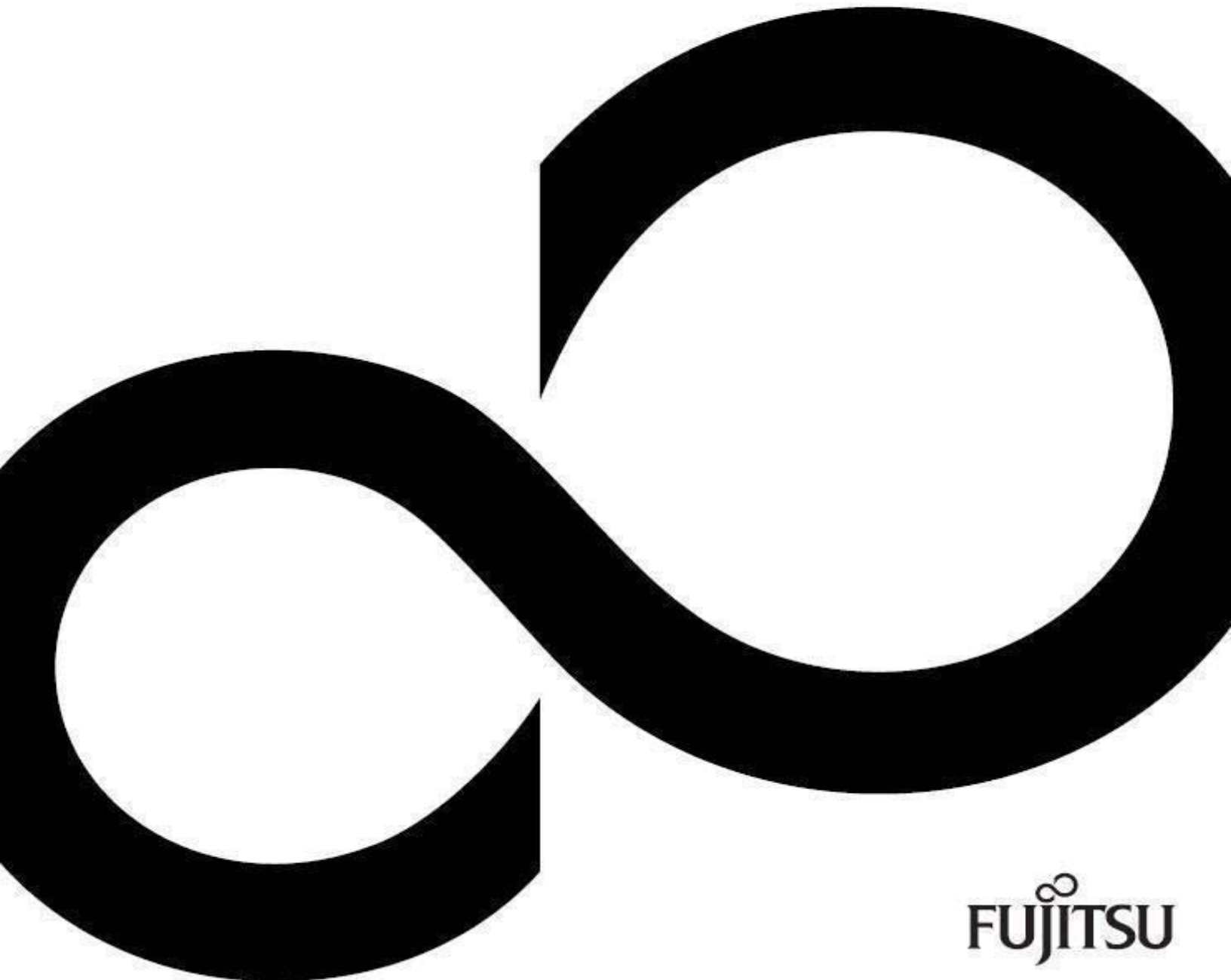


# DeskView for Displays

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Fujitsu Technology Solutions DeskView for Displays 10.72

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# Chapter 1

## Introducing DeskView for Displays

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This chapter includes the following topics:

- [About DeskView for Displays](#)
- [What's new in DeskView for Displays](#)
- [Products installed with DeskView for Displays](#)
- [How DeskView for Displays works](#)
- [What you can do with DeskView for Displays](#)
- [Where to get more information](#)

### About DeskView for Displays

DeskView for Displays is a solution developed by Symantec and Fujitsu Technology Solutions that lets you inventory and manage Fujitsu Technology Solutions display devices remotely from your administrator's desk. This solution effectively manages Fujitsu displays of Premium and Business Line equipped with a VESA-DDC/CI-compatible interface. DeskView for Displays supports inventory management and remote setting of display adjusts.

