

What's New in ITMS 8.5 Deep Dive

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Agenda

1	Core Platform Enhancements
2	Product Integrations
3	Solution Enhancements



Core Platform Enhancements





Platform Support

• Additional SMP/CMDB Database Support:

Windows Server 2016

- Microsoft SQL Server[®] 2014 SP2
- Microsoft SQL Server 2016 SP1/SP2

Additional Site Server Support:

- Windows 10 Redstone 3 (1703), 4 (1803), 5 (1809)
- Windows Server 2016

Additional Agent Support:

- Windows 10 Redstone 3 (1703), 4 (1803), 5 (1809)
- MacOS High Sierra (10.3), Mustang (10.4)
- o RHEL 6.9, 7.3, 7.4, 7.5 (Partial)
- CentOS 6.9, 7.3, 7.4, 7.5
- SLES/SLED 12 SP3
- Ubuntu 14.04, 16.04, 18.04 (Partial <u>HOWTO127014</u>)





Symantec Installation Manager

$\,\circ\,$ Switching Application Identity in SIM

- New Configure NS Settings option
 - Account must differ from existing
 - Added to Symantec Administrator role
 - Default owner changes to new account
- $\,\circ\,$ Release Updates are significantly faster
- Shows the installed products from all defined product listings.
 - Manage the products that belong to currently selected product listing.
- No longer possible to apply licenses that will be valid until applicable in the future.

1			Symantec Installation Manager	
	In	stalled Products		SIM Help
Cr	Pro	ducts currently installed on your	system. You can repair, update, or uninstall products.	
	3	Install new products	Install other solutions and add-on products.	Settings
	-	Add/Update licenses	Apply purchased licenses.	
	3	Configure settings	Configure database settings or Notification Ser	versettings
	3	Install optional components	Install language packs, documentation or migra	
		Upgrade installed products	components. No upgrades currently available.	
			No conditional and the second laboration of th	
Ģ			Symantec Installation Manager	_ ×
		Configure Notificatio	n Server	SIM Help
	R	Configure database settings of		
	1	Configure Database	Settings • You can change the name of the the database. • You can select an existing databinew database. • You can edit user name and pas	ase from the list or create a
			tou can edit user name and pas	· · · · ·
	ų į	•	Symantec Installation Manager	
		0.	erver credentials, Web site, and email settings dentials needed to run Notification Server EXAMPLEVAdministrator	
		Password:		
			in for Notification Server	
		Web site:	Default Web Site 👻	Refresh
		Port:	80	
		SSL Port:	443 Require HTTPS to access the Management Pla	atform
		Certificate:	SMP8	Import
_		Configure my email info	vimation	
	-			
L		State:	email settings are not configured	Configure
L		_	•	Configure
4		State: Unfied Help System se Port:	•	Configure



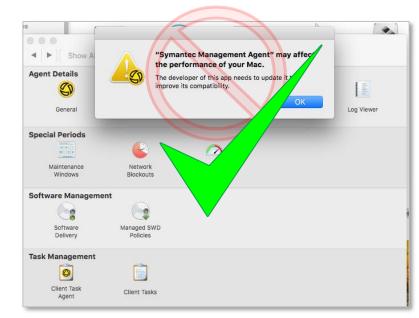
Symantec Management Agent

o 64 bit Mac Symantec Management Agent

- Apple officially announced that all applications must be converted to 64-bit
- All Mac binaries were converted to 64-bit without impact to functionality

$\,\circ\,$ Apply Communication Profiles by CMD

- Using AeXNSAgent.EXE
 - o /importprofile:<path>
 - \circ $\;$ lets you specify the path to XML file of the profile
 - o /profilepwd:<pwd>
 - \circ lets you specify the decryption password





Symantec Management Agent

Initial Settings Policy

In Targeted Agent Settings

- Disabled by default
- $\circ~$ Sends initial settings to registered agents
 - To immediately connect to Task Servers
 - \circ $\,$ To enforce a configuration before admin $\,$
- $\circ~$ Applies standard TAS policy after connecting
- $\circ~$ Must be enabled for Deployment Solution

Symantec Management Console	() Manage	Actions	Reports	Settings	() Hel) Se	ssion	Syman	tec.	earch)
Settings 👻 Agents/Plug-ins 👻	Symantec Manage	ement Agent 👻	Settings 👻 T	argeted Agent Set	tings						
Targeted Agent	Settings										
Manage Agent Settings f	or groups of compute	ers. Add a group	of computers t	o change the agen	t settings for t	hat group.					
🕂 Create new 🖉 👔	Create new Description Search										
Policy Name											
(Initial Settings)	The Sumantac Management Agent Settings for computers, that are not yet completed with registration										
All Desktop computers (excluding 'Site Ser	rvers') Mo	odify agent se	ttings for compu	ters in this gr	oup.					
All Linux/Mac Workstati	ons		General U	NIX/Linux/Mac	Downloads	Blockouts	User Control	Advanced	Health Evaluation		
All Site Servers			E Pa	licy							
All UNIX/Linux/Mac Ser	/ers		Co	mmunication —							
All Windows Embedded			The	Symantec Mana	igement Age	nt will commu	inicate with the	Symantec Mar	nagement Server a	at specified int	ervals.
All Windows Mobile								Reco	mmended: 1 hour		
All Windows Servers (ex	cluding 'Site Serve	ers')	_	vnload new confi	-	y:		1	hours 🗸		
Deployment Pre-Boot E	vironment		<u>U</u> pl	oad basic invent	ory every:			1	days 🗸		



O Persistent Connection

- Enables real time data transfer from and to Symantec Management Agent
- Uses *WebSocket* communication protocol
 - Operates over HTTPS on port 443
 - Does not require additional ports
 - Uses existing SSL Certificates
- Supports all settings in Communication Profiles
- All Infrastructure components supported
 - **CeM IG**, Task Servers, Win/Linux/Mac Agents
- $\circ~$ If Enabled on Clients:
 - All LAN/WAN agents use it to connect to Notification/Task Servers
- If Enabled on NS/Site Servers:
 - Used for all management traffic (NSE, Policy, Task)
 - \circ $\,$ Not used for Package Downloads $\,$
- $\circ~$ Reverts to standard HTTP/HTTPS if disabled

			Symantec Management Console	? 🗙
			Persistent Connection Settings for Cor	nmunication Profile
			<u>Enable persistent connection on Symantec Mana</u>	agement Agents
			Persistent connection timeo <u>u</u> t (seconds):	60
			Reguest timeout (seconds):	120
			Number of reconnection attempts:	3
gs			-	1
	-			10
ngs 🏾 🄫 Soft	war	e Delivery	👜 Task Status 🖶 Software Updates 😪 Logs	
	Ľ	Identifica	tion	OK Cancel
ons 🙁		Notificatio Computer Computer	ID: {95EA91ED-7D88-444A-B2AA-592247DDCEEC}	OK Cancer
tray icon		Configura		
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tions 🔅	Γ	Settings 🖥	Notification Server Notification Server Settings	
bandwi w maint			Intification Server Settings	
etwork		Process	ing E-mail Logging Proxy Distribution Point Credential Enc	ryption Keys Management
ptions 🔿			Processing	
			Server Processing	On 🔘 -
			Communication with all agents, events processing, policy requests, and sch	07
gs		⇒.		
ational	4		Fime Critical Management	
			Persistent Connection	On 🥥 🗉
		S	ersistent connection on Notification Server. To establish persistent bidirec erver and Symantec Management Agents, you must also enable the persi rofile(s).	
		1	Application Identity	
	1 W 1 4 4 4 4		his account must have local administrator rights on the Altiris Server and he account change operation can be performed from Symantec Installatio	
		A	count: EXAMPLE\Administrator Restart services	

Agent Settir

🕗 Status: OK

Agent Setti

User Op

Global O

Enabl

Bloc

Logging

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$\circ\,$ Persistent Connection

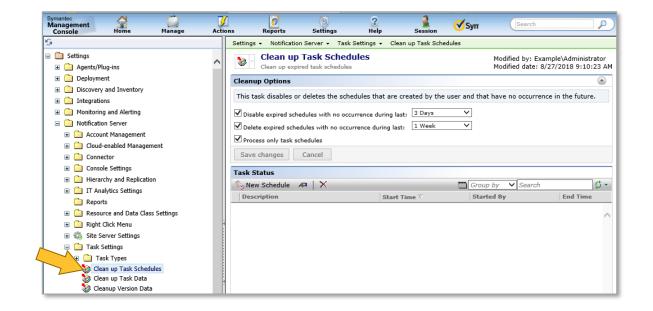
- Must have HTTPS set up in your environment
- $\circ~$ Enabled in NS Configuration Settings
- $\circ~$ Configure for Agents and Site Servers
 - In the SMA communication profile(s)
 - In the Site Server communication profile(s)

