

Altiris™ Client Management Suite from Symantec User's Guide

Version 7.0



Altiris™ Client Management Suite from Symantec

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Documentation version 7.0

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Symantec Corporation
20330 Stevens Creek Blvd.
Cupertino, CA 95014

<http://www.symantec.com>

Technical Support

Symantec Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering and Symantec Security Response to provide alerting services and virus definition updates.

Symantec's maintenance offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and Web-based support that provides rapid response and up-to-the-minute information
- Upgrade assurance that delivers automatic software upgrade protection
- Global support that is available 24 hours a day, 7 days a week
- Advanced features, including Account Management Services

For information about Symantec's Maintenance Programs, you can visit our Web site at the following URL:

www.symantec.com/techsupp/

Contacting Technical Support

Customers with a current maintenance agreement may access Technical Support information at the following URL:

www.symantec.com/techsupp/

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

When you contact Technical Support, please have the following information available:

- Product release level
- Hardware information
- Available memory, disk space, and NIC information
- Operating system

- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
 - Error messages and log files
 - Troubleshooting that was performed before contacting Symantec
 - Recent software configuration changes and network changes

Licensing and registration

If your Symantec product requires registration or a license key, access our technical support Web page at the following URL:

www.symantec.com/techsupp/

Customer service

Customer service information is available at the following URL:

www.symantec.com/techsupp/

Customer Service is available to assist with the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and maintenance contracts
- Information about the Symantec Buying Programs
- Advice about Symantec's technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs or manuals

Maintenance agreement resources

If you want to contact Symantec regarding an existing maintenance agreement, please contact the maintenance agreement administration team for your region as follows:

Asia-Pacific and Japan	contractsadmin@symantec.com
Europe, Middle-East, and Africa	semea@symantec.com
North America and Latin America	supportolutions@symantec.com

Additional enterprise services

Symantec offers a comprehensive set of services that allow you to maximize your investment in Symantec products and to develop your knowledge, expertise, and global insight, which enable you to manage your business risks proactively.

Enterprise services that are available include the following:

Symantec Early Warning Solutions	These solutions provide early warning of cyber attacks, comprehensive threat analysis, and countermeasures to prevent attacks before they occur.
Managed Security Services	These services remove the burden of managing and monitoring security devices and events, ensuring rapid response to real threats.
Consulting Services	Symantec Consulting Services provide on-site technical expertise from Symantec and its trusted partners. Symantec Consulting Services offer a variety of prepackaged and customizable options that include assessment, design, implementation, monitoring, and management capabilities. Each is focused on establishing and maintaining the integrity and availability of your IT resources.
Educational Services	Educational Services provide a full array of technical training, security education, security certification, and awareness communication programs.

To access more information about Enterprise services, please visit our Web site at the following URL:

www.symantec.com

Select your country or language from the site index.

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Introducing Client Management Suite

This chapter includes the following topics:

- [About Altiris Client Management Suite](#)
- [Components of Altiris Client Management Suite](#)
- [Where to get more information about Client Management Suite](#)

About Altiris Client Management Suite

Altiris Client Management Suite is an easy-to-use systems management solution that reduces the total cost of ownership for desktops, notebooks, and handheld devices. Developed for IT professionals who manage computer devices on a regular basis, the suite enables administrators to deploy, manage, and troubleshoot systems from almost anywhere.

Client Management Suite is a collection of solutions that run on the Symantec Management Platform. The platform and solutions of Client Management Suite provide the following key features:

- Central Web-based management console
- Role-and-scope-based security
- Zero-touch OS deployment and migration
- Integrated hardware and software inventory with Web-based reporting
- Policy-based software management
- Automated patch management
- Software license compliance and harvesting

- Centralized management of mixed hardware and OS environments

See [“Components of Altiris Client Management Suite”](#) on page 10.

See [“Where to get more information about Client Management Suite”](#) on page 13.

Components of Altiris Client Management Suite

Client Management Suite is a collection of solutions that run on the Symantec Management Platform.

See [“About Altiris Client Management Suite”](#) on page 9.