### What's new in DeskView for Displays

The following new features are introduced in the 10.72 release of DeskView for Displays:

- Support of Windows 7

### Products installed with DeskView for Displays

The Altiris management products that are installed and used with DeskView for Displays are shown in the following table:

Product	Description
Symantec Management Platform	The base management platform.

### How DeskView for Displays works

DeskView for Displays is a software that runs under the Symantec Management Platform software. The DeskView Display Agent that you install on the client systems lets you discover supported displays manufactured by Fujitsu Technology Solutions. The DeskView Display Agent communicates with the Symantec Management Platform and lets you perform display management tasks from the Symantec Management Console.

# What you can do with DeskView for Displays

With DeskView you can collect display inventory data and view this inventory in the Symantec Management Console. DeskView lets you adjust settings of supported displays remotely from the Symantec Management Console.

## Where to get more information

Use the following documentation resources to learn and use this product.

Document	Description	Location
Release Notes	Information about new features and important issues.  This information is available as an article in the Altiris Knowledge Base.	<a href="http://kb.altiris.com/">http://kb.altiris.com/</a>  You can search for the product name under Release Notes.
User's Guide	Information about how to use this product, including detailed technical information and instructions for performing common tasks.  This information is available in PDF format.	<ul style="list-style-type: none"><li>• The Documentation Library, which is available in the Symantec Management Console on the Help menu.</li><li>• The Product Support page, which is available at the following URL: <a href="http://www.symantec.com/business/support/all_products.jsp">http://www.symantec.com/business/support/all_products.jsp</a> When you open your product's support page, look for the Documentation link on the right side of the page.</li></ul>
Help	Information about how to use this product, including detailed technical information and instructions for performing common tasks.  Help is available at the solution level and at the suite level.  This information is available in HTML help format.	The Documentation Library, which is available in the Symantec Management Console on the Help menu.

In addition to the product documentation, you can use the following resources to learn about Altiris products.

<b>Resource</b>	<b>Description</b>	<b>Location</b>
<b>Altiris Knowledgebase</b>	Articles, incidents, and issues about Altiris products.	<a href="http://kb.altiris.com/">http://kb.altiris.com/</a>
<b>Altiris Juice</b>	An online magazine that contains best practices, tips, tricks, and articles for users of Altiris products.	<a href="http://www.altiris.com/juice/">http://www.altiris.com/juice/</a>
<b>Online Forums</b>	Forums for users of Altiris products.	<a href="http://forums.altiris.com/">http://forums.altiris.com/</a>

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## Chapter 2

# Installing DeskView for Displays

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This chapter includes the following topics:

- [System requirements](#)
- [Installing the DeskView for Displays product](#)
- [Uninstalling DeskView for Displays](#)

## System requirements

DeskView for Displays has the following system requirements:

- DeskView for Displays installation requirements.  
See [About DeskView for Displays requirements](#) on page 7.
- DeskView Display Agent installation requirements.  
See [About client computer requirements](#) on page 7.

## About DeskView for Displays requirements

DeskView for Displays requires the following:

- Symantec Management Platform 7.0

For more information on Symantec Management Platform prerequisites and installation instructions, see the *Symantec Management Platform Help*.

See [Where to get more information](#) on page 5.

## About client computer requirements

The DeskView Display Agent has the following requirements:

Requirement	Description
Operating system	The DeskView Display Agent supports Windows XP Professional (32-bit and 64-bit versions) and Windows 7 (all versions) operating systems.
Display	VESA-DDC/CI-capable display from Fujitsu Technology Solutions.  For a detailed list of supported displays and graphic adapters, see <a href="http://ts.fujitsu.com/solutions/it_infrastructure_solutions/manageability/index.html">http://ts.fujitsu.com/solutions/it_infrastructure_solutions/manageability/index.html</a> .

## Installing the DeskView for Displays product

Use Symantec Installation Manager to install DeskView for Displays.

