catalog into CUPT

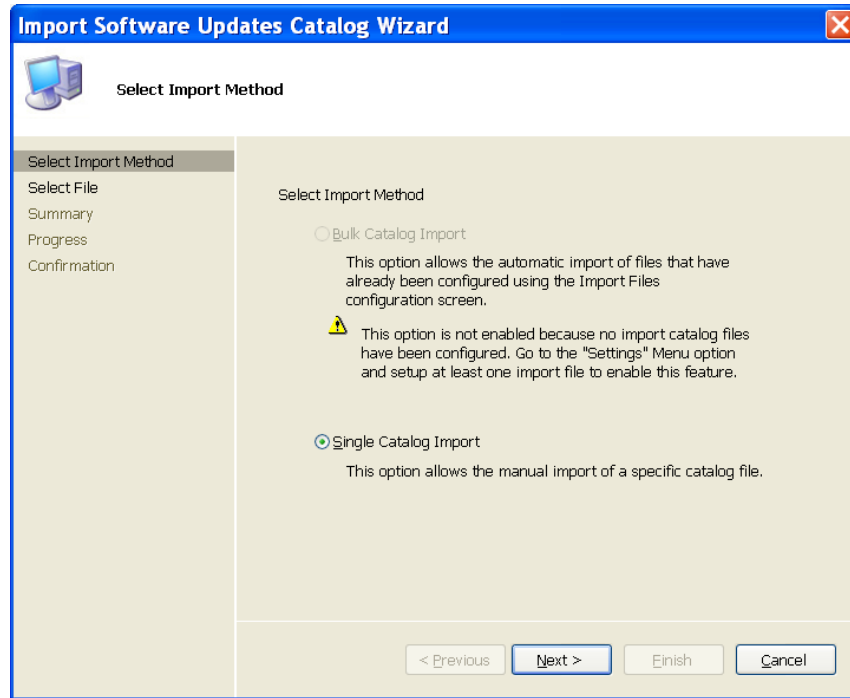
1. Download the latest HP Client Updates Catalog for Microsoft System Center products from the HP FTP site at [ftp://ftp.hp.com/pub/softlib/software/sms\\_catalog/HpCatalogForSms.latest.cab](ftp://ftp.hp.com/pub/softlib/software/sms_catalog/HpCatalogForSms.latest.cab)
2. Select **Start > All Programs > Systems Management Server > Custom Updates > Publishing Tool**.

Figure 31. CUPT



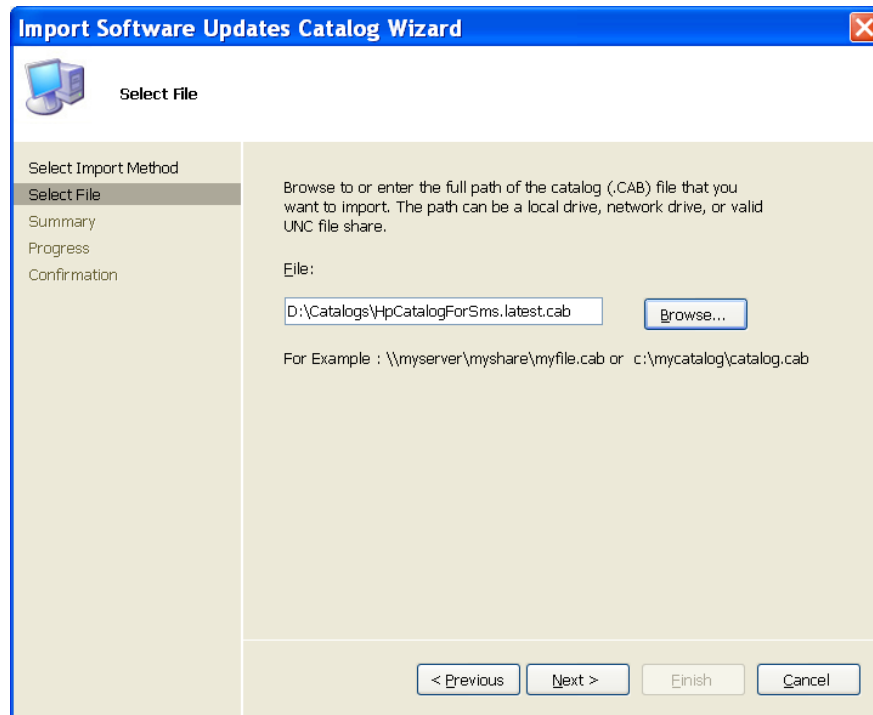
3. In the Actions pane, select **Import Update(s)**.

