



**0 to CeM in 60 minutes...**

## **Technical Overview**

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# Agenda

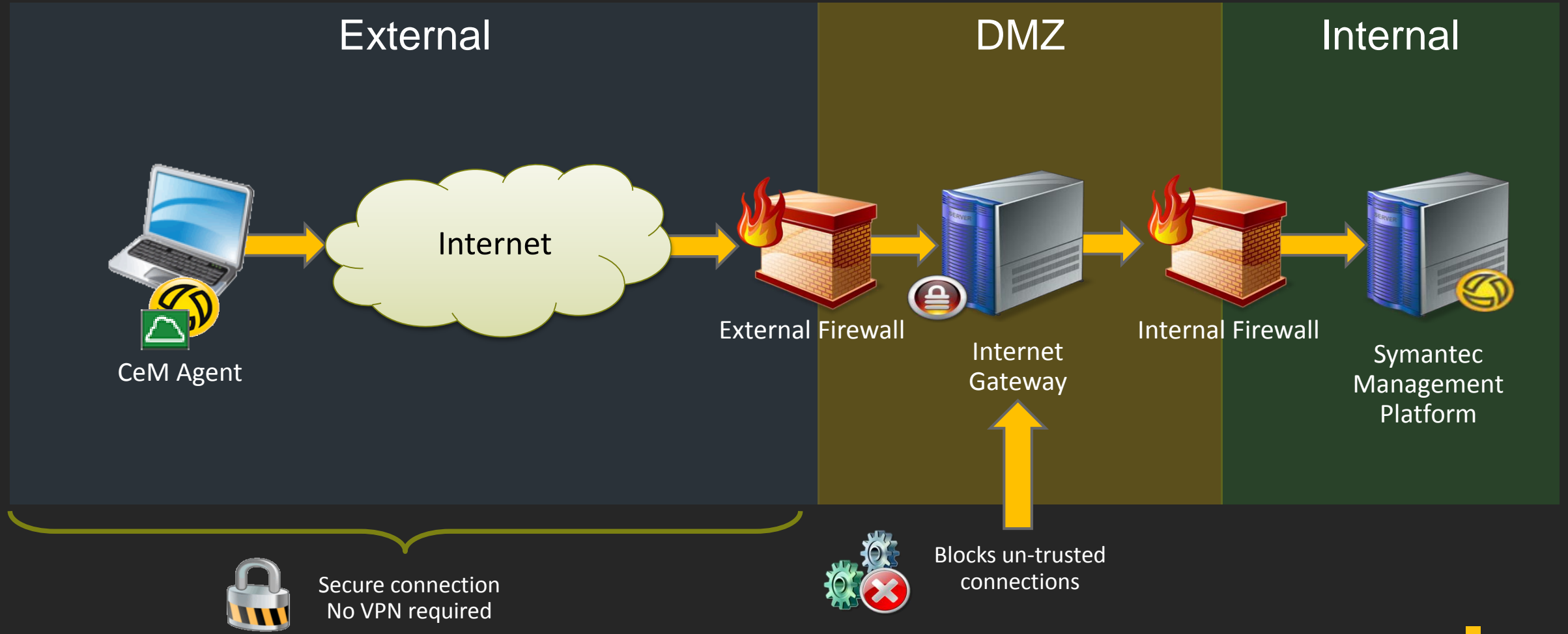
- |   |  |
|---|--|
| 1 | Introduction to Cloud Enabled Management           |
| 2 | Preparing for Cloud Enabled Management             |
| 3 | Implementing the Cloud Enabled Infrastructure DEMO |





