

# Server Management Suite 7.5

Standardized control for distributed, heterogeneous server environments

## Data Sheet: Endpoint Management

### Overview

Symantec™ Server Management Suite powered by Altiris™ technology provides IT administrators with a comprehensive solution for managing physical and virtual servers across a broad array of platforms, including Windows®, Linux®, UNIX, and virtual platforms. The suite provides solutions to provision, patch, control, automate, and monitor servers from a central console. The combination of complete lifecycle functionality built on an integrated infrastructure enables organizations to gain and maintain control of their servers,

reduce service interruptions, and increase uptime. With Server Management Suite, organizations are able to:

- Manage change with confidence by driving predictable and repeatable day-to-day operations.
- Make smarter, faster decisions with real-time conclusions that are data-driven.
- Drive innovation through the adoption of new technologies and implementation of automated processes without adding new tools, people, or methodologies.

### Manage change with confidence

Change is a constant factor in managing server infrastructures. While change is a necessity, it is also a major cause of unplanned downtime. Whether an administrator needs to rapidly provision a server or deploy a critical patch, IT administrators require solutions that drive repeatable standards in the fastest time possible without disrupting day to day operations.

### Decrease Server Provisioning to hours, not weeks

The fastest route to eliminating unplanned downtime is by implementing a standardized provisioning process. Server Management Suite deployment capabilities ensure consistent configurations across large numbers of servers in an organization.

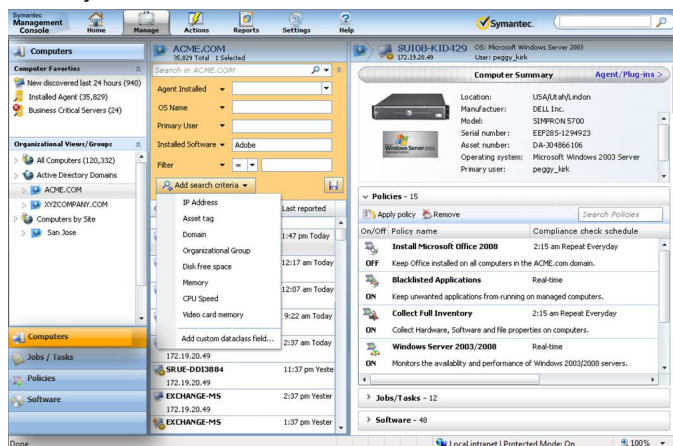
"We spend 50 percent less time on server management now and planned downtime for servers has been reduced by 67 percent."

**Wang WeiLiang**

**IT Engineer**

**Jiangsu Mobile**

- Configure basic input/output system (BIOS), redundant array of independent disks (RAID), user/network settings, drives, services, location, and more during the provisioning process.
- Leverage out-of-the-box sample jobs, including specific jobs for major hardware vendors such as HP®, Dell™, IBM®, and Fujitsu®.



*Server Management Suite's easy to navigate web-based console*

### Minimize duplicate tools with integrated virtual machine management

Organizations effectively leverage virtual infrastructures to provide rapid delivery of services and to maximize use of



server hardware. The consequence is that IT now has to manage numerous management tools to effectively support physical and often different virtual technologies. Server Management Suite provides a consistent management framework across VMware® and Microsoft® Hyper-V™ to ease these management burdens.

- View a consolidated mapping of the virtualization infrastructure.
- Understand host-virtual machine relationships with specific drill-downs into host and virtual machine properties.
- Perform tasks such as creating virtual machines, modifying settings, and changing power states.

### **Simplify compliance with streamlined software management**

Organizations typically manage numerous server applications that require dependent applications, routine updates, and tracking for software audit preparation. For many administrators this means making sense of thousands of moving parts to ensure compatibility and compliance. Server Management Suite's software management capabilities enable organizations to be more intelligent when it comes to software delivery, software license management, and compliance with software management policies.

- Track all aspects of software in one place, including inventory, installations, and dependencies.
- Hands-free remediation in case software has been removed or is not properly installed.

### **Robust patch management for today's threats**

Patching servers often requires longer implementation cycles due to the necessary demands of pre-testing to minimize potential service disruptions. Both IT operations and security are forced into a dilemma of leaving servers exposed or installing potentially disruptive patches. Server Management Suite improves overall security by providing automated, robust patch management for multiple server operating systems.

