
HP ActiveUpdate User Guide



March 2003 (Third Edition)

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HP Active Update
March 2003 (Third Edition)

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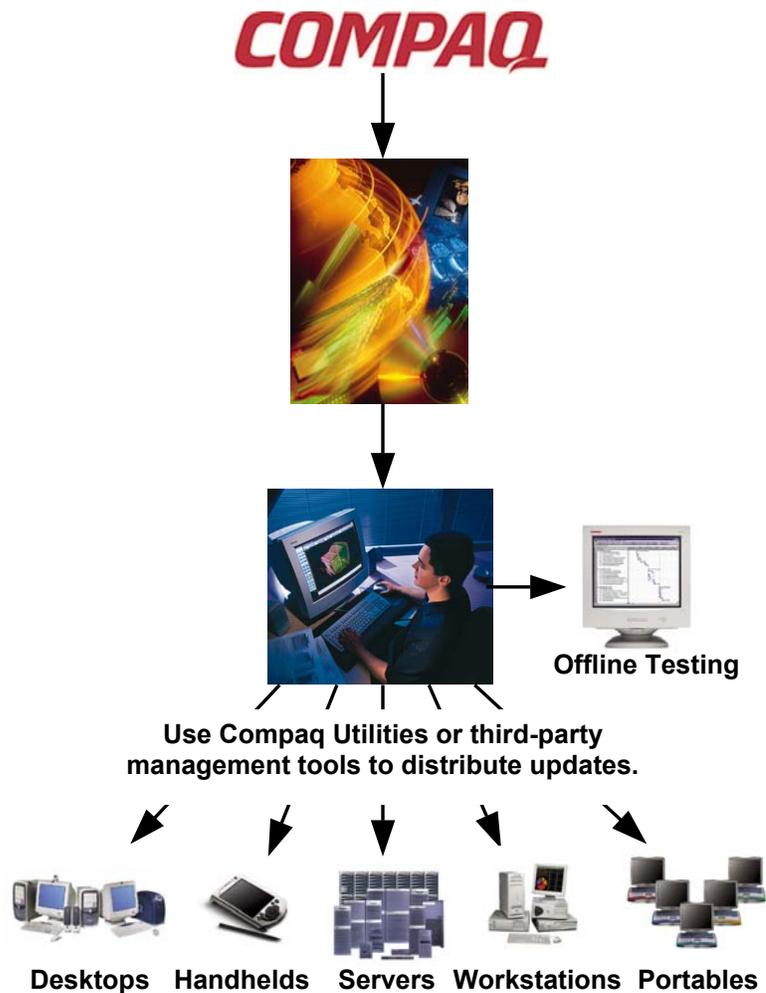
Chapter 1

Getting Started

1.1 Introduction

HP ActiveUpdate is an advanced, Web-based client application. It provides a direct connection to HP for automatic notification and delivery of the latest software updates for a broad range of HP systems including desktops, handhelds, notebooks, servers, and workstations. ActiveUpdate 2.1 is enhanced to include additional support information topics such as product change notification, service information, and management applications. This application is the latest update to the HP Intelligent Manageability line of products.

Previously, you had to manually search the HP website or follow the links provided in the InfoMessenger notifications to locate software updates. Now you can use ActiveUpdate to automatically receive information needed to make proactive deployment decisions to keep your systems running at peak performance levels.



To use ActiveUpdate, simply subscribe to the software updates for your HP server, desktop, workstation, handheld PC, and/or portable models. Then, on a schedule that you define, ActiveUpdate sends the updates for the models requested to a predetermined location. These software updates can be stored on a local Microsoft Windows client system or automatically on a network shared drive for centralized updates.

ActiveUpdate uses technology from BackWeb Technologies to automatically send out the enterprise-tailored software updates that are based on models and operating systems selected in your subscription. As new updates are delivered, ActiveUpdate sorts them by date, creates directory folders for the new updates, and organizes them by platform.

1.2 Features and Benefits

HP's ActiveUpdate communication technologies and applications leverage the Internet, making it easier for you to receive and install software updates that will help you achieve maximum performance within your enterprise.

ActiveUpdate has several features that enable it to distribute updates to your enterprise unobtrusively and promptly:

- **Enhanced Security**—ActiveUpdate enables you to work in a secure environment.
The ActiveUpdate channel and its components are authenticated and include a digitally signed authentication certificate that can be viewed for each delivery. Additionally, all of the ActiveUpdate deliveries are encoded through an encryption process that prevents unauthorized users from viewing the information. The key icon next to each update indicates that the content is secure.
- **Software Repository**—ActiveUpdate works like a browser cache and builds an intuitive directory of software update information.
Software updates are conveniently stored into directory folders by platform and model.

To learn more about the features and benefits of ActiveUpdate, visit the ActiveUpdate website:

www.compaq.com/activeupdate

1.3 System Requirements

The following minimum hardware and software requirements are necessary to run ActiveUpdate:

- **Operating system**—Microsoft Windows 95, Windows 98, Windows 2000 Professional, Windows NT Workstation 4.0, or Windows NT Server 4.0
- **Minimum hardware**—Intel Pentium or higher recommended, 64 MB of RAM or higher
- **Disk space**—20 MB for the ActiveUpdate software and 1 GB for the local cache
- **Internet connection**—Internet connection required (direct or dial-up)
- **Web browser**—Microsoft Internet Explorer 4.0 or later (5.0 or later recommended)

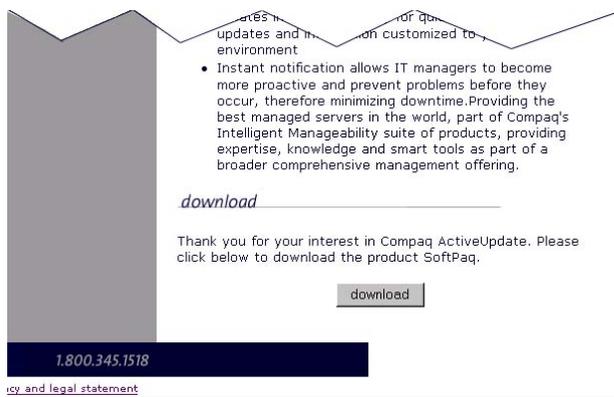
1.4 Pre-Installation

There are two ways for new users to obtain HP ActiveUpdate 2.1: either download it from www.compaq.com/activeupdate or from the HP Management CD.

IMPORTANT: You *must* be logged in using an account that has administrative privileges in order to install ActiveUpdate 2.1.

Internet Download

1. Navigate to the HP ActiveUpdate website:
www.compaq.com/activeupdate
2. At the bottom of the page, click **download**.



3. Click the **Download Softpaq** link at the top of the page.
4. Save the file to your hard drive.
5. Locate the saved file and double-click **SP23486.EXE** to install ActiveUpdate on your computer and to begin the setup wizard.
6. Follow the directions on the screen.
7. Double-click **ActiveUpdate2.1.EXE** on your desktop to begin setting up ActiveUpdate on your system.
8. Proceed to "ActiveUpdate Installation," section 1.5.

