

# Altiris™ Client Management Suite 7.1 from Symantec™ User Guide



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- A range of support options that give you the flexibility to select the right amount of service for any size organization
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- Upgrade assurance that delivers software upgrades
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[www.symantec.com/business/support/](http://www.symantec.com/business/support/)

All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policy.

## Contacting Technical Support

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

[www.symantec.com/business/support/](http://www.symantec.com/business/support/)

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/business/support/](http://www.symantec.com/business/support/)

## Customer service

Customer service information is available at the following URL:

[www.symantec.com/business/support/](http://www.symantec.com/business/support/)

Customer Service is available to assist with non-technical questions, such as 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 support 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

## Support agreement resources

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

Asia-Pacific and Japan [customercare\\_apac@symantec.com](mailto:customercare_apac@symantec.com)

Europe, Middle-East, and Africa [semea@symantec.com](mailto:semea@symantec.com)

North America and Latin America [supportsolutions@symantec.com](mailto:supportsolutions@symantec.com)

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# Introducing Client Management Suite

This chapter includes the following topics:

- [About Client Management Suite](#)
- [Components of Client Management Suite](#)
- [What's new in Client Management Suite 7.1](#)
- [Where to get more information](#)

## About Client Management Suite

Client Management Suite combines the necessary tools that help you deploy, manage, secure, and troubleshoot your desktop computers and laptop computers throughout their entire lifecycle.

The solutions that are part of the Client Management Suite help you discover the resources in your network, and let you check their state. The reporting tools help you identify problems and take immediate action to fix them. Client Management Suite lets you automate time-consuming and redundant tasks to reduce the effort of managing your client systems.

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

- **Discovery and inventory**  
The suite lets you gather comprehensive inventory of all hardware and software on your client systems. The collected inventory data helps you optimize software licenses and reduce the costs that are associated with operating system deployments and software rollouts.

- **Imaging and deployment**  
The suite lets you deploy standardized and hardware-independent images on your managed computers. You can migrate to the latest operating system or hardware with fewer interruptions to users.
- **Software distribution and patch management**  
The suite lets you control the software configurations of your client systems. The automated policies for software and patch management help you distribute the latest software and operating system updates. Software management capabilities let you ensure that the required software remains installed, is always in a working state, and is correctly configured on the client systems.
- **Remote management**  
The suite lets you troubleshoot and remediate client computers remotely. You can remote control your client systems with pcAnywhere technology, or use Real-Time System Manager techniques to fix the problems of users.

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

See [“Where to get more information”](#) on page 15.

## Components of Client Management Suite

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

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

**Table 1-1** Components of Client Management Suite

Component	Description
Symantec Management Platform	<p>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>Symantec Management Platform includes the following components:</p> <ul style="list-style-type: none"> <li>■ Configuration Management Database (CMDB)</li> <li>■ Notification Server</li> <li>■ Symantec Management Console</li> <li>■ Symantec Management Agent for Windows</li> <li>■ Symantec Management Agent for UNIX, Linux, and Mac</li> <li>■ Network Discovery</li> <li>■ Software Management Framework</li> <li>■ Reports</li> </ul>
Deployment Solution	<p>Deployment Solution helps to reduce the cost of deploying and managing servers, desktops, notebooks, and thin clients from a centralized location in your environment. It offers operating system deployment, configuration, personality migration of computers, and software deployment across different hardware platforms and operating systems.</p> <p>Deployment Solution provides integrated provisioning, disk imaging, and personality migration from the Symantec Management Console. Using Symantec Ghost™, you can perform initial computer deployment using standard images and migrate user data or application settings to new computers.</p> <p>Deployment Solution includes a 7.x version that runs on the Symantec Management Platform and a license for the latest 6.x version that can be installed separately.</p>

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

Component	Description
Inventory Solution	<p>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 Windows, UNIX, Linux and Mac.</p> <p>After you gather inventory data, you can analyze it using predefined or custom reports.</p>
Inventory for Network Devices	<p>Inventory for Network Devices gathers inventory data from the devices that are not managed through the Symantec Management Agent.</p> <p>You can gather inventory on the devices that are already discovered and exist as resources in the Configuration Management Database (CMDB).</p>
Out-of-band management	<p>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 lets you 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>
Patch Management Solution for Linux	<p>Patch Management Solution for Linux lets you scan Red Hat and Novell Linux computers for security vulnerabilities. The solution then reports on the findings and lets you automate the download and distribution of needed errata, or software updates. The solution downloads the required patches and provides wizards to help you deploy them.</p>
Patch Management Solution for Mac	<p>Patch Management Solution for Mac lets you scan Mac computers for the updates that they require. The solution then reports on the findings and lets you automate the downloading and distribution of needed updates. You can distribute all or some of the updates.</p>

