

Introduction to Client Management Suite (CMS-U600)

COURSE DESCRIPTION

The Symantec Introduction to Client Management Suite course is designed for the professional tasked with installing, using, and managing Altiris Client Management Suite solutions. This 5-day, instructor-led, hands-on class covers essential setup and configuration options available with Notification Server™ 6.0, including how to perform core processes, collect inventory, distribute software, and create Web reports. Students will learn how Deployment Solution™ can simplify the routine task of setting up new computers. Students will also learn how to install, configure, and use Deployment Solution to perform tasks remotely from an easy-to-use console, saving them time and their enterprise money.

Delivery Method

Instructor-led

Duration

5 days

Course Objectives

By the end of this course, you should be able to

- Install and configure a Notification System and select Altiris solutions.
- Discover resources on your network.
- Install the Altiris Agent on discovered resources.
- Gather comprehensive data using the Altiris Agent and inventory scan agents.
- Set up schedules to automatically deliver applications and tasks to client computers.
- Analyze gathered information using predefined reports.
- Create custom reports.
- Install and configure Deployment Solution 6.8 SP2.
- Manage computers remotely using the Deployment Console and Deployment jobs, including:
 - Creating and restoring unique computer images without visiting each computer.
 - Installing and configuring AClient Deployment System Agent.
 - Installing and configuring Altiris automation to support the Deployment System, which includes installing PXE and embedded automation using WinPE, Linux, and DOS as automation operating systems.
 - Using ImageExplorer to edit and update image files.
 - Using remote control, chat, and Remote Desktop features to manage computers from the Deployment Console.

Who Should Attend

This course is for anyone who will be using Altiris Client Management Suite solutions in their environment and wants an introduction to the solutions that Altiris provides.

Prerequisites

You should have basic understanding and working knowledge of Microsoft® Windows; have familiarity with networking concepts, including LANs, network adapter cards, drivers, and network operating systems; have familiarity with computer hardware components such as hub, switches, and routers; and (optional, but recommended) familiarity using VMware®.

Hands-On

This course includes practical exercises and labs that enable you to test your new skills and begin to transfer them into your working environment.

COURSE OUTLINE

Introduction

- Course logistics and objectives

Understanding the Altiris Infrastructure

- Introducing the Altiris infrastructure
- Installing the Notification System

Using the Altiris Console

- Introducing the Altiris Console
- Accessing the Altiris Console
- Altiris Console tabs
- Altiris Console navigation

Installing and Configuring the Altiris Agent

- Introducing the Altiris Agent
- Installing the Altiris Agent
- Troubleshooting the Altiris Agent installation
- Configuring the Altiris Agent
- Creating Altiris Agent Configuration Policies
- Basic inventory data
- Multicasting with the Altiris Agent
- Using the Altiris Agent
- Troubleshooting the Altiris Agent
- Altiris Agent data flow
- Altiris Agent diagnostics

Installing Altiris Solutions

- Introducing Altiris Solutions
- The Altiris Solution Center
- Licensing solutions

- Individual solutions settings
- Common elements in solutions

Gathering Inventory Data

- Introducing Inventory Solution for Windows
- Viewing Inventory data
- Predefined Inventory tasks
- Inventory collection
- Inventory scan agents
- Machine inventory scan (AeXMachinelnv.exe)
- Custom scan (AeXCustlnv.exe)
- Exchange user data scan (AeXExchPls.exe)
- Serial number scan (AeXSNPlus.exe)
- Collector Agent (AeXNSInvCollector.exe)
- Alternate Inventory scan methods
- Troubleshooting Inventory gathering
- Inventory Notification Policies

Software Delivery

- Software Delivery Solution overview
- Software Delivery components
- Software Delivery agent
- Working with collections
- Using Software Delivery Solution
- Understanding packages
- Software Delivery tasks
- Scheduling tasks to run
- Software Portal overview
- Using the Software Portal
- Application Inventory
- Software Delivery configuration options

Building Web Reports

- Overview
- Cloning Web reports
- Creating custom reports
- Advanced Report Builder
- Using collections
- Exporting/importing Web reports
- Custom report views

Configuring the Altiris Notification Server

- Configuration tab
- Notification Policies
- Notification Server infrastructure configuration
- Package Servers
- Site maintenance
- Using Package Servers
- Package Servers
- Notification Server settings
- Incident settings
- Item tasks