**Figure 32.** Import Software Updates Catalog Wizard—Select Import Method



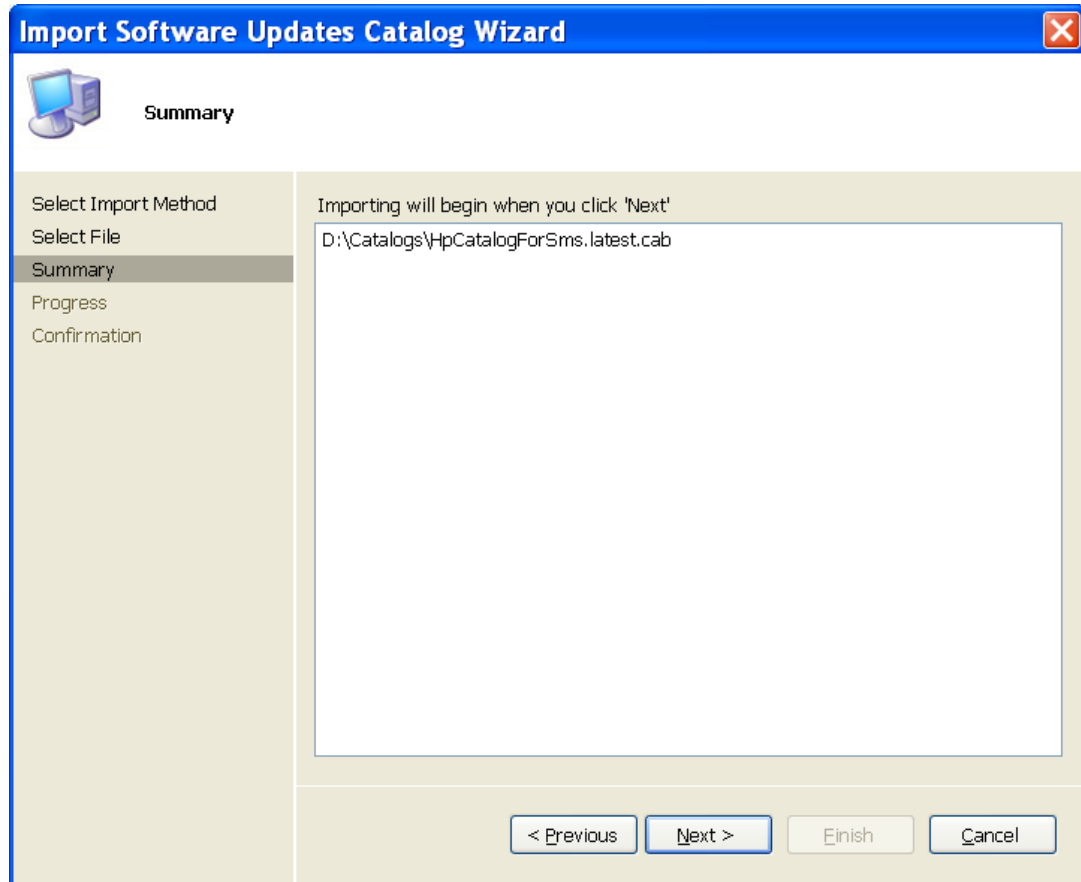
Select **Next** to accept the default **Single Catalog Import**.

**Figure 33.** Import Software Updates Catalog Wizard—Select File



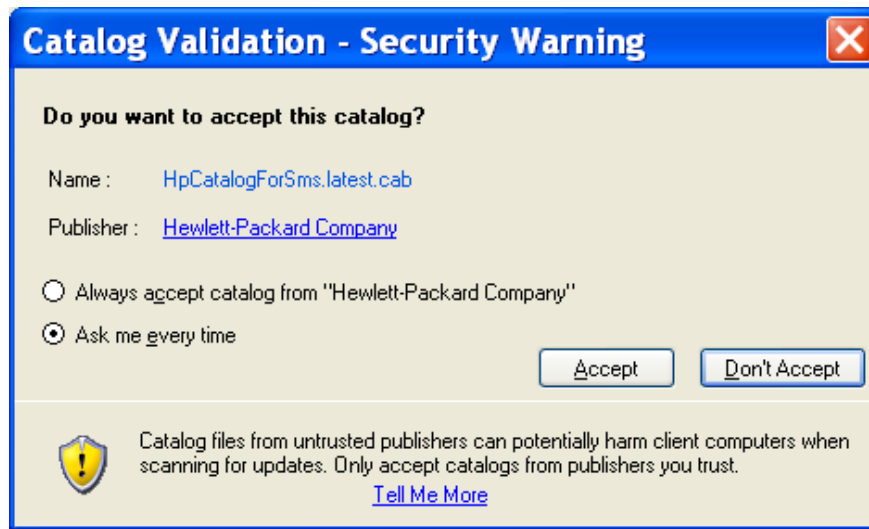
4. Select **Browse** to locate and select the latest catalog downloaded in **Step 1**, and then select **Next**.

**Figure 34.** Import Software Updates Catalog Wizard—Summary



5. Select **Next**. CUPT validates the catalog and displays a Security Warning asking for confirmation to accept this catalog, signed and published by Hewlett-Packard.