Symantec Management Console	Home	Manage		s Reports) Settings	Session	2 Help	Symantec.		Communication profile	
G.				Settings 🗸 Agen	ts/Plug-ins 🗸 Syma	intec Managemei	nt Agent 👻 Syma	ntec Management A	gent Con	n SMP8.Example.com	
□ □ Settings □ □ Agent □ □ De	-				Example.com	tion Profile to be	used for agent inst	allations and server	switchin	g.	
	provment scovery and Inven	tory		Notification Se	erver Communica	tion Profile				On 🤤	
	nitoring and Alert			Web application	path: /	Altiris/				i	
🗄 🧎 Por	wer Scheme			HTTP commu	inication hosts:					•	
	ftware				unication hosts:	mp8.exam	443				
	mantec Managem Settings	ent Agent				mporexult				¥	
	Symantec Manag	ement Agent C	ommunica	🚽 📥 Persister	nt connection is ena	abled. Edit					
⊟ (🗋 Site Server Co	mmunication p	profiles	0							
	剩 W2К12-2			SSL cer	Symantec	Manageme	ent Console			2	<u>~</u>
-	Task Server C SMP8.Example		profiles	No prox	Persisten	t Conne	ction Set	tings for	Com	munication Profile	- 1
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	Re-enable th					domain account)			10	- 1
	Create the A	CC even if the S	Site Serve	ain Con	troller					10	- 1
🗄 🗋 🛛 C	lick here to modi	fy Agent Conn	nectivity								
										OK Cancel	1
Pe	rsistent Connect	ion						On 🧕 -	_		<u> </u>
				sh persistent bidirect inection in Site Serv			er and Symantec I	lanagement			
	genes, you must a	so enable the p	ersistent eo	incedon in Site Serv	er ere communicati	in prome(a).					
We	eb Configuration							۲			
c	Configure HTTP o	n site servers									
	Configure HTTP b	pinding									
	Port: 80	Force overv		settings							
	Configure HTTPs		s ———								
	Configure HTTPs Port: 443	Force overv	write bindin:	cottingo							
	Port: 443 ✓ Install certifi		write binding	secongs					\sim		
S	ave changes C	ancel								9	



$\,\circ\,$ Clean up Task Schedules

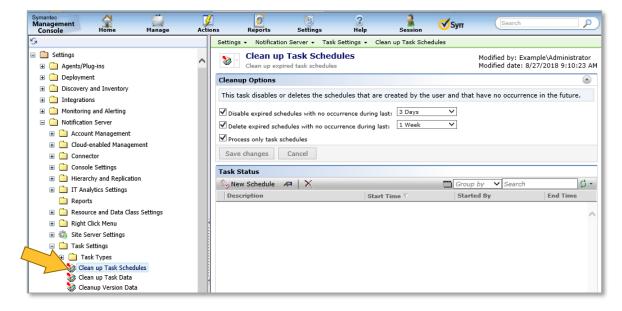
- Disables or deletes schedules that have no occurrence in the future.
- Removes these task schedules from the Windows Task Scheduler.
- Settings > Notification Server >Task Settings.





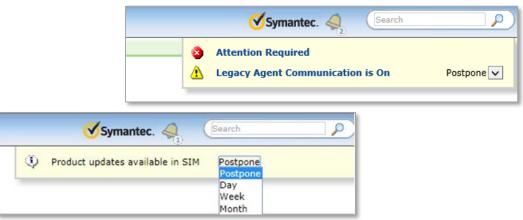
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Console Notifications

- $\circ~$ Product Listing updates are visible
 - Informational Only Use SIM to Update
- $\circ~$ Visually unified and don't overlap
- $\circ~$ View can be controlled per Console user





○ Task Instance Name

- Instance Name was based on Task Name
 - o Difficult to distinguish within the console
- $\circ~$ Specify the task-run description
 - \circ $\,$ When launching from the "Quick Run" $\,$
 - In the "New Schedule" options
- $\circ~$ Makes it easily searchable

🔋 Initial Deployment Job			
Tasks 🕶 Jobs and Tasks 👻 Samples 👻 SES 👻 D	eployment 👻 Initial Deplo	yment 👻 Initial Deployment Job	
Initial Deployment Job This job will not function correctly in its current	nt state. It is provided as an	n exampleSymantec SES	
Jobs / Tasks			
🍀 New 👻 🕂 Add Existing 🥖 🚹 👎	×		
□ ₩ Job Start Run "Deploy Image" Run "Boot To Production"	Task Input	sk fails	
🍅 Stop		Symantec Management Console	2
		New Schedule	
		🔞 Initial Deployment Job	
		Schedule	
		Now	
		○ Schedule: At date/time ∨	
		Date: 8/28/2018 Time: 09 🚔: 00	Server time 🗸
		Repeat every: 1 V Minutes V	
		Run Options	
		Allow the user to defer execution of this task	
Fail Job if any Task within this Job fails		Alert displayed to	
Save changes Cancel		user: Initial Deployment Job is scheduled to run.	
Save changes Cancer		Maximum time to defer: 5 minutes V	
Task Status		Override Maintenance Windows	
		Task Input Parameters	
🖏 Quick Run 💊 New Schedule 🚟 Heren Te		Selected Devices:	
D uick Run Now	X	Quick add:	▼ Add ▼
		Name Description	
Override default task run name			0
overnue delaur, task fun hanne			Schedule Cancel
	 Run 		Caller

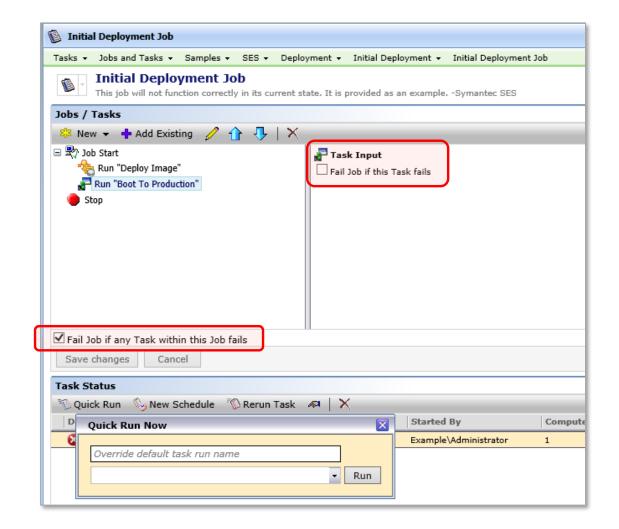


\circ Jobs/Tasks

 The logic to stop a Job was based on tasks failures being set and by building conditions based on different error codes

$\,\circ\,$ New Input Controls

- $\circ~$ Each task has a "Fail job if this task fail"
- Controls what stops entire job or where failure is expected.
- Define each level as a critical task and stop execution at each failure.
- Saves time and provides proper visibility of Job failures



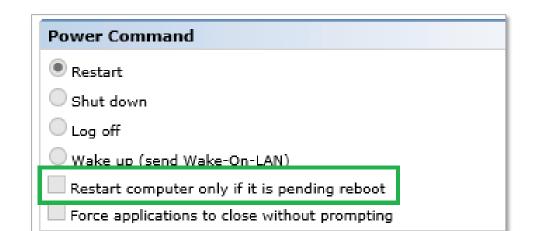


o Power Tasks

- Software Installations may fail if a machine has a reboot pending - Causing productivity and availability impacts
- Existing ways to solve the problem were unconditional reboot or complex registry checks.

$\circ\,$ New Reboot Option

- Will only reboot machines that already in a "reboot pending" – reducing impact to productivity
- $\circ~$ If checkbox selected, can be used in cases like:
 - o In-use file rename
 - o Computer rename
 - Computer role addition
 - Windows update





• Custom Task Success/Failure codes

- Multiple values separated with commas.
- $\circ~$ Only available for script task types.

Management Console	Actions	Reports) Settings	3 Help	Session	Search	
Jobs / Tasks	📁 Custom Ir	ventory - Proce	ssor				
Search 🔎 💽	Tasks 👻 Job	san 🗸 Samp	es 👻 Discovery a	an 🔻 Inventory	/ 🔻 Custom 🔻	Custom In	
📙 Samples > 📜 Deployment Solution Examples		stom Inven	tory - Proce	SSOF		Example\Administra e: 8/27/2018 9:22:4 times	
🔺 📜 Discovery and Inventory	Script Deta	ils					
 Inventory samples Custom Custom - ACME Image Informa Custom - Check for Biltlocker S 	processor	ng is a sample	e custom invent and posting dat			ion about	^
 Custom Inventory - Processor Custom Inventory - UNIX PS Lie Notification Server Real-Time Console Infrastructure SES System Jobs and Tasks 	'Create strCompu Set objW \\" & strC 'Fire WM Set objC	<pre>' ' On Error Resume Next 'Create instance of Wbem service object and connect to namespace strComputer = "." Set objWMIService = GetObject("winmgmts:" & "{impersonationLevel=impersonate}! (\" & strComputer & "\root\cimv2") 'Fire WMI Query Set objCIMObj = objWMIService.ExecQuery("select * from CIM_processor")</pre>					
	Save chan			-		Advanced	<u> </u>
	Task Status	A	edule 📉 Re	Task 🔊 🛛	Group	by V Search	_
	Descriptio	~		Start Time 🗸		arted By	
	- Page 1 "8/	27/2018 2:00:00	PM" to "5/3/20:	10:00:02 PM" - 10	0 items		┓
Symantec Managen	nent Conso	ole				istrator	
Script Task option:	5					istrator	
Stop task after: The task is succed Allow other tasks Prevent the comp	to run whil	e running t	his task	minu ✓ Ar	ıy		

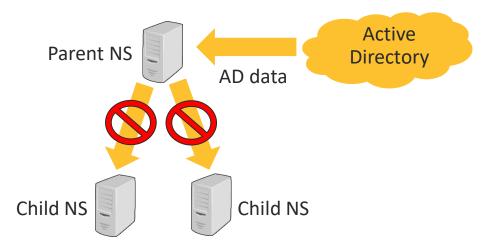


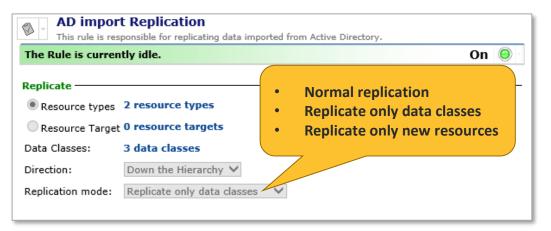
• Legacy AD Management in a Hierarchy

- Active Directory data was not replicated down
- Mandatory AD import on Parent then Replicate
- If AD import on Child NS you could not manage Imported filters/Groups on the Parent
 - Caused mismatched GUID's and a massive merge process between Parent/Child NS's

O Hierarchy Replication Options

- Replication rule added called "AD import Replication"
 - Replicates data for users and computers that are imported from Active Directory (Is Disabled)
- $\circ~$ Allow configuration of hierarchy replication mode
 - Configures the type of data the hierarchy replication rule should replicate.