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

Component	Description
Patch Management Solution for Windows	Patch Management Solution for Windows lets you scan Windows computers for security vulnerabilities, and view the results of the scan. The system lets you automate the download and distribution of the security patches. You can create filters of the computers and apply the patch to the computers that need it.
pcAnywhere Solution	pcAnywhere Solution is a remote control solution. It lets you manage computers, resolve help desk issues, and connect to remote devices.
Power Scheme Task	The Power Scheme Task component helps you discover and remotely configure the power settings of your Windows computers.  See " <a href="#">About Power Scheme Task component</a> " on page 17.
Real-Time System Manager	Real-Time System Manager provides you detailed real-time information about the managed computer, and lets you remotely perform different administrative tasks. You can run the tasks immediately, or on a schedule.  Real-Time System Manager also lets you run some of the management tasks on a collection of computers.
Software Management Solution	Software Management Solution provides intelligent and bandwidth-sensitive distribution and management of software from a central Web console. It leverages the Software Catalog and Software Library to ensure that the required software gets installed, remains installed, and runs without interference from other software.  Software Management Solution supports software virtualization technology, which lets you install software into a virtual layer on the client computer.  Software Management Solution also lets users directly download and install approved software or request other software.

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

Component	Description
IT Analytics Solution	<p>IT Analytics Solution software complements and expands upon the traditional reporting that is offered in most Altiris solutions. It brings exciting new features and capabilities to Notification Server because it incorporates multi-dimensional analysis and robust graphical reporting and distribution features.</p> <p>This functionality allows users to explore data on their own, without advanced knowledge of databases or third party reporting tools. It empowers users to ask and answer their own questions quickly, easily, and effectively.</p> <p>Altiris IT Analytics Symantec Endpoint Protection Pack is also included in this solution.</p>
Symantec Endpoint Protection Integration Component	<p>The Symantec Endpoint Protection Integration Component combines Symantec Endpoint Protection with your other Symantec Management Platform solutions. You can inventory computers, update patches, deliver software, and deploy new computers. You can also back up and restore your systems and data, manage DLP agents, manage Symantec Endpoint Protection clients. You can do this work from a single, Web-based Symantec Management Console.</p>
Enhanced console views	<p>The enhanced Symantec Management Console views replace the default console views through Symantec Management Platform version 7.0 for computers and software. For tasks and policies, the enhanced views add drag-and-drop functionality. In addition, you can now search the tree rather than drilling down to find specific tasks or policies.</p> <p>The enhanced views are incorporated into the existing console. They let you manage computers, software, jobs and tasks, and policies more efficiently with fewer clicks. For example, you can now drag policies onto computers to apply the policies to those computers. This action eliminates multiple steps that the previous console required to accomplish the same thing.</p>

## What's new in Client Management Suite 7.1

The 7.1 release of Client Management Suite introduces the following new features:

- Support for 64-bit operating systems.

- Hierarchy improvements.  
 You can now compile several Notification Servers in to one hierarchy structure. It makes easier to manage large amounts of clients.

The updates include the enhancements, changes, or deprecations in the features that existed in Client Management Suite 7.0.

## Where to get more information

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

**Table 1-2** Documentation resources

Document	Description	Location
Release Notes	Information about new features and important issues.	The <b>Product Support</b> 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 <b>Documentation</b> link on the right side of the page.
User Guide	Information about how to use this product, including detailed technical information and instructions for performing common tasks.	<ul style="list-style-type: none"> <li>■ The Documentation Library, which is available in the Symantec Management Console on the <b>Help</b> menu.</li> <li>■ The <b>Product Support</b> 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 <b>Documentation</b> 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 <b>Help</b> menu.  Context-sensitive help is available for most screens in the Symantec Management Console.  You can open context-sensitive help in the following ways: <ul style="list-style-type: none"> <li>■ The F1 key when the page is active.</li> <li>■ The Context command, which is available in the Symantec Management Console on the <b>Help</b> menu.</li> </ul>

