



0 to CeM in 60 minutes...

Technical Overview

Brian Sheedy, Sr. Principal TEC, Endpoint Management

Agenda

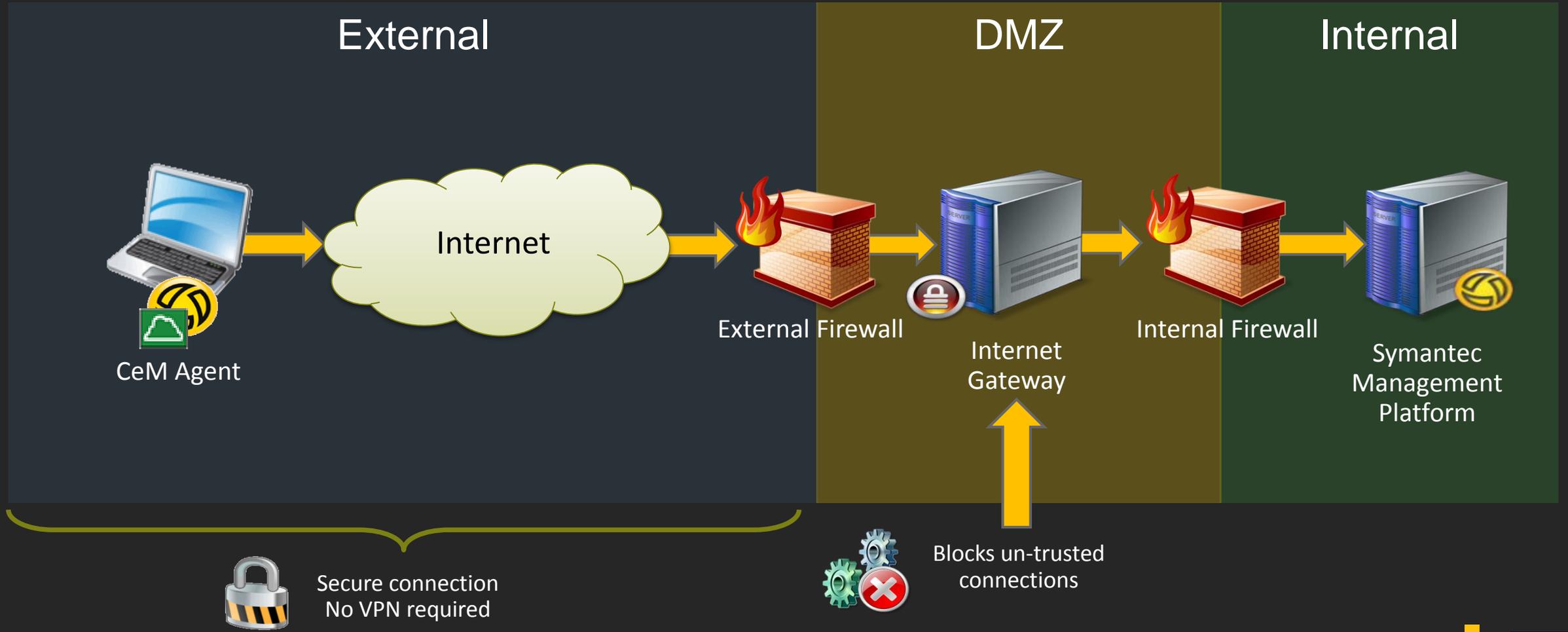
- 1 Introduction to Cloud Enabled Management
- 2 Preparing for Cloud Enabled Management
- 3 Implementing the Cloud Enabled Infrastructure DEMO