# Introduction to Cloud Enabled Management

# Cloud Enabled Management



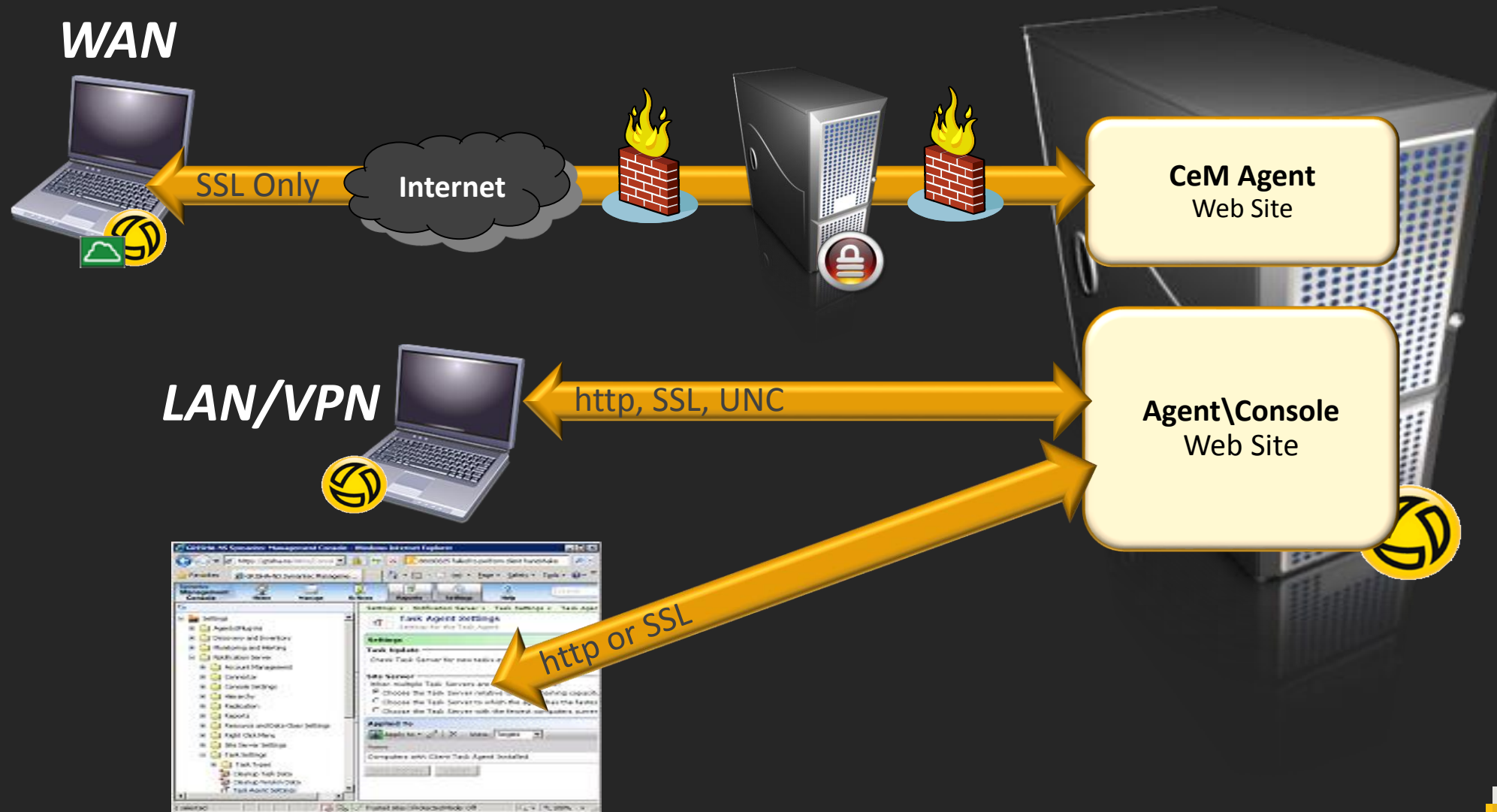
## CeM Enhancements – Endpoint Support



- **Windows & Mac Endpoints**

- Managed Software Delivery
- Inventory Gathering
- Application Metering
- Patch Management
- Basic Client Tasks
- Quick Delivery (non real-time)
- Hierarchy and Replication