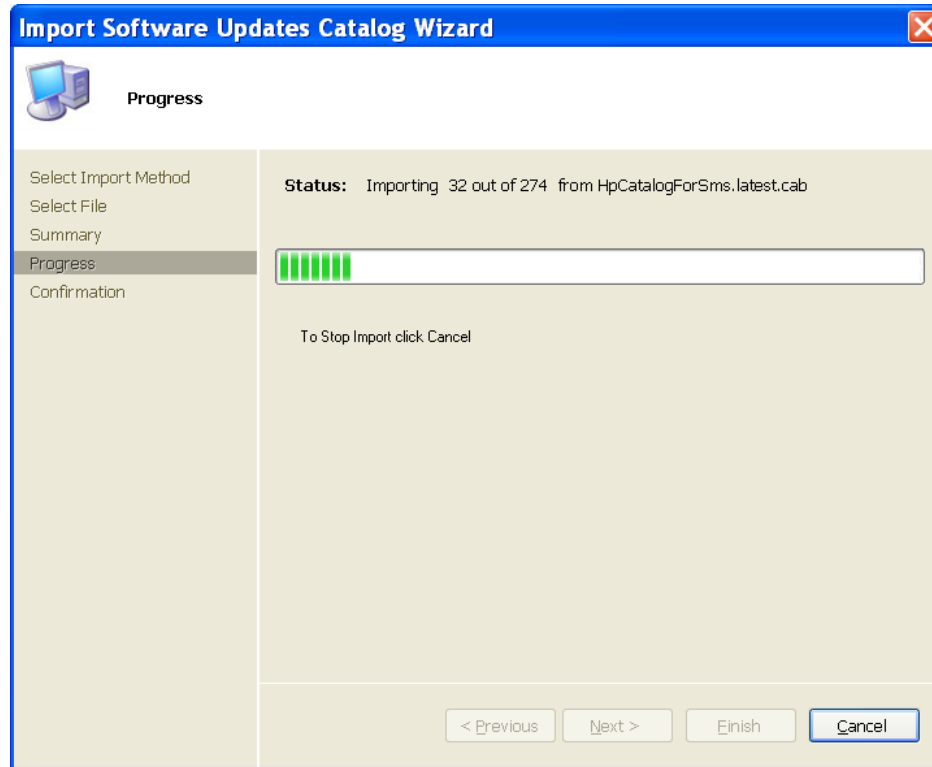
**Figure 35.** Import Software Updates Catalog Wizard—Security Warning





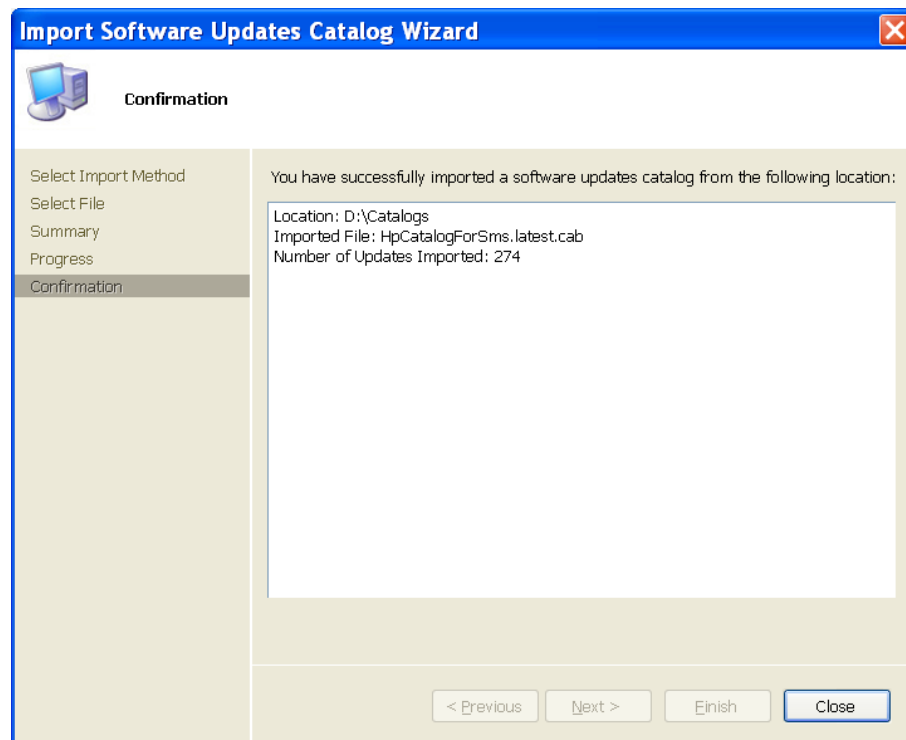
6. If you accept the catalog, select **Accept**. The Progress dialog appears.