HP Management CD Download

1. Insert the HP Management CD into your CD-ROM drive. Your computer automatically runs the CD.
 - a) If your computer does not automatically run the CD, click **Start** and **Run**. In the **Open** box, type `X:/install`, where *X* is the letter assigned to your CD-ROM drive.
 - b) Browse to the Acupdate (ActiveUpdate) folder.
 - c) Open the folder, and double-click **SETUP.EXE**.
2. Select the **HP ActiveUpdate** icon on the gray **CD Management** window.
3. Proceed to "ActiveUpdate Installation," section 1.5.

1.5 ActiveUpdate Installation

This section provides instructions on installing ActiveUpdate on your system.

1. At the **Choose Destination Location** box, click **Next** to accept the default directory or click **Browse** to install ActiveUpdate in a different directory and then click **Next**.
2. Choose how you will connect (**Direct** or **Modem**) and click **Next**.
3. Choose a communication method (**HTTP** or **HTTP via Proxy**) and click **Next**.
 - If your proxy settings are configured in your browser, the ActiveUpdate installation automatically detects those settings. If ActiveUpdate does not detect them, manually input your proxy settings.
 - If your network uses a proxy server, select **HTTP via Proxy**. If no proxy server is deployed in your local area network, select **HTTP**.

After clicking **Next**, enter a valid user name and password for proxy authentication. Leave the **user name** and **password** fields blank if your proxy server doesn't require them.
4. In the **Setup Complete** box, select the two checkboxes if you want to launch ActiveUpdate now and every time your computer starts.
5. Click **Finish**.

1.6 ActiveUpdate Registration

This section provides instructions on registering ActiveUpdate and creating a user profile.

1. The welcome and registration dialog box displays shortly after the ActiveUpdate client starts. Click **OK** in the Welcome dialog box to open the **HP ActiveUpdate logon** window.



2. Select **New User? Click here** at the bottom of the window if this is your first installation of ActiveUpdate 2.1 and you have not yet created a user profile in ActiveUpdate 2.1. If you have been using ActiveUpdate 1.0, you must create a new profile for ActiveUpdate 2.1.



3. Fill in all the blanks in the **User Details** window, especially the fields that are indicated with red dots (required information) and select **Continue** to add a user.
4. Review your registration and select **OK** to finalize it.

Once you have completed the registration, the HP ActiveUpdate client opens.

NOTE: It could take up to 72 hours to begin receiving content.

Chapter 2

ActiveUpdate Basics

2.1 Launching ActiveUpdate

As well as providing a user interface, ActiveUpdate also has a client engine that runs in the background. This engine enables you to receive content at any time regardless of whether the ActiveUpdate client user interface is running. When the client engine is running, an **ActiveUpdate** icon appears in the system tray on your Windows desktop:



To start the ActiveUpdate client user interface and/or the ActiveUpdate client engine, do *one* of the following:

- Double-click the **HP ActiveUpdate** icon on your desktop.
- From the Windows **Start**—>**Programs** menu, click **HP ActiveUpdate** and then **HP ActiveUpdate**.
- If the ActiveUpdate client engine is running, double-click the **ActiveUpdate** tray icon or the flashing **E** to activate the user interface.
- Right-click the **ActiveUpdate** tray icon once, and then on the menu that is displayed, click **Start HP ActiveUpdate**.

2.2 Exiting and Shutting Down ActiveUpdate

To exit ActiveUpdate, close the browser window in which ActiveUpdate is running. This procedure exits the ActiveUpdate user interface, but it does not shut down the ActiveUpdate client engine.

To shut down the ActiveUpdate client engine, right-click the **ActiveUpdate** tray icon on your desktop. On the menu that is displayed, click **Shut Down HP ActiveUpdate**. This procedure shuts down both the ActiveUpdate client engine and the user interface (if running). You do not receive new content when the client engine is not running.

2.3 The ActiveUpdate Client User Interface

You access and subscribe to new updates through the ActiveUpdate client that is installed with your ActiveUpdate software. The ActiveUpdate client has two user interfaces, depending on whether you are subscribing (**Subscribe bar**) or reviewing content (**My Content bar**). The user interface for reviewing content includes the following:

Navigation frame—The **Navigation** frame lists all of the main topics and subtopics to which you are subscribed.

Information—The **Information** window displays articles and news items on topics such as product changes, new products being offered, and changes to ActiveUpdate.

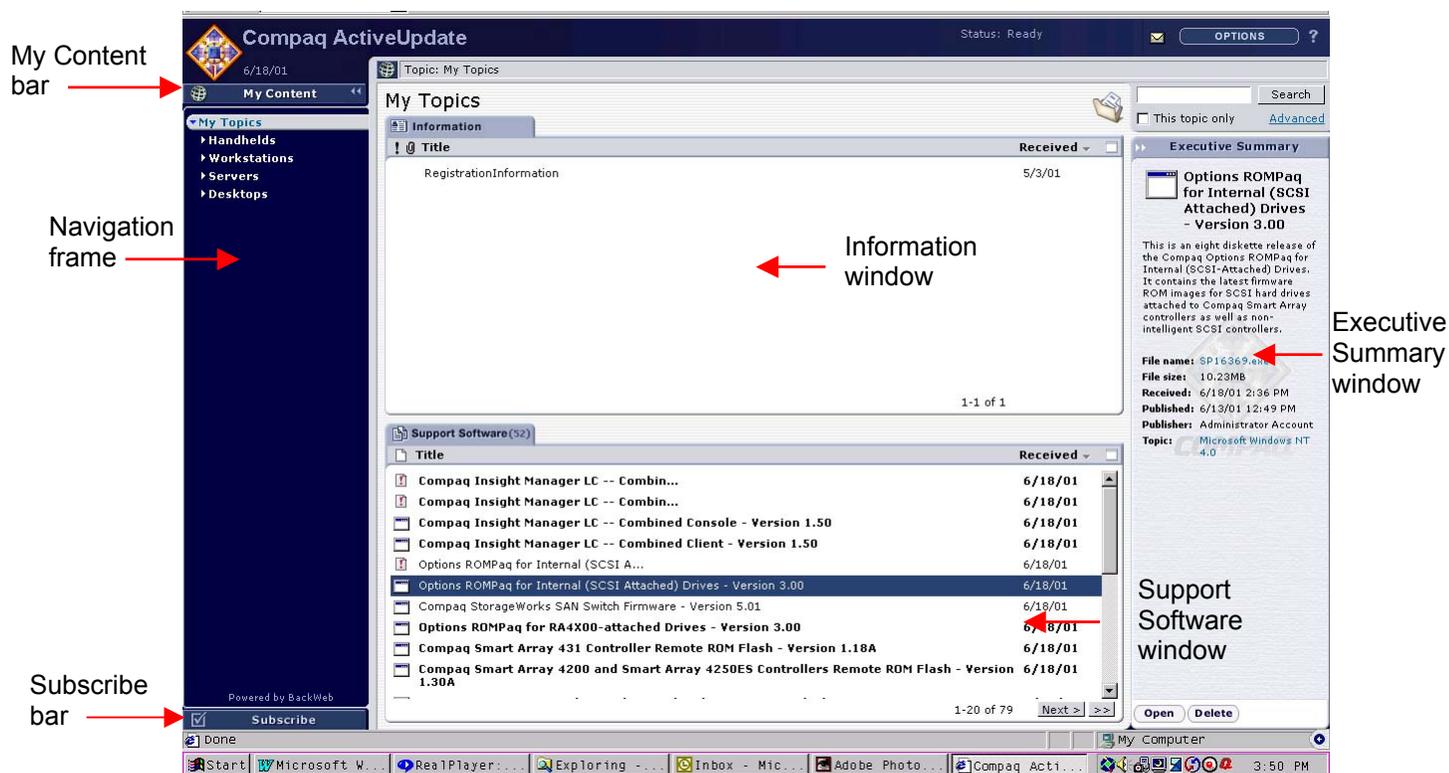
Support Software—The **Support Software** window lists files (SoftPaqs and updates) that have been downloaded and new file alerts received.

