

Symantec™ Client Management Suite 7.6 powered by Altiris™ technology

IT flexibility. User freedom.

Data Sheet: Endpoint Management

Overview

With so many new devices coming into the workplace and users often working outside the office, IT needs more flexibility than ever before while giving users more freedom to choose where and how they work. Symantec™ Client Management Suite 7.6 powered by Altiris™ technology is all about IT flexibility and user freedom. IT can now securely manage remote users, rapidly deploy and support new devices, platforms, and applications while also working smarter with simplified administration and reporting tools.

Securely manage remote users

IT administrators often struggle with how to manage users who infrequently connect to the corporate network. The new cloud-enabled management functionality in Symantec™ Client Management Suite provides active and secure management of Windows and Mac users regardless of location. Designed with strict security and simplicity in mind, it utilizes an Internet gateway in the DMZ to provide certificate-based trusted communication over the Internet between remote clients distributed outside the firewall and the Symantec management server inside the corporate firewall. As a result, Client Management Suite is able to ensure that management is “always on” even when remote users are not connected through VPN.

Rapidly deploy new devices, platforms, and applications

To maximize productivity, Client Management Suite provides broad platform support that includes Windows®, Mac®, Linux®, and virtual desktop environments. It automates the detection and facilitates the remediation of security vulnerabilities across these operating systems, as well as third-party applications. It simplifies organizations' ability to align software usage with current license agreements and future needs.

Mac management

With the proliferation of Macs in the enterprise, cross-platform management is critical to ensure that you can maintain a secure, well-managed environment. Client Management Suite 7.6 includes additional Mac capabilities to give you an even more comprehensive administrative toolset and uniform interface.

What's new in Client Management Suite 7.6?

- Cloud-enabled management for Macs
- Third-party certificate support for cloud-enabled management
- UI improvements including agent health and filter reports
- Support for multiple versions of WinPE
- Network streaming mode

Key Capabilities of Client Management Suite 7.6

- Deployment and migration
- Discovery and inventory
- Patch management
- Process automation
- Reporting and analytics
- Self-service
- Software distribution

- Single console to manage Mac, Windows, Linux, and virtual desktop environments
- Software detection rules to automatically remediate and reinstall software
- Mac imaging without requiring a separate Mac server
- Simplified Mac software deployment with push button delivery, streamlined software bundles, and automated enforcement of software standards

Comprehensive and automated patch management

To minimize security risks for today's vulnerabilities, Client Management Suite enables smarter patch management by allowing you to focus your time on critical systems and high risk updates by automating low-risk tasks. For example, its zero-day patch capability automatically monitors for, downloads, and applies patches based on pre-defined criteria so you don't have to.

- Patching that never sleeps with zero-day patching
- Support for 50+ non-Microsoft applications
- Automated policy creation and predefined templates
- Automated patch rollouts for testing, pilots and full production
- Complete audit trail and reporting

Fast, easy, and reliable application virtualization

Client Management Suite includes Symantec™ Workspace Virtualization which provides fast, easy, and reliable application virtualization. Workspace Virtualization is natively integrated with Client Management Suite so there's no difference in manageability, support, deployment scenarios, or inventory between installed and virtual applications. You can virtualize applications with Workspace Virtualization while delivering and managing virtual software layers with Client Management Suite.

- Eliminate application conflicts
- Incompatible applications can be run concurrently, including multiple versions of the same application
- Applications can be virtualized, delivered, and managed using Client Management Suite

Stream applications from a network file share

The Workspace Streaming agent is now included with Client Management Suite making many of the benefits of application streaming available without the additional infrastructure required with a full implementation of Symantec™ Workspace Streaming. Applications can now simply be streamed from a network file share. As a result, making an application available to a user is as easy as placing that application in a shared folder. Users with access to that folder will immediately have the application streamed to their computer and be able use it. To remove a user's access to an application is just a matter of removing it from the shared folder.

This new capability called Network streaming mode is an excellent option in cases where you need to upload and stream a large number of applications or where users have multiple workstations and want to have access to the same applications across those devices.

Simplified administration and reporting tools

Client Management Suite gives IT organizations dynamic insights into their existing infrastructure that enable them to optimize resources and streamline support. Its enhanced IT reporting and analytics empower IT administrators to make data-driven decisions regarding their environment that align with business objectives.

Source of truth

IT often must account for and manage a broad range of discoverable and non-discoverable assets, as well as the different relationships that exist with those assets, such as primary users and departments. Capturing and documenting those IT assets and their relationships creates a “source of truth” that enables more effective asset tracking, change management, troubleshooting, and process automation. Client Management Suite gives you that source of truth through the Symantec Configuration Management Database (CMDB). Access to the CMDB gives you greater insight into what technology components you have, where they are, and how they are connected.