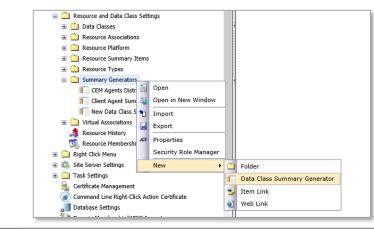






O Data Class Summary Generator

- Aggregates an extensive data set into a smaller data class content.
- $\,\circ\,\,$ Easier to replicate and use across multiple NS's
- Reports, queries or stored procedure can be used as data source
- Processes the Data Source and inserts the result into the Data Target data class.
- Data set can be managed using standard mechanisms, like Standalone Replication to reporting server
- $\circ~$ Can use the Data Class Summary as a report



Settings • Notification Server • Resource and Data Class Settings • Summary Generators • New Data Class Summary Generator	
New Data Class Summary Generator Add description	
Schedule	Off 🥘 -
Schedule: At date/time	
Date: 8/28/2018 III Time: 09 📮: 32 🖨	
Repeat every: 1 Minutes	
Settings	۲
Data Source Source kind: Stored procedure Query Report Data Target Resource kind: Computer Target kind: Data Class Inventory Data Class: Table Name Inventory Data Class: Table Name Purge existing records on update Inventory contents on update	
Summary View	۲
C Run Search	Ø +
	< ×



$\,\circ\,$ Resource Target Modification

- Need to modify a shared Target for a Policy
- Warning appears "...Is used by *n* other Policies"
- To change the Target:
 - Close the Target window...
 - Find Target in Computer View...
 - Save the Target as something else...
 - Re-apply New Target in desired Policy.
- Within ITMS View, the targets section has a similar "Save As" option for an opened target

Symantec Management Console	
Edit selected target - Window Suppress	s with Inventory Plug-in
A This target is used by 4 other policies.	
Name: Windows Computers with Inventory Plug-in	AMPLE.COM Monitor Site Server
Filtering Rules 1 filters applied	1 avai 0 selected
Start with: Computer THEN: exclude computers not in V () Filter	🕀 🖬 📓 😫 🕟 *
Add rule Include only managed computers	🚳 Inclu Save Target As 🖬 List 🔹
	1 computers
Resources currently matching rules: Update results	Add Include/Exclude 🔻
	Search in 'SMP8.EXAMPLE.COM Monitor Site Server'
	Name
	SMP8 192.168.64.100 Admin User

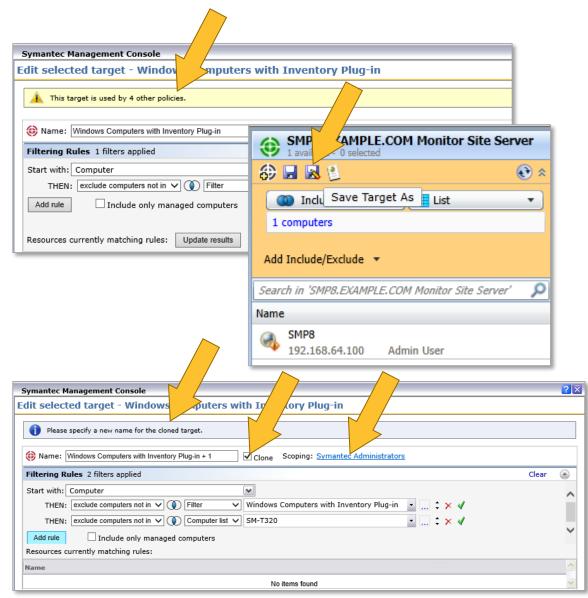


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Resource Target Cloning

- $\circ~$ "...Is used by..." Notification still exists
- Cloning check box added on Edit Target Page
- $\circ~$ Scope is defined by security roles
- Lock icon on Target if insufficient rights





○ SNMP v3 Support

- Protocol support on *Cisco* switches and the devices connected to them
 - I.e., Virtual Machines, Desktops, etc.
- $\circ~$ Perform the following tasks
 - Discover the devices using Network Discovery.
 - Gather agentless inventory on the devices using Inventory for Network Devices.

Protocols can be turned on or off AMT (Active Management Technology)			
AMT (Active Management Technology)			
		Off 🥯	
ASF		Off 🥯	
EMC		Off 🥯	
HTTP (HyperText Transfer Protocol)		Off 🥯	
ICMP		Off 🥘	
IPMI		Off 🥯	
SNMP		Off 🤤	۲
Default Credential	🖉 🕇		
*Read: public Timeout: 5 Retry count: 2	seconds		
Timeout: 5	seconds	Off 🧕	۲
Timeout: 5 Retry count: 2	seconds	Off 🥘 Off 🚇	•
Timeout: 5 Retry count: 2 SNMP Trap Sender	seconds		
Timeout: 5 Retry count: 2 SNMP Trap Sender SSH	seconds	Off 🥘	۲
Timeout: 5 Retry count: 2 SNMP Trap Sender SSH MD Array	seconds	Off 🥥 Off 🎯	•



$\circ\,$ Schedule for SQL defragmentation

- Database fragmentation causes massive impact to SQL operations
- Now Enabled by Default to run every Saturday
- Should be Adjusted if a MS SQL Maintenance
 Plan is in place

thared Schedules are schedules which can be used by all managed tasks.								
bbA 😽	Schedule 🧷 🗙 🗹 Resources							
Enabled	Name	Description						
\checkmark	Schedule to purge completed remediation tickets	At 10:00 AM every Sun of every 2 weeks, starting Saturday, January 1, 200						
*	Restore Task Servers	At 12:00 AM on Monday, May 5, 1980						
\checkmark	Purge Duplicate Inventory Rows	At 12:00 AM on Monday, May 5, 1980						
	SQL defragmentation schedule	At 12:00 PM every Sat of every 1 weeks, starting Monday, May 5, 1980						
	Schedule to pull remediation tickets	At 12:30 AM every 1 days, starting Saturday, January 1, 2005						
\checkmark	Nightly schedule to associate Software compone	At 12:30 AM every 1 days, starting Saturday, January 1, 2005						
	Detailed File Inventory Task schedule task	At 12:30 AM every Tue of every 1 weeks, starting Monday, May 26, 2008						
\checkmark	SMP Statistic Uploader	At 2:00 AM every 1 days, starting Friday, January 1, 2010						
✓	Update Organizational Hierarchy	At 2:00 AM every 1 days, starting Wednesday, October 1, 2008						
~	Complete Resource Membership Update	At 2:05 AM every 1 days, starting Saturday, January 1, 2005						

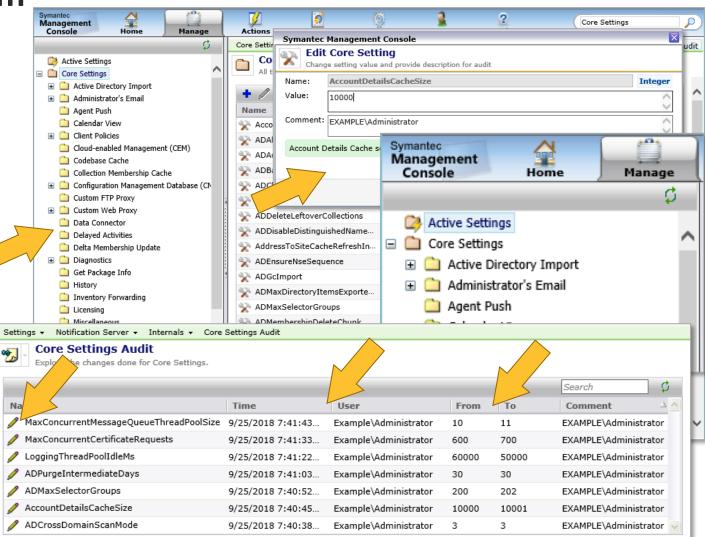


$\,\circ\,$ Core Settings Page

- $\circ~$ Easy access to Core Settings
- Replaces NSConfigurator.exe
- $\circ~$ All items are listed on the left pane
- o Items are searchable
- $\circ~$ Items can be edited easily
- Active Settings shows enabled items

$\,\circ\,$ Core Settings Audit Report

- Shows all changed core settings
- $\circ~$ Shows From and To changes
- $\circ~$ Shows User / Time of changes
- $\circ~$ Allows you to edit the setting





Task/Package Server Infrastructure

$\,\circ\,$ New Site Based Reports

Subnet to Site Assignments

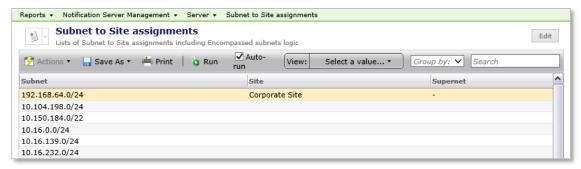
 lists the subnets and the sites to which they are assigned

Subnets with Affiliated Sites / by Computer

○ Drill → View Computers in this Subnet

$\circ~$ Packages Distribution by Download Type

- Package information and download count across all subnets or specific subnet.
- Drill → Exact source for package download along with transport used - HTTP, UNC, or P2P.