Executive Summary—An **Executive Summary** is a brief outline of the content item selected. This includes the title, a short summary, a list of attachments, date and time received, the source of the content, and the topic to which it was published.

Subscribe—This bar displays the topics and subtopics to which you can subscribe.

My Content—This bar displays the topics and subtopics to which you have subscribed.

Flashing E—An icon displayed in your system tray when a new update has been received and downloaded. If the ActiveUpdate user interface is not opened on your computer, you can double-click the **E** icon to open it.



The user interface for subscribing to content includes the following:

Navigation frame—The **Navigation** frame lists all of the topics (product lines) and subtopics (models) and the ones to which you are subscribed (the topics you are subscribed to are denoted by a green checkmark).

Subtopics—The **Subtopics** window displays the topic names. This is also the area where you physically subscribe to chosen topics. You can choose to subscribe to **News**, **All Files**, and **File Alerts**.

Subscribe—This bar displays the topics and subtopics to which you can subscribe.

My Content—This bar displays the topics and subtopics to which you have subscribed.

Subtopics Display—This dropdown category enables you to control how you want to display the subtopics in the **Subtopics** window

The screenshot shows the Compaq ActiveUpdate application window. The interface is divided into several sections:

- Navigation frame:** A dark blue sidebar on the left containing a tree view of topics: All Topics, Desktops, Handhelds, Management, Notebooks, OS Service Packs, Servers (selected), Workstations, and Personal.
- My Content bar:** Located at the top left of the main content area, it shows 'My Content' and 'Subscribe' with a green checkmark.
- Subscribe bar:** A horizontal bar below the My Content bar, currently displaying 'Subscribe: Servers'.
- Subtopics window:** The main content area displays a table of subtopics under the heading 'Servers'. Each row lists a 'Topic name' and a 'Subscribe to' section with checkboxes for 'News', 'All Files', and 'File Alerts'. The table lists various ProLiant server models.
- Subtopics display:** A dropdown menu at the bottom of the subtopics window, currently set to 'Direct subtopics'.
- Executive Summary:** A panel on the right side of the window, currently showing a large Compaq logo.

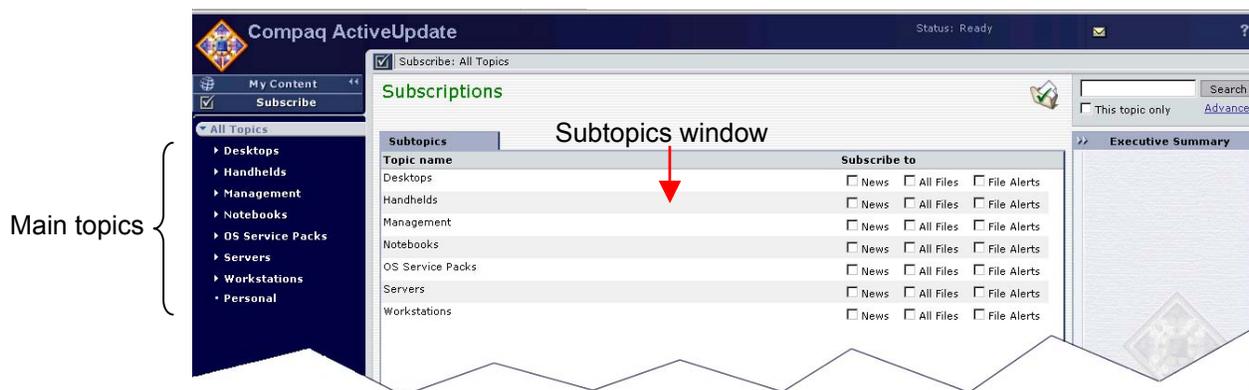
Red arrows point from text labels to these specific UI elements: 'My Content bar' points to the top left bar; 'Subscribe bar' points to the bar below it; 'Navigation frame' points to the left sidebar; 'Subtopics window' points to the main table area; and 'Subtopics display' points to the dropdown menu at the bottom.

2.4 Content Subscription

You can subscribe to news and files published to topics that are specific to the needs and components of your company's work environment. This section provides instructions on selecting topics and/or subtopics from the **Navigation** frame.

1. Launch ActiveUpdate.
2. Click the **Subscribe** bar at the bottom, left-hand side.
3. Logon to ActiveUpdate. A list of the main topics displays in the **Navigation** frame.

NOTE: You must be a registered user to logon and subscribe to content.



4. Click on the main topics in the **Navigation** frame that are specific to your company to view more specific subtopics. Topics become more specific the deeper you search within subtopics. Click the expansion arrow (▾) next to a topic to view subtopics. If there is a dot (●) next to a topic, there are no more subtopics.

NOTE: If you subscribe to a main topic, like **Servers**, without navigating for specific models that you maintain within your company, you will receive every SoftPak, file, and news item that exists for every server that is listed in ActiveUpdate.

Subscribing to specific models releases the administrator from having to search all of Compaq.com for downloads and updates that are necessary to keep the components in your company up-to-date.

For example, you want to subscribe to all topics related to the HP ProLiant ML370 server running on Windows NT 4.0. In the **Navigation** frame:

- a) Click **Servers**.
 - b) Navigate through the subtopics by using the expansion arrows located at the bottom of the **Navigation** frame.
 - c) Click and hold on the down triangle until you see **ProLiant ML370**, and select it.
 - d) Notice that **Microsoft Windows NT 4.0** has a dot next to it. This is as specific as this subtopic (ProLiant ML370) gets; you are ready to subscribe.
5. After navigating to a specific topic to which you want to subscribe from the **Navigation** frame, your choices for subscription are displayed in the **Subtopics** window.

In the example, you wanted to subscribe to the HP ProLiant ML370 server running on Windows NT 4.0. The topics that you can subscribe to under ProLiant ML370 that are displayed in the **Subtopics** window include Microsoft Windows 2000, **Microsoft Window NT 4.0**, Model Specific, Novell NetWare 4.x, Novell NetWare 5.x, Product Change Notifications, and SCO UnixWare 7. Select any of the following check-boxes next to the topic you are interested in to be instantly subscribed to it.

