

HP Device Manager 4.5

User Account Control (UAC) Work-around for the HPDM Console



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Executive summary

After HP Device Manager 4.5 was released, some non-administrator users have run into a few issues while running the HP Device Manager (HPDM) Console. Problems include being unable to:

- Generate templates
- Import files
- Capture thin client images
- Capture files from thin clients

The issue is known to occur when the user logged on to Windows is not the administrator account. The issue will also affect all other user accounts, even if they are members of the Administrators group.

The purpose of this document is to show an example of this issue and to provide a work-around to enable proper operation.

This issue was resolved with HP Device Manager 4.5 Service Pack 2.

Steps to reproduce

This section will show a typical situation where the issue might occur.

HPDM configuration

In this example, all HPDM components are installed on the same Windows Server 2008 R2 instance. Two separate local users were created for ftp\share folder access and for running the HPDM Console. The default PostgreSQL database was used, and MS IIS FTP 7.5 was used for the FTP Master Repository.

Image capture

- Log on to the server using the credentials created for the HPDM Console (AKA “not the administrator”).
- Launch the **HPDM Console** using the desktop shortcut and log on.
- Attempt to capture an image from an HP thin client running either WES 2009 or WES7. Do not select the cached imaging option.
- The status of the manual task remains as Processing and eventually times out.
- The status for the generated task template remains as Transferring indefinitely (see Figure 1).

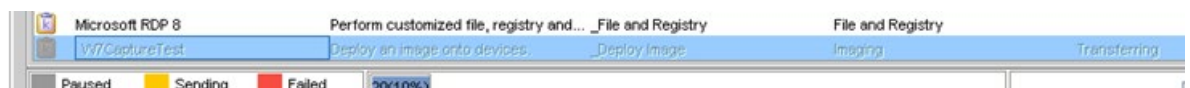


Figure 1. Task template remains in Transferring status

Note: SP1 introduced the ability to delete any template stuck in Transferring status. SP2 resolves the issue.

Root cause

This issue is caused by User Account Control (UAC) in Windows. The HPDM Console application data that is created during installation and modified during operation, such as configuration files, logs, and temp data, is located in a folder structure under %programfiles% by default. Because of this, some non-administrator users may not have sufficient privileges for access.

The work-around

The issue does not occur if the HPDM Console is run as an administrator. Adding non-administrator users to the Administrators group does not resolve the issue because user accounts that are members of the local Administrators group still run most applications as standard users. To run the console as an administrator, right-click on the desktop shortcut for the HPDM Console and select **Run as an administrator**.

To configure the HPDM Console to always run with elevated privileges:

- Log off Windows, and then log on as the local administrator.
- Right-click on the desktop shortcut for the **HPDM Console** and select **Properties**.
- Click the **Compatibility** tab.
- Under **Privilege Level**, select **Run this program as an administrator**, and then click **OK**.

Summary

Running the HPDM Console with elevated privileges will solve the issues described in this document. HP fixed these issues with HP Device Manager 4.5 SP2 by relocating the HPDM Console's application data to a folder structure under %programdata%, which is a shared application data location that can be accessed by all users.

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