

Samples of topic types

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Processing requests for knowledge base entries

This chapter includes the following topics:

- Processing requests for knowledge base entries
- Roles in Knowledge Management
- Submitting a request for a knowledge base entry
- Accepting or rejecting a knowledge base request
- Create KB Article dialog box
- Reviewing a knowledge base entry for final resolution

Processing requests for knowledge base entries

In ServiceDesk, the Knowledge Management process provides a means to submit, review, approve, and post information to the knowledge base. The process increases the reliability of the knowledge base so that it can be used to improve the other processes in your organization.

See “Roles in Knowledge Management” on page 6.

Table 1-1 Process for submitting and reviewing requests for knowledge base entries

Step	Action	Description
Step 1	A request for a knowledge base entry is submitted.	Requests for a knowledge base entry can originate from the Service Catalog, incidents, or problems. See “Submitting a request for a knowledge base entry” on page 7. When the request is submitted, a task to review the knowledge base request is assigned to the knowledge base editor.
Step 2	The knowledge base editor reviews the request.	After a knowledge base request is submitted, a knowledge base editor reviews the request and accepts or rejects it. When the request is accepted, the editor can categorize the entry and edit it to improve usability. See “Accepting or rejecting a knowledge base request” on page 8. When the knowledge base editor finishes working with the request, a task is assigned to the knowledge base approver.
Step 3	The knowledge base approver reviews the request and determines how to handle it.	The knowledge base approver makes the final decision to post or remove a proposed knowledge base item. The approver can also return the request to the knowledge base editor for further editing or reconsideration.
Step 4	The knowledge base approver posts the entry to the knowledge base.	After the knowledge base entry is posted, it is available to all users.
Step 5	(Optional) The knowledge base approver sets additional restrictions on the entry.	The knowledge base items that are created through the Knowledge Management process contain default group permissions. If access to the entry needs to be restricted further, the knowledge base approver can edit the entry and its permissions from the Knowledge Base page.

An administrator or other user with the appropriate permissions can create knowledge base items outside the Knowledge Management process.

Roles in Knowledge Management

ServiceDesk employs roles to define responsibilities for and assign owners to the tasks and other activities within the ITIL processes.

The roles in the Knowledge Management process are tasked with editing, approving, and categorizing knowledge base entries.

See “Processing requests for knowledge base entries” on page 5.

Table 1-2 Roles in Knowledge Management

Role	Description
KB editor	Reviews a knowledge base request and approves or rejects it. The editor can categorize the entry and edit the title or content to improve usability.
KB approver	Reviews the proposed entry and provides a final approval for posting the entry to the knowledge base.

Submitting a request for a knowledge base entry

Before it can be added to the knowledge base, most new content must go through the knowledge base approval and review process.

This task is a step in the process for creating a knowledge base entry.

See “Processing requests for knowledge base entries” on page 5.

The knowledge base article request is created, and a confirmation screen displays the process ID for the entry request. The proposed knowledge base entry now goes to a knowledge base editor, who approves or denies the request. Click **Close** to close the dialog.

To submit a request for a knowledge base entry

- 1 In the ServiceDesk portal, click **Submit Request**.
- 2 On the **Requests** page, under **New Requests** and under **Service Catalog**, click **Knowledge Base**.
- 3 On the right side of the page, click the **Submit KB entry** link.
- 4 In the **Entry Request** dialog box, define the entry as follows:

Title Type a title to identify this entry in any article lists or search results in the ServiceDesk portal. When you type the title, make it as specific as possible so that it quickly conveys the purpose of the entry. For example, instead of “printer jam,” you might type “Clearing a printer jam”.

Content Type and format the content for the proposed entry.

- 5 In the **Entry Request** dialog box, click **Submit**.
- 6 In the **Thank You** dialog box, click **Close**.

Accepting or rejecting a knowledge base request

After a knowledge base request is submitted, a knowledge base editor reviews the request and accepts or rejects it. The editor can categorize the entry and edit it to improve usability.

To prevent the addition of duplicate entries, ServiceDesk can determine if similar entries already exist and display the duplicates to the editor.

This task is a step in the process for creating a knowledge base entry.