- **News**—This subscribes you to all messages and news articles about new products, product changes, etc. that have been published or will be published in the future.
- **All Files**—This subscribes you to all support software and updates (Service Packs, Management Utilities, etc.) that have been or will be published in the future.
- **File Alerts**—This subscribes you to a feature that alerts you of new support software before downloading it.

NOTE: Selecting this feature without also selecting **All Files** and/or **News** allows you the option of receiving notifications that new information or support software has arrived without having the files automatically downloaded to your server. This allows you the option of reviewing the file first and then deciding whether or not to download it manually.

As you subscribe to topics, ActiveUpdate verifies your choice by displaying a green checkmark next to your selected topics in the **Navigation** frame.

The screenshot shows the Compaq ActiveUpdate interface. The main window is titled "ProLiant ML370" and displays a "Subtopics" table. The table has two columns: "Topic name" and "Subscribe to". The "Subscribe to" column has three sub-columns: "News", "All Files", and "File Alerts". The "Microsoft Windows NT 4.0" row has all three sub-columns checked. The "Navigation" frame on the left shows a tree view of server models, with "ProLiant ML370" expanded and "Microsoft Windows NT 4.0" checked with a green checkmark. A red arrow points from the text "You are subscribed" to this checkmark.

Topic name	News	All Files	File Alerts
Microsoft Windows 2000	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Windows NT 4.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Model Specific	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Novell NetWare 4.x	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Novell NetWare 5.x	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Product Change Notifications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SCO UnixWare 7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2.5 Unsubscribing From Content

To unsubscribe from news or support software within your selected topic:

1. Click the **Subscribe bar**.
2. Navigate to the subtopic from which you want to unsubscribe.
3. Uncheck the **News**, **All Files**, and/or **File Alerts** check-boxes.

2.6 Subtopic Display Control

To control the display of subtopics in the **Subtopics** window (enabling you to subscribe to subtopics of the main topics [Servers, Desktops] currently displayed), select one of the following from the drop-down list at the bottom of the **Subtopics** window after selecting a main topic (for example, Servers):

- **Direct subtopics**—This choice redisplay the list in the **Subtopics** window to show only the immediate subtopics of the main topic selected on the **Navigation** frame.

For example, under the main topic **Servers**, the **Subtopics** window displays only a list of the first level of subtopics, for example, ProLiant 1600, ProLiant DL320.

- **All subtopics**—This choice redisplay the list in the **Subtopics** window to show all first level and second level subtopics of the main topic selected on the **Navigation** frame.

For example, under the main topic **Servers**, the **Subtopics** window displays all first level subtopics (ProLiant 1600, ProLiant DL320) and all second level subtopics (ProLiant 1600/Microsoft Windows 2000, ProLiant 1600/SCO UnixWare 7) under their respective first level subtopic.

- **Leaf subtopics**—This choice redisplay the list in the **Subtopics** window to show only the second level of subtopics of the main topic selected on the **Navigation** frame.

For example, under the main topic **Servers**, the **Subtopics** window displays only a list of second level subtopics, ProLiant 1600 Model Specific, ProLiant 2500 Product Change Notification, etc.

2.7 File Alerts

A new feature in ActiveUpdate 2.1 is the ability to receive alerts for files without having them downloaded automatically. This enables you to review the file's summary, determine if it is needed in your environment, and then manually download it. This feature is also helpful in environments where disk space and/or bandwidth use is a concern.

New file alerts announce the availability of new support software for a selected topic. You can request a notification flash (a large flashing **E** that is displayed on the bottom right-side of your computer screen) when new files arrive. For each topic that you want to receive new file alerts, enable the **File Alerts** checkbox under the **Subscribe bar**.

When you receive a file alert, double-clicking it brings up a **New File Alert** window that gives a summary of the new file. You can either select **Remind Me Later** if you want to wait to download it, or you can click **Close** to terminate the window. If you want to download it immediately, click **Close** and then go to the **Support Software** window in the ActiveUpdate client and select the corresponding file (it is marked by the  icon). When it is displayed in the **Executive Summary** window, click the title of the file to download it.



2.8 Uninstalling ActiveUpdate

To uninstall ActiveUpdate from your computer:

1. Shutdown the ActiveUpdate service by right-clicking on the target icon in the system tray, and then select **Shut Down HP ActiveUpdate** from the menu.
2. Click **Start** in your taskbar, select **Settings**, and then click **Control Panel**.
3. In the **Control Panel** window, double-click **Add/Remove Programs**.
4. On the **Install/Uninstall** tab, scroll down and select **HP ActiveUpdate**.
5. Click **Add/Remove**.
6. Click **Yes** if you are sure you want to remove ActiveUpdate from your computer.
7. Wait for the uninstall process to complete and click **Finished**.
8. Close the **Control Panel**.

Chapter 3

Features

3.1 Viewing Content from the Information Window

The **Information** window in **My Content** contains items such as messages and press releases.

1. If you are not already there, click the **My Content** bar to display all of your subscribed topics in the **Navigation** frame.
2. In the **Navigation** frame, select the main topic and subtopic whose information you are interested in viewing.
3. Locate the message you want to view in the Information list by doing one of the following:
 - Scroll through all items—use the vertical scroll bar to scroll up and down in the Information list
 - Search for a specific item—find a specific item (see sections 3.5 and 3.6 for more information on the search feature)

Check the **This Topic only** check-box to perform a search within the selected topic. Uncheck this checkbox to search within all topics.
4. Once you have located the information item you want to view, select it.
5. Use the buttons at the bottom of the **Executive Summary** window to open, delete, or keep the content:
 - **Open** displays the full story for an information item with a possible URL link. If the publisher specified a link to a URL for the information item, the item's title is displayed as link text.
 - **Delete** removes the content from your content view and from your computer.
 - **Keep** avoids losing the content on its expiration date. The content is saved on your computer until you delete it.

3.2 Viewing Content from the Support Software Window

The **Support Software** window in **My Content** contains files such as updates and SoftPaqs.

1. If you are not already there, click the **My Content** bar to display all of your subscribed topics in the **Navigation** frame.
2. In the **Navigation** frame, select the main topic and subtopic for a component specific to your company.

For example, you need to find a management utility for your company's servers. You would select the topic **Servers** from the **My Content** window and select then the specific server from the subtopics that are displayed.

3. Locate the file you want to view in the **Support Software** window by doing one of the following:
 - Scroll through all items—use the vertical scroll bar to scroll up and down in the **Support Software** window.
 - Use the search feature—find a specific item (see sections 3.5 and 3.6 for more information on the search feature)

Check the **This topic only** checkbox to perform a search within the selected topic. Uncheck this check-box to search within all topics.
4. Once you have located the software item you want to view, select it.
5. Use the buttons at the bottom of the **Executive Summary** window to open or delete the file:
 - **Open** displays a separate window to a page on the Internet where the file is located for download.
 - **Delete** removes the file from your local hard drive. This does not unsubscribe you from the file.

3.3 Checking for New or Unread Content

To view new or unread updates for a particular topic, select the **My Content** tab to bring you to the **My Topics** window; select the topic you are interested in from the **Navigation** frame. The unread updates are displayed first in the **Support Software** window and are bolded. The number of unread updates is also displayed in parentheses next to the words **Support Software**.