Introduction to Cloud Enabled Management

Cloud Enabled Management



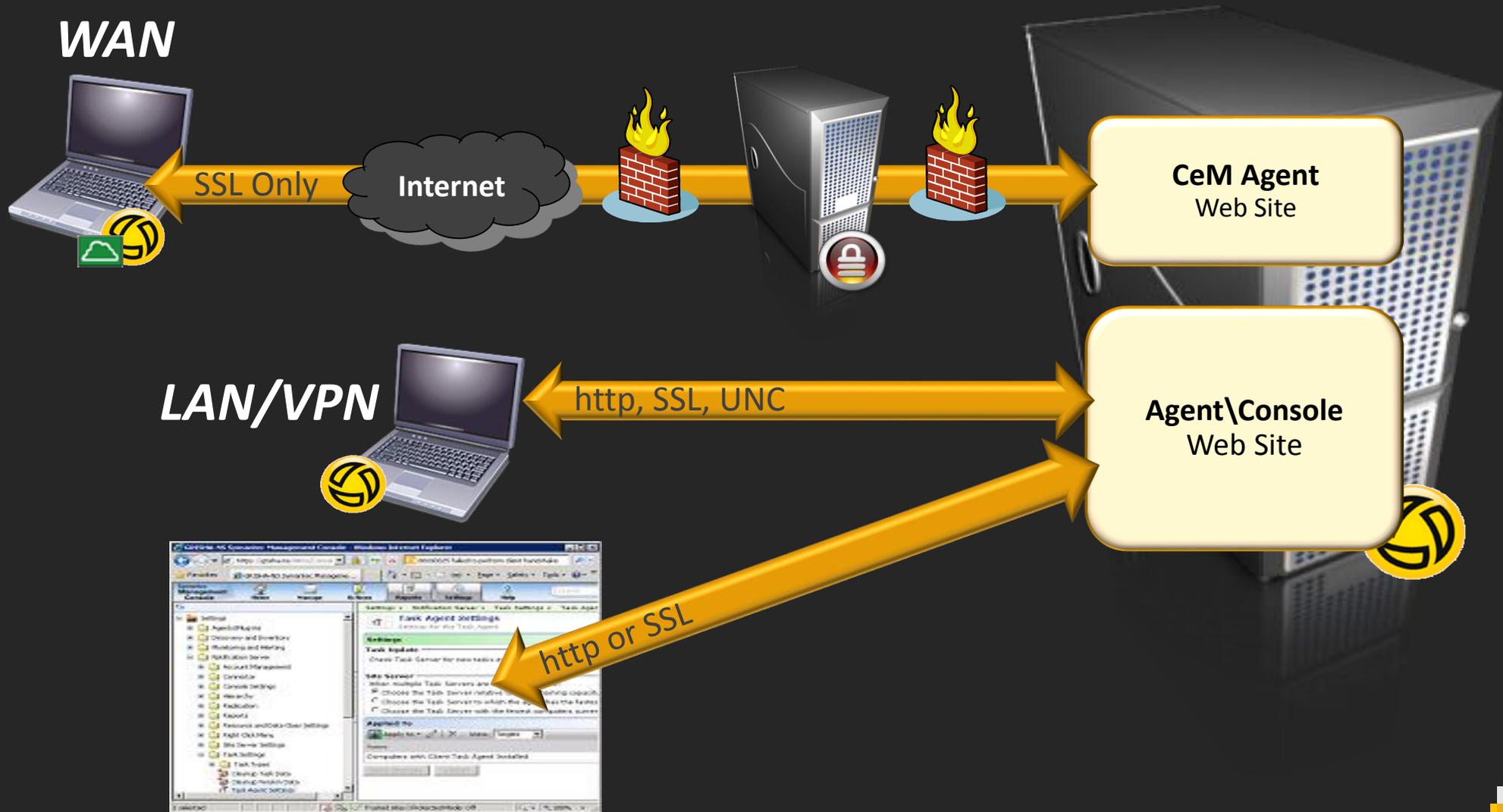
CeM Enhancements – Endpoint Support



- **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

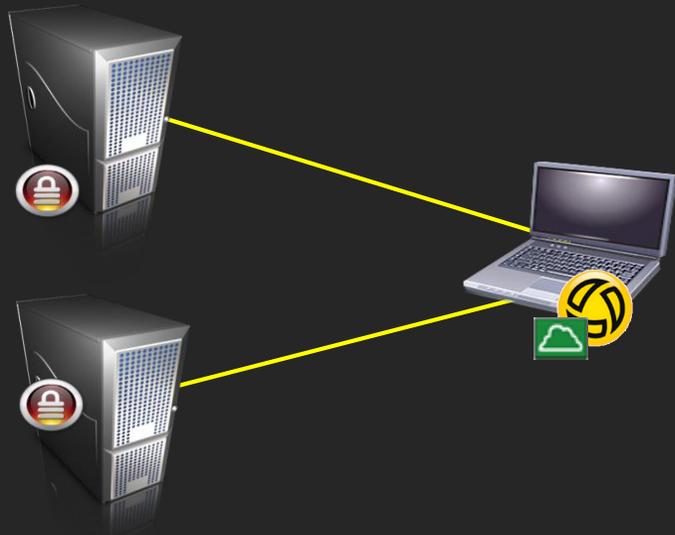


- **Cloud Enabled Endpoints**
 - Windows or Mac OS only in this release



- **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



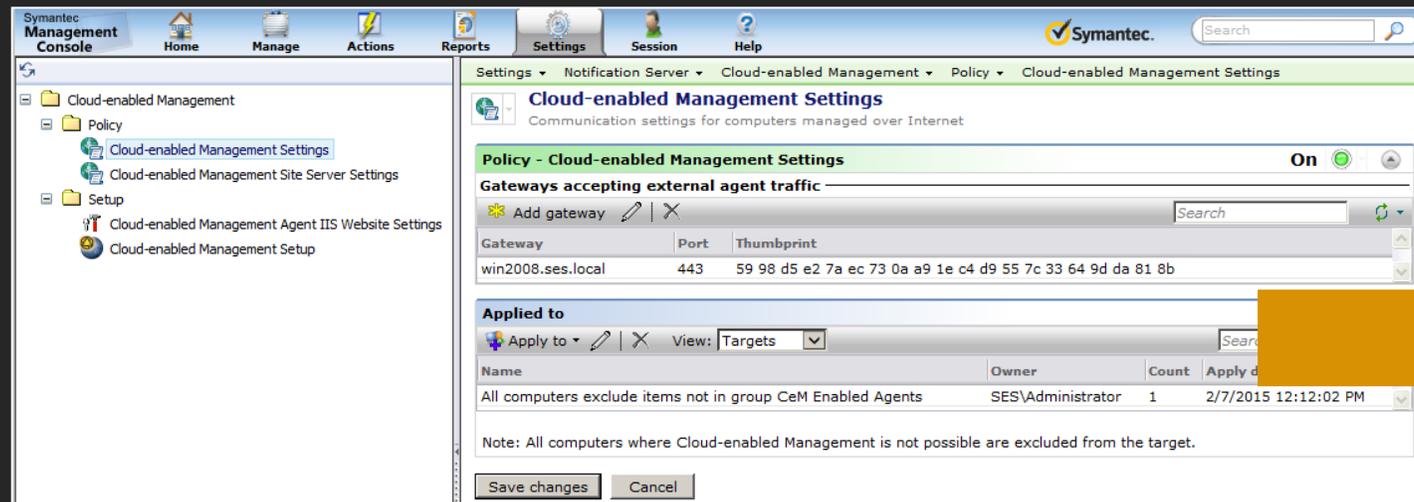


Preparing for Cloud Enabled Management

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.



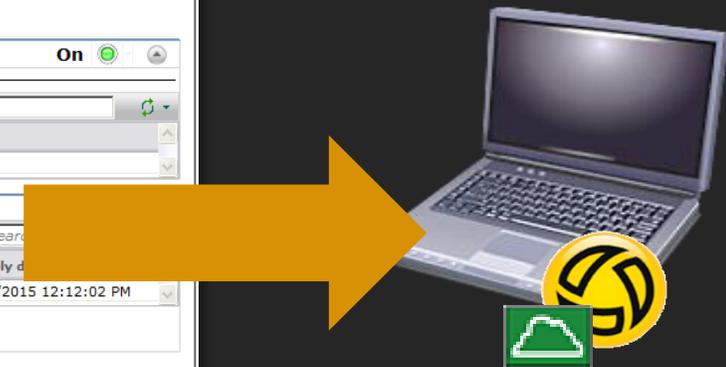
The screenshot displays the Symantec Management Console interface. The left-hand navigation pane shows a tree structure under 'Cloud-enabled Management', with 'Policy' > 'Cloud-enabled Management Settings' selected. The main content area shows the configuration for 'Cloud-enabled Management Settings', which is currently turned 'On'. Under the 'Gateways accepting external agent traffic' section, there is a table with one entry:

Gateway	Port	Thumbprint
win2008.ses.local	443	59 98 d5 e2 7a ec 73 0a a9 1e c4 d9 55 7c 33 64 9d da 81 8b

Below this, the 'Applied to' section shows a table with one target:

Name	Owner	Count	Apply d
All computers exclude items not in group CeM Enabled Agents	SES\Administrator	1	2/7/2015 12:12:02 PM