For more information on installing products, see the *Symantec Management Platform Installation Guide*.

## Uninstalling DeskView for Displays

To uninstall DeskView for Displays perform the following steps:

Step	Action	Description
Step 1	Uninstall the DeskView Display Agent from client computers.	This step is required if you do not want to reinstall DeskView for Displays later.  See <a href="#">Uninstalling the DeskView Display Agent from client computers</a> on page 8.
Step 2	Uninstall DeskView for Displays from the Notification Server computer.	This step removes the product from the Notification Server computer.  See <a href="#">Uninstalling DeskView for Displays from the Notification Server computer</a> on page 8.

### Uninstalling the DeskView Display Agent from client computers

The DeskView Display Agent - Uninstall policy lets you remove the DeskView Display agent from supported client computers. Remove the agent if you do not want to reinstall DeskView for Displays later.

The agent's uninstallation process can take some time to start, depending on the intervals set between updates of the Altiris Agent.

See [Configuring the Altiris Agent settings for evaluation use](#) on page 11.

We recommend that you do not uninstall the DeskView for Displays software from Notification Server until the agent uninstallation task has run on all client computers. When DeskView for Displays is uninstalled, there is no automated way to uninstall the agent.

#### To uninstall the DeskView Display Agent

1. In the Symantec Management Console, on the Home menu, click **DeskView for Displays**.
2. In the left pane, click **Agents and Plug-ins > DeskView Display Agent - Uninstall**.
3. Turn on the policy (To turn on the policy, at the upper right of the page, click the colored circle, and then click **On**).
4. Click **Save changes**.

### Uninstalling DeskView for Displays from the Notification Server computer

Use Symantec Installation Manager to uninstall DeskView for Displays.

For more information on uninstalling products, see the *Symantec Management Platform Installation Guide*.

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## Chapter 3

# Getting started with DeskView for Displays

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This chapter includes the following topics:

- [About the Symantec Management Console](#)
- [About the DeskView "Home"](#)

## About the Symantec Management Console

You perform all DeskView for Displays configuration and administration tasks in the Symantec Management Console.

The Symantec Management Console is the Web-browser-based administration console for working with Altiris Notification Server and Altiris solutions, including DeskView for Displays. The console lets you perform tasks, schedule events, run reports, perform configuration, configure security, and more. You can run the console from the Notification Server computer (locally) or from a remote computer with a network connection to the Notification Server computer. This means you can perform administration tasks from wherever you are.

The console lets you set security specific to each console user. You specify which areas of the console a user has access to and the rights a user has to perform specific actions. For example, one user can run reports while another user can only view the reports that have already been run.

For more information on the console, see the Symantec Management Platform documentation, which can be accessed through the console's Help menu.

You can start the console remotely by typing the following URL into Internet Explorer's address bar: `http://<Notification_Server_name>/altiris/console`

## About the DeskView "Home"

DeskView for Displays provides a home page that introduces you to DeskView components and provides links to common tasks.

To open the DeskView home page, in the Symantec Management Console, on the **Home** menu, click **DeskView**.

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## Chapter 4

# Preparing computers for management

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This chapter includes the following topics:

- [Preparing target systems for management](#)
- [Discovering computers](#)
- [Installing the Altiris Agent](#)
- [Configuring the Altiris Agent settings for evaluation use](#)
- [Installing the DeskView Display Agent](#)
- [Viewing DeskView Display Agent installation reports](#)

## Preparing target systems for management

The following is the recommended way of preparing target computers for management:

Step	Action	Description
Step 1	Discover manageable computers in your environment.	Discovery lets you find computers on which you can install the Altiris Agent.  See <a href="#">Discovering computers</a> on page 10.
Step 2	Install the Altiris Agent to the client computers.	The Altiris Agent lets Notification Server get information from and interact with the client computers.  See <a href="#">Installing the Altiris Agent</a> on page 11.
Step 3	(Optional) Configure the Altiris Agent settings for evaluation use.	For easier configuration and evaluation of DeskView for Displays, you can make the Altiris Agent to request configuration from the Notification Server more frequently.  See <a href="#">Configuring the Altiris Agent settings for evaluation use</a> on page 11.
Step 4	Install the DeskView Display Agent.	Install the DeskView management software to the computers in your environment to discover and manage supported displays.  See <a href="#">Installing the DeskView Display Agent</a> on page 12.