Reports 👻 Notif	ication Server Managem	ent 🕶 Server 👻	Subnets and Sites Info	 Subnets with 	Affiliated Sites					
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Subnets with Affiliated Sites List of subnets with affiliated Sites									
🔀 Actions 🔹	🕅 Actions 🗸 🚽 Save As 🔻 🚔 Print 🍋 Run 🛛 View: Select a value 🗸 Group by: 🗸 Search									
Subnet	Formal Name	Subnet Mask	Assigned Site	Task Servers	Package Servers	Manually Assigned SS	Clients	~		
192.168.64.0	192.168.64.0/24	255.255.255.0	Corporate Site	2	1	0	6			
10.19.64.0	10.19.64.0/20	255.255.240.0		0	0	0	1			
10.21.28.0	10.21.28.0/24	255.255.255.0		0	0	0	1			
<							>	~		
			Rows	a 3						

Reports - Notification	Server Management 👻 Server 👻 I	Packages Distribution by Do	wnload Type					
	Distribution by Downlo pws download types for each software		ters have downloaded w	ithin a specified ti	meframe. Addition	nal i	Edit	
🛃 Actions 🔹 📊 Sa	ive As 🔹 🚔 Print 🛛 🍗 Run	✓ Auto- run	Select a value •	Group by:	✓ Se	arch]
Parameters Subnet=	=, Package Name=%							
Last N Days 0								
Package Name %								
Subnet								
Package Name	Package Size (bytes)	Total Downloads	P2P (count)	P2P (%)	UNC (%)	HTTP (%)	^	
		No Results Ref	urned					
<		B 0						P.
		Rows: 0						



Peer to Peer Infrastructure (P2P)

$\,\circ\,$ P2P Configuration Options

- Maximum upload bandwidth and Maximum download bandwidth
 - Replaces the Maximum bandwidth option
 - Independent from Throttling settings
 - \circ Blockouts are Respected

All Desktop computers (excluding 'S Symantec Management Agent Settings for 'All Windows I	
Nodify agent settings for computers in this group.	
General UNIX/Linux/Mac Downloads Blockouts	User Control Advanced Health Evaluation
Peer-to-peer Downloading Configuration Settings	s (Windows only)
Allow Symantec Management Agents to download p	ackages from peer computers
TCP/UDP port:	56118
HTTP request timeout:	30 seconds ✓
Maximum upload bandwidth:	Limit to: 10 MBytes/sec V
Maximum download bandwidth:	Limit to: 10 MBytes/sec V
Maximum number of requests per core:	4
Maximum number of connections:	✓ Limit to: 1000
Total log size:	1 MB
Peer announcement:	✓ Send every: 10 minutes ∨
Unavailable peer timeout:	1 hours V
Additional subnets to discover:	Add
	Remove
Maximum number of peers per download attempt:	8
Maximum download attempts per package:	3
Period between download attempts per package.	2 minutes V
File block download progress on peer:	Send every: 3 minutes V
Don't use peer-to-peer downloading:	When CEM mode is active
	In Wi-Fi network
	When Package Server is available in the same subnet



Peer to Peer Infrastructure (P2P)

P2P Configuration Options

- Maximum upload bandwidth and Maximum download bandwidth
 - o Replaces the Maximum bandwidth option
 - Independent from Throttling settings
 - Blockouts are Respected
- Don't use peer-to-peer downloading
 - Disables P2P downloading in certain cases.
 - When PS is available on same subnet
 - Prevents P2P Downloading when codebases are received on the local subnet
 - When CeM Mode is Enabled
 - Disables P2P Downloading when CeM is enabled and resumes in Intranet mode
 - When in Wi-Fi Network
 - Disables P2P activity for local subnets connected through Wi-Fi adapters

All Desktop computers (excludi Symantec Management Agent Settings for 'All Wi					ers')	
Nodify agent settings for computers in this group.						
General UNIX/Linux/Mac Downloads Blo	ockouts	User	Control	Advance	ed H	lealth Evaluation
Peer-to-peer Downloading Configuration S	ettings	(Window	s only)			
Allow Symantec Management Agents to down	nload pa	ckages f	rom pee	r computer	rs	
TCP/UDP port:	[56118				
HTTP request timeout:		30	second	ls 🗸		
Maximum upload bandwidth:		Limit	to: 10		MBytes	s/sec 🗸
Maximum download bandwidth:		Limit	to: 10		MBytes	s/sec 🗸
Maximum number of requests per core:		4				
Maximum number of connections:		🗸 Limit	to: 10	00		
Total log size:		1	MB			
Peer announcement:		🗸 Send	every:	10	minute	s 🗸
Unavailable peer timeout:		1	hours	\sim		
Additional subnets to discover:					A	dd
					Ren	nove
Maximum number of peers per download att	empt:	8				
Maximum download attempts per package:	·	3				
Period between download attempts:		2	minute	is 🗸		
File block download progress on peer:		✓ Send	every:	3	minute	s 🗸
Don't use peer-to-peer downloading:		When	CEM m	ode is activ	/e	
		In Wi	-Fi netw	ork		
		When	Packag	e Server is	availat	ole in the same subnet



Peer to Peer Infrastructure (P2P)

o Improved Usability of P2P Reports

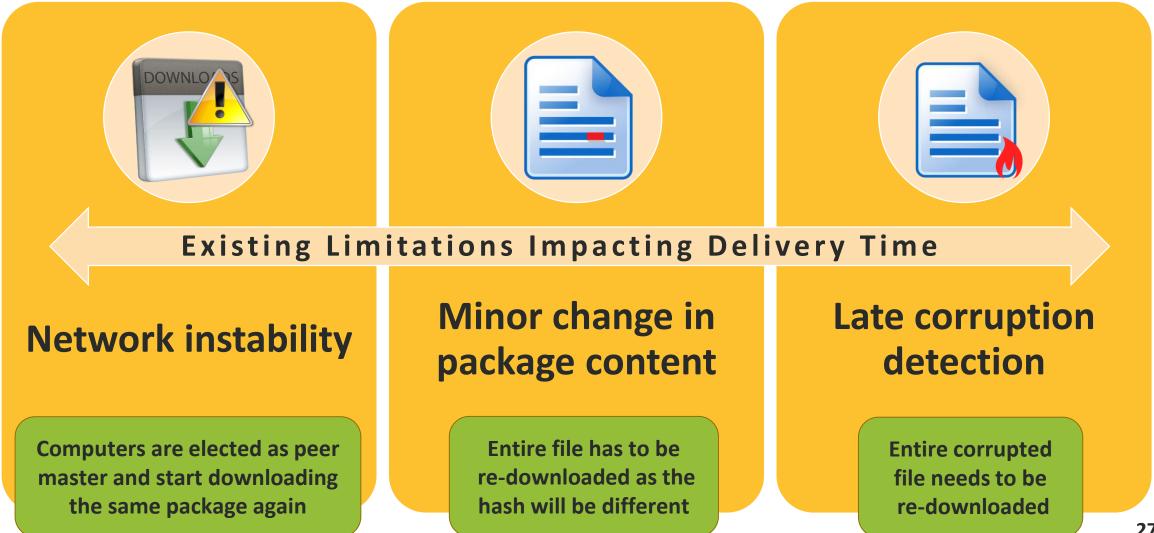
- Packages Distribution by Download Type
 - Drill Down > Downloads by Computers and Download Types
 - Drill Down > Computers TCP/IP Info

Reports - Notification Server Management - S	erver 👻 Packages Distribution	n by Download Type				
Packages Distribution by De This report shows download types for each		mputers have download	led within a spe	cified timeframe	e. Ad	Edit
📝 Actions 🗸 🛄 Save As 👻 🚔 Print	👌 Run 🛛 Auto-run View:	Select a value •	Group b	y:	✓ Search	
Parameters Subnet=, Package Name=%						۲
Last N Days 300						
Package Name %						
Subnet						
Package Name Package Size (bytes) Total Downloads	P2P (count)	P2P (%)	UNC (%)	HTTP (%)	_
Patch Windows Sys 30946641	5	0	0	0	100	
Fatur Windows Sys 50540041						

		for each software package		ers have downloaded v	vithin a specified time	frame. Ad
🖻 Actions 🗸	🚽 Save As 🔹 🚔 Pr	int 🛛 🍗 Run 🗹 Au	uto-run View: 5	elect a value 👻	Group by:	✓ Search
Parameters Su	onet=					
ast N Days 300						
Subnet						
Computer Nam	e Start Time	End Time	Download Dur	Туре	IP Host	Download Path
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V2K12-1	8/30/2018 11:0	8/30/2018 11:0 1	L	нттр		https://W2K12-2
K12-2	9/5/2018 8:18:5	9/5/2018 8:18:5 1	L	НТТР		https://smp8.ex
V10-1	9/5/2018 8:17:4	9/5/2018 8:17:4 1	L	нттр		https://smp8.ex
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			Rows: 5			
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	Computer TCF	/IP Info network interfaces that s	pecific client compute	r has reported.		
	Information about all					
	J Information about all Actions ▼ 📊 Save A		Run 🗹 Auto-run 🕅	view: Select a val	ue Group b	y: 🗸 Search
			Run 🗹 Auto-run 🕅 Subnet		et Mask	y: V Search Default Gateway