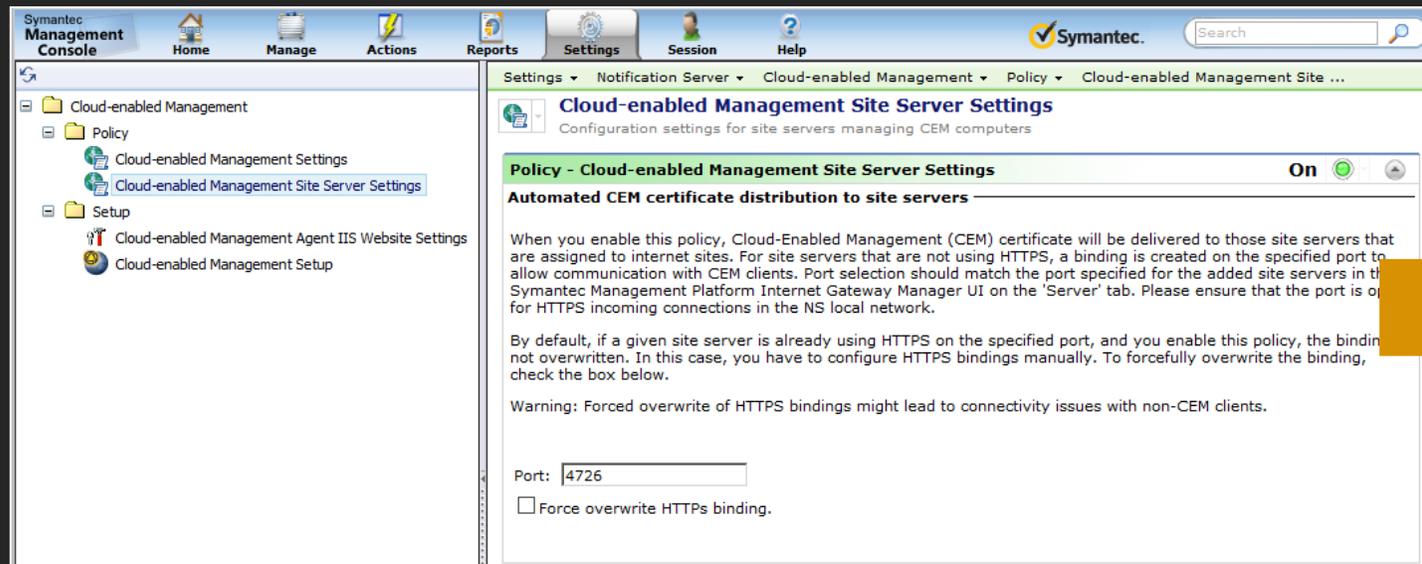
Buttons for 'Save changes' and 'Cancel' are visible at the bottom of the configuration window.



Steps to Prepare the SMP Environment for CeM

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

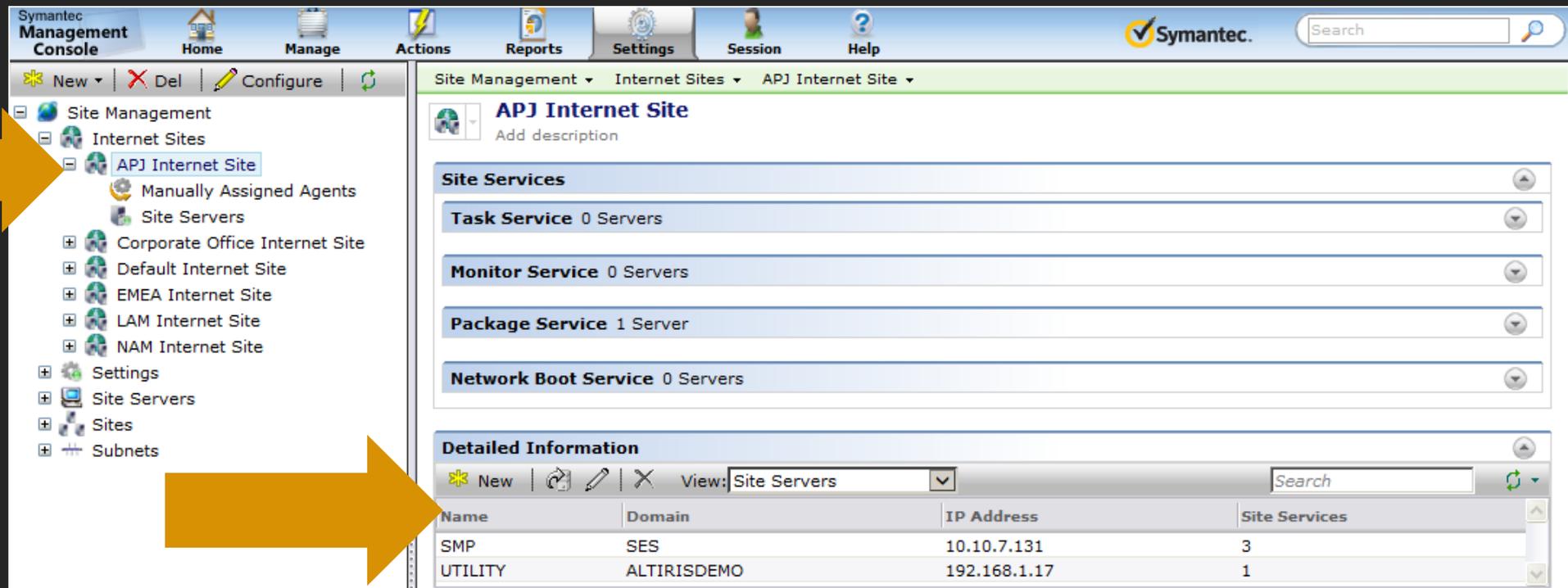
- To serve Cloud-enabled agents, site servers have to be configured to use HTTPS.
- This process is automated by the **Cloud-enabled Management Site Server Settings** policy.
- By default, this policy does not overwrite the existing HTTPS binding on the specified port