# Isolated Web Site Design



# Understanding Symantec Management Agent Types



- **Symantec Management Agent**
  - Has been installed from the console or automation
  - Expected to be on LAN or VPN Connection



- **Cloud Enabled Agent**
  - SMA that has had the Cloud Enabled Feature turned ON
  - Installed via CeM Agent Package OR Enabled CeM Policy

# Supported OS/Requirements



- **Symantec Management Agent**
  - Windows, UNIX, Linux, Mac OS



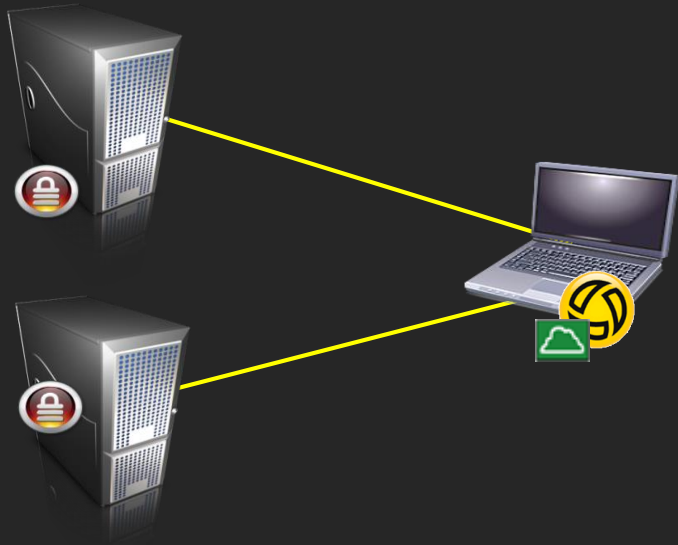
- **Cloud Enabled Endpoints**
  - Windows or Mac OS only in this release



- **Internet Gateway**
  - Physical/Virtual Server
    - Windows Server 2008 R2 SP1 or Windows Server 2012 R2
    - 8GB RAM, 40GB HDD, Dual Core CPU, Two NICs
  - .NET Framework 4.51 feature enabled
  - Supports up to 35K endpoints (3,000 concurrent)