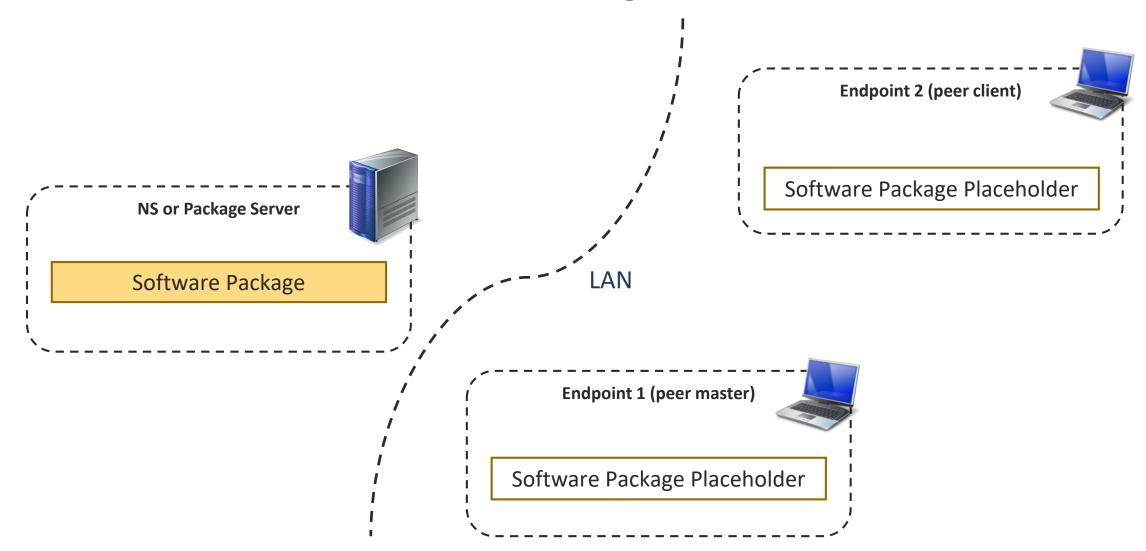


Past Peer to Peer Infrastructure Challenges (P2P)



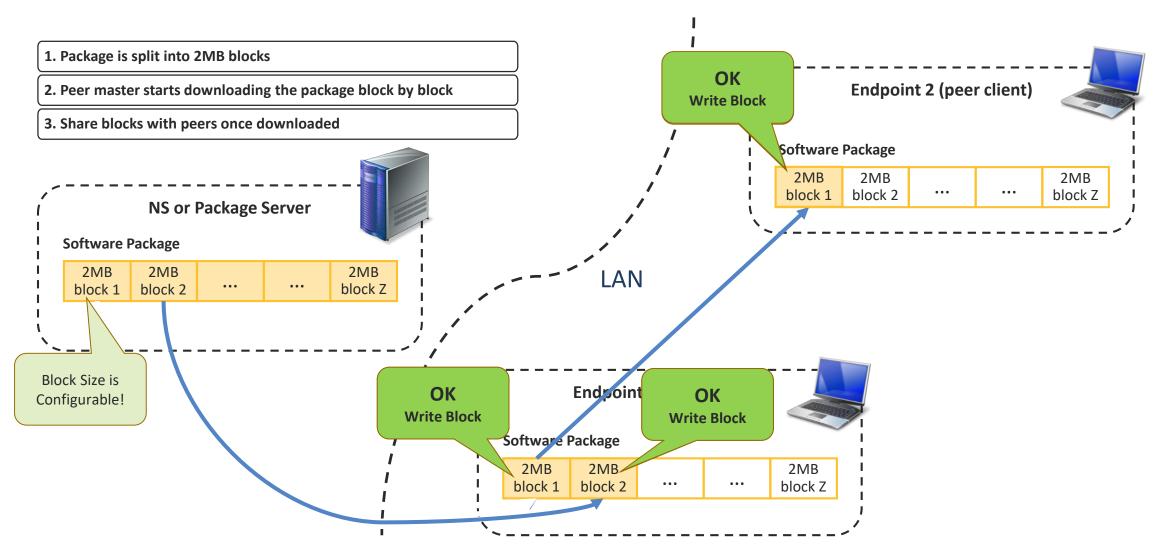


New: File and Block Level Downloading in P2P





File and Block Level Downloading





Solution to Limitations in Package Delivery





Cloud Enabled Management

$\,\circ\,$ Cloud-enabled Agent Installation Package

- Select multiple Organizational Groups
- $\circ~$ When Running the Install Package:
 - \circ $\,$ The end user must select the group $\,$
 - The respective communication profile is applied.

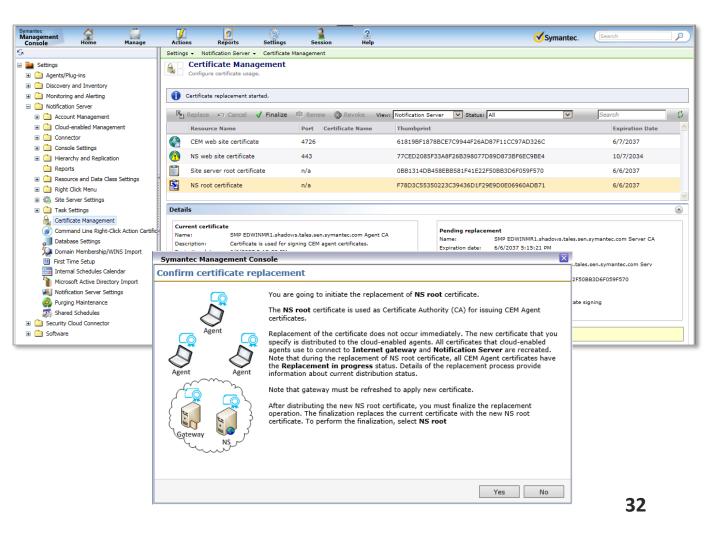
Symantec Management (Console
Cloud-enabled Agen	t Installation Package
Operating System: <u>P</u> olicy (Internet Gateways) Organizational Group: In <u>s</u> tallation name: Expiry:	Microsoft Windows V No enabled policies were found. V Select an organizational group Symantec Management Console Select an organizational group
Package installation lin	Available views or groups:
Automate certificate d	Group: Select a group Search
Limit number of agent <u>I</u> P mask:	Name Organizational views Image: Assets by Cost Center Image: Assets by Location
Package Security	Contracts by Location
□ Sign <u>u</u> sing	org group 1 org group 2
• <u>T</u> humbprint: • <u>F</u> ile:	User Created Resources
Password p <u>r</u> otect pack	
Password: Confir <u>m</u> password:	



Certificate Management – In the Console

o Certificate Management Page

- Located in Settings > Notification Server
 > Certificate Management
- $\circ~$ Combines existing and new capabilities
 - \circ $\,$ Renewal of CEM agent certificates $\,$
 - Replacement of root certificate
 - Replacement of website certificates
- Guides you through the required replacement process.
- Easily see and fix the issues with current certificates.





Certificate Management

$\,\circ\,$ Certificate Status Report

- Shows the list of agents with/without certificate
- On the Certificate
 Management page, under
 Reports
- Also under Reports > Notification Server
 Management > Agent

12	-		1000				
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	NS web site	certificate	443				
M	Sitemerver r	n/a					
A	NS root cert	n/a					
9	SMA local pr	n/a					
	DV2016C64	CLIENT	443	DV20			
	DV2016C64	CLIENT	n/a	P 20			
d	DV16SQL16	n/a					
d	FixedProfile1	7.4					
13	Copy of DV1	65QL16	n/a				
Deta	ils						
Cur	rent certificat						
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Stat	Status: Self-signed certificat						
Repo	orts						

Reports + Notification	Server Man	agement -	Ager	nt + C	omputers hav	ning (or i	without) a Ce	rtificate
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Number of computers to	show 500	Q	✓ Sh	ow Com	puters With I	No Certif	ficate Installe	d 💙 Ce
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Certificate Management – Agent UI

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Refresh

Prior to **ITMS 8.1 RU2**, the Symantec Management Agent used Simple Certificate Management stored in *HKLM\SOFTWARE\Altiris\Communications\Certificates*

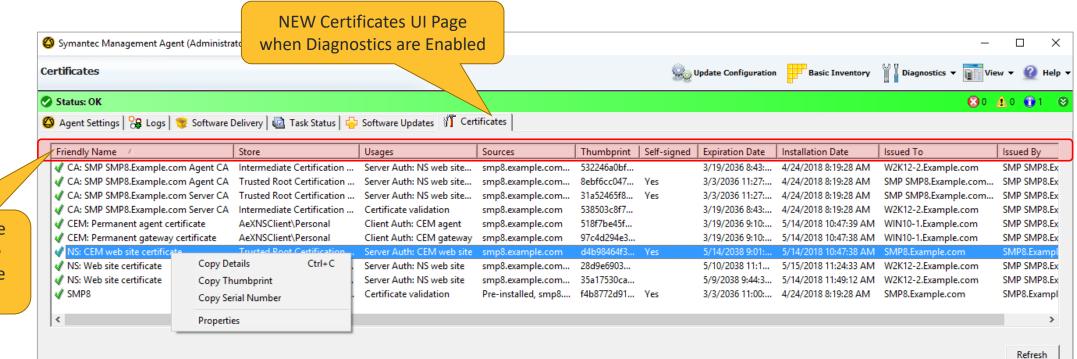


Certificate Management – Agent UI

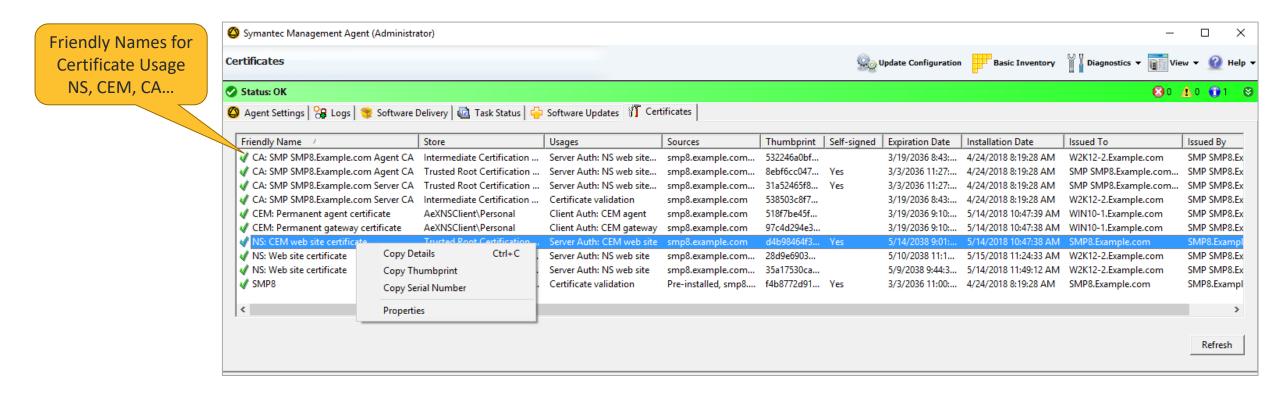
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🔇 Agent Settings 🖓 Logs 🛛	😻 Software Delivery 🛛 🚾 Task Sta	itus 🔤 🖕 Software Updates 🎁 Ce	rtificates						
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Certificate Management – Agent UI