See “Processing requests for knowledge base entries” on page 5.

Whether the request is accepted or rejected, a task is created for the knowledge base reviewer to review it and take final action.

See “Reviewing a knowledge base entry for final resolution” on page 11.

To review a knowledge base request

- 1 In the ServiceDesk portal, click **My Task List**.
- 2 Under **Task Viewer**, under **Project Name**, expand **SD.KnowledgeBase Submission**.
- 3 In the list of tasks, find and open a request that needs to be reviewed.
- 4 On the ticket’s **Process View** page, under **My Actions**, click **Review KB Request**.
- 5 If the request’s title or content matches that of an existing entry, in the **Possible Duplicate Entries** dialog box, click the **View** link. Take one of the following actions:

If the request is a duplicate Follow the steps in To designate a duplicate knowledge base entry.

If the request is not a duplicate Take the following actions:

- On the article’s view page, click **Close**.
- In the **Possible Duplicate Entries** dialog box, click **Continue**.
- Go to step 6.

- 6 In the **Create KB Article** dialog box, review the entry submission, and then take one of the following actions:

To reject the request Follow the steps in To reject a knowledge base request.

To accept the request Follow the steps in To accept a knowledge base request.

To designate a duplicate knowledge base entry

- 1 Follow the initial steps in To review a knowledge base request.
- 2 On the duplicate article's view page, click **Close**.
- 3 In the **Possible Duplicate Entries** dialog box, click **Duplicate**.
- 4 In the **Reason for Closing this Request** dialog box, provide a reason for rejecting the entry, and then click **Submit**
- 5 In the **Thank You** dialog box, click **Close**.
- 6 When you are returned to the task's **Process View** page, you can close it.

To reject a knowledge base request

- 1 Follow the initial steps in To review a knowledge base request.
- 2 In the ServiceDesk portal, on the **My Task List** or **Tickets** tabs, open a ticket requesting that you review a proposed knowledge base article.
- 3 Under **Actions**, click **Respond**.
- 4 In the **Create KB Article** dialog box, click **Reject Submission**.
- 5 In the **Close Request** dialog box, provide a reason for rejecting the entry, and then click **Submit**.
- 6 In the **Thank You** dialog box, click **Close**.
- 7 When you are returned to the task's **Process View** page, you can close it.

To accept a knowledge base request

- 1 Follow the initial steps in To review a knowledge base request.
- 2 In the **Create KB Article** dialog box, categorize and enter additional information about the knowledge base entry.
See "Create KB Article dialog box" on page 10.
- 3 When you are satisfied with the information, click **Preview**.
- 4 In the **Preview Post** dialog box, review the entry in its final format, and then click **Submit**.
- 5 In the **Thank You** dialog box, click **Close**.
- 6 When you are returned to the task's **Process View** page, you can close it.

Create KB Article dialog box

This dialog box lets you review a request for a knowledge base entry, edit it, categorize it, and accept or reject it. It appears when a knowledge base editor clicks **Review KB Request** on the request’s **Process View** page.

See “Accepting or rejecting a knowledge base request” on page 8.

Table 1-3 Options in the **Create KB Article** dialog box

Option	Description
Knowledge Type	<p>Lets you select the type of knowledge base item that the submission should be created as. The knowledge base item types are as follows:</p> <ul style="list-style-type: none"> ■ Article ■ Wiki ■ FAQ ■ Bulletin Board
Category	<p>Lets you select the category in which to place the knowledge base entry. You can also create a new category by clicking New Category.</p>
Parent Entry	<p>(Optional) Lets you link entry articles by selecting a parent entry. You can choose from the other entries that are in the same category as the new entry.</p> <p>When a user searches the knowledge base, child entries are also displayed as links.</p>
Description/Explanation of Question	<p>Lets you provide a description of the article or a more detailed explanation of the question. This description appears under the title of the knowledge base item on the Knowledge Base page.</p>
Edit Title/Question	<p>(Optional) Lets you edit the title of the entry question to improve its usability. Depending on the entry type and category, you might use a question format.</p> <p>Examples of possible titles and questions are as follows:</p> <ul style="list-style-type: none"> ■ If the entry describes how to reset a password, you might type How do I reset a password? ■ If the entry explains when a password must be changed, you might type How often should I change my password? ■ If the entry is an article that lists password creation standards, you might type Guidelines for strong passwords.
Content/Answer	<p>Lets you edit or add to the content of the entry.</p>

Reviewing a knowledge base entry for final resolution

After a knowledge base editor accepts or rejects a knowledge base request, the knowledge base approver receives a task to make a final decision.