To display the content of a specific news article, select an item from the list in the Information window. To view additional information, click anywhere in the **Information** window or on the **Full Story** link. A new browser window displays the full text of the update.

3.4 Updating Topics

The ActiveUpdate server automatically delivers content to ActiveUpdate. Each time ActiveUpdate performs an automatic content update, the **ActiveUpdate** icon on your Windows taskbar rotates. You can manually poll the ActiveUpdate server to update your topics.

To manually update your topics:

1. Click **Options** in the upper right corner. The **Options** drop-down list is displayed.
2. In the **Options** drop-down list, click **Update Now**. If there are any new updates, the **ActiveUpdate** icon in the taskbar rotates, and any new content displays in either the **Information** or **Support Software** windows.

3.5 Performing a Simple Search

Searching your downloaded content is especially useful when you have many titles in **Support Software** window. You may search either only the selected topic or all topics to which you have subscribed.

1. In the **Search** field, type the word or phrase for which you would like to search; for example `management utility, RasPaq, ROM`.
2. Select **This topic only** if you would like to narrow your search to only the selected topic.
3. Click **Search**.

The results of your search display in your content viewing area. To return to your full list of content items, click **Reset View** at the top of the page next to **Search Results**.

3.6 Performing an Advanced Search

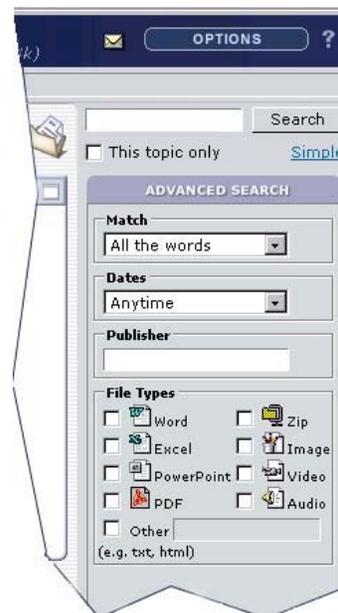
With advanced search, you can search for a word or phrase and, at the same time, perform the search using more specific criteria.

1. In the **Search** field, type the word or phrase for which you would like to search; for example `ROM, driver, SmartStart`.
2. Click **Advanced**.

NOTE: The **Advanced/Simple** link enables you to toggle between both search modes.

3. Select **This topic only** if you would like to narrow your search to only the selected topic.
4. Enter your advanced search criteria by providing the following information:
 - **Match**—match **All the words**, **Any words**, or the **Exact phrase** entered in the **Search** field
 - **Dates**—specify how recently the content was published
 - **Publisher**—specify a known publisher
 - **File Types**—select the file types for which you wish to search or select **Other** and type a specific file extension
5. Click **Search**.

The results of your search display in the **Support Software** window. To return to your full list of content items, click **Reset View** at the top of the page next to **Search Results**.



3.7 Resetting Deployed Content

The **Reset Deployed Content** button, located in the **My Profile** window (**Options**—>**My Profile**), resets the content that has been targeted to you so that it is re-downloaded to your computer.

This is useful if you have need to reinstall or install ActiveUpdate on another computer and wish to receive content that has been previously downloaded to the client. When you reset deployed content for the user after installing (or reinstalling) ActiveUpdate, all content that currently resides on the server that was sent to the user is downloaded to the new computer.

This is also useful if a file has been accidentally deleted or misplaced. This enables an automatic re-subscription to content, ensuring that you do not have to subscribe again manually.

3.8 Playing Urgent Content Immediately

You can configure ActiveUpdate to immediately play content marked Urgent.

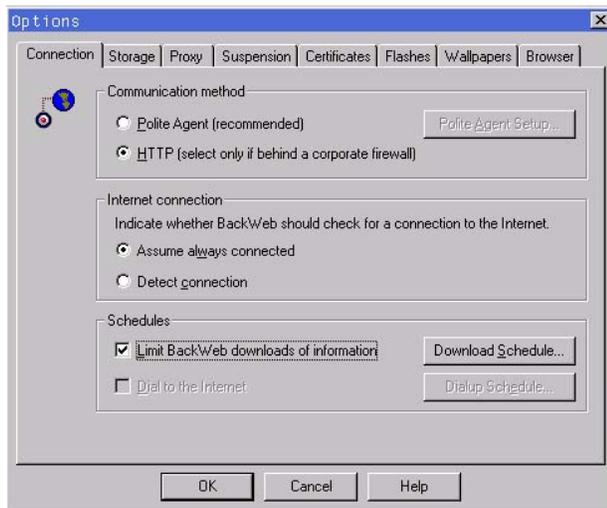
NOTE: This feature is available only through the ActiveUpdate client, not Web Access.

1. Click **Options** in the upper right corner. The **Options** drop-down list is displayed.
2. Click **Advanced: Properties** in the list. The **Channel Properties** dialog box is displayed.
3. Click the **Advanced** tab.
4. In the **Urgent messages** section, enable the **Play urgent content immediately when it arrives** check-box.
5. Click **OK**.

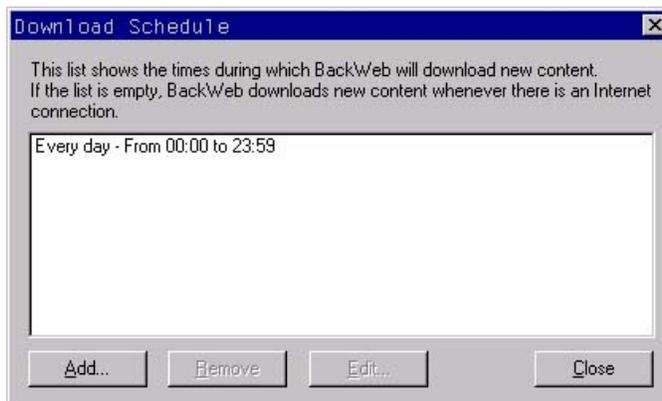
3.9 Scheduling Updates

The ActiveUpdate client is scheduled to check the ActiveUpdate server for updates once every hour; however, you can schedule different intervals by completing the following steps:

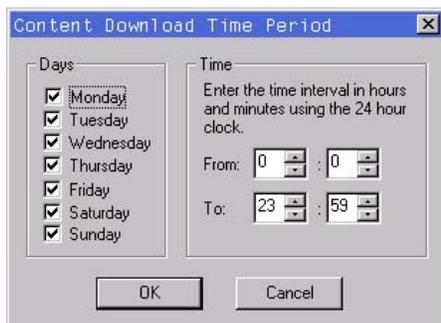
1. Click **Options** in the upper right corner. The **Options** drop-down list is displayed.
2. Click **Advanced: Global Options** in the list. The **Options** window is displayed.
3. Click the **Connection** tab.
4. Select the **Limit BackWeb downloads of information** check-box.
5. Click **Download Schedule**.