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 displays the Symantec Management Console interface. The left-hand navigation pane shows a tree structure with 'Internet Sites' expanded, and 'APJ Internet Site' selected. A large orange arrow points from the left towards this selection. The main content area shows the configuration for 'APJ Internet Site'. Under the 'Site Services' section, there are four service categories: 'Task Service' (0 Servers), 'Monitor Service' (0 Servers), 'Package Service' (1 Server), and 'Network Boot Service' (0 Servers). Below this is the 'Detailed Information' section, which includes a table of assigned site servers. A second large orange arrow points from the bottom towards the table.

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.

The screenshot displays the Symantec Management Console interface. The top navigation bar includes 'Home', 'Manage', 'Actions', 'Reports', 'Settings', 'Session', and 'Help'. The left-hand navigation pane shows a tree structure under 'Site Management', with 'Internet Sites' expanded to show 'APJ Internet Site'. The main content area is titled 'APJ Internet Site' and contains a 'Site Services' section with the following entries:

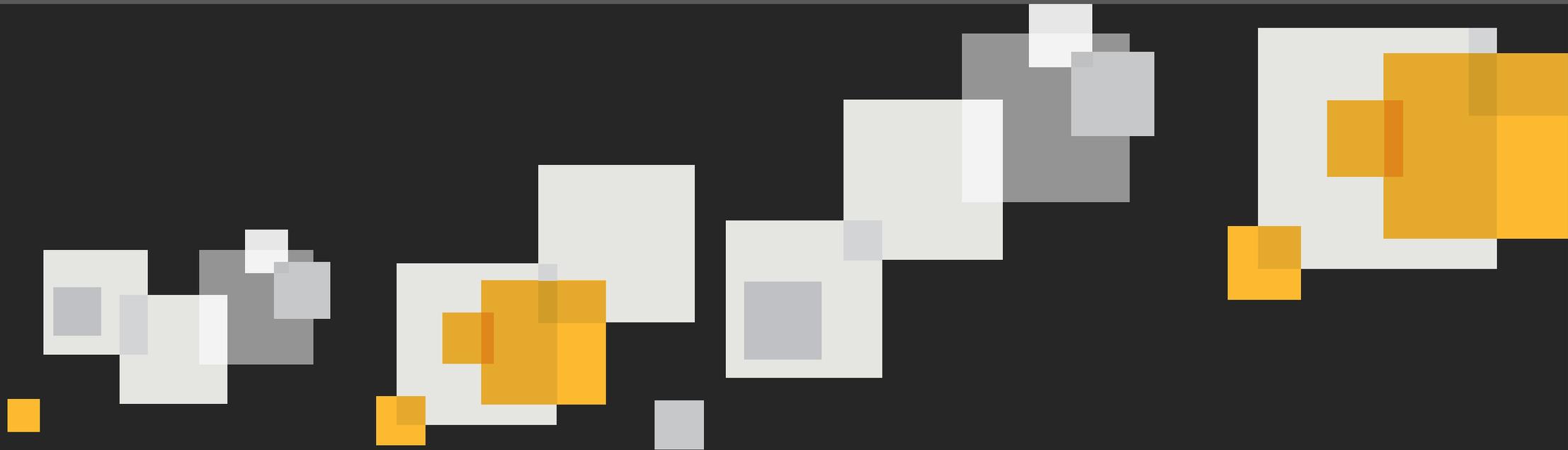
Service	Count
Task Service	0 Servers
Monitor Service	0 Servers
Package Service	1 Server
Network Boot Service	0 Servers