The knowledge base approver can take the following actions:

- Approve and submit the entry.
- Edit the entry before approving it.
- Reject the entry.
- Return the request to the knowledge base editor for further editing or reconsideration.

The knowledge base approver can review the tasks that have the following statuses:

Review Request to Create KB Entry	This status represents a request that the knowledge base editor accepted. You can return it for further editing, reject it, edit it, or approve it.
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See [Reviewing a request to create a knowledge base entry](#).

Review Request to Remove the KB Submittal	This status represents a request that the knowledge base editor rejected. You can agree to remove the request or you can decide to return the request to the editor for further editing or consideration.
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See [Reviewing a knowledge base entry rejection](#).

Reviewing a request to create a knowledge base entry

- 1 In the ServiceDesk portal, click **My Task List**.
- 2 Under **Task Viewer**, under **Project Name**, expand **SD.KnowledgeBase Submission**.
- 3 In the list of tasks, find and open a request that has the status Review Request to Create KB Entry.

- 4 On the ticket's **Process View** page, under **My Actions**, click **Approve KB Request**.
- 5 In the **Approve Post** dialog box, select one of the following options:

Return to Editors	Select this option if the entry needs further review or edits. In the Return Request dialog box, enter a reason for returning the request, and then click Return . When you enter the reason for the return, you might also provide suggestions for changing the entry.
Remove Submission	Select this option to reject the entry and remove the request. In the Close Request dialog box, enter a reason for removing the request, and then click Submit .
Edit Request	Select this option to edit the request before you take further action. In the Edit KB Details dialog box, review and edit the entry as needed, and then click Preview . Step through the remaining dialog boxes to submit the entry and close the process. See "Create KB Article dialog box" on page 10.
Approve	Select this option to close the request and create the entry in the knowledge base.

Reviewing a knowledge base entry rejection

- 1 In the ServiceDesk portal, click **My Task List**.
- 2 Under **Task Viewer**, under **Project Name**, expand **SD.KnowledgeBase Submission**.
- 3 In the list of tasks, find and open a request that has the status Review Request to Remove the KB Submittal.

4 On the ticket's **Process View** page, under **My Actions**, click **Approve KB Removal Request**.

5 In the **Review Rejection** dialog box, select one of the following options:

Reject

Select this option to overturn the original decision to reject the request. The request is returned to the queue for the knowledge base editor to reconsider the decision and possibly make changes.

In the **Return Request** dialog box, enter the reason for your decision, and then click **Return**. Step through the remaining dialog boxes and close the process.

Approved

Select this option when you agree that the original request should be rejected. Step through the remaining dialog boxes and close the process.

Performing quick software deliveries

This chapter includes the following topics:

- About quick delivery of a single software resource
- Performing a quick delivery of a single software resource
- About the Quick Delivery wizard
- Creating a Quick Delivery task with the Quick Delivery wizard
- Creating a task in Software Management Solution
- Editing a task in Software Management Solution
- Scheduling a task and selecting computers in Software Management Solution
- Software settings for Quick Delivery tasks

About quick delivery of a single software resource

You can perform a quick delivery of a single software resource that runs with minimum configuration. You can use the task-based Quick Delivery method to specify the software to deliver, the action to perform, and the computers to deliver to.

Because the software resources and the delivery settings are predefined, Quick Delivery makes it easy for administrators and non-administrators to deliver software. For example, help desk personnel can easily deliver hotfixes because all they have to do is select the correct hotfix from the Software Catalog. They do not need to know which package to select or how to create the command line.

Most organizations can use Quick Delivery for the majority of their software delivery needs. Quick Delivery helps you reduce the amount of time that you spend on routine deliveries so that you can devote more time to advanced activities.