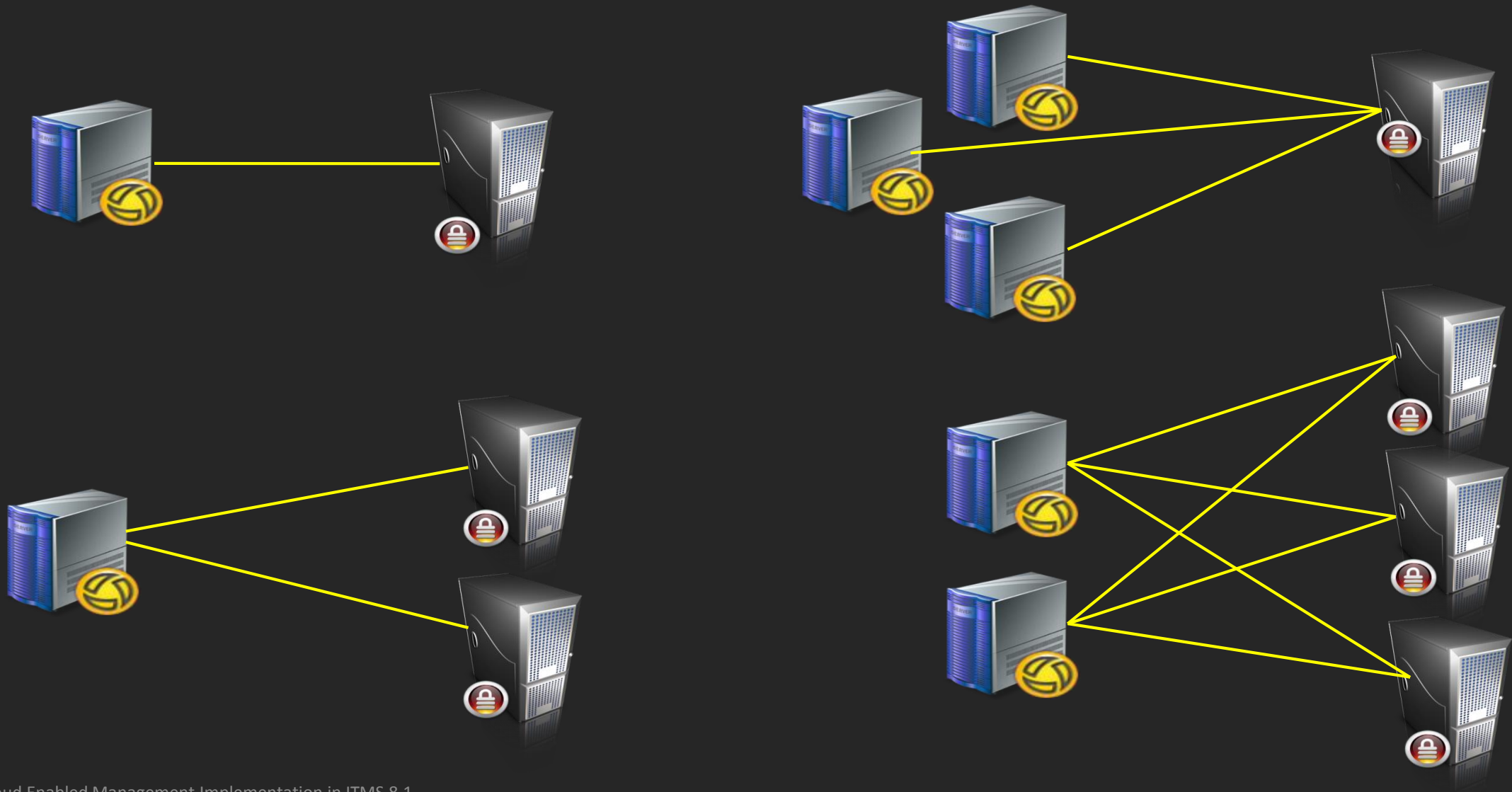


# Internet Gateway Implementation



- At least two gateways recommended
- Agents can switch between gateways
- Automatic load balancing
- All gateways are treated equal
- Automatic failover