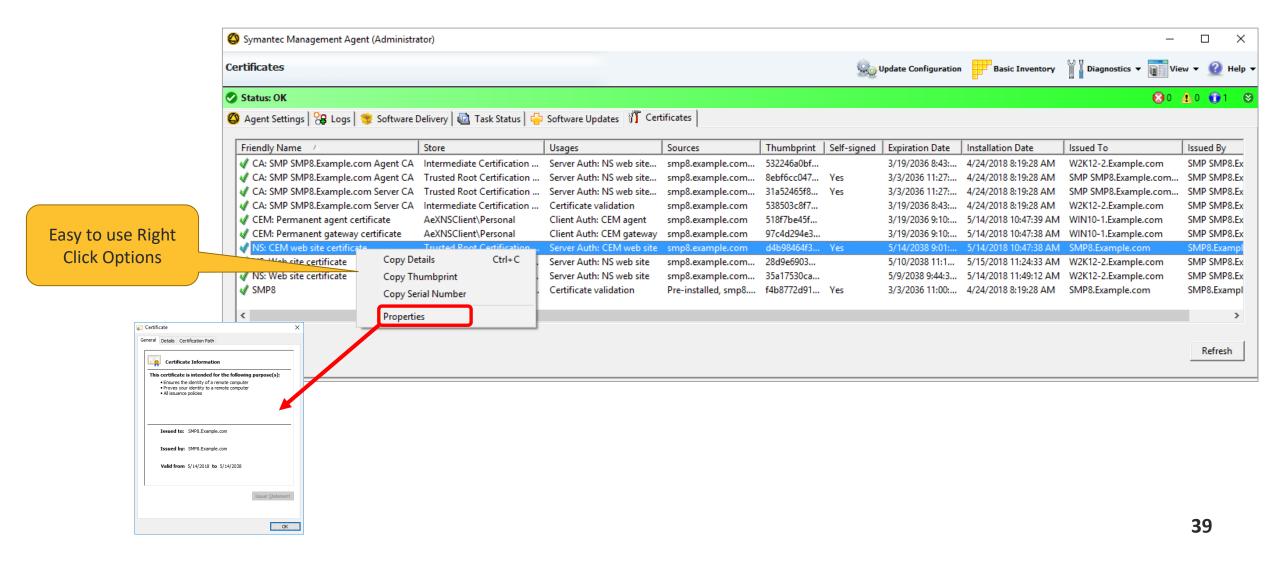






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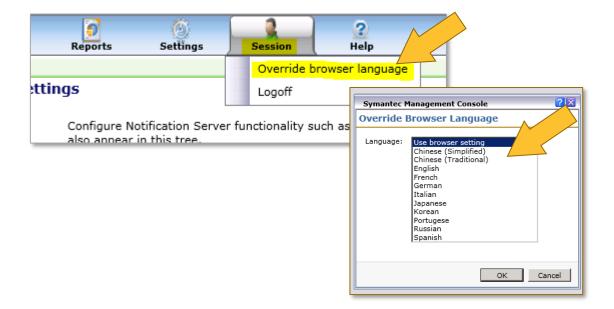
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Usability Enhancements

$\circ\,$ Change the Console Language

- Overrides the Browser Language
 - Session > Override Browser Language
- $\circ~$ Must have Language packs installed





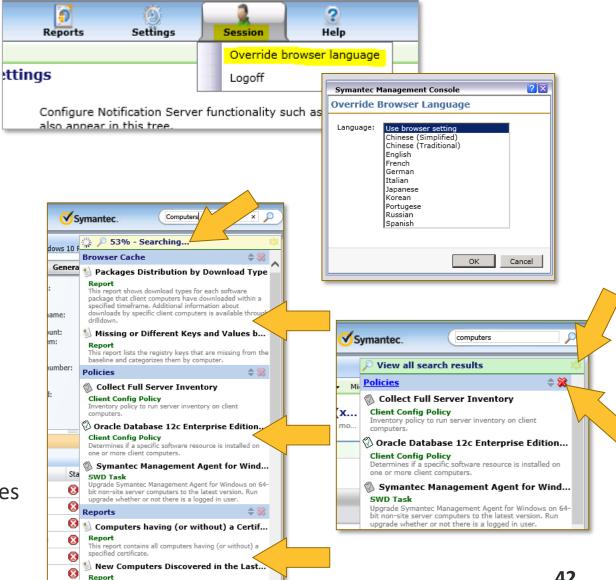
Usability Enhancements

• Change the Console Language

- Overrides the Browser Language
 - Session > Override Browser Language
- Must have Language packs installed

Improved Console Search

- Search progress is now displayed in Percent
 - Provides an estimate when it will be finished.
- Search results contain additional information
 - Divided by manageable sections
- Irrelevant search categories can be skipped
 - Improves Search time on large CMDB's
 - Sections are removed from subsequent searches
 - Can be reset to Full Scope if needed



Shows previously unknown Computers that have been

discovered only recently

 \odot



Platform Integrations

43

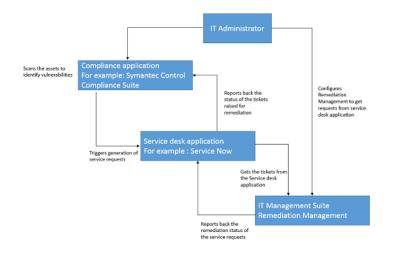


$\,\circ\,$ Service Request Remediation

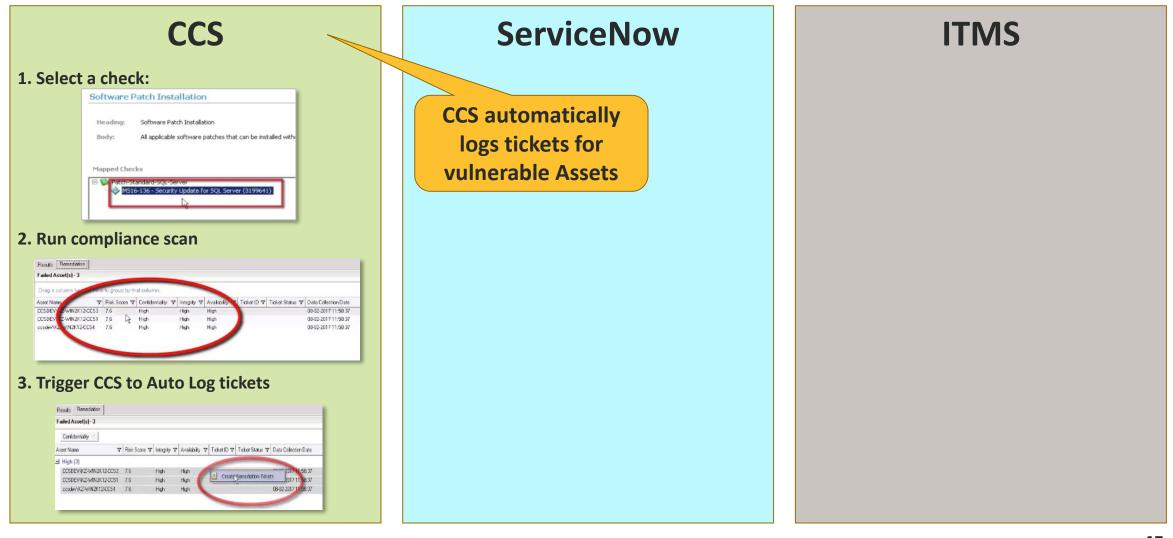
- Automates the remediation of compliance irregularities that are detected in the network
- Works along with a service desk application and a compliance solution to complete the automated remediation of service requests
- Integrates CCS and Patch Management Solution into a single flow and takes advantage of a 3rd-party ticketing system
- Remediation of endpoint vulnerabilities identified by CCS-VM using Patch Management Solution

○ For more information see: <u>DOC9752</u>

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Reporting Synchronization Symantec Workflow	ServiceNow Instance UPIL: https://dev30266.service-now.com	$\widehat{oldsymbol{v}}$ Configure the connection to the service desk application.	
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🗄 Data Purge	Paesword:	User Name: sym302	
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Application Configuration			
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» Remediation Settings	Ticket assigned to: John	Remediation Schedule	۲
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Discovery	Ticket Status mapping	O Never Day O Week O Month O Custom Schedule	
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Application Customization			
Job Count	CCS Status: Resolved Service	Service Request Statuses	۲
Assets Count		Configure the various service request statuses during the remediation life cycle.	
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		After completion with failures, set status to:	
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Service Request Remediation