Table 1-1 Components of Altiris Client Management Suite

Component	Description
Symantec Management Platform	<p>The Symantec Management Platform provides a set of services that IT-related solutions can leverage. By leveraging these services, the solutions that are built on the platform can focus on their unique tasks. They also can take advantage of the more general services that the platform provides. The platform services also provide a high degree of consistency between the solutions, so that users do not need to learn multiple product interfaces.</p> <p>The Symantec Management Platform includes the following components:</p> <ul style="list-style-type: none"> ■ Configuration management database (CMDB) ■ Notification Server ■ Symantec Management Console ■ Altiris agent for Windows, UNIX, Linux, and Mac. ■ Software catalog ■ Definitive software library (DSL) ■ Task management ■ Alert management ■ Connection (protocol) profiles
Deployment Solution (6.9)	<p>Deployment Solution 6.9 helps reduce the cost of deploying and managing servers, desktops, notebooks, and thin clients from a centralized location in your environment. Deployment Solution 6.9 is an easy-to-use, automated deployment solution. It offers OS deployment, configuration, PC personality migration, and software deployment across different hardware platforms and operating systems.</p> <p>The SP1 release added support for Microsoft Windows Vista and Windows Server 2008 and the ability to run 32-bit applications on 64-bit platforms (WoW support).</p> <p>Deployment Solution 6.9 is the traditional Windows-based deployment solution that can provide imaging for servers, clients, Dell servers, interfaces with Ghost, and more.</p>

Table 1-1 Components of Altiris Client Management Suite (*continued*)

Component	Description
Deployment Solution for clients (7.0)	<p>Deployment Solution for clients lets you perform the following tasks through the Symantec Management Console:</p> <ul style="list-style-type: none"> ■ Capture and restore disk images. ■ Create and deploy Sysprep-enabled standard images. ■ Migrate user data and application settings. ■ Change Windows operating system settings. <p>Deployment Solution for clients 7.0 provides this imaging functionality on the Symantec Management Platform for client computers only.</p>
Inventory Solution	<p>The ability to obtain and analyze accurate inventory data is an important part of managing and securing your network. Inventory Solution lets you gather inventory data about the computers, users, operating systems, and installed software applications in your environment. You can collect inventory data from the computers that run the following platforms: Microsoft Windows, UNIX, Linux, and Macintosh.</p> <p>An application metering feature also lets you monitor and deny the usage of applications on your network.</p> <p>The inventory data and metering data is stored in the Altiris CMDB database. After you gather inventory data or meter applications, you can analyze the data using predefined or custom reports.</p>
Inventory for Network Devices (agentless inventory)	<p>Inventory for Network Devices gathers inventory data from discovered devices in your network. This inventory is gathered from devices that are not managed through the Altiris Agent. Because a management agent is not required, this inventory is considered to be agentless.</p> <p>Inventory for Network Devices gathers inventory on the devices that are already discovered and exist as resources in the Symantec Management Platform's Configuration Management Database (CMDB). Generally, you use Inventory for Network Devices to gather inventory on the devices that are discovered using Network Discovery.</p>
Network Discovery	<p>Network Discovery, a free plug-in component for Notification Server, lets you discover all IP devices that are connected to your network. Network Discovery lets you find new network devices, identify previously-discovered network devices that are no longer found, and find network devices whose discovery properties have changed.</p>

Table 1-1 Components of Altiris Client Management Suite *(continued)*

Component	Description
<p>Out of Band Management Component</p>	<p>Altiris Out of Band Management Component lets you discover computers with ASF, DASH, and Intel AMT in your environment and configure them for out-of-band management.</p> <p>Out-of-band management is the ability to manage client computers regardless of the state of their power, operating system, or management agents. You can remotely change the power state of the computer and collect hardware inventory. You also can perform other management tasks that normally would require a visit to a client computer.</p> <p>Altiris Out of Band Management Component was formerly known as Altiris Out of Band Management Solution.</p>
<p>Patch Management Solution</p>	<p>Altiris Patch Management Solution lets you perform the following tasks:</p> <ul style="list-style-type: none"> ■ Scan computers for security vulnerabilities. ■ View the results of the scan. ■ Automate the download and distribution of the Microsoft security patches that are needed. ■ Review and download specific patches from Microsoft. ■ Create filters of the computers that require a specific patch. ■ Apply the patch to the computers that need it.
<p>Symantec pcAnywhere Solution</p>	<p>Symantec pcAnywhere provides secure, remote access to computers and servers. It lets you quickly resolve helpdesk and server support issues or stay productive while you work away from your office. You can use your desktop computer, laptop, or mobile device to work across multiple platforms, including Windows, Linux, and Mac OS X. You also can deploy a single-use host to computers that don't already have an installed host.</p> <p>Symantec pcAnywhere replaces earlier versions of CarbonCopy.</p>
<p>Power Scheme Management</p>	<p>The Altiris Power Scheme Task component includes a task that lets you configure the managed computer's power-saving options remotely.</p>