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

**Table 1-3** Symantec product information resources

Resource	Description	Location
SymWISE Support Knowledgebase	Articles, incidents, and issues about Symantec products.	<a href="http://www.symantec.com/business/theme.jsp?themeid=support-knowledgebase">http://www.symantec.com/business/theme.jsp?themeid=support-knowledgebase</a>
Symantec Connect	An online resource that contains forums, articles, blogs, downloads, events, videos, groups, and ideas for users of Symantec products.	<a href="http://www.symantec.com/connect/endpoint-management">http://www.symantec.com/connect/endpoint-management</a>

# Using Power Scheme Task

This chapter includes the following topics:

- [About Power Scheme Task component](#)
- [Preparing target computers for power scheme management](#)
- [Collecting power scheme inventory data](#)
- [Creating a Power Scheme Task](#)
- [Editing and deploying power scheme settings](#)
- [Viewing power scheme inventory data](#)

## About Power Scheme Task component

The Power Scheme Task component helps you discover and remotely configure the power scheme settings of your Windows computers.

The Power Scheme Task component includes predefined tasks with different power scheme settings. According to your requirements, you can change the settings of the predefined tasks, or you can create custom power scheme management tasks.

When the power scheme management task runs, it creates and activates the Altiris Power Scheme on target computers.

See [“Editing and deploying power scheme settings”](#) on page 21.

The Power Scheme Task component is installed as a part of the Client Management Suite.

The Power Scheme Task component requires that you install the Power Scheme Task Plug-in on your managed computers.

See [“Installing the Power Scheme Task Plug-in”](#) on page 19.

The Power Scheme Task that you run does not change the power schemes that Windows or other applications install. It creates the Altiris Power Scheme with the power scheme settings that you specify.

**Table 2-1** Power Scheme Task features

Feature	Description
Edit and deploy power schemes.	<p>You can edit and deploy different predefined power schemes.</p> <p>See <a href="#">“Editing and deploying power scheme settings”</a> on page 21.</p> <p>The Power Scheme Task that you run does not change the power schemes that Windows or other applications install. It creates the Altiris Power Scheme with the power scheme settings that you specify.</p>
Create power scheme management tasks.	<p>You can create custom power scheme management tasks, and you can specify the power scheme settings according to your requirements.</p> <p>See <a href="#">“Creating a Power Scheme Task”</a> on page 21.</p>
Inventory power schemes on client computers.	<p>You can collect information about the power scheme settings that are currently active on your Windows computers.</p> <p>See <a href="#">“Collecting power scheme inventory data”</a> on page 20.</p>
View power schemes data.	<p>You can use a predefined report to see the power scheme settings that are currently active on your Windows computers.</p> <p>See <a href="#">“Viewing power scheme inventory data”</a> on page 22.</p>

## Preparing target computers for power scheme management

To run power the scheme management tasks, you must install the Power Scheme Task Plug-in on the target computers. The Power Scheme Task Plug-in lets you configure the power scheme settings on your managed Windows computers. The Power Scheme Task Plug-in also lets you collect information about the power scheme settings that are currently in use on the managed computers.

The Power Scheme Task Plug-in works with the Symantec Management Agent to perform the power scheme management tasks.

See [“About Power Scheme Task component”](#) on page 17.

## Installing the Power Scheme Task Plug-in

The Power Scheme Task Plug-in lets you configure the power scheme settings on your managed Windows computers. The agent installation process can take some time to start, depending on the update intervals that you set for the Symantec Management Agent.

See [“About Power Scheme Task component”](#) on page 17.

### To install the Power Scheme Task Plug-in

- 1 In the Symantec Management Console, on the **Actions** menu, click **Agents/Plug-ins > Rollout Agents/Plug-ins**.
- 2 In the left pane, click **Power Scheme > Power Scheme Task Plug-in Install**.
- 3 In the right pane, make any wanted changes.  
For more information about policy configuration options, press F1 or click **Help > Context**.
- 4 Turn on the policy.  
At the upper right of the page, click the colored circle, and then click **On**.
- 5 Click **Save changes**.

## Upgrading the Power Scheme Task Plug-in

If you upgrade from a previous version of the Client Management Suite, you must also upgrade the Power Scheme Task Plug-in to the latest version. To upgrade the Power Scheme Task Plug-in, you must turn on the upgrade policy.

See [“About Power Scheme Task component”](#) on page 17.