**Figure 36.** Import Software Updates Catalog Wizard—Progress



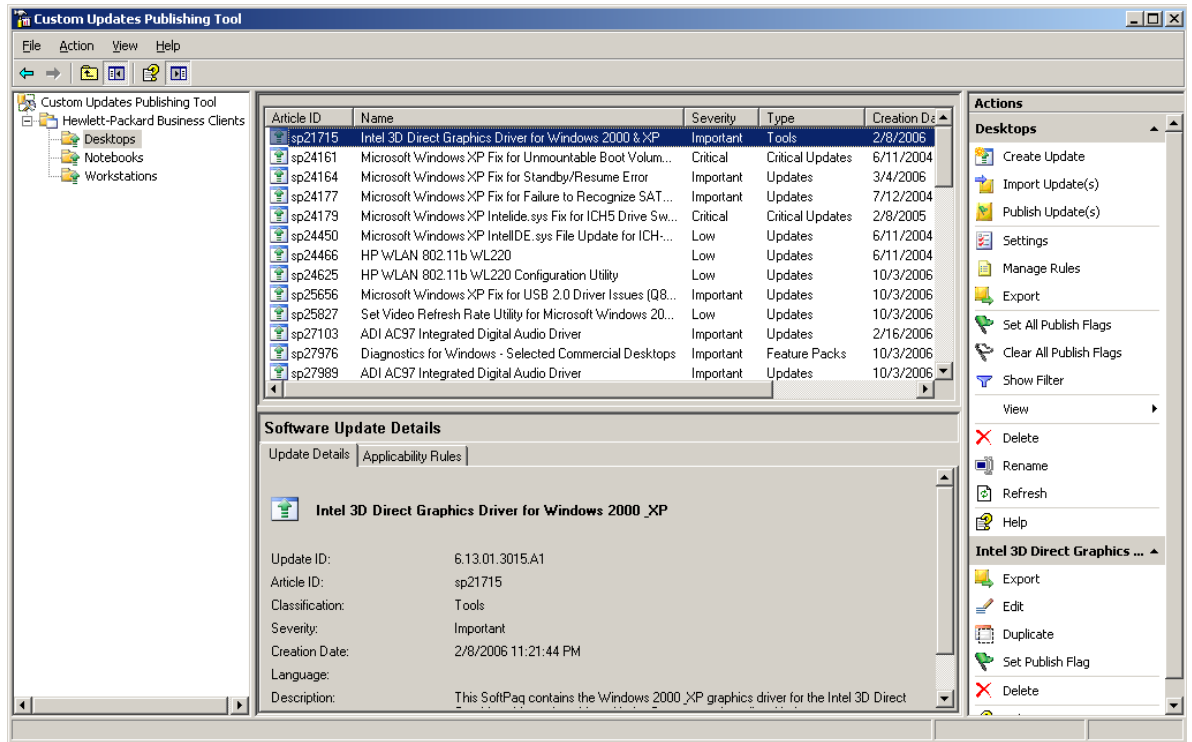
When finished, the Import Software Catalog Wizard confirmation dialog box displays the number of updates imported.

**Figure 37.** CUPT – Import Software Updates Catalog Wizard - Confirmation



7. Select **Close**.

**Figure 38.** CUPT —Imported updates



8. To display the HP software updates, select **Hewlett-Packard Business Clients** under Custom Updates Publishing Tool.

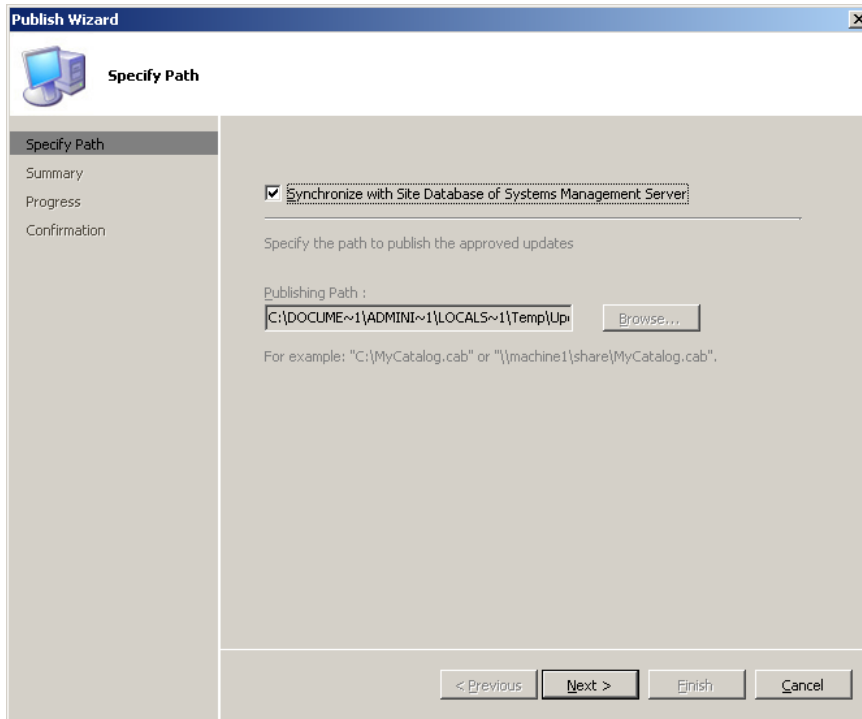
### Publishing HP updates to SMS

Select which updates to publish to SMS as follows:

1. In the tree pane of the CUPT console, select an update category under Hewlett-Packard Business Clients. The updates for the selected category appear in the results pane. Updates are not initially flagged in the Publish column.
2. Select the desired update and select **Set Publish Flag** in the Actions pane. The flag should turn to green.
3. Double-click an update to see details. Do not change the software package properties, or the update might not work properly.
4. Repeat **Step 2** as many times as needed to flag the all updates to publish to SMS.
5. Because HP software updates are defined with the appropriate operating system, language, platform, and device rules, an administrator can also select **Hewlett-Packard Business Clients**, and then select **Set All Publish Flags** in the Actions pane to select all HP updates.
6. Select **Hewlett-Packard Business Clients**.