See “Performing a quick delivery of a single software resource” on page 16.

The software that you deliver in this way must be defined as a deliverable software resource in the Software Catalog. If the software is not defined, contact an administrator who can edit the Software Catalog.

After the initial instance of a Quick Delivery task runs, you can edit and rerun it. For example, you can deliver the software to different computers or run a different command line on the same computers. You can also edit the delivery settings for the task. For example, you can change the user credentials under which the task runs.

See “Editing a task in Software Management Solution” on page 20.

If you need to perform compliance checks or other advanced delivery activities, use Managed Software Delivery instead of Quick Delivery.

Performing a quick delivery of a single software resource

You can deliver software without the need to know which package to select or how to create the command line.

See “About quick delivery of a single software resource” on page 15.

The software that you deliver in this way must be defined as a deliverable software resource in the Software Catalog. It must also have at least one command line.

Table 2-1 Process for performing a quick delivery of a single software resource

Step	Action	Description
Step 1	Create a Quick Delivery task.	<p>The options for creating a Quick Delivery task are as follows:</p> <ul style="list-style-type: none"> ■ Use the Quick Delivery wizard. The Quick Delivery wizard is the fastest and easiest way to create and run a Quick Delivery task with minimum configuration. See “Creating a Quick Delivery task with the Quick Delivery wizard” on page 18. ■ Create the task without the wizard. Use this method when you need to change the task’s default settings or run the task on a specific schedule. You can accomplish the same goals by editing a task that you created with the wizard. See “Creating a task in Software Management Solution” on page 19.
Step 2	(Optional) Change the task settings.	<p>Every task inherits the default settings that control how the task runs. You can override the default settings for a particular task.</p>
Step 3	Schedule the task and select the delivery destinations.	<p>When you use the Quick Delivery wizard to create the task, you select the destinations during the wizard. Those destinations apply to that instance of the task only. You do not have to schedule the task because it runs as soon as possible.</p> <p>When you edit the task or create it without the wizard, you define the schedule and the delivery destinations every time you run the task.</p> <p>Your options for scheduling the task are as follows:</p> <ul style="list-style-type: none"> ■ Run the task now. This option runs the task as soon as possible, unless it must wait for a maintenance window. ■ Schedule the task to run at a specific time. <p>See “Scheduling a task and selecting computers in Software Management Solution” on page 21.</p>
Step 4	After the task runs, view the reports.	<p>The Software Management reports let you monitor the software deliveries.</p> <p>The delivery reports provide information about the status of the software downloads and executions. For example, the software downloads for each computer, including the status and the download date.</p>

About the Quick Delivery wizard

The **Quick Delivery** wizard is the fastest and easiest way to create and run a Quick Delivery task with minimum configuration. During the wizard, you specify the software resource to deliver, the action to perform, and the destinations to deliver to. The resulting Quick Delivery task runs as soon as possible without further configuring or scheduling. We recommend that non-administrators use the **Quick Delivery** wizard because it provides the fewest options and therefore the fewest opportunities for errors.

Warning: When a Quick Delivery task runs automatically, you can recall, stop, or disable it only if the task needs to wait for a maintenance window.

The advantages of using the **Quick Delivery** wizard are as follows:

- It speeds the task creation.
- It does not let non-administrators change the delivery settings.
In most cases, it is important to prevent non-administrators from changing the delivery settings when they deliver software.
- It sets the task to run as soon as possible.

When you create a Quick Delivery task without the wizard, it does not run automatically. You must run it or schedule it.

See “Creating a Quick Delivery task with the Quick Delivery wizard” on page 18.

See “About quick delivery of a single software resource” on page 15.

Creating a Quick Delivery task with the Quick Delivery wizard

A Quick Delivery task lets you deliver software without the need to know which package to select or how to create the command line. Creating a Quick Delivery task is the first step in performing a quick delivery of a single software resource. The **Quick Delivery** wizard is the fastest and easiest way to create and run a Quick Delivery task with minimum configuration.

See “Performing a quick delivery of a single software resource” on page 16.

See “About the Quick Delivery wizard” on page 18.

The software that you deliver in this way must be defined as a deliverable software resource in the Software Catalog.