6. On the **Download Schedule** window, click **Add**. The **Content Download Time Period** window opens.



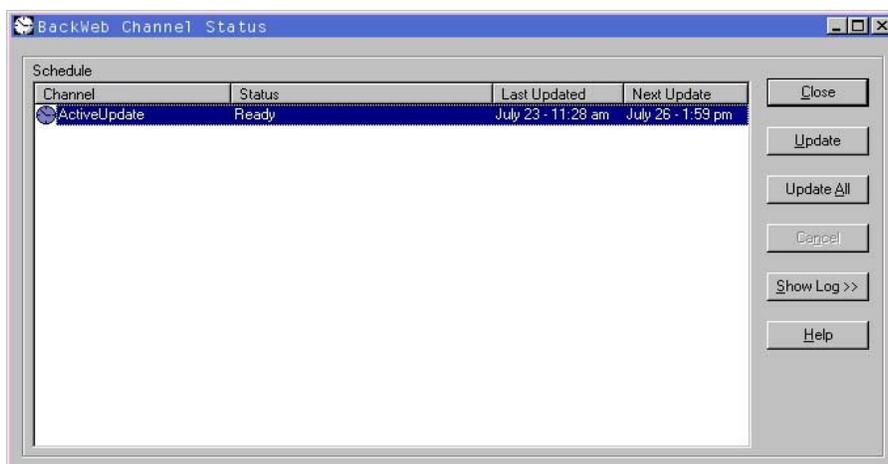
7. On the **Content Download Time Period** window, select the days and times you want to have updates scheduled and click **OK**.



To determine the next download time:

1. Right-click the **ActiveUpdate client** icon in the system tray.
2. Select **Display Channel Status** from the menu. The next download time displays in the **Next Update** column of the **BackWeb Channel Status** window.
3. To download files immediately, select the **ActiveUpdate** channel and click **Update**.

NOTE: Individual downloads may take some time. Performance depends upon your Internet connection, the amount of current Internet traffic, and how many clients the ActiveUpdate server is hosting.



3.10 Performing On-Demand Updates

With ActiveUpdate, you can also perform on-demand updates from the **Channel Status** window. To perform an update on-demand:

1. Right-click the **ActiveUpdate** icon located in the tray on the Windows taskbar.
2. Select **Display Channel Status**.
3. Click **Update All** to perform an on-demand update for all of the channels in ActiveUpdate.

3.11 Personalizing Your Profile

You can alter how your personal details display in ActiveUpdate. You can also specify other settings that affect your user experience.

1. In the **Navigation** frame, click the **My Content** tab.
2. Click **Options** in the upper right corner. The **Options** drop-down list is displayed.
3. Click **My Profile** in the **Options** drop-down list. If you have not logged on to the ActiveUpdate server, you are prompted to do so. The **My Profile** window is displayed.

NOTE: If you are working online in ActiveUpdate Web Access, click **My Profile** to display the **My Profile** window.

4. In the **My Profile** window, you can update the following:
 - **Personal details**—includes your user name (which you cannot change), password, name, and e-mail address
 - **Reset Deployed Content** button—reset the content that has been targeted to you so that it is re-downloaded to your computer

This is useful if you have need to reinstall or install ActiveUpdate on another computer and wish to receive content that has been previously downloaded to the client. When you reset deployed content for the user after installing (or reinstalling) ActiveUpdate, all content that currently resides on the server that was sent to the user is downloaded to the new computer.

This is also useful if a file has been accidentally deleted or misplaced a file. This allows the automatic re-subscription to content, ensuring that you do not have to subscribe again manually.
 - **Company information**—update your company's address
 - **Advanced settings**—specify a destination directory for the support software you receive

This is an important feature because it enables you to select where on your server you want all of the SoftPaqs and updates to be downloaded.

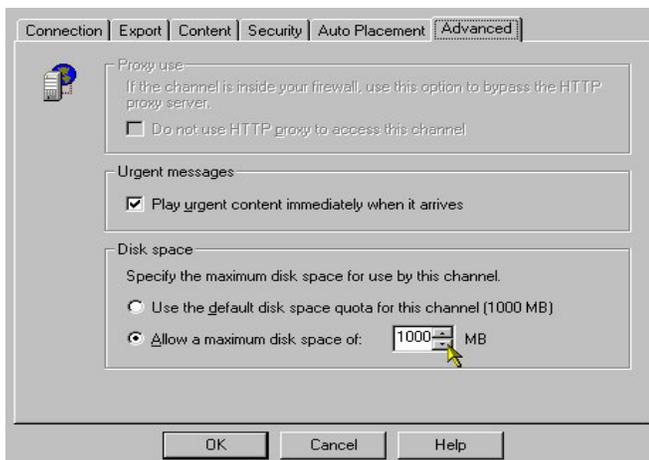
3.12 Specifying Maximum Disk Space

ActiveUpdate is designed to notify you when your local cache has reached capacity. This feature is important because ActiveUpdate will suspend downloads if the software file store is full. Downloads remain suspended on the ActiveUpdate server until the local cache is increased or the unneeded software updates are deleted.



You can designate the maximum amount of disk space to be occupied by content retrieved from the ActiveUpdate channel (this feature is available only through the ActiveUpdate client, not through Web Access):

1. Click **Options** in the upper right corner. The **Options** drop-down list is displayed.
2. Click **Advanced: Properties** in the list. The **Channel Properties** window opens.
3. Click the **Advanced** tab.
4. Enable one of the following under Disk space:
 - **Use the default disk space for this channel (<number> MB)**—indicates that you want ActiveUpdate to use the default disk space defined on the **Storage** window of the **Global Options** window or in the **Disk Space** window of either the Add ActiveUpdate Channel Server wizard or the Quick Setup wizard.
 - **Allow a maximum disk space of** – indicates that you want to specify your own maximum disk space to be occupied by content. The default is 1000 MB. To change this amount, use the up and down arrows or type a number in megabytes (MB).



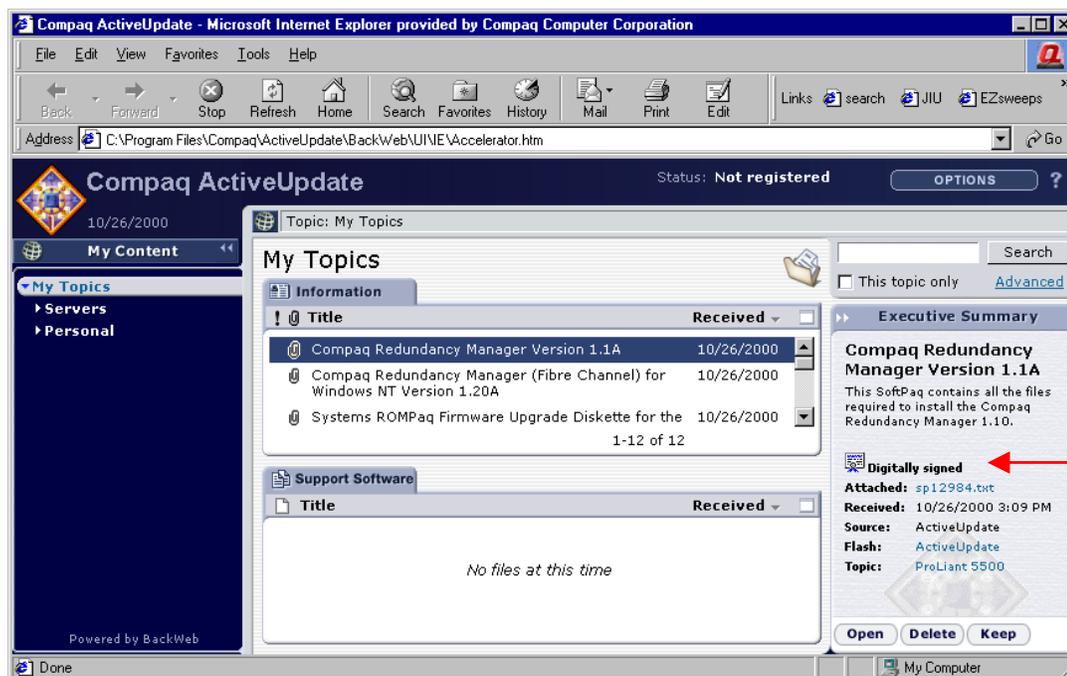
5. Click **OK**.