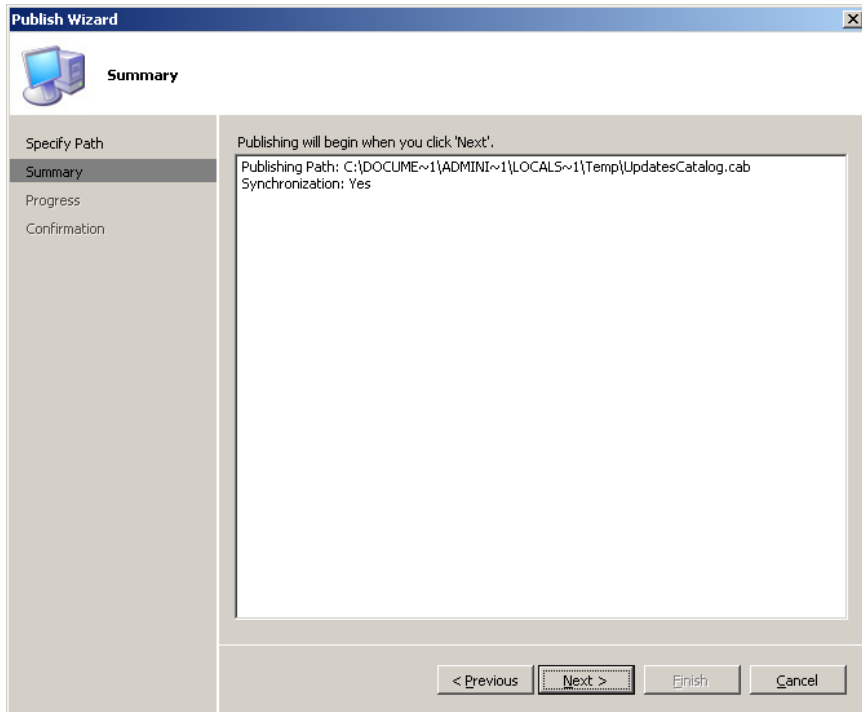
7. In the Actions pane, select **Publish Updates** to publish the flagged HP updates to SMS. The Publish Wizard appears.

**Figure 39.** Publish Wizard—Specify Path



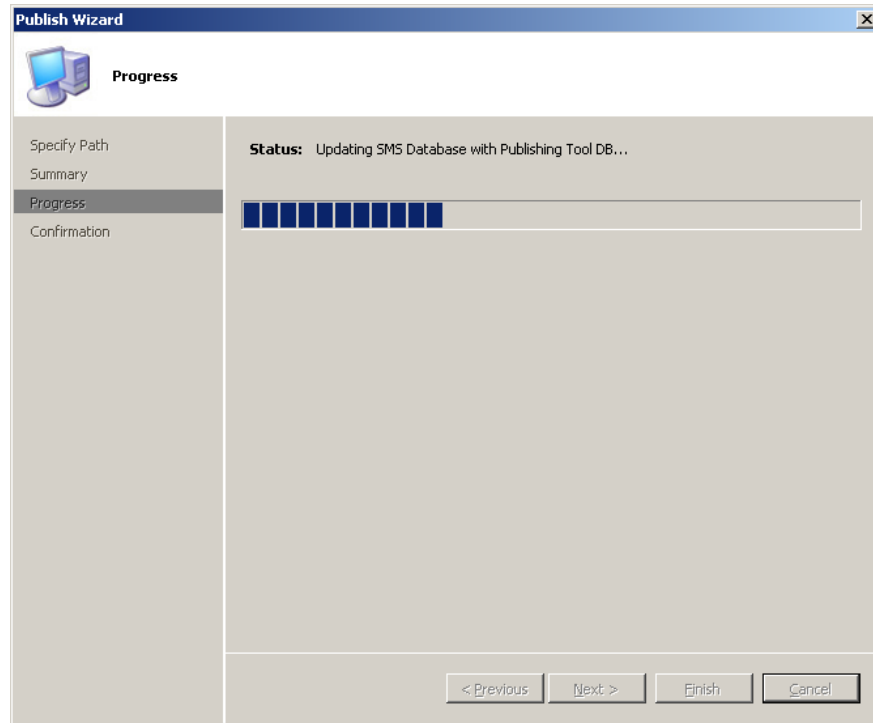
8. Check **Synchronize with Site Database of Systems Management Server**, and then select **Next**. The Publish Wizard Summary dialog appears.