When you run the **Quick Delivery** wizard from the **Software Catalog** view, it populates the most default information. However, you can run the **Quick Delivery** wizard from other areas of the **Symantec Management Console**. Your point of entry into the **Quick Delivery** wizard determines the amount of default information that is populated.

If you need to change the task's default settings or run the task on a specific schedule, create the task without the **Quick Delivery** wizard.

See "Creating a task in Software Management Solution" on page 19.

To create a Quick Delivery task with the Quick Delivery wizard

- 1 In the **Symantec Management Console**, on the **Manage** menu, click **Software**.
- 2 In the left pane, under **Software**, click the **Software Catalog** folder or expand it and select a subfolder.
- 3 In the right pane, on the **Software Catalog** page, select a deliverable software resource.
- 4 Click **Actions**.
- 5 On the **Actions** menu, click **Actions > Quick Delivery Task**.
- 6 In the **Quick Delivery Task** dialog box, specify the following items:
 - The software resource to deliver
 - The command line to run
The list contains the names of the command lines that are defined for the software resource.
 - Whether to accept the maintenance windows
 - The destinations to deliver the software resource to
See "Software settings for Quick Delivery tasks" on page 22.
- 7 Click **OK**.

See "About quick delivery of a single software resource" on page 15.

Creating a task in Software Management Solution

Creating a task is typically the first step in performing the software-related actions in Software Management Solution. This procedure describes how to create any type of task in Software Management Solution.

See "Scheduling a task and selecting computers in Software Management Solution" on page 21.

To create a task

- 1 In the **Symantec Management Console**, on the **Manage** menu, click **Jobs and Tasks**.
- 2 In the left pane, under **Jobs and Tasks**, expand **Software** and select the type of task to create.
- 3 In the right pane, click **Add**.
- 4 In the **Create new task** dialog box, complete the options to define the task.
The type of task that you selected determines the options that appear, as follows:
 - Package Delivery
 - Quick Delivery
See “Software settings for Quick Delivery tasks” on page 22.
 - Source Path Update (Windows only)
 - Software Virtualization (Windows only)
 - Windows Installer Repair
- 5 (Optional) In the **Create new task** dialog box, click **Advanced** to change the default settings that control how this task runs.
You cannot change the default settings in a Software Virtualization task.
- 6 In the **Create new task** dialog box, click **OK**.

Editing a task in Software Management Solution

You can edit any type of Software Management Solution task.

To edit a task

- 1 In the **Symantec Management Console**, on the **Manage** menu, click **Jobs and Tasks**.
- 2 In the left pane, under **Jobs and Tasks**, expand **Software** and select the type of task to edit.
- 3 In the right pane, double-click a task.
The type of task that you selected determines the page that appears.
- 4 Do any of the following:
 - In the top section, click **Advanced** to change the task’s settings for this instance.

- In the top section, edit the task's details. The type of task that you selected determines the options that appear.
See "Software settings for Quick Delivery tasks" on page 22.
 - Under **Task Status**, click **Quick Run** to run the task on a single destination as soon as possible.
 - Under **Task Status**, click **New Schedule** to schedule the task and select the destination computers.
See "Scheduling a task and selecting computers in Software Management Solution" on page 21.
 - Under **Task Status**, double-click an existing instance of this task to re-schedule it.
You might want to reschedule an existing instance if the task failed due to an incorrect setting. In that case, you can fix the setting and reschedule the task instead of creating a new task.
- 5 When you finish editing the task, on the task's main page, click **Save changes**.

Scheduling a task and selecting computers in Software Management Solution

Software Management tasks use the task management component of Notification Server that provides flexibility in targeting computers and scheduling tasks. For example, when you schedule tasks, you can configure multiple schedules for an individual task, use maintenance windows, or use shared schedules. When you select computers, you can build and re-use predefined groups of computers.

To schedule a task and to select computers

- 1 Open the task for editing.
- 2 On the task page, click either of the following:
 - **Quick Run**
Lets you run the task on a single destination as soon as possible, unless it must wait for a maintenance window. This option is not available for some tasks.
 - **New Schedule**
Add schedule
Lets you schedule the task to run at a specific time. The name of the option depends on the type of task.