# Supported Gateway Implementations



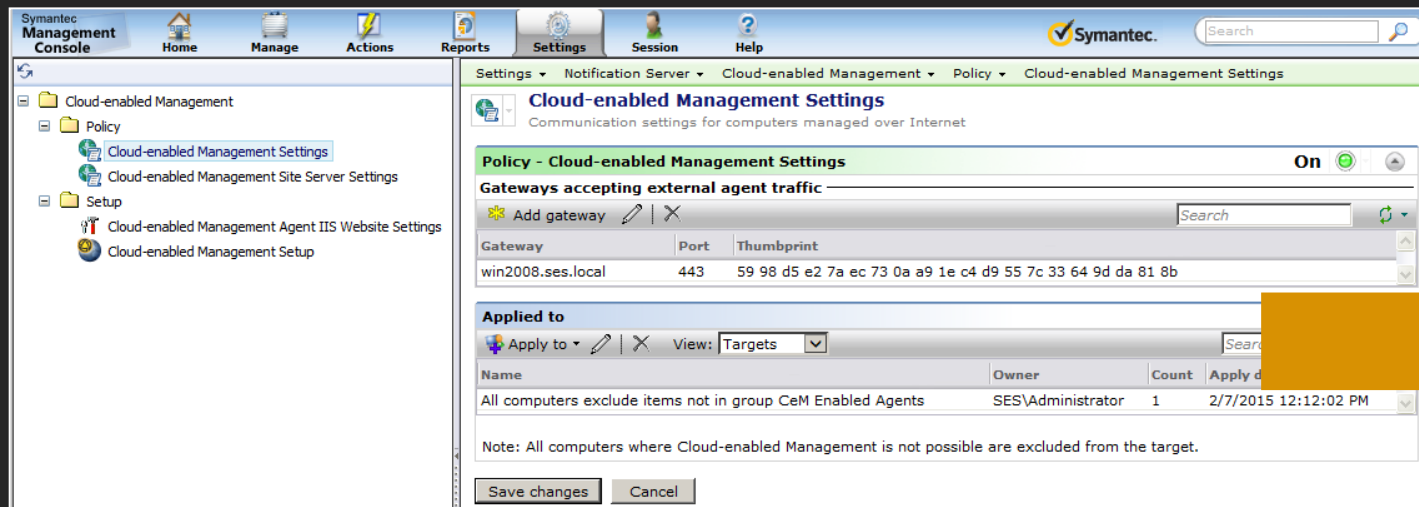


# Preparing for Cloud Enabled Management

# Steps to Prepare the SMP Environment for CeM

## 1. Configure your Notification Server and Symantec Management Agents to use HTTPS.

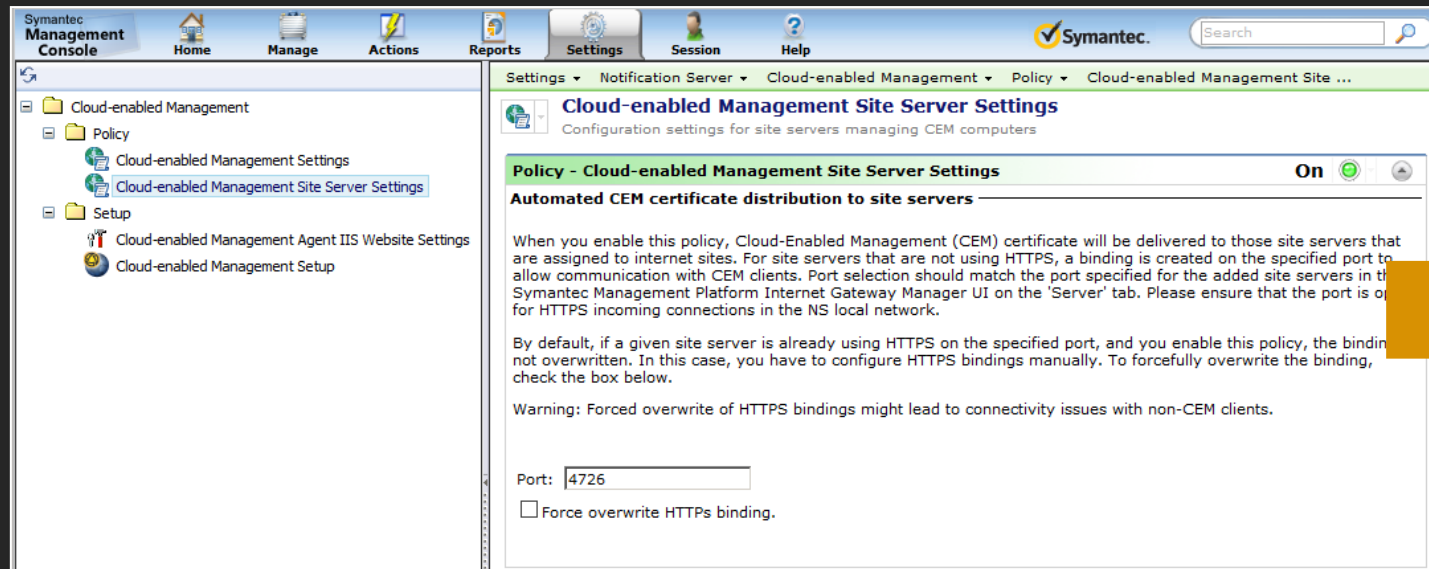
- Notification Server is automatically configured to use HTTPS if you check **Require HTTPS** in SIM
- Agents are automatically configured to use HTTPS when they receive **CeM Settings** policy.