Table 1-1 Components of Altiris Client Management Suite (*continued*)

Component	Description
Real-Time System Manager	<p>Altiris Real-Time System Manager lets you manage a single computer from the Symantec Management Console in real time. It remotely queries the computer for the information that certain remote management technologies collect. Real-Time System Manager supports the following remote management technologies: Microsoft Windows Management Instrumentation (WMI), Alert Standards Format 2.0 (ASF), Intel Active Management Technology (Intel AMT), and DASH.</p> <p>With Real-Time System Manager , you can view detailed real-time information about the managed computer and remotely perform administrative tasks such as the following: restart the computer, reset the password, run a port scan, terminate a process, and more. Real-Time System Manager also lets you run some of the management tasks on a collection of computers immediately, or on a schedule.</p>
Software Management Solution	<p>Software Management Solution provides intelligent, secure, and bandwidth-sensitive distribution and management of software from a central console. It leverages the Software Catalog and Software Library to ensure that the correct software gets installed, remains installed, and runs without interference from other software.</p> <p>Software Management Solution supports software virtualization technology, which lets you install software into a virtual layer on the client computer. This virtualization helps to avoid conflicts between the delivered software and the other software that is on the computer. It also lets you reset a layer to restore a broken application to its original configuration.</p> <p>Software Management Solution also lets end users directly download and install approved software or request other software.</p> <p>Software Management Solution replaces the functionality of earlier versions of Software Delivery Solution, Application Management Solution, and portions of Software Virtualization Solution.</p>

Where to get more information about Client Management Suite

For more information about Client Management Suite, please see the *Client Management Suite Release Notes* for links to additional sources of information. The release notes are available through the Altiris Knowledge Base.

To access the Release Notes

- 1 From the Symantec Management Console, on the Help menu, click **Documentation Library**.
- 2 From the Documentation Library page, in the Client Management Suite section, click the **Client Management Suite Release Notes** link.

Using power scheme management

This chapter includes the following topics:

- [About power scheme management](#)
- [Installing the Altiris Power Scheme Agent](#)
- [Collecting power scheme inventory data](#)
- [Configuring and deploying power scheme settings](#)
- [Viewing power scheme inventory data](#)

About power scheme management

The Altiris Power Scheme Task component includes tasks that let you configure the managed computer's Windows power schemes remotely. You use predefined tasks that create and configure power schemes on managed computers. When the task is run on a client computer, it makes the specified scheme active using the settings you configure.

This feature helps you track the power settings on managed computers and help comply with corporate policies.

Power scheme management provides the following functionality:

Table 2-1 Power scheme management features

Feature	Description
Configure and deploy Altiris power management schemes.	<p>You can configure and deploy the following power schemes:</p> <ul style="list-style-type: none"> ■ Altiris Always On Power Scheme ■ Altiris Home/Office Power Scheme ■ Altiris Max Battery Power Scheme ■ Altiris Minimal Power Management Scheme ■ Altiris Portable/Laptop Power Scheme ■ Altiris Presentation Power Scheme <p>See “Configuring and deploying power scheme settings” on page 17.</p> <p>These tasks do not modify the schemes that are installed by Windows or other applications. They only create and activate the Altiris power scheme that you specify.</p>
Inventory power schemes active on client computers.	<p>You can also run a task that will gather an inventory of the power schemes that are active on managed computers. This data is stored in the CMDB and viewable through a report.</p> <p>See “Collecting power scheme inventory data” on page 17.</p>
View power schemes data.	<p>You can use a predefined report to see which power schemes are in use on managed computers and what their settings are.</p> <p>See “Viewing power scheme inventory data” on page 18.</p>

To perform power scheme management tasks, you must install the Altiris Power Scheme Agent on the target computers.