Introduction to Deployment Solution

- Course logistics and objectives

Deployment Solution 6.8 Product Overview

- About Altiris Deployment Solution
 - About Altiris Deployment Systems
 - About Notification Systems
 - About RapiDeploy
- Deployment Solution Components
- Deployment System components
 - The Deployment Database component
 - The Deployment Console components
 - The Deployment Share component
 - The Altiris PXE Server component
 - DHCP Servers
 - The Deployment Server component
 - Managed devices
 - Remote management agents
 - Deployment System components working together
 - Deployment System requirements

Installing and Configuring a Deployment System

Preparing for a Deployment System Installation

- Pre-installation steps
- Licensing
- Altiris management modes
- Deployment Solution security
- IP address requirements
- Selecting a database and server name
- Installing Microsoft .NET framework and SQL
- Selecting an installation option

Installing a Deployment System

- Installing a Deployment System using the custom install method
 - Installing a Deployment System using the simple install method
 - Pre-boot operating systems
 - Configuring domain accounts options
- Installing Additional Components and Options
- Installing additional components
 - Managing pre-boot automation operating systems

The Altiris Automation Process

Introduction to Altiris Automation

- Accessing automation from an Altiris PXE Server
- Accessing automation from a hard drive
- Accessing automation from a removable device
- About Intel's Wired for Management
- Understanding PXE
- How PXE works

Configuring and Managing PXE Servers

- PXE architecture
- Altiris automation configurations
- Using the PXE Configuration utility
- Configuring automation boot menus
- PXE Server settings
- Deployment Server settings
- PXE MAC filtering
- PXE multicast options
- PXE data logs

- PXE status logs
 - Redirecting local configurations
- Creating Automation Boot Types
- Installing automation to a PXE Server
 - Installing automation to a managed computer's hard drive
 - Automation installer options
 - The hard drive automation boot process
 - Hard drive automation and imaging
 - Creating a network boot device
 - Removing embedded automation

Deployment System Basics

Console Components and Basic Functions

- Deployment Console components
 - The Computers pane
 - The Jobs pane
 - The Details pane
 - The Shortcuts and Resources pane
 - Managing multiple Deployment Systems
- Using Chat, Remote Control, and Remote Desktop

- Altiris chat
- Altiris remote control
- Altiris remote desktop

Creating and Scheduling Jobs and Tasks

- Defining jobs and tasks
- Creating jobs using right-click options
- Creating jobs with a wizard
- Creating jobs with the Lab Builder
- Creating drag-and-drop jobs
- Creating jobs manually
- Importing/exporting jobs
- Creating jobs and tasks using copy and paste
- Assigning jobs
- Scheduling computers to run jobs

Managing Jobs and Computers

- Managing jobs
- Rejecting or accepting computers
- Refreshing managed computers

Using Deployment Console Filters

- About console filters
- Creating and using filters

Adding Computers to a Deployment System

- Adding computers to the database
- About predefined computers
- Adding new computers using a wizard
- Using import files to add new computers

Deployment System Agents

Introduction to the Deployment System Agents

- About the Deployment System agents
- Agent AClient features

Deployment System Agent Settings

- Windows and Linux Agent settings
- Agent Server connection options
- Agent access options
- Agent security options

- Agent log files options
 - Agent proxy options
 - Agent startup/shutdown options
- Installing AClient
- Installing AClient
 - Installing AClient from a Deployment Console
 - Setting installation paths and default settings
 - Modifying AClient properties
 - Installing AClient from a target computer
 - Automating the AClient installation
 - Using the AClient template file
 - Forcing Deployment System agent settings on new computers
- AClient Desktop Icon Options
- AClient desktop icon options

Creating, Deploying, and Managing Images

Creating Computer Image Files

- About computer image files
- Creating a job to capture an image of a computer
- Using return codes
- Customizing return code options
- Creating run script tasks

The Altiris ImageExplorer

- About Altiris ImageExplorer
- Viewing image and volume information
- Manipulating folders and files
- Changing ImageExplorer configuration settings
- Creating self-extracting image files
- Converting old image files
- Splitting images

Deploying Images

- Deploying computer image files—basics
- Unicast and multicast imaging
- Multicast in-depth
- Multiple IP multicast address sets
- Creating a job to deploy images
- Image deployment methods

Using Deployment System Conditions

- About conditions
- Using multiple conditions

Using the Initial Deployment Job

- Using the Initial Deployment job to manage new computers
- How the Initial Deployment job works
- Configuring the Initial Deployment job

Review

- Comprehensive review
- Comprehensive lab