# Steps to Prepare the SMP Environment for CeM

## 2. Create/Configure your Site Servers to use HTTPS.

- To serve Cloud-enabled agents, site servers have to be configured to use HTTPS.
- This process is automated by the **Cloud-enabled Management Site Server Settings** policy.
- By default, this policy does not overwrite the existing HTTPS binding on the specified port



# Steps to Prepare the SMP Environment for CeM

## 3. Assign Site Servers to Internet Sites

- The Cloud-enabled agents that are behind the Internet gateway use **Internet sites**
- Add your site servers to the predefined **Default Internet Site** or other Internet sites that you create.

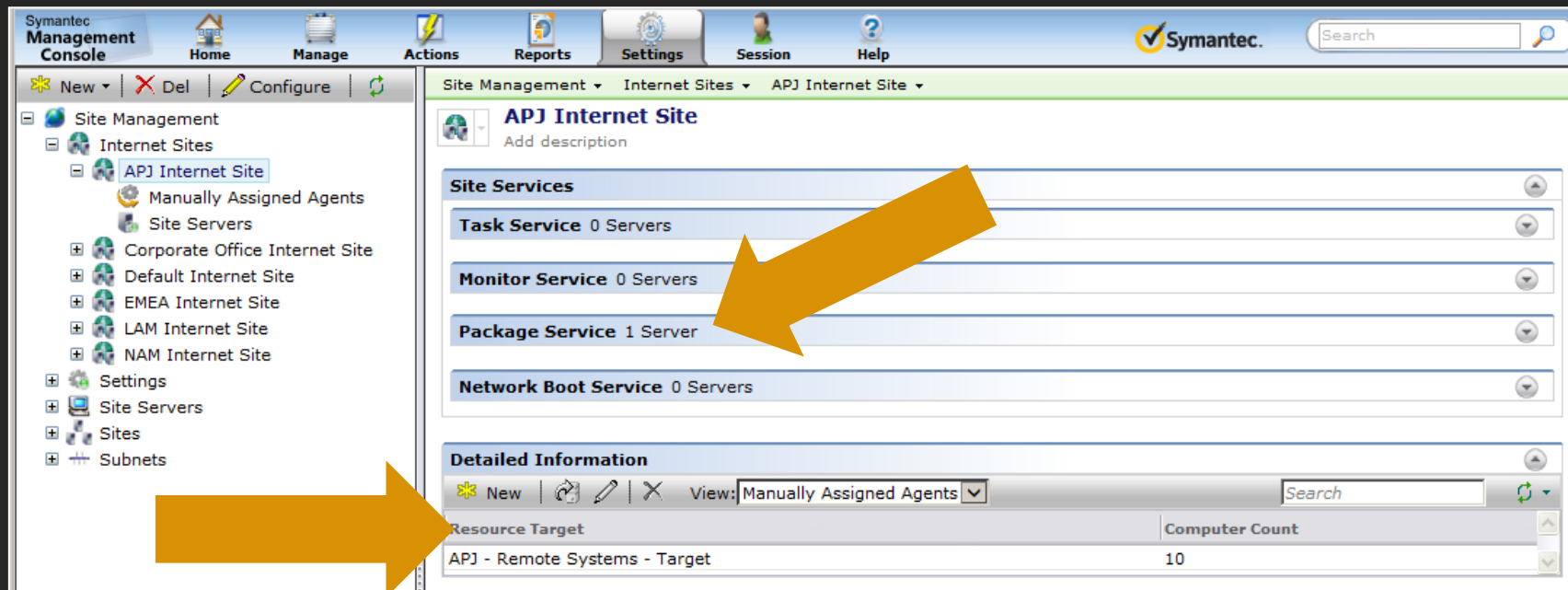
The screenshot shows the Symantec Management Console interface. The left sidebar displays the 'Site Management' tree, with 'Internet Sites' expanded and 'APJ Internet Site' selected. The main pane shows the configuration for 'APJ Internet Site'. The 'Site Services' section lists four services: Task Service (0 Servers), Monitor Service (0 Servers), Package Service (1 Server), and Network Boot Service (0 Servers). The 'Detailed Information' section shows a table of site servers.