Below the 'Site Services' section is a 'Detailed Information' section with a 'View' dropdown set to 'Manually Assigned Agents' and a search box. At the bottom, a table shows the 'Resource Target' and 'Computer Count':

Resource Target	Computer Count
APJ - Remote Systems - Target	10

Two large yellow arrows are overlaid on the image: one points to the 'APJ Internet Site' in the left navigation pane, and the other points to the 'Package Service' row in the 'Site Services' table.





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 top navigation bar includes the Symantec logo and 'Enterprise' branding. Below this, there's a search bar and navigation links for 'Endpoint Management > All' and 'Entire Site'. The main content area is titled 'Endpoint Management Community' and features 'Symantec Sponsored Groups' with buttons for Asset Management, Deployment and Imaging, Discovery and Inventory, ITMS Administrator, Mac Management, Monitor and Server Health, Patch Management, Reporting, Server Management, Software Management, Virtualization and Streaming, and Workflow & ServiceDesk. A section titled 'What is a Sponsored Group? Join Endpoint Management News Group' is also present. Below this, there's a 'Top 5 Contributors' table and a 'Recently Solved' list of issues. The 'Recently Solved' list includes items like 'Computer summary report with last communication detail', 'Problems to Upgrade to Allrite 7.6', 'Deployment solution 7.6 for Windows 8.1', 'Power Control WOL task - What else is needed', 'Custom Report', 'WF Server on Windows 8.1', 'Issues with resolving a ticket', 'Application metering - cannot block application when ran as a process', 'delete cookie and restart workflow session', and 'Disabling all policies/jobs/tasks before upgrading to ITMS 7.6'. The 'Top 5 Contributors' table shows member names and their reward points for 'All Time' and 'Last 30 Days'. At the bottom, there's a list of whitepapers and documents.

MEMBER NAME	All Time	REWARD POINTS
Joel Smith	7	9998
sanatkin	5	0147
EdT	3	0644
inclemson	1	9681
Ludovic Ferre	1	0385

MEMBER NAME	Last 30 Days	REWARD POINTS
Joel Smith	2	290
sanatkin	1	075

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...						<input type="checkbox"/> Slides <input type="checkbox"/> Demonstration
Product Demonstration						
Introduction to CeM	<div style="display: flex; justify-content: space-between;"> <div style="width: 15%;">What is CeM?</div> <div style="width: 15%;">Endpoint Support</div> <div style="width: 15%;">CeM HL Overview</div> <div style="width: 15%;">CeM Design</div> <div style="width: 15%;">CeM Agent</div> <div style="width: 15%;">CeM & Site Servers</div> </div>	10 Mins				
Preparing the Environment	<div style="display: flex; justify-content: space-between;"> <div style="width: 20%;">Configuring NS for SSL</div> <div style="width: 20%;">Configuring Site Servers for SSL</div> <div style="width: 20%;">Assigning SS to Internet Sites</div> <div style="width: 20%;">Validating Site Server Operation</div> </div>	5 Mins				
Implementing CeM Infrastructure	<div style="display: flex; justify-content: space-between;"> <div style="width: 25%;">Setup the CeM Agent IIS Website</div> <div style="width: 25%;">Prepare IG Server(s)</div> <div style="width: 25%;">Implement Internet Gateway(s)</div> </div>	10 Mins				
Enabling CeM on the Endpoint	<div style="display: flex; justify-content: space-between;"> <div style="width: 20%;">Configure the CeM Settings Policy</div> <div style="width: 20%;">Create/Deploy CeM Installation Pkg</div> <div style="width: 20%;">Validate CeM Operation</div> <div style="width: 20%;">Validate Solution Operation</div> </div>	15 Mins				
CeM Enhancements	<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;">CeM Enhancements</div> </div>	5 Mins				
Summary	<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;">Additional Information</div> </div>	2 Mins				