### To upgrade the Power Scheme Task Plug-in

- 1 In the Symantec Management Console, on the **Actions** menu, click **Agents/Plug-ins > Rollout Agents/Plug-ins**.
- 2 In the left pane, click **Power Scheme > Power Scheme Task Plug-in Upgrade**.
- 3 In the right pane, make any wanted changes.  
For more information about policy configuration options, press F1 or click **Help > Context**.

- 4 Turn on the policy.  
At the upper right of the page, click the colored circle, and then click **On**.
- 5 Click **Save changes**.

## Uninstalling the Power Scheme Task Plug-in

If you do not perform the power scheme management tasks on your computers over an extended period of time, you can uninstall the Power Scheme Task Plug-in. Uninstalling the unused agents helps to eliminate the unnecessary network traffic. To uninstall the Power Scheme Task Plug-in, you must turn on the uninstall policy.

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**Note:** Before you uninstall the Power Scheme Task Plug-in, make sure that you turn off the **Power Scheme Task Plug-in Install** policy.

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See [“About Power Scheme Task component”](#) on page 17.

See [“Installing the Power Scheme Task Plug-in”](#) on page 19.

### To uninstall the Power Scheme Task Plug-in

- 1 In the Symantec Management Console, on the **Actions** menu, click **Agents/Plug-ins > Rollout Agents/Plug-ins**.
- 2 In the left pane, click **Power Scheme > Power Scheme Task Plug-in Uninstall**.
- 3 In the right pane, make any wanted changes.  
For more information about policy configuration options, press F1 or click **Help > Context**.
- 4 Turn on the policy.  
At the upper right of the page, click the colored circle, and then click **On**.
- 5 Click **Save changes**.

## Collecting power scheme inventory data

The **Power Scheme Inventory** task lets you collect power scheme settings inventory from managed computers.

See [“About Power Scheme Task component”](#) on page 17.

To perform this task, you must install the Power Scheme Task Plug-in on the target computers.

See [“Installing the Power Scheme Task Plug-in”](#) on page 19.

After you run the inventory task, you can use the predefined report to view the collected power scheme settings data.

See [“Viewing power scheme inventory data”](#) on page 22.

#### To collect power scheme inventory data

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

## Creating a Power Scheme Task

You can create custom power scheme management tasks, and you can specify the power scheme settings according to your requirements.

See [“About Power Scheme Task component”](#) on page 17.

For more information, see the topic about creating a task in the *Symantec Management Platform Help*.

#### To create a Power Scheme Task

- 1 In the Symantec Management Console, on the **Manage** menu, click **Jobs and Tasks**.
- 2 In the left pane, click **System Jobs and Tasks**.
- 3 Right-click the **Power Scheme Tasks** folder, and then click **New > Task**.
- 4 In the **Create New Task** dialog box, in the left pane, click **Power Scheme Settings Task**.
- 5 In the right pane, specify the power scheme settings.
- 6 Click **Ok**.

## Editing and deploying power scheme settings

Power Scheme Tasks let you create and activate different power scheme settings on your managed Windows computers.

See [“About Power Scheme Task component”](#) on page 17.

To perform the power scheme management tasks, you must install the Power Scheme Task Plug-in on target computers.

See [“Installing the Power Scheme Task Plug-in”](#) on page 19.

When you select the target computers, be mindful that only one power scheme can be active on a computer at a time. When you run more than one Power Scheme Task on a target computer, the task that runs last sets the active power scheme. For example, you may run the Always On Power Scheme task on all your computers. Later, you can run the Portable/Laptop Power Scheme task on your notebook computers.

---

**Note:** The power scheme that the specified Power Scheme Task creates and activates, is always named Altiris Power Scheme on the target computers. For example, when you run Always On Power Scheme task, the created and activated power scheme is named Altiris Power Scheme on the target computers.

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For more information, see the topic about running a task in the *Symantec Management Platform Help*.

#### To edit 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 **System Jobs and Tasks > Power Scheme Tasks**.
- 3 Select a Power Scheme Task that you want to run.
- 4 (Optional) In the right pane, configure the power scheme settings.
- 5 Click **Save changes**.
- 6 Select the target computers and run or schedule the task.

## Viewing power scheme inventory data

You can use a predefined report to view the power scheme inventory data. The report lets you see the power scheme settings that are active on the client computers.

To collect the power scheme inventory data, you must run the Power Scheme Inventory task on target computers.

See [“Collecting power scheme inventory data”](#) on page 20.

**To view 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**.

For more information, see the topics about using reports in the *Symantec Management Platform Help*.



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