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Service Request Remediation





Service Request Remediation



O Automated Vulnerability Remediation

- Scans your environment for vulnerabilities and remediate Windows client computers automatically
 - CCS Vulnerability Manager provides an end-to-end discovery and vulnerability assessment
 - Determines Severity: High, Medium, Low, or Info.
 - Patch Management Solution leverages the vulnerability data provided by CCS-VM
 - Remediates vulnerabilities in your environment using the Automated Remediation Policies.
 - Automated Vulnerability Remediation provides four predefined Policies for different severity levels.
 - o Apply these policies to different target computers
 - Create custom Automated Remediation Policies according to your organizations' requirements

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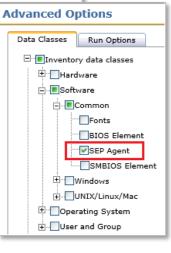


Symantec Endpoint Protection Integration

$\,\circ\,$ SEP Health Information

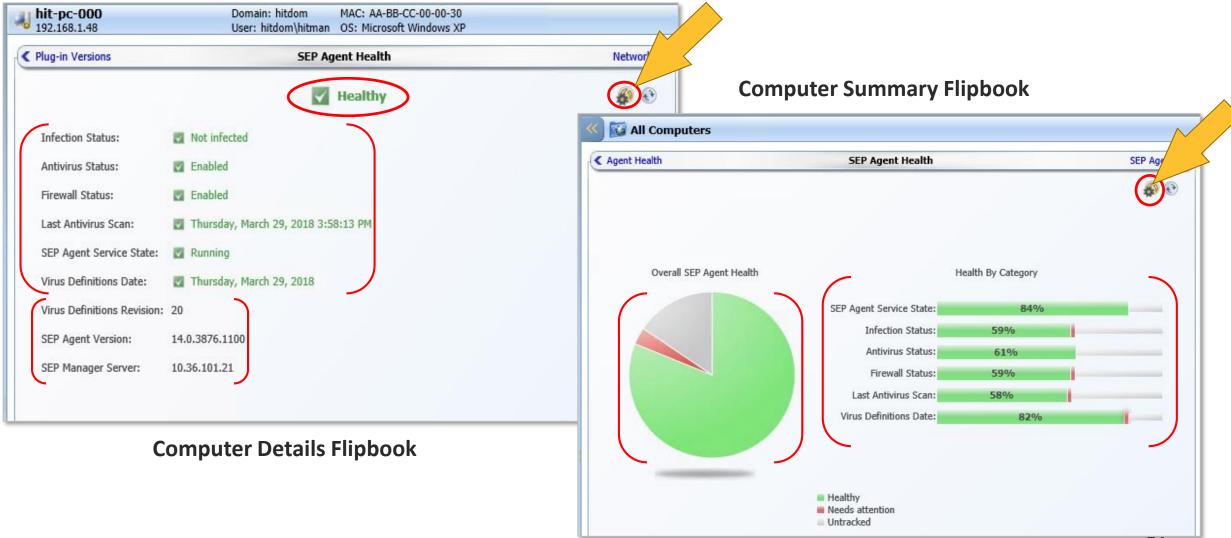
- **o** Extended SEP Agent Health Information
 - To better evaluate the SEP Health status
- $\circ~$ In order for this data to be collected:
 - Inventory Plug-in should be installed and Inventory Solution licenses applied.
 - 'SEP Agent' checkbox should be selected
 - Can be accessed from Advanced Options of Gather Inventory Task or Collect Full/Delta Inventory policy

- SEP Agent Service Name
- Sep Agent Service State
- SEP Agent Service startup type
- Latest virus definition date
- Latest virus definition revision
- Last successful scan date/time
- AV running state
- Firewall running state (Win Only)
- Device infected or not
- SEPM Current Group
- SEPM Preferred Group





SEP Agent Health Flipbooks





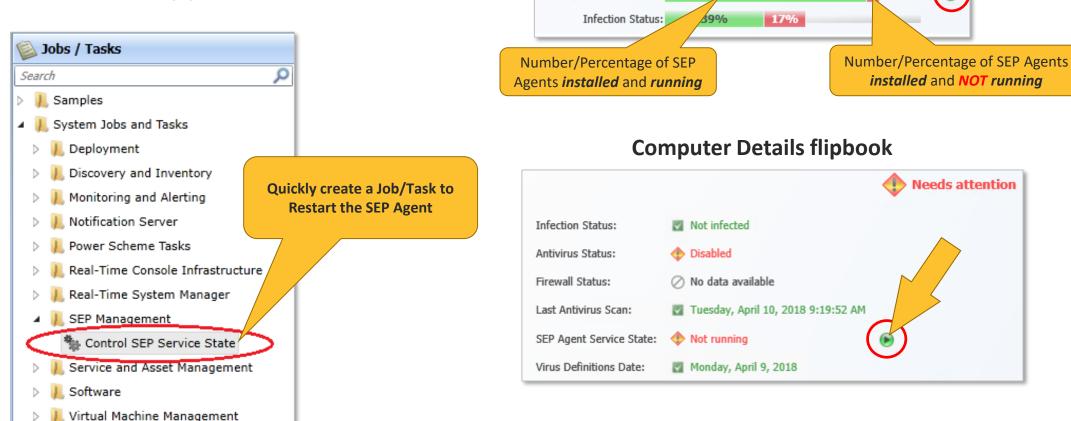
SEP Agent Health Evaluation Settings

Settings - Integrations - Symantec Endpoint Protection -		
SEP Agent Health Evaluation Settin Configure Symantec Endpoint Protection Agent Health		
	SEP Agent Health Evaluation Settings Antivirus Evaluate Antivirus status as healthy, even if Antivirus is disabled. Antivirus Scan Evaluate Antivirus Scan status as healthy, if the last successful Antivirus scan ran within 0 days. SEP Firewall Evaluate Firewall status as healthy, even if Firewall is disabled. Virus Definitions Evaluate Virus Definitions status as healthy, if the last Virus Definitions date is not older than 0 days. Applies To Search Name Owner Count Apply date My Mac Computers RVA-HULL\Administrator	testore Defaults
	Save Changes Cancel	



Control SEP Service State Task

 Remediation action in case the SEP Agent service is in a stopped state



SEP Agent Service State:

Computer Summary flipbook

78%

Health By Category



SEP Agent Install/Upgrade

o Symantec Endpoint Protection Agent Delivery

- Easily create policies to install/upgrade SEP Agents
- Import the SEP Installation Package
 - \circ $\,$ Pulls metadata from the SEP Agent Package $\,$
 - $\circ~$ Creates an entry in the Software Library
 - Packages appear in the console for distribution
 - Automatically created base Policy and Target

O Distribute SEP Installation Package

- Select the SEP Agent Entry
- Adjust Target for distribution
- Enable the policy to deploy the SEP Agent

	Policies 👻 Software 👻 Symantec Endpoint Protection Agent Delivery 👻
,	Symantec Endpoint Protection Agent Delivery All Symantec Endpoint Protection delivery policies
′	SEP Delivery
	Import a Symantec Endpoint Protection installation package to create and configure a new SEP Agent delivery policy.
nantec anagement Console	Home Manage Actions Reports Settings Session Help
	Policies Software Symantec Endpoint Protection Agent Delivery
Symantec E	point Protection Agent Delivery Endpoint Protection 14.0.3752.10 Endpoint Protection 14.0.3752.10 Endpoint Protection 14.0.3752.10 Endpoint Protection 14.0.3752.10 SEP Delivery - Once at 00:00, Repeat daily at 02:00 (Agent Time)
	Package name: FeatureSet1 x86 14.0.3752.1000.exe Company: Symantec Version: 14.0.3752.1000
	Applied to - 0 resources
	Add computer groups or user groups to which the policy rules will be applied and enforced. Add computer groups or user groups to which the policy rules will be applied and enforced. Add computers will be applied and enforced. Name Windows x86 Computers set up for Symantec Endpoint Protection Agent delivery
	Save changes Cancel



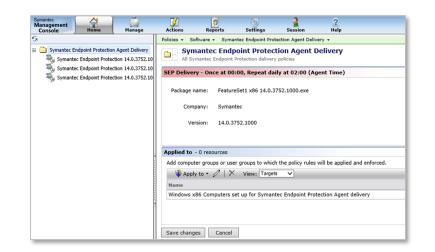


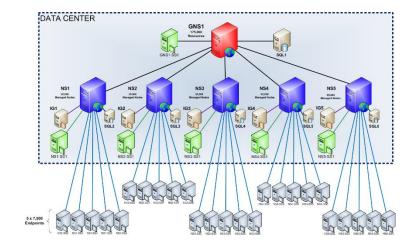
SEP Agent Install/Upgrade

O Advantages of ITMS SEP Agent Distribution:

- CeM feature enables the SEP agent to be installed/upgraded on devices on the WAN
- P2P and checkpoint recovery significantly reduces the bandwidth used on delivering the SEP Agent
- $\,\circ\,\,$ Infrastructure is highly scalable and distributed.
- Out of the box reports that can be used to monitor the progress of a rollout to install/upgrade the SEP agent

-		
Reports + Software •	 Delivery Conflicting SEP Delivery Policies 	
Displays pair	ing SEP Delivery Policies rs of active SEP Delivery policies that are both applied	to a same device or devices.
🔀 Actions 👻 📊 S	Save As 🔻 🚔 Print 🛛 🧿 Run 🔽 Auto- run	View: Select a value • Group by: • Search
Policy	Conflicting Policy	Conflicting Targets
	No	Results Returned
<		> 🗹
		Rows: 0







Symantec Endpoint Protection Integration

o SEP Quarantine Enforcement

- Defines software updates that are Mandatory then Enforces quarantine from the network
- Once Configured...
 - The System Assessment Scan results and SEP Quarantine policy settings are compared
 - ITMS sends information about quarantined computers to the SEP Manager
 - The SEP Manager Quarantines the computers
 - If the updates get applied during quarantine or the administrator excludes the endpoint from the policy, the quarantine will be reversed.