Name	Domain	IP Address	Site Services
SMP	SES	10.10.7.131	3
UTILITY	ALTIRISDEMO	192.168.1.17	1

# Steps to Prepare the SMP Environment for CeM

## 4. Make sure that the Internet site is properly configured

- On the Internet site page, make sure that the required site services are set up properly
- Ensure that the settings apply to the appropriate resource target.





# Implementing the Cloud Enabled Infrastructure

LIVE DEMONSTRATION





**Additional Links & Information**

# Additional Cloud Enabled Management Information

- **Symantec Video Series**
  - Leveraging SSL Certificates in the SMP Environment
    - <https://youtu.be/oShC-r0H0wU>
  - Cloud Enabled Management Design and Implementation
    - <https://youtu.be/ThNPBRYx22M>
- **Cloud-enabled Management Whitepaper for ITMS 8.0**
  - <http://www.symantec.com/docs/DOC9321>
- **CeM best practices, planning, and configuration**
  - <http://www.symantec.com/docs/TECH227638>
- **Symantec Connect Community**
  - <http://www.symantec.com/connect/endpoint-management>

The screenshot shows the Symantec Connect Community website. The main content area is titled 'Endpoint Management Community' and features a grid of 'Symantec Sponsored Groups' including Asset Management, Deployment and Imaging, Discovery and Inventory, ITMS Administration, Mac Management, Monitor and Sensor Health, Patch Management, Reporting, Server Management, Software Management, Virtualization and Streaming, and Workflow & ServiceDesk. Below this is a 'Can you solve these?' section with a list of IT issues. To the right, there is a 'Top 5 Contributors' table showing member names and their reward points.

All Time	
MEMBER NAME	REWARD POINTS
Joel Smith	79998
sanatkin	50147
Edt	30644
nclemaon	19681
Ludovic Ferre	10305

Last 30 Days	
MEMBER NAME	REWARD POINTS
Joel Smith	2290
sanatkin	1075

Document Title	Document ID
Cloud-enabled Management Whitepaper for ITMS 7.5	DOC7049
Cloud-enabled Management Whitepaper for ITMS 7.5 SP1	DOC7438
Cloud-enabled Management Whitepaper for ITMS 7.6	DOC8125
Is Deployment Solution supported with Cloud-enabled Management	TECH213513
Is pcAnywhere supported with Cloud-enabled Management	TECH218332



# Q&A



# Thank you!

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# Demo Flow

0 to CeM in 60 minutes...

Slides

Demonstration

Product Demonstration

Introduction to CeM	What is CeM?	Endpoint Support	CeM HL Overview	CeM Design	CeM Agent	CeM & Site Servers	10 Mins
Preparing the Environment	Configuring NS for SSL	Configuring Site Servers for SSL	Assigning SS to Internet Sites	Validating Site Server Operation			5 Mins
Implementing CeM Infrastructure	Setup the CeM Agent IIS Website	Prepare IG Server(s)	Implement Internet Gateway(s)				10 Mins
Enabling CeM on the Endpoint	Configure the CeM Settings Policy	Create/Deploy CeM Installation Pkg	Validate CeM Operation	Validate Solution Operation			15 Mins
CeM Enhancements	CeM Enhancements						5 Mins
Summary	Additional Information						2 Mins