- Support for all Microsoft® and Linux® updates
- Support for security and non-security related updates
- New patch process automation stages and targets 0-day patches and helps automate patch rollout phases.

### **Reduce service disruptions with integrated monitoring**

Every minute a server is down your business is impacted. The ability to quickly identify an issue and remediate the root cause is critical to maintaining uptime. Server Management Suite provides lightweight server health monitoring and integrated remediation tasks to streamline server troubleshooting.

- Identify infrastructure health by collecting and alerting against detailed data from servers and applications in a centralized event console.
- Analyze trends and isolate recurring issues by collecting comprehensive real-time and historical performance data.
- New context specific flipbooks quickly identify servers that need attention with dynamic, drillable compliance views.

### **Centralize management for greater control**

Every server operations organization is unique; the roles may be segmented by platform or specific administrative functions. The ability to segment responsibilities and aggregate changes is necessary to ensure security and operational efficiency. Server Management Suite provides a global view of IT combined with the ability to model organizational responsibilities.

- Ensure the right people have access to the correct server resources with role and scope based security, and securely store common credentials required for server management.
- Quickly visualize existing change events to minimize the frequency of service disruptions with enterprise calendar and maintenance windows views.

### **Make smarter, faster decisions**

Whether it is a routine change, an unexpected software audit or a broad technology change there are always a range of

factors – some simple and others complex – that must be assessed. The only way to achieve optimal results is to leverage better intelligence and decision making at all stages of the process. With the right information, decisions are made with confidence and in a fraction of the time.

### IT productivity inside and outside the office

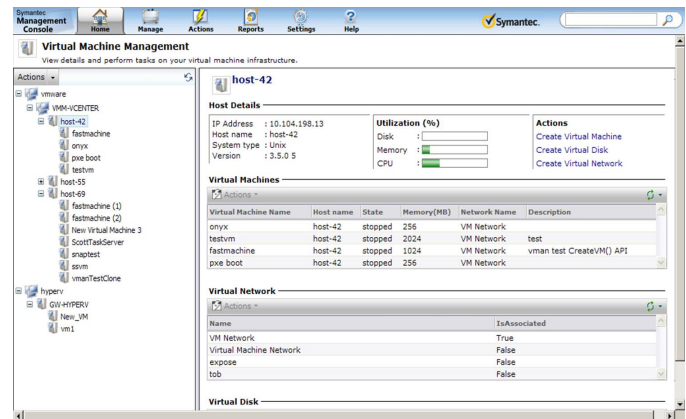
When offsite or working on-call, mobile IT technicians and administrators often need quick and easy access to information on managed devices and the ability to troubleshoot issues and remediate problems. The new iPad administrator console app keeps you in constant touch with what's going on with your managed devices when you're on the move. The iPad administrator app provides real time device-specific hardware and software data and status. Administrators can check on policies and tasks, and also troubleshoot and remediate issues.

- New iPad management app provides a consistent experience from iPad to Console whether working on site or on the go.

### Understand what you have and where it is

Many organizations start their asset management projects by taking a manual approach to inventory and build out a hardware and software inventory spreadsheet. The challenge is that the information is automatically stale, requires considerable human effort to maintain, and may miss hidden servers on the network. Server Management Suite gets you started on the right foot with network discovery and inventory tools that provide real-time access to what's in your environment.

- Centralize inventory across Windows®, Linux®, UNIX, VMware® and Hyper-V™ and store in a single management database.
- Access hardware and software configuration details to help plan for technology upgrades and software license audits.
- Utilize custom inventory to augment existing data for homegrown applications or custom environments.



*A virtual machine portal displays mapping and inventory of the virtualization infrastructure*

### Optimize your hardware and software assets

More than 25 percent of IT budgets are spent on maintaining software licenses and purchasing new hardware. By accurately tracking, analyzing, and optimizing existing assets organizations can save a valuable IT dollars by keeping existing hardware through longer refresh cycles, reallocating underused software, and renegotiating existing contracts. Server Management Suite integrates with Symantec™ Asset Management Suite powered by Altiris™ technology to provide a single reporting into both existing assets and contracts.