To see these options, you might have to click a tab or expand a section on the task page.

For more information, see the topics about task schedule options in the *Symantec Management Platform Help*.

- 3 Select the computers to run the task on.
For more information, see the topics about specifying the targets of a policy or task in the *Symantec Management Platform Help*.
- 4 (Optional) To create multiple schedules and computer lists for this task, repeat step 2 through step 3.
- 5 On the task page, save the changes.

Software settings for Quick Delivery tasks

This section lets you define or edit the details of a Quick Delivery task, including the software that it delivers.

See “About quick delivery of a single software resource” on page 15.

When you edit a Quick Delivery task, the **Task Status** section appears beneath the **Software settings** section on the page. Under the **Task Status** section, you can schedule the task, select the destination computers, and view the status of the task.

See “Scheduling a task and selecting computers in Software Management Solution” on page 21.

Table 2-2 Software settings for Quick Delivery tasks

Option	Description
Name When you edit a task, this option is not labeled. In the upper left of the task page, you can click the existing name to edit it.	Identifies this task in any list of tasks throughout the product. Make the name descriptive enough for others to easily identify this task and the software that it delivers or manages. Follow your organization’s standards for naming tasks, if any.
Description When you edit a task, this option is not labeled. In the upper left of the task page, you can click the existing description to edit it.	Lets you type a description to further identify this task and make it more recognizable. Do not include critical information in the description because it is not intended to appear in all the lists that contain the name.
Software resource	Lets you select the software to deliver.

Table 2-2 Software settings for Quick Delivery tasks (*continued*)

Option	Description
Command line	<p>Lets you select a command line to run.</p> <p>This drop-down list contains all the command lines that are defined for the software resource that you selected. If the software resource has multiple packages, be sure to select the correct command line for the selected package.</p>
Package	<p>Lets you select the package to deliver, if this software resource has multiple packages.</p> <p>This option is not available in the Quick Delivery wizard.</p>
Advanced	<p>Lets you change the settings that control how this task runs.</p> <p>This option is not available in the Quick Delivery wizard.</p>

See “Creating a task in Software Management Solution” on page 19.

See “Editing a task in Software Management Solution” on page 20.

Initializing HP Embedded Security

This chapter includes the following topics:

- About HP Embedded Security
- About Embedded Security tasks and the HP Embedded Security Wizard
- Initializing Embedded Security on HP client computers
- Creating a Configure Embedded Security task
- Configure Embedded Security task page
- Manage Embedded Security Credential task page

About HP Embedded Security

HP Embedded Security protects against unauthorized access to user data or credentials on the client computer. Embedded Security is a module in the HP ProtectTools Security Manager software. Embedded Security support is provided through a hardware security chip that is embedded in some models of HP computers. The chip is called the Trusted Platform Module (TPM).

You can remotely manage any TPM devices that are present on your managed HP computers. HP Client Manager lets you create the tasks that perform the management actions on the client computers. This method of managing the TPM does not require the physical presence of the IT administrator at the client computer. The management tasks include enabling the TPM devices, setting passwords, changing and resetting passwords, and archiving and restoring credential data.

See “About Embedded Security tasks and the HP Embedded Security Wizard” on page 26.

The Embedded Security reports let you view and analyze the Embedded Security data that is gathered from your managed HP computers. The information about a client computer’s support of Embedded Security is gathered during the client computer inventory process.

For more information about how Embedded Security works, see the *HP ProtectTools Security Manager Guide* for each HP computer model. This guide is available in the sections for specific computer models on the HP Web site, which is at the following URL:

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

About Embedded Security tasks and the HP Embedded Security Wizard

You can remotely manage any TPM (Trusted Platform Module) devices that are present on your managed HP computers.

See “About HP Embedded Security” on page 25.

HP Client Manager provides the Embedded Security tasks that let you perform the following management actions:

- Initialize the Embedded Security on the HP client computers.
This action initializes the TPM chip, sets the owner password, restarts the computer, and prompts the user to create a password.
See “Initializing Embedded Security on HP client computers” on page 27.
- Change the owner password.
The owner is the administrator who can manage the Embedded Security on the client computers. The owner password is required to perform critical administrative tasks on the TPM chip. HP recommends the use of strong passwords.
- Reset a user’s password.
This password lets the user access the Embedded Security features on their computer. The password reset process lets you reset the user’s password without seeing the password yourself.
- Archive and restore the credentials and settings on the client computers.