## Discovering computers

Discovery lets you find the hostnames of the computers where you can install the Altiris Agent. You can discover computers on the network using a domain or a workgroup search.

For more information on resource discovery, see the *Symantec Management Platform Help*.

See [Preparing target systems for management](#) on page 10.

### To discover computers

1. In the Symantec Management Console, on the Actions menu, click **Discover > Import Domain Membership/WINS**.
2. In the Add Domain box, type the domain name, and then click the **Add** symbol.
3. Check **Domain Membership** and click **Discover Now**.
4. As the discovery process finishes, click **View discovery reports**.
5. Open a report to view the list of discovered computers.  
For example, right-click the **Discovered Computers** report, and then click **Open**.

## Installing the Altiris Agent

The Altiris Agent is a program that you install on the computers you want to manage, allowing the Symantec Management Platform and solutions to get information from and interact with your computers. The agent enables computers to receive configuration information from and send data to the Notification Server and helps download packages as well as tasks and jobs. The agent lets you change settings on the managed computer and install and manage various solution-specific plug-ins.

You must install the Altiris Agent on the computers you want to manage with DeskView for Displays.

For more information on the Altiris Agent, see the *Symantec Management Platform Help*.

See [Preparing target systems for management](#) on page 10.

### To install the Altiris Agent

1. In the Symantec Management Console, on the Actions menu, click **Agents/Plug-ins > Push Altiris Agent**.
2. On the Altiris Agent Installation page, install the Altiris Agent to computers in your environment.  
For more information on how to install the Altiris Agent, see the *Symantec Management Platform Help* (Press **F1** or click **Help > Context** in the Symantec Management Console).

## Configuring the Altiris Agent settings for evaluation use

(Optional)

By default, the Altiris Agent requests new configuration from the Notification Server once per hour. This means that it can take up to one hour for a rollout policy (for example, the DeskView Discovery Agent - Install policy) to reach the target computer.

If you are evaluating this solution in a lab environment, you can change the configuration request interval to speed up the evaluation process.

The next time the Altiris Agent downloads configuration information, these settings will take effect. If you were using the default agent configuration values before the change, updates can take up to one hour before these changes are effective.

See [Preparing target systems for management](#) on page 10.

### To configure the Altiris Agent for evaluation use

1. In the Symantec Management Console, on the Settings menu, click **Agents/Plug-ins > Targeted Agent Settings**.
2. In the left pane, under Policy Name, click the policy that applies to the computers that you want to configure.  
For example, click **All Desktop computers (excluding 'Package servers')**.
3. On the General tab, in the Download new configuration every box, change the value to 5 minutes.  
This forces the agent to check more frequently for changes so you can see the results of the changes that you make more quickly.
4. In the Upload basic inventory every box, change the value to 15 minutes.  
This forces inventory data to be sent more frequently.
5. Click **Save changes**.

## Installing the DeskView Display Agent

The DeskView Display Agent is a client software package that lets you remotely change the display settings on the client computers.

You can deploy this package remotely on computers with Microsoft Windows XP or later. The DeskView Display Agent works only with supported displays from Fujitsu Technology Solutions.

See [About client computer requirements](#) on page 7.

Installation of the DeskView Display Agent requires the target computers to be restarted.

See [Preparing target systems for management](#) on page 10.

### To install the DeskView Display Agent

1. In the Symantec Management Console, on the Home menu, click **DeskView for Displays**.
2. In the left pane, click **Agents and Plug-ins > DeskView Display Agent - Install**.
3. Turn on the policy.  
To turn on the policy, at the upper right of the page, click the colored circle, and then click **On**.
4. Click **Save changes**.

# Viewing DeskView Display Agent installation reports

DeskView for Displays includes reports that provide information about the status of the DeskView Display Agent on your client computer. These reports provide installation and execution status of the agents as well as the agents version information.

See [Preparing target systems for management](#) on page 10.

## To view the DeskView Display Agent installation status reports

1. In the Symantec Management Console, on the Home menu, click **DeskView for Displays**.
2. In the left pane, click **Reports > Displays**.
3. Click a report.  
For example, click the **Installation Status DeskView Display Agent** report.