- Tackle software compliance with a single view of software installations against license entitlements with Asset Management Suite integration.
- Leverage pre-built reports to assess technology upgrades, such as hardware applicability for physical to virtual machine migrations.

### Measure and improve IT performance

Most decisions are based on highly formatted reports that can help you answer predetermined questions with little interaction or analysis. When new questions arise or more information is required, organizations often require technical expertise to properly mine and analyze the information. Server Management Suite contains advanced analytics and reporting that allow IT organizations to easily explore data and answer their own questions.

- Create professional reports using familiar pivot tables without advanced knowledge of databases or third-party reporting tools.
- Measure critical success factors and quickly assess trends of how these measures are changing over time.
- View reports that provide a representative view of all IT assets including the ability to aggregate data from multiple databases.

### Drive Innovation

Organizations increasingly expect real-time access to new services, regardless of complexity, necessary to deliver the service. Cumbersome manual processes often impede IT's ability to rapidly deliver support and satisfy their needs. Server Management Suite not only provides a framework to ease the introduction of new services, but also improves automation and self-service to drive greater efficiencies.

### More automation, less headaches

Why spend time on routine tasks that require valuable IT resources or dead-end in an inbox queue? Organizations can improve end-user satisfaction and reduce resource drains by implementing automated, repeatable processes. Server

Management Suite helps you define, design, and deliver automated IT processes and workflows that drive business.

- End to end automation with operational, productivity, and event-based decision rules.
- Visual drag-and-drop design interface that does not require coding.
- Manage and report on running processes and their current status

"We still had a fairly manual workflow--logging into servers and performing a series of preventative maintenance tasks on a regular basis. Our goal is to take the human factor out of those processes and use solutions from Symantec to perform those tasks that we do on a checklist basis today in a much more automated fashion."

**Dave Paris**

**Vice President of Technology**

**mindSHIFT**

## Server Management Suite key capabilities

Capability	Description
Deployment	Lets you improve the consistency and increase the quality of server configurations. It delivers the comprehensive deployment capabilities that include image-based or scripted operating system installation and ongoing provisioning.
Inventory	Lets you identify the devices that are found in your network, and aggregates inventory data across your environment. Multiplatform support makes it easy to consolidate the discovery data of all your Windows, Linux, UNIX and virtual machine assets.
Virtual Machine Management	Lets you view your virtual resources across Hyper-V and VMware platforms, and perform virtual machine specific tasks such as creating virtual machines, modifying virtual machine settings, and changing the power state of a virtual machine.
Software Management	Lets you distribute software and ensure that the correct software gets installed, remains installed, and runs without interference from other software. A self-service portal also lets users directly download and install approved software or request other software.
Patch Management	Lets you assess, prioritize, and deploy updates for common operating systems and applications to ensure that managed computers are protected on an on-going basis.
Monitor	Lets you proactively monitor the critical components of your network. You can increase the network uptime with self-healing remediation tasks that are configured before the critical events occur.
IT Analytics	Lets you explore data, analyze trends, and track IT performance without advanced knowledge of databases or third-party reporting tools.
Configuration Baselining	Lets you track and compare changes in files and registry keys in Windows servers from a configuration baseline.
Process Automation	Lets you create and implement automated processes that link together people, process, and technology, including the ability to create end-users forms and communicate between disparate technologies.

## New Features in 7.5

New Feature	Description
New Monitor Capabilities	<ul style="list-style-type: none"> <li>Event Console's ability to process 20 times greater alert workload</li> <li>Monitor packs for Win Srvr 2012 and AIX 11</li> <li>Advanced configuration options for aggregated value metrics</li> </ul>
New Deployment Solution Capabilities	<ul style="list-style-type: none"> <li>Improved PXE manageability</li> <li>Advanced pre-boot options</li> <li>Expanded platform support</li> </ul>
New Context Specific Flipbooks	<ul style="list-style-type: none"> <li>Quickly identify servers that need attention with new dynamic, drillable compliance views</li> </ul>
New iPad Management App	<ul style="list-style-type: none"> <li>Immediate access to summary and drill-down reports</li> <li>Quickly verify status of policies and tasks</li> <li>Remediate issues, including remote control</li> </ul>
Improved Targeting and Reporting	<ul style="list-style-type: none"> <li>Create any combination of dynamic and static list with drag-and drop ease</li> <li>Visually manage membership to ensure precision</li> <li>Robust searching capabilities</li> </ul>
Updated Best Practice Patch Management	<ul style="list-style-type: none"> <li>Automated patch rollouts and change management processes</li> </ul>
New Patch Process Automation	<ul style="list-style-type: none"> <li>Stages and targets 0-day patches and helps automate patch rollout phases (for example test, pilot, production)</li> </ul>