The **HP Embedded Security Wizard** helps you quickly create and schedule the Embedded Security tasks. You can also create new tasks by cloning existing

Embedded Security tasks. However, we recommend that you use the wizard to create the tasks because it pre-selects the correct computer filter for each task.

Initializing Embedded Security on HP client computers

HP Embedded Security support is provided through a hardware security chip that is embedded in some models of HP computers. The chip is called the Trusted Platform Module (TPM). HP Client Manager lets you remotely initialize Embedded Security on the managed computers.

We recommend that you initialize Embedded Security immediately after setting up the HP client computers and HP Client Manager. The initialization reduces the risk that an unauthorized user, a computer worm, or a virus might gain access to the computer.

See “About HP Embedded Security” on page 25.

For HP Client Manager to support Embedded Security on a managed HP computer, the managed computer must meet the following requirements:

- The client computer must have a BIOS administrator password.
- The Embedded Security chip must be enabled in the BIOS.
- The Embedded Security software must be installed on the client computer.

Table 3-1 Process for initializing Embedded Security on HP client computers

Step	Action	Description
Step 1	In HP Client Manager, the administrator creates and runs a Configure Embedded Security task.	The Configure Embedded Security task enables the TPM chip, sets the owner password, and initializes the user. The owner is the administrator who can manage the Embedded Security on the client computers. See “Creating a Configure Embedded Security task” on page 28. After the task runs on the client computer, the computer restarts.
Step 2	On the client computer, the Embedded Security user creates their password.	During the computer restart, the user is prompted to press F1 to prove their physical presence. When the restart is complete, the user opens HP ProtectTools Security Manager and uses the User Initialization Wizard to create their user password. For more information, see the documentation or help that is provided with HP ProtectTools Security Manager.

Table 3-1 Process for initializing Embedded Security on HP client computers
(continued)

Step	Action	Description
Step 3	(Optional) In HP Client Manager, the administrator archives the Embedded Security credentials.	The Manage Embedded Security Credential task creates a backup of the Embedded Security credentials and settings on the HP client computers. The backup includes the passwords of the owner and the Embedded Security users that are initialized on each client computer. We recommend that you archive the credentials every time you perform an initialization.

Creating a Configure Embedded Security task

The Configure Embedded Security task enables the TPM (Trusted Platform Module) chip on the managed HP computers that have the chip. The task also sets the owner password and initializes the Embedded Security users.

When you create this type of task with the **Embedded Security Wizard**, the task is named Configure Embedded Security, followed by the creation date and time. After the task is created, you can edit the name and make other changes on the **Configure Embedded Security** task page.

See “Configure Embedded Security task page” on page 29.

This task is a step in the process for initializing Embedded Security on HP client computers. After the task runs on the client computers, the computers restart and the users must create their passwords.

See “Initializing Embedded Security on HP client computers” on page 27.

To initialize Embedded Security

- 1 On the **HP Client Manager Home** page, under **Management Tasks**, click **Embedded Security > HP Embedded Security Wizard**.
- 2 In the **Embedded Security Wizard**, on the **Choose Embedded Security task** page, click **Initialize Embedded Security**.
- 3 To let the user accept or reject the initialization, click **Allow user to reject initialization**.
If this option is not selected, the user can only accept the initialization.
- 4 On the **Choose Embedded Security task** page, click **Next**.

5 On the **Configure Embedded Security task** page, type the following passwords:

BIOS Administrator password Lets you access the BIOS to initialize the Embedded Security.

This password must be the same as the BIOS administrator password that is set on the target computers.

Owner password Provides the ability to manage the Embedded Security on the client computers.

This password is used to initialize the owner on the target computers. Retype this password to confirm it.

6 On the **Configure Embedded Security task** page, click **Next**.

7 On the **Computer Collections** page, select the target computers, and then click **Next**.

We recommend that you select the default filter, which is **Computers without Embedded Security initialized**.