**Figure 40.** Publish Wizard—Summary



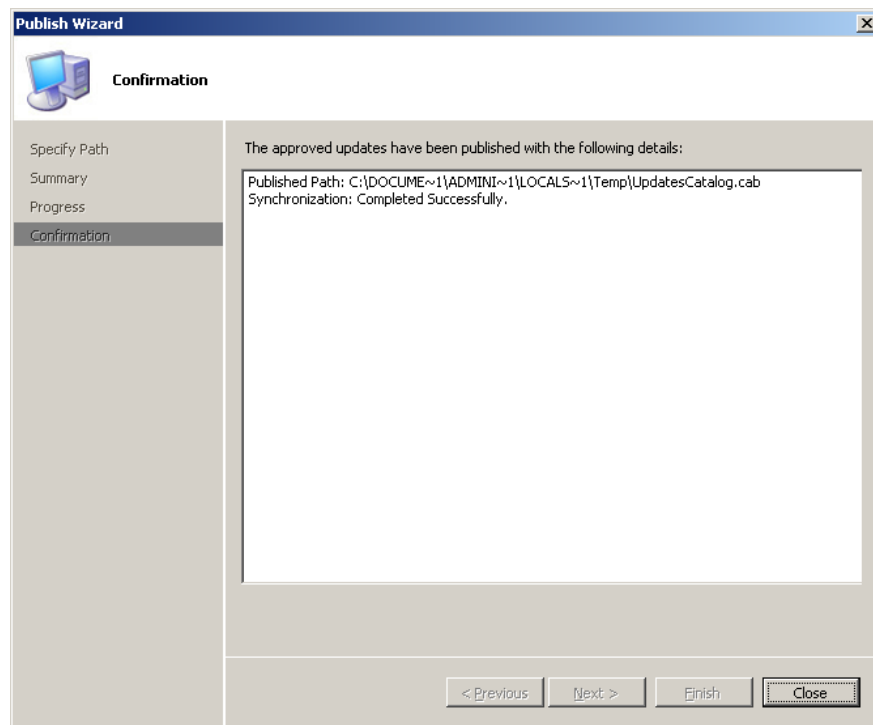
9. Select **Next**. The updates are published to SMS. The progress dialog might show if there are several updates.

**Figure 41.** Publish Wizard—Progress



10. When finished, the Publish Wizard confirmation dialog displays that the synchronization was successful.

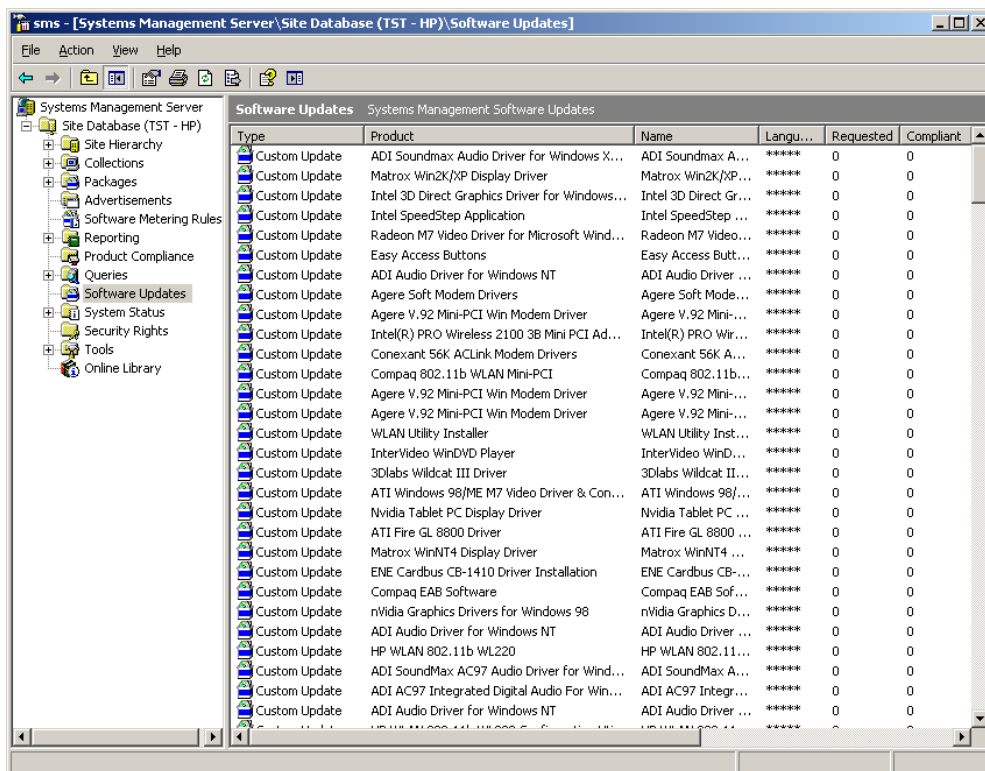
**Figure 42.** Publish Wizard—Confirmation



11. Select **Close**. The Custom Updates Publishing Tool window appears.

- Run **SMS Administrator Console** on the SMS site. In the console tree, select **Software Updates**, select the **Action** menu, and then select **Refresh**. The list of software updates in the details pane should contain the custom updates that were published.