3.13 Setting Security Level

ActiveUpdate provides extra security features that protect your system from potential security risks in received content. Not only can you prevent unauthorized viewing in your system configuration by limiting the capabilities of the channel to “look” at system files and resources, but you can also ensure authenticity and integrity of the received content by demanding digital signing.

To set the security level of the ActiveUpdate channel:

1. Click **Options** in the upper right corner. The **Options** drop-down list is displayed.
2. Click **Advanced: Properties** in the list. The **Channel Properties** window opens.
3. Click the **Security** tab.
4. Click the corresponding radio button for the security level you wish to set:
 - **High**—ActiveUpdate does not run any potentially dangerous code, such as executables, Java applets, or Netscape plugins retrieved during channel updates. If this is a secure channel, only digitally signed content is accepted, and executable content will be run only if digitally signed by a trusted publisher.
 - **Medium** (default)—ActiveUpdate does not run executables retrieved during channel updates. However, it does play Java applets and Netscape plugins retrieved during channel updates. If this is a secure channel, only digitally signed content is accepted, and executable content will be run only if digitally signed by a trusted publisher.
 - **Low**—ActiveUpdate provides no security for the channel. Set a Low security level for channels you trust and know are safe. This setting runs all executables, Java applets, and Netscape plugins retrieved during channel updates.



Chapter 4

HP ActiveUpdate Web Access

4.1 Introduction

ActiveUpdate Web Access is a limited, online version of the ActiveUpdate client user interface. It is viewed in a Web browser connected to the ActiveUpdate Web server.

Web Access is available from the HP website:

web11.compaq.com/activeupdate/

IMPORTANT: The forward slash (/) at the end of the URL is required.

Chapter 5

Frequently Asked Questions

How often are new information and SoftPaqs downloaded, and how long do downloads take?

The ActiveUpdate client is scheduled to poll the ActiveUpdate server for updates once every hour. You can schedule updates by completing the following steps:

1. Click **Options** in the upper right corner. The **Options** drop-down list is displayed.
2. Click **Advanced: Global Options** in the list. The **Options** window is displayed.
3. Click the **Connection** tab.
4. Select the **Limit BackWeb downloads of information** check-box.
5. Click **Download Schedule**.

To find out the next download time, right-click the **ActiveUpdate client** icon in the system tray and select **Display Channel Status** from the menu. The next download time displays in the **Next Update** column in the **BackWeb Channel Status** window. To download files immediately, select the **ActiveUpdate** channel and click **Update**. When the ActiveUpdate client is open, you can right-click the **ActiveUpdate** channel and click **Update Now**.

Individual downloads may take a while. Performance depends upon your Internet connection, the amount of current Internet traffic, and how many clients the ActiveUpdate server is hosting.

What does the small flashing E in the task bar mean?

The small flashing **E** in the task bar means that the client is running; you are connected to HP, and able to receive files and information. If the ActiveUpdate user interface isn't running, double-clicking on the flashing **E** opens it. Double-clicking it also terminates it from the task bar.

What does the large flashing E on my computer screen mean?

The large flashing **E** in the bottom right-hand side of your computer indicates a file alert. In the **Subscribe** window, you activate file alerts for topics in order to receive a notice that there is a new file being downloaded or waiting to be downloaded.

How do I get rid of flashes?

To get rid of flashes, right-click on the flash and select **Delete Flash**.

I have more questions. Where can I go for more help?

You can either double-click the **ActiveUpdate desktop** icon to open the ActiveUpdate client and click **Help** in the upper, right-hand side to get more information from the online help, or you can go to the HP website:

<http://www.compaq.com/activeupdate>

Chapter 6

Troubleshooting

6.1 Problems and Resolutions

I am receiving various error messages next to Status instead of “Ready.”

Status must be set to “Ready” in order to receive any content. Check your settings in the **Options—>Advanced:Global Options—>/Proxy** tab. If you checked the **Connect to the web through a proxy** server box, ensure that the **Proxy requires user authentication** box is not checked under the **HTTP Proxy Setup** button. Also confirm that the **Communication method** under the Communication tab is set for **HTTP**.

When I subscribe to content, all of the boxes are grayed out and cannot be changed.

Once you have established a connection to ActiveUpdate 2.1 (verify your Status states “Ready”), click the **Subscribe** tab. Under **All Topics** in the **Navigation** frame, confirm there are no checks in the boxes (**News**, **All Files**, or **File Alerts**) in the **Subtopics** window.

Do the above steps for each main category (**Desktops**, **Handhelds**) in order to verify that there are no checks in any of these fields. Once you've confirmed this, click on the category of interest and highlight each model that you require content from, one at a time. Check the appropriate options that you require for the product (**News**, **All Files**, or **File Alerts**). Once you've made your selections, your changes are automatically saved.

NOTE: If you subscribe to content at a higher level, you cannot subscribe or unsubscribe at the lower levels.

I cannot register to ActiveUpdate.

Check to see if you can open the Web Access page:

web11.compaq.com/activeupdate/

IMPORTANT: The forward slash (/) at the end of the URL is required.

Make sure you click the **New User** option in the lower left of the login screen to register and set a new user name and password. Everyone must register, including old ActiveUpdate users.

Whenever I register, I receive an "Error 5301" message.

Begin registering using the client:

1. Enter your **Login**, **Password**, and **Confirm Password** fields.
2. On each of the remaining fields, enter a character such as *zz* in all fields designated with a red dot.
3. Click **OK** on the bottom of the **Registration** page.
4. You should receive the correct **Registration Confirmation** page.
5. Click **OK** button.
6. The next screen will be the **Client Browser UI**. Click **Options** on the upper right.
7. Click **My Profile** and edit the user information and repository direction as needed.
8. When done, click the **Subscribe** tab and subscribe to desired topics by expanding the Topic Tree (click the topic or the arrow to the left of the topic) and checking the desired content box (**News**, **All Files**, **File Alerts**) in the **Subtopics** window.