- Track non-discoverable items
- Create relationships between configuration items
- Graphically visualize relationships between assets
- Manage and track asset costs, dispose or retire assets, assign ownership, location or status, and view audits

Dynamic, drillable agent health views

When you need to quickly identify and isolate computers that need your attention, the new dynamic, drillable agent health “flipbook” in Client Management Suite accelerates identification of issues with agent connectivity and communication, enabling faster remediation.

Additional flipbooks present context-specific status summaries on:

- Software delivery tasks
- Software delivery compliance
- Hardware
- Operating systems

Accelerated time to effective management

Targeting specific computers for administrative, reporting and troubleshooting tasks and jobs can take a long time when IT administrators have a long list of computers that need to be sorted through and filtered. Client Management Suite 7.6 significantly reduces that time by delivering more powerful targeting and flexible filtering that is easier to define and manage.

- Create any combination of dynamic lists, static lists, or organizational views with drag-and-drop ease
- Organize and customize filter reports
- Customize views for each user
- Reuse in policies and tasks
- Search for filters to apply to targets

Advanced business-level reporting

To help you tie IT operations to your business objectives, Client Management Suite provides IT analytics reporting with drag-and-drop custom report creation and the ability to measure key performance indicators. A number of new enhancements have been added to the IT analytics reporting capabilities in Client Management Suite including:

- Cube browser
- Agent status reporting
- Multi-CMDB cube inclusions to give control over which CMDBs are to be included in scope
- Ability to add custom data classes to a cube directly from the console

- Mobile management support with dashboards and inventory reporting

Client Management Suite components

| Component | Description |
|--|---|
| Configuration Management Database (CMDB) | Repository that acts as a data warehouse to provide greater insight into what IT assets you have, where they are, how they are connected, and how any changes would impact those relationships. |
| Deployment Solution | Capture and deploy disk images, migrate data and system configurations, and change operating system settings. |
| Inventory Solution | Gather inventory data about computers, users, operating systems, network devices, and installed software applications in your environment. |
| IT Analytics | Explore data, analyze trends, and track IT performance without advanced knowledge of databases or third-party reporting tools. |
| Patch Management Solution | Assess, prioritize, and deploy updates for common operating systems and applications to ensure that managed computers are protected on an on-going basis. |
| Real-Time System Manager | Manage a single computer in real-time. You can view detailed information about the managed computer and remotely perform support tasks, such as restart a computer, reset a password, terminate a process, and more. |
| Software Management Solution | 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. |
| Workflow Solution | 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. |
| Workspace Virtualization | Virtualize applications to simplify application packaging and delivery, reduce application conflicts and run incompatible applications at the same time. |

Try it now for FREE

Try Client Management Suite by downloading a free 30-day trial today:

<http://www.symantec.com/client-management-suite/trialware>

System Requirements

Management Server

- NET Framework 4.5.1 or above
- Internet Explorer 8, 9, 10 or 11
- SQL Server 2008 SP2 or above, SQL Server 2012 or SQL Server 2014
- Windows Server 2008 R2 or Windows Server 2012 R2

Site Server

- Windows Vista SP2 or later, 7, 8, 8.1 x64/x86
- Windows Server 2008, 2008 R2, 2012, 2012 R2
- Windows IIS
- Microsoft .NET 4.5.1 or above

Note: Win XP and server 2003 are no longer supported due to .net version

Workflow Server

- Windows Server 2008 R2 SP1 or Windows Server 2012 R2
- SQL Server 2008 SP2 or above, SQL Server 2012 or SQL Server 2014

- Windows IIS
- Microsoft .NET 4.5.1 or above

Windows Agent

- Windows XP SP3 or later x64/x86
- Windows Vista SP2 or later x64/x86
- Windows 7 x64/x86
- Windows 8/8.1 x64/x86

Mac Agent

- OS X 10.8, 10.9, 10.10
- OS X Server 10.8, 10.9, 10.10

Linux Agent

- Red Hat Enterprise Linux WS\ES\AS 5.10 x64/x86, 6 x64/x86, 7
 - SUSE Linux Enterprise Desktop 10 x64/x86, 11 x64/x86
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More Information

Visit our website

<http://www.symantec.com/endpoint-management>

To speak with a Product Specialist in the U.S.

Call toll-free 1 (800) 745 6054

To speak with a Product Specialist outside the U.S.

For specific country offices and contact numbers, please visit our website.

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 or by connecting with Symantec at go.symantec.com/socialmedia.

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