Warning: If you select different computers and then back up and change the type of task, the new target computers remain selected for the new task.

8 On the **Schedule Task** page, specify when to run the task.

You can run the task immediately or create a schedule on which to run the task.

9 When you finish scheduling the task, click **Finish**.

Configure Embedded Security task page

This page represents a Configure Embedded Security task, which enables the TPM chip (Trusted Platform Module) on managed HP computers. The task also sets the owner password and initializes the Embedded Security users.

A Configure Embedded Security task is created when you use the **HP Embedded Security Wizard** or when you clone an existing Configure Embedded Security task. We recommend that you use the wizard to create this type of task.

The options on this page are similar to those that appear in the **HP Embedded Security Wizard** when you select the **Initialize Embedded Security** option.

You can access a Configure Embedded Security task from the **Manage** menu, under **Jobs and Tasks**.

See “Creating a Configure Embedded Security task” on page 28.

The **Configure Embedded Security** task page contains the following sections:

- Embedded Security Settings** section Lets you specify the owner password and user settings. See Table 3-2.
- Task Status** section Lets you schedule the task and select the target computers on which to run it.

Table 3-2 Options in the **Embedded Security Settings** section

Option	Description
Owner password	Provides the ability to manage the Embedded Security on the client computers.
BIOS Administrator password	Lets you access the BIOS to initialize and manage the Embedded Security. This password must be the same as the BIOS administrator password that is set on the target computers.
Allow user to reject initialization	Lets you allow the users to accept or reject the initialization on their client computers.

Manage Embedded Security Credential task page

This page represents a Manage Embedded Security Credential task, which can manage, archive, and restore the owner password and user passwords on managed HP computers.

A Manage Embedded Security Credential task is created when you use the **HP Embedded Security Wizard** or when you clone an existing Manage Embedded Security Credential task. We recommend that you use the wizard to create this type of task.

The options on this page are similar to those that appear in the **HP Embedded Security Wizard** when you select any option except the initialization option.

You can access a Manage Embedded Security Credential task from the **Manage** menu, under **Jobs and Tasks**.

The **Manage Embedded Security Credential** task page contains the following sections:

- Select the type of task to run** section Contains the options for all the actions that this type of task can perform.

You can select an option that is different from the one that you selected in the **HP Embedded Security Wizard**. When you select a different option, you must specify a schedule and the target computers. A new instance of this task is created. The task itself retains its original options.

See Table 3-3.
- Task Status** section Lets you schedule the task and select the target computers on which to run it.

A Manage Embedded Security Credential task can perform any of several actions, depending on the options that you select.

Table 3-3 Options in the **Select the type of task to run** section

Option	Sub-option	Description
Modify security owner password	Not applicable	Lets you change the Embedded Security owner password on a group of HP client computers. When you select this option, you must specify the following passwords: <ul style="list-style-type: none"> ■ Current owner password ■ New owner password
Manage security user password (reset user password)	Create password reset token file	Lets you create the token file that is required to reset an Embedded Security user's password. When you select this option, you must specify a Reset token password .
Manage security user password (reset user password)	Reset security user password	Lets you reset an Embedded Security user's password. When you select this option, you must specify the following information: <ul style="list-style-type: none"> ■ User(domain\user) Lets you type the domain and name of the user whose password you need to reset. ■ Reset token password This password must be the same as the one that was used to create the password reset token file.

Table 3-3 Options in the **Select the type of task to run** section (*continued*)

Option	Sub-option	Description
Manage security credentials and settings	Archive	<p>Lets you back up the credentials of the Embedded Security owner and users for a specific group of HP client computers.</p> <p>When you select this option, you must specify the following passwords:</p> <ul style="list-style-type: none"> ■ Owner password ■ Recovery Token password
Manage security credentials and settings	Restore	<p>Lets you restore the credentials of the Embedded Security owner and users for a specific group of HP client computers.</p> <p>When you select this option, you must specify the following passwords:</p> <ul style="list-style-type: none"> ■ Owner password ■ Recovery Token password <p>This password must be the same as the one that was used to create the archive.</p>