NOTE: It is recommended that you subscribe at the lowest level (subtopics) to receive only the desired information and support software.

9. When all desired topics have been checked, simply click **My Content** on the upper left and the registration and subscription process are complete.

NOTE: You must have an Internet connection to register, subscribe, and receive content. Should you be connecting via a modem, you must have an Internet connection to complete the process and receive data.

I am not receiving content/I am receiving duplicated content.

Once you have established a connection to ActiveUpdate 2.1 (verify your Status states "Ready"), click the **Subscribe** tab. Under **All Topics**, confirm that there are no checks in the boxes in the **Subtopics** window (**News**, **All Files**, or **File Alerts**).

Highlight each main category (**Desktops**, **Handhelds**) you require content on and highlight a model subtopic (for example, DeskPro 2000). Check the appropriate operating system and options that you require content on (**News**, **All Files**, or **File Alerts**). If you choose **All Files**, you receive all content for that "subtopic" (including SoftPaqs downloaded to your c:\ActiveUpdate directory). Once you've made your selections, your changes are automatically saved.

I am not receiving any content.

1. Verify that you have correctly installed and configured ActiveUpdate by clicking **Options/Advanced:Global Options**. On the **Communications** tab, verify that **HTTP** is selected as the Communication method; and on the **Proxy** tab, verify that the correct proxy settings are selected.
 2. Verify that you are registered by clicking on **Options/My Profile**. Confirm personal details such as username, email address, etc.
 3. Verify that you have subscribed to content by clicking the **Subscribe** tab. If you have subscribed to content, you should see green checkmarks next to the topics to which you have subscribed.
 4. Verify that downloading has not been suspended by right-clicking the **ActiveUpdate client** icon in the system tray and ensuring that one of the selections is **Suspend Downloading**. If **Resume Downloading** is one of the selections, downloading has been suspended; therefore, click **Resume Downloading**.
 5. Attempt to download content immediately by right-clicking the **ActiveUpdate client** icon in the system tray and selecting **Display Channel Status** from the menu. Then select the **ActiveUpdate** channel and click Update. You should see the **Status** change to **Connecting to server** followed by **Ready**.
 6. If the **Status** is **Server not found**, **Cannot connect to server**, or **Proxy not found** and the previous steps have been followed, the server may be down for the moment. Follow the procedures outlined in "How do I verify whether the ActiveUpdate server is running or not?"
-
-

I can't get ActiveUpdate to run using Explorer.

HP is currently supporting ActiveUpdate via Internet Explorer 5.5 or higher.

I am still receiving the registration flash even though I have already registered.

Right-click the Registration flash message and choose **Delete Flash**.

I can't register/I am not getting the registration page or login screen.

1. Before changing any settings, ensure the URL is active by connecting to the HP website:
web11.Compaq.com/ActiveUpdate/
-

IMPORTANT: The forward slash (/) at the end of the URL is required.

If you generate the login page, the site is up; proceed with the following.

2. If you are connecting with a modem, open the client, click **Options/Advanced:Global Options**. Under the **Connections** tab, ensure that **HTTP** is selected. (Do not select Polite Agent). Close the client and then open it back up to verify that it has accepted the new setting.

3. Minimize the client, open your browser, and go to the HP website:

web11.Compaq.com/ActiveUpdate/

IMPORTANT: The forward slash (/) at the end of the URL is required.

4. Select **New User** to get to the registration page. Enter the necessary information and click **OK**. You will receive the Web Access browser user interface (UI). This UI has four buttons at the top instead of the single button found with the client. Click **Register** to download the registration information to the client. Close the client and browser UI. The client should function correctly now.

6.2 Other General Information

- The only purpose of checking the **File Alerts** box is to receive the spinning **Q** on your computer when new content has arrived.
- If you want to change the port information for your proxy:
 1. Choose **My Content/Options/Global Options/Proxy Tab/HTTP Proxy Setup**.
 2. Check **Connect to the web through a proxy server**.

This can be especially useful if you are behind a firewall.
- You cannot have two versions of BackWeb running at the same time. For example, if you are running the client BackWeb application, ActiveUpdate, you cannot run another BackWeb application (such as WatchDog) at the same time.

Chapter 7

Glossary

ActiveUpdate Client

The ActiveUpdate client is the main ActiveUpdate user interface. ActiveUpdate requires locally installed components, is viewed in a Web browser, and provides full ActiveUpdate functionality.

Content

Content is any item of information (news articles, SoftPaqs) that is published to the ActiveUpdate server and downloaded to ActiveUpdate clients. Each of these content items may include a flash that plays when the client receives the item.

Executive Summary

An executive summary is a brief outline of the content item selected. This includes the title, a short summary, a list of attachments, date and time received, the source of the content, and the topic to which it was published.

Full Story

A full story is a URL link to the complete story for an information item (for example, news article, message). If a publisher specifies a link to a URL for an information item, the item's title is displayed as link text.

Local Content

Local content is content previously downloaded and stored on users' computers. To work with local content, users must have an ActiveUpdate client installed on their computers.

Main Topic

A main topic is a topic (Servers, Handhelds) within which a subtopic exists (ProLiant ML370, iPaq).

Offline

Offline is the state of a user's computer when not connected to the ActiveUpdate server through a network connection. When offline, certain ActiveUpdate functions that require communication with the server are not available. Instead, users can view and work with local content – content previously downloaded and stored on their computer.

Online

Online is the state of a user's computers when connected to the ActiveUpdate server through a network connection. When online, all of the ActiveUpdate functions are available.

Product Change Notifications

Product Change Notifications (PCNs) are user-profile-based software and hardware updates that notify the customer 30 to 60 days in advance of upcoming changes to their environment. The notifications are identified as critical changes to a customer's environment. This is a new content topic in ActiveUpdate 2.1 to which customers can subscribe.

SoftPaq

SoftPaqs are a collection of support software from HP, and they come in two different formats (*.zip and *.exe). You can identify the format by the last three characters of the filename. When you download a SoftPaq, note the ending of filename and follow the instructions for handling that SoftPaq type.

Subscribe

To subscribe is to request content from the ActiveUpdate server to be delivered to an ActiveUpdate client. You can subscribe to information and files published to topics and to individual files. Topics define content categories for the purposes of content classification, content targeting, and user subscription. Users indicate the types of information they want to receive by subscribing to one or more of these topics. When users receive published content, they receive items that pertain to their subscribed topics and subtopics or items that have been explicitly targeted to them or to a group to which they belong.

Support Software

Support software is the collection of device drivers, configuration programs, flashable ROM images, utilities, agents, and more that is available to keep your computer performing at its best. Most support software from HP is packaged in a bundle called a SoftPak.

Support Software is also a window that lists the files and new file alerts you received; for example, Compaq Insight Manager, ROMPak, HP Smart Array 4200, HP Firmware, driver upgrades, etc.

Topic

A topic is a content category defined for the purposes of content classification, content targeting, and user subscription. For example, Servers is a main topic, ProLiant ML370 is a subtopic of Servers, and Microsoft Windows NT 4.0 is a subtopic of ProLiant ML370.