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## Chapter 5

# Using DeskView for Displays

---

This chapter includes the following topics:

- [About running tasks and policies](#)
- [Changing displays settings](#)
- [Viewing display inventory](#)

## About running tasks and policies

You can run DeskView tools using tasks or task-based policies.

If you want a tool to run immediately or on a specific schedule, use tasks to run the tool.

However, the peculiarity of the task is the following: if a client computer happens to be offline or turned off at the time the task is scheduled to run, the task will fail to run on that computer.

If you want to make sure that, sooner or later, all computers run the tool, use task-based policies. When turned on, task-based policies are active at all times. When a turned-off computer comes back online, it receives and executes the policy.

See [Viewing tasks and policies](#) on page 14.

## Viewing tasks and policies

You can run DeskView tools using tasks or task-based policies.

See [About running tasks and policies](#) on page 14.

### To view tasks

1. In the Symantec Management Console, on the Home menu, click **DeskView**.
2. In the left pane, click **Tasks**.

### To view task-based policies

1. In the Symantec Management Console, on the Home menu, click **DeskView**.
2. In the left pane, click **Policies**.

## Changing displays settings

The DeskView Display Settings tool lets you perform the following tasks remotely on client computers:

- Run display auto adjust
- Lock/unlock the on-screen display
- Set display brightness

- Set color temperature
- Reset the display settings to their factory defaults

Before you can use the DeskView Display Settings tool, you must install the DeskView Display Agent to client computers.

See [Installing the DeskView Display Agent](#) on page 12.

### To run a DeskView Display Settings task

1. In the Symantec Management Console, on the Home menu, click **DeskView**.
2. In the left pane, click **Tasks > DeskView Display Settings**.
3. Click the task you want to run.
4. In the right pane, configure the task.  
For help, in the Symantec Management Console press **F1** or click **Help > Context**
5. Run the task one time or on a schedule.  
For information on running tasks, see the *Symantec Management Platform Help*.

### To run a DeskView Display Settings task-based policy

1. In the Symantec Management Console, on the Home menu, click **DeskView**.
2. In the left pane, click **Policies > DeskView Display Settings**.
3. Click the policy you want to run.
4. In the right pane, configure the settings.  
For help, in the Symantec Management Console press **F1** or click **Help > Context**
5. Configure the scheduling options.
6. Turn on the policy.  
To turn on the policy, at the upper right of the page, click the colored circle, and then click **On**.
7. Click **Save changes**.

## Viewing display inventory

The DeskView Display Agent that is installed on the client computer sends display inventory data to Notification Server.

You can view the inventory data of a specific DeskView managed system in the Resource Manager.

See [Accessing the Resource Manager](#) on page 15.

See [Viewing display inventory](#) on page 16.

## Accessing the Resource Manager

In the Resource Manager, DeskView for Displays displays information about the display that is attached to the client computer.

### To open the Resource Manager from computer filters or reports

1. In the Symantec Management Console, on the Home menu, click **DeskView**.

2. Click **Filters**.
3. Click a filter.  
For example, click **DeskView managed systems > Professional PCs**.
4. In the right pane, double-click the computer for which you want to open the Resource Manager.  
The Resource Manager opens in a new window.

#### **To open the Resource Manager directly**

1. In the Symantec Management Console, on the Actions menu, click **Remote Management > Real-Time Management**.
2. On the Manage page, enter the host name or the IP of the computer for which you want to open the Resource Manager, and then click **Connect**.

## **Viewing display inventory**

You can view the inventory collected by the DeskView Display Agent in the Resource Manager.

#### **To view DeskView inventory**

1. Open the Resource Manager window for the computer.  
See [Accessing the Resource Manager](#) on page 15.
2. On the View menu, click **Inventory**.
3. In the tree view pane, expand the **DeskView Display Inventory** folder.
4. Click the item you want to view.

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## Chapter 6

# Context-sensitive topics

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This chapter includes the following topics:

- [DeskView Display Settings tool: Auto adjust task](#)
- [DeskView Display Settings tool: Lock/unlock OSD task](#)
- [DeskView Display Settings tool: Set brightness task](#)
- [DeskView Display Settings tool: Set color temperature task](#)
- [DeskView Display Settings tool: Set factory default preset task](#)
- [Cleanup Inventory Cache task](#)

## DeskView Display Settings tool: Auto adjust task

This task lets you auto-adjust the display settings and geometry.

