Symantec Client Management Suite 7.5: Implementation

COURSE DESCRIPTION

The *Symantec Client Management Suite 7.5 Implementation* course is designed for professionals tasked with implementing Symantec Client Management Suite (CMS) in their organizations. This five-day, instructor-led, hands-on course teaches students theory and concepts, and provides technical know-how on implementing Client Management Suite. This course teaches students the underlying components and concepts of the Symantec Management Platform along with the Symantec Management Console that is used by CMS to perform its management functions. Students learn how to install and configure the Symantec Management Agent on computers, including the various solution plug-ins. Students also learn the concepts of organizational views and groups, targets and filters and how to apply them. Students will also learn how to configure policies, tasks and jobs, security, hierarchy and replication, and troubleshooting Client Management Suite.

Delivery Method
Instructor-led

Duration
Five days

Course Objectives
By the completion of this course, you will be able to:

- Identify the types of information you need to collect to help determine what type of CMS configuration to implement
- Install Client Management Suite
- Discover and import computer and user resources that you want to manage
- Deploy the Symantec Management Agent and plug-ins
- Create Organizational Views and Groups and assign resources to them
- Create and configure policies, tasks, and jobs and assign them to targets
- Troubleshoot common problems with installation and managing of Client Management Suite
- Creating reports and installing and configuring IT Analytics

Who Should Attend
This course is designed for the professional tasked with implementing, designing, architecting, installing, and configuring Symantec Client Management Suite (CMS) to manage the software and hardware in their company.

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Prerequisites
You must also have a basic understanding and working knowledge of Microsoft Windows (XP, 2003, 7, 2008) operating systems and optionally Linux and Mac operating systems.

Hands-On
This course includes practical exercises and labs using your own network of virtual computers that enable you to test your new skills and begin to transfer them into your working environment.

COURSE OUTLINE

Course Introduction
- Course objectives
- Course overview
- Lab environment introduction

Understanding SMP and CMS
- Introducing the platform
- Learning about the SMP\CMS components
- Platform concepts
- How the platform works

Architecture
- Assess and Design
- Hardware Recommendations
- Supported operating systems
- Implementing CMS

Installing Client Management Suite
- Hardware requirements
- Software requirements
- Installing CMS
- Planning for a Migration or Upgrade

Using the Symantec Management Console
- Accessing the Symantec Management Console
- First time configuration
- Getting to know the Console
- Configuring the NS after installation
- Configuring CMS after installation
- Getting to know the enhanced console views

Discovering resources
- Introducing resource discovery methods
- Importing resources from AD
- Discovering network resources using Network Discovery
- Importing resources using Data Connector
- Discovering computers using domain resource discovery

Organizational Views and Groups

- Learning about organizational views and groups
- Creating and populating custom organizational views and groups
- Managing organizational views and groups

Install and configure the agents
- Managing computers with the Symantec Management Agent
- Installing the Symantec Management Agent
- Overview of the solution plug-ins
- Installing the solution plug-ins
- First time setup
- Verifying the solution plug-ins are installed
- Uninstalling the solution plug-ins
- Upgrading the solution plug-ins
- Understanding how communication works between the agents, NS, and site servers
- Understanding Maintenance Windows

Filters and Targets
- Introducing resource filters
- Managing and working with filters
- Creating and modifying filters
- Introducing targets
- Working with targets

Policies
- Getting to know policies
- Understanding user-based policies
- Understanding how the agent receives policies
- Configuring automation policies
- Managing shared schedules

Tasks and Jobs
- Overview of task management
- Creating and scheduling tasks and jobs
- Task management communication and processing

Security
- About security
- Creating and configuring security roles
- Assigning privileges to security roles
- Creating and configuring user accounts
- Adding members to a security role
- Assigning security permissions to folders and items
- About predefined roles

Reporting
- About reports
- Using and creating reports
- Configuring IT Analytics (ITA)
- Creating reports using ITA
- Creating custom reports

Site Management
- About site services
- About site maintenance

- Managing sites and site servers
- Assigning a site to a site server
- Managing agents and subnets
- Configuring package service settings
- Configuring task service settings

Cloud-enabled Management (CeM)
- About Cloud-enabled Management (CeM)
- Preparing your environement for CeM
- Setting up CeM

Replication
- Understanding replication
- Setting up and configuring replication
- Running replication

Hierarchy
- Understanding hierarchy
- Setting up a Notification Server hierarchy
- Configuring hierarchy replication
- Changing the hierarchy topology

Appendix: Troubleshooting
- Learning about platform troubleshooting tools
- Using NSConfigrator
- Using Remote Altiris Agent Diagnostics
- Real-time System Manager
- Troubleshooting the Symantec Management Agent
- SSE Tools - Chevron

Appendix: Backing up the server and database
- Symantec Management Platform components needed for recovery
- Backing up the IIS default web site virtual directories
- Backing up the Configuration Management Database (CMDB)
- Backing up core settings and configuration
- Cryptography Keys

Appendix: Migration
- About Migration
- Readiness Checklist
- Post installation checklist
- Migration scenarios