**Figure 43.** CUPT—Imported software updates



Notice that the Requested and Compliant values are zero. When the next custom update scan occurs, the clients download the latest update catalog and scan for applicability. When the next hardware inventory occurs, clients report to the SMS site database whether each update is applicable or installed for each client. Then, the SMS administrator can see the reported data and decide which updates need to be distributed. Requested displays the number of clients reporting that the update is applicable and not yet installed. Compliant displays the number of clients reporting that the update is already installed.

To check the custom update scan schedule, select **Advertisements** in the tree pane, right-click **Custom Updates Tool** in the result pane, and then select **Properties**. Select the **Schedule** tab to view the custom update schedule. By default, it is every seven days from the time ITCU is installed.

## Distributing HP software updates from SMS 2003 R2 to HP client systems

To distribute a custom update to SMS clients:

- In the SMS Administrator Console, select **Software Updates**. The list of inventoried software updates appears. Notice the number of updates listed and the information available for each update, including the Requested and Compliant values.
- Select **Action > All Tasks > Distribute Software Updates**. The Distribute Software Updates Wizard (DSUW) dialog appears.
- Select **Next**. The DSUW Specify a Software Update Type dialog appears.
- Select **Select an update type > Custom Update > Next**. The DSUW Create an SMS Package or Modify Packages and Updates dialog appears.
- Select **Next** to create a new package. The DSUW Identify the SMS Package dialog appears.
- In the **Package name** box, type the desired name of the package (usually the application name), and then select **Next**. The DSUW Customize the Organization dialog appears.
- In the **Organization** box, type the desired organization to push the software update (for example, Corporate IT Support), and then select **Next**. The DSUW Select an Inventory Scanning Program dialog displays a prompt for the package and program to verify that it has been run to ensure that the software updates information has been reported through hardware inventory.

8. Select **Next** to accept the default values of the Custom Updates Tool program and package. The DSUW Add and Remove Updates dialog displays the list of updates that are applicable for the site. The IT administrator can distribute more than one update in a single operation.
9. Select the custom update for distribution, and then select **Next**. The DSUW Specify a Source Directory for Files dialog displays the default directory for the source files to be used as the SMS package (\\SMSserver\C\$\<package name>), and prompts for a method to download the required updates.
10. If the SMS server has an Internet connection and can access the HP FTP site, the administrator can leave the default option **Download any available update source files for me** checked, and then select Next. The wizard tries to download the updates from the FTP link. After downloading successfully, the DSUW Software Updates Status dialog displays the status of the update to be deployed. Under **Ready**, a value of **Yes** should be listed for all updates, indicating that the update file location has been designated. Skip to **Step 17**.  
If the administrator selects to download HP updates from the HP FTP site manually, select **I will download the source files myself**, and then select Next. The DSUW Software Updates Status dialog displays the status of the update to be deployed. Under **Ready**, a value of **No** is listed, indicating that the update file location has not been designated yet.
11. Select **Properties**. The Distribute Software Updates Wizard dialog displays properties for the selected software update. Notice that options are available to import the update; to specify command line parameters; and to perform a download from the Internet. Also, if the updates are manually downloaded, notice that the value for **Binary present** is **No**, indicating that the source file location has not been configured yet.
12. Select **Import**. The Open dialog prompts for the source file.
13. Browse to where the HP update binary has been stored, and then select **Open**. The Distribute Software Updates Wizard dialog displays properties for the selected software update. Notice that the **Binary present** value is now **Yes**. In the **Parameters** box, notice that there is a default syntax to perform an unattended update.
14. Select **OK**. The DSUW Software Updates Status dialog displays the status of the update to be deployed. Notice that under **Ready** a value of **Yes** is now listed, indicating that the source file is ready to be distributed. Also, notice that the total size of the SMS package is reported. If multiple updates are in the package, this indicates the accumulated size of all the selected updates.
15. Repeat **Steps 11** through **14** to import the binary for each update.
16. Select **Next**. The DSUW Update Distribution Points dialog prompts you to select the SMS distribution points to use.
17. Under **Name**, check the box with the SMS site server name, and then select **Next**. The DSUW Configure Installation Agent Settings dialog displays the default values for status reporting and system reboots. The default values are to collect hardware inventory information immediately after the update installation and to postpone reboots for both servers and workstations.
18. An administrator can check **Collect inventory information immediately** to send an immediate inventory report back to the SMS server after the installation, but that can lead to a significant impact on the network and the site server. Select **Next**. The DSUW Configure Installation Agent Settings dialog displays the default values for unattended installations and update enforcement. The default values are to perform unattended installations and to not include a maximum installation time. The default action is set to postpone restart after waiting five minutes for the user to respond to the installation request. The default time specified to complete the update installation is 30 minutes.
19. Select **Next** to perform an unattended update. The DSUW Configure Installation Agent Settings dialog displays the default values for notifications and patch postponing. Notice that the default values are to use balloon notifications and to allow the user to postpone the update installation indefinitely.
20. Select **Next** to accept the default values. The DSUW Advertise Updates dialog prompts you to advertise the software update through SMS. This ensures that all clients that require the update receive it and that failed installation attempts are retried every week.
21. Select **Advertise**, and then select **Browse**. The Browse Collection dialog displays the list of collections.
22. Select **Custom Updates Tool**, and then select **OK**. The DSUW Advertise Updates dialog displays the advertisement name, collection to be advertised to, and the weekly recurrence schedule.
23. Select **Next**. The Completing the Distribute Software Updates Wizard dialog prompts you to complete the deployment using the DSUW.
24. Select **Finish**. The SMS Administrator Console window appears.
25. The HP custom update packages must be downloaded to client machines instead of running them directly from an SMS distribution point. Complete the following steps:
  - In the tree pane, select **Advertisement**. The result pane displays the list of advertisements.
  - Right-click on the HP custom update advertisement created previously, and then select **Properties**.
  - Select the **Advanced Client** tab. Under **When a distribution point is available locally**, select **Download program from distribution point** and under **When no distribution point is available locally**, select **Do not run program**, and then select **OK**. These options ensure that the package is downloaded from the distribution point to a client and the patch runs locally on the client machine.