You must install the DeskView Display Agent before you can run this task.

See [Installing the DeskView Display Agent](#) on page 12.

See [Changing displays settings](#) on page 14.

## DeskView Display Settings tool: Lock/unlock OSD task

This task lets you prevent users from changing the display's settings using the on-screen menu.

You must install the DeskView Display Agent before you can run this task.

See [Installing the DeskView Display Agent](#) on page 12.

See [Changing displays settings](#) on page 14.

The following options are available on this page:

Option	Description
Lock/Unlock OSD	Click to enable or disable the on-screen display on the client computers.

## DeskView Display Settings tool: Set brightness task

This task lets you change the brightness of the display.

You must install the DeskView Display Agent before you can run this task.

See [Installing the DeskView Display Agent](#) on page 12.

See [Changing displays settings](#) on page 14.

The following options are available on this page:

Option	Description
Choose brightness	Type the brightness value in percent (from 0 to 100) and click Save changes.  Default: 75

## DeskView Display Settings tool: Set color temperature task

This task lets you change the color temperature settings of the display.

You must install the DeskView Display Agent before you can run this task.

See [Installing the DeskView Display Agent](#) on page 12.

See [Changing displays settings](#) on page 14.

The following options are available on this page:

Option	Description
Choose color temperature	Click the color temperature that you want to set on the displays attached to the client computers.

## DeskView Display Settings tool: Set factory default preset task

This task lets you reset all display configuration settings to their factory default values.

You must install the DeskView Display Agent before you can run this task.

See [Installing the DeskView Display Agent](#) on page 12.

See [Changing displays settings](#) on page 14.

## Cleanup Inventory Cache task

This task lets you purge the inventory cache, located on the Notification Server computer. In case of a default DeskView for Displays installation, the inventory cache is located at C:\Program Files\Altiris\DeskView\InventoryCache.

By default, this task is configured to run daily.

The following options are available on this page:

<b>Option</b>	<b>Description</b>
HDD Free Space Limit	<p>Check if you want to purge the cache when the free disk space goes below a specific limit.</p> <p>Type the limit for the minimum amount of free space on the hard disk.</p> <p>Default: 2048 MB</p>
HDD Usage Limit	<p>Check if you want to purge the cache when its size exceeds a specific limit.</p> <p>Type the maximum limit for the amount of cached data that is saved.</p> <p>Default: 10 MB</p>

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# Appendix A

## Glossary

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This appendix introduces important terms used in this document.

### **Altiris Agent**

The software that is installed on the computers that you want to manage. It facilitates interactions between Notification Server and a managed computer. The agent receives requests for information from Notification Server, sends data to Notification Server, and downloads files. The Altiris Agent also lets you install and manage solution plug-ins that add functionality to the agent.

### **CMDB (Configuration Management Database)**

The central database that stores all information about the Symantec Management Platform and its managed computers.

### **DeskView Display Agent**

DeskViewDisplay Agent is a software, installed on the target computers, that provides inventory and management of Fujitsu Technology Solutions displays.

### **discovery**

The process of searching for computers or other resources on your network that meet specific requirements.

### **filter**

A query that identifies a dynamic group of resources that share common criteria.

### **job**

A group of one or more tasks that are run in a particular sequence. Jobs can include conditions that specify when the task runs.

### **Notification Server**

The Symantec Management Platform service that communicates with the Altiris Agent and the CMDB to provide management, security, and administrative functionality. It processes events, facilitates communications with managed computers, and coordinates the work of the other Symantec Management Platform services.

### **policy**

A set of rules that control the execution of automated actions. Policies can be scheduled or based on incoming data that triggers an immediate action. Policies determine when an action should start and who or what should be notified of the results.

### **resource**

Any item that Notification Server can track or manage, such as a user, site, installed application, computer, switch, router, or handheld device.

**Resource Manager**

A feature that displays information about a resource, such as its properties and current state. It also lets you troubleshoot and perform actions on managed resources.

**Symantec Management Console**

The Web-based user interface for managing the Symantec Management Platform and any other installed solutions.

**task**

An action that is performed on a computer. Server tasks are run on Notification Server. Client tasks are run on managed computers.

**VESA-DDC/CI-compatible interface**

Display Data Channel/Command Interface defined by Video Electronics Standards Association (<http://www.vesa.org>)

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