### Extending Server Management Suite

You can extend your investment in Server Management Suite with additional Symantec products to track assets, increase security, or improve compliance.

#### **Symantec™ Asset Management Suite powered by Altiris™ technology**

Symantec™ Asset Management Suite powered by Altiris™ technology improves visibility into IT assets at every point in the lifecycle to reduce costs and fulfill compliance initiatives. The suite helps organizations eliminate unnecessary software and hardware costs, proactively manage vendor contracts, and align resources to ensure IT investments are optimized and business-aligned.

#### **Symantec™ Critical System Protection**

Symantec™ Critical System Protection protects against day zero attacks, hardens servers, and helps maintain compliance by enforcing behavior-based security policies.

#### **Symantec™ Control Compliance Suite**

Symantec™ Control Compliance Suite addresses IT risk and compliance challenges by delivering greater visibility and control across infrastructure, data, and people.

#### **Symantec™ Technology Partners**

Symantec's open framework allows hardware manufacturers and Independent Software Vendors (ISVs) to create products that fully integrate with Server Management Suite. You can learn more about these partners online at

<http://www.symantec.com/partners/programs/technologypartners/developer-program.jsp>

### System Requirements

#### **Management Server**

- Windows Server 2008 R2, 2008 R2 SP1
- Windows Server 2012 R2
- VMware ESX: 4, 5, 5.1, i5.5, Hyper-V Server 2008 R2, Hyper-V Server 2012

- Microsoft SQL Server 2005 SP4, SQL Server 2008 SP2 or above, SQL Server 2008 R2, SQL Server 2008 R2 SP1 and SP2, SQL Server 2012, SQL Server 2012 SP1
- Microsoft IIS: 7.5 (IIS 6 compatibility), Microsoft IIS 8.5 Native
- Microsoft Internet Explorer: 7, 8, 9 (compatibility mode only), 10 (compatibility mode only), 11 (compatibility mode only)
- Microsoft .NET Framework 3.5 SP1
- Microsoft Silverlight 5.0

#### **Workflow Server**

- Windows Server 2008 R2 (64-bit only)
- Windows Server 2008 R2 SP1 (64-bit only)

#### **Windows Agent on Server OS**

- Windows Server 2003 SP2 or later
- Windows Server 2003 R2 SP2
- Windows Server 2008, 2008 SP2
- Windows Server 2008 R2, 2008 R2 SP1
- Windows Server 2012, 2012 R2
- Windows Hyper-V Server 2008
- Windows Small Business Server (SBS) 2003 R2

#### **Apple Agent**

- Apple OS X Server (10.9)

#### **Linux Agent**

- Red Hat Enterprise Linux: 5-5.10, 6-6.4
- Novell SUSE Linux Server: 10, 11 SP1, 11 SP2
- VMware ESX: 4/i4 (agent-less), 5/i5 (agent-less), i5.5 (agent-less)

#### **UNIX Agent**

- IBM AIX: 6.1, 7.1
- Oracle Solaris: 9 (SPARC), 10 (SPARC/x86/x64)
- HP-UX 11i, 11i v2, 11i v3

## **More Information**

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### ***About Symantec***

Symantec protects the world's information, and is a global leader in security, backup, and availability solutions. Our innovative products and services protect people and information in any environment – from the smallest mobile device, to the enterprise data center, to cloud-based systems. Our world-renowned expertise in protecting data, identities, and interactions gives our customers confidence in a connected world. More information is available at [www.symantec.com](http://www.symantec.com) or by connecting with Symantec at [go.symantec.com/socialmedia](http://go.symantec.com/socialmedia).

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