See [“Installing the Altiris Power Scheme Agent”](#) on page 16.

Installing the Altiris Power Scheme Agent

The Altiris Power Scheme Agent is an add-on to the Altiris Agent that lets you configure power scheme settings of the target managed computers. The agent installation process can take some time to start, depending on the intervals set between updates of the Altiris Agent.

See [“About power scheme management”](#) on page 15.

To install the Altiris Power Scheme Agent

- 1 In the Symantec Management Console, on the Actions menu, click **Agents/Plu-ins > Rollout Agent/Plug-ins**.
- 2 In the left pane, click **Power Scheme > Power Scheme Agent Install**.
- 3 On the install page, turn on the policy. At the upper right of the page, click the colored circle, and then click On.

For more information about policy configuration options, view the online Help by pressing F1.

- 4 Click **Save changes**.

Collecting power scheme inventory data

You can collect power scheme settings inventory from managed computers using the Power Scheme Inventory Task.

See [“About power scheme management”](#) on page 15.

This data is stored in the CMDB and you can view it through a predefined report.

See [“Viewing power scheme inventory data”](#) on page 18.

To perform this task, you must install the Altiris Power Scheme Agent on the target computers.

See [“Installing the Altiris Power Scheme Agent”](#) on page 16.

To collect power-saving inventory data

- 1 In the Symantec Management Console, on the **Manage** menu, click **Jobs and Tasks**.
- 2 In the left pane, click **Client Tasks > Power Scheme Tasks > Power Scheme Inventory**.
- 3 Select the target computers and run or schedule the task.

For more information on running tasks, see the *Symantec Management Platform Help*.

Configuring and deploying power scheme settings

Altiris Power Scheme Task lets change the target computer’s power scheme settings remotely from the Symantec Management Console. After the task is run on a managed computer, the Power Scheme will be selected in its control panel.

See [“About power scheme management”](#) on page 15.

When selecting target computers, be mindful that only one power scheme can be active on a computer at a time. If you target the same computer with more than one schemes, the task that was run last will set the active scheme. For example, you may run the Always On Power Scheme task on all your computers, then you can later run the Portable/Laptop Power Scheme on your notebook computers. You can also target a single computer.

To perform this task, you must install the Altiris Power Scheme Agent on the target computers.

See [“Installing the Altiris Power Scheme Agent”](#) on page 16.

To configure and deploy power scheme settings

- 1 In the Symantec Management Console, on the **Manage** menu, click **Jobs and Tasks**.
- 2 In the left pane, click **Client Tasks > Power Scheme Tasks**.
- 3 Select a power scheme task that you want to run.
- 4 Configure the power scheme settings.
- 5 Click **Save changes**.
- 6 Select the target computers and run or schedule the task.

For more information on running tasks, see the *Symantec Management Platform Help*.

Viewing power scheme inventory data

After you have run a power scheme inventory task, you can view a report that will let you see which power schemes are active on client computers and what settings they have.

See [“Installing the Altiris Power Scheme Agent”](#) on page 16.

See [“Collecting power scheme inventory data”](#) on page 17.

To power scheme inventory data

- 1 In the Symantec Management Console, on the **Reports** menu, click **All Reports**.
- 2 In the left pane, click **Power Scheme > Power Scheme Settings**.
- 3 For each setting, you can select the range of values to be reported.

- 4 For the Combine timeouts using setting, you can select either "and" or "or". The default is "or". This will report all of the computers that meet any of the settings criteria.
If you select "and", this will report the computers that meet all of the settings criteria.
- 5 If you have Inventory Solution installed, you can use the Computer Type setting. This option lets you filter the report based on the known computer types in your environment that have been identified through Inventory Solution. For example, you can filter on desktop computers because most laptop users may have already selected a given power scheme.
- 6 You can also filter the report based on the domain, operating system, or computer name.

For more information on using reports, press F1 to view topics about reports in the *Symantec Management Platform Help*.

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