## Issues and limitations

### MS XML Parser 6.0

The SMS client scan tool requires MS XML 6.0 to work properly. SMS administrators need to distribute MS XML 6.0 to clients before trying to deploy HP updates using the SMS custom update process. This issue has been confirmed by Microsoft. Go to the Microsoft Help and Support article at <http://support.microsoft.com/kb/933535> for more information.

On a client that does not have MS XML 6.0 installed, the scan tool logs the following error in ScanWrapper: log Failed to execute the WMI query. IWbemServices::Exec Query retu0x8004 1003. Because any WMI query checks the manufacturer, platforms and devices will fail, and the scan always yields not applicable for all updates to a client.

### WMI

The HP Client Catalog leverages WMI to check applicability rules. The WMI service needs to run on clients and the SMS client scan tool needs to have adequate permission to query WMI.

### HP software update installation must be downloaded to clients

As specified in the instructions to distribute software updates from SMS to clients, SMS notifications for HP software updates must be configured to download to clients and run there, not to run directly from the SMS distribution point.

## Contacting HP support

### Before contacting HP support for issues about software updates for HP Client PCs

Before contacting HP, perform the following procedure:

1. Gather the following information:
  - A. Software update article ID (aka SoftPaq number, for example, sp23456)
  - B. Hardware product model number
  - C. Client operating system type and version
  - D. Detailed error message
  - E. Related hardware devices (if applicable)
  - F. Technical support registration number (if applicable)
2. If the issue is related to the installation of an update or occurs soon after installation:
  - A. Copy the MSI installation log located in the temporary files directory (use the %TEMP% environment variable to locate). This file is usually located in a "1" directory and has a random name that is formatted like "MSI<RandomChars>.LOG". In some cases, a specific log file is specified in the installation command line. Copy that file.
  - B. Copy the WindowsUpdate.log file and note the section that includes the installation error, if any. This file is in the Windows installed folder.
3. Prepare a complete, detailed explanation of the issue, including:
  - A. The exact point of failure (for example, during installation or after installation, and a description or screen capture of error messages and error codes)
  - B. A detailed description of the computers being configured (model, hardware configuration, and NIC details)
  - C. A description of other circumstances, such as:
    - i. Does the same update install successfully on a different client?
    - ii. Does the same update install successfully if installed manually?

This helps reduce the time needed to diagnose the issue at hand.

## **How to contact HP**

Use the following methods to contact HP support:

- Go to the Contact HP worldwide website:  
<http://www.hp.com/go/assistance>
- Use the Contact HP link on the HP Support Center website:  
<http://www.hp.com/go/hpsc>

In the United States, call +1 800 334 5144 to contact HP by telephone. This service is available 24 hours a day, 7 days a week. For continuous quality improvement, conversations might be recorded or monitored.



## For more information

### Microsoft System Center products and Knowledge Base articles referenced in the paper

#### Microsoft System Center products

<http://www.microsoft.com/systemcenter/default.aspx>

#### Systems Center Essentials

<http://www.microsoft.com/systemcenter/essentials/default.msp>

#### Systems Management Server 2003 Concepts, Planning, and Deployment Guide

<http://www.microsoft.com/technet/prodtechnol/sms/sms2003/cpdg>

#### KB937467 - Updates cannot be distributed to managed hosts, or you cannot import updates directly from partners when you import updates from partner catalogs in System Center Essentials 2007

<http://support.microsoft.com/kb/937467>

#### KB933535 - The Inventory Tool for Custom Updates in SMS 2003 R2 does not run WMI queries on client computers that do not have MSXML 6.0 installed

<http://support.microsoft.com/kb/933535>

### Microsoft System Center Configuration Manager - Software Updates

#### Introduction to Software Updates in Configuration Manager 2012

<http://technet.microsoft.com/en-us/library/qq682168.aspx>

#### Software Updates in Configuration Manager 2007

<http://technet.microsoft.com/en-us/library/bb680701.aspx>

### Sign up for updates

[hp.com/go/getupdated](http://hp.com/go/getupdated)

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