• MORE FROM ROB BARKER LATER TODAY!

	the Symantec Endpoint Protection Manager server information that is required to quarantine the computers a
	r adding Symantec Endpoint Protection Manager server(s), click here to create Symantec Endpoin tection Quarantine Policy
Symante	c Endpoint Protection Manager Server Details
🕇 Add	$\mathcal{D} \mid X$
Symant	ec Endpoint Protection Manager
NSEPM01	
Quaranti	ne messages
- Enable	re messages persistent connection for client computers to receive notification messages. Click here to enable tent connection for client computer
Edit qua	antine messages for the users of quarantined client computers.

Symantec Management Console	Home) Manage	Actions	Reports	() Settings	Session	2 Help	Symantec.	Automated Remediatio	n 🔎
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END OF PART ONE





Solution Enhancements





Endpoint Management Workspaces

Web based console with dedicated workspaces and widgets

- Speeds up day-to-day endpoint management jobs
- Depending on the permissions granted, you can perform the following tasks:
 - View inventory details for a selected endpoint.
 - Run tasks on one or more endpoints.
 - Deliver and install software on one or more endpoints.
 - Gather inventory in real time and perform Time Critical Management (TCM) tasks.
- $\circ~$ More from Rob Later...

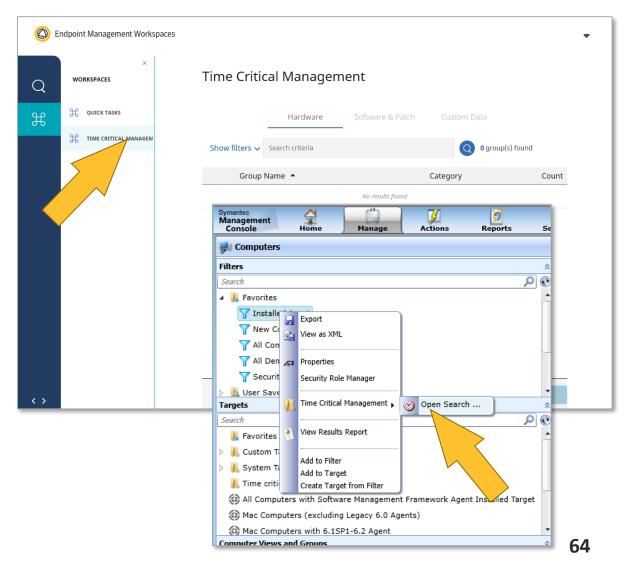
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		L-064586-P21	Computer						Deliver:	Software 🔲 R	un Task
	-	L-064586-P22	Computer				Hardware	Software H			
	-	Scott Jareo's MacBook Air	Computer			-					
	<u> </u>	Scott Jareo's iPad	Computer				General			GENERAL	^
	-	SMP8	Virtual Machine						VMware,	PROCESSOR	5
	-	SM-T320	Mobile Device				Computer man	ufacturer	Inc. VMware		
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Endpoint Management Workspaces

o Time Critical Management

- Gathers inventory in real time to perform immediate hardware and software state analysis
- $\circ~$ Persistent Connection must be implemented
- Use the Time Critical Management portal or in the Symantec Management Console
 - https://NSName/altiris/workspaces
 - \circ ~ In the Right Click options of the Computer View
- \circ Functions:
 - Verify that the inventory data is up-to-date.
 - Run tasks in real time.
 - Immediately push policies to the endpoints.





$\,\circ\,$ Application Metering for MacOS

- $\circ~$ Mac OS X 10.9 and above
- New data class: *Product Monthly Summary*
- *Resource Manger: View* > *Inventory*
- Software View: Product Summary Flipbook

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Company:	OpenOffice.org					-	/ 🗱				
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					•			Policy Details			
				Gen	eral				*		
						ID	: (AD921	BBB-9D65-4	B0A-8A6	3-973D219E6561}	
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Collect Time-Critical Inventory Policy

• What it Collects:

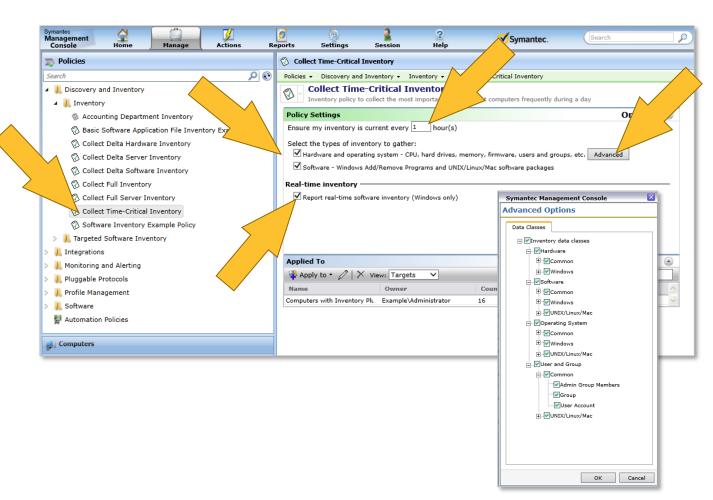
- Hardware & Software Data Classes
 - o User selectable data classes
 - *Except* Data that is changing (Services, Ports, Plug & Play...)

$\circ~$ When it Collects

- May be triggered by a defined interval
- Software Inventory can be triggered by a detected change in software (Windows only)

$\circ\;$ What it Reports:

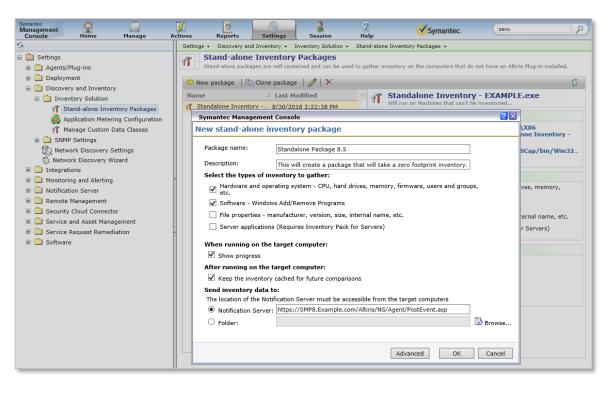
- Collected Data reported since last scan
- Date/Time is recorded for each data class





\circ Zero footprint Standalone Inventory

- Reworked in order to use another technology which does not require DLL registration.
- May be executed on managed client without impact of an installed SMA.
 - May also be useful for troubleshooting
- May be executed on earlier environments (7.6, 8.0, 8.1) to collect inventory using the latest codebase.





\odot Detection of new Windows application types

Added support of *Windows Store Applications*

- Windows 8, Windows 10
- New detection method "AppX Scanner" (Source = 128) is shown in software summary report

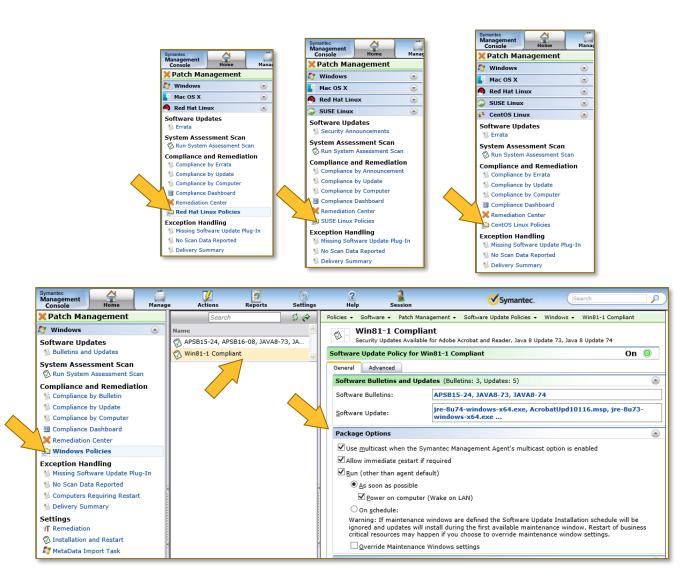
Added support of *AppV Applications*

- Windows 10
- New detection method "AppV Scanner" (Source = 256) is shown in software summary report

Installed Software									
								Sear	ch 🗳 ·
Product Name	Manufacturer	Version	Install Date	Туре	Detection Me	Virtualized (Y/	File Associatio	Metering (Y/N)	Software Porta
Microsoft Visual C++ 2008 Redistributable	Microsoft Corpora	9.0.30729.4148	Oct 19 2017 12:	Software Compo	Add Remove And	Ν	Y	N	N
Symantec Endpoint Protection 14.2.770.000	Symantec Corpor	14.2.770.0000	Sep 1 2018 12:0	Software Compo	Add Remove And	N	Y	N	N
VMware Tools 10.1.10.6082533 English x64	VMware, Inc.	10.1.10.6082533	Mar 27 2018 12:	Software Compo	Add Remove And	N	Y	N	N
NSFinCalculatorsXP 1.0.0.0	Nightshift Compu	1.0.0.0	Sep 6 2018 12:0	Software Release	Add Remove, Inv	N	Y	N	N
Far Manager 3 English	Eugene Roshal &	3.0.5000	Sep 15 2017 12:	Software Compo	AppV Scanner	Y	Y	N	N
InputApp 1000.17746.1000.0	Microsoft	1000.17746.100		Software Compo	AppX Scanner	N	Y	N	N
king.com.CandyCrushSodaSaga 1.118.400.0	king.com	1.118.400.0		Software Compo	AppX Scanner	N	Y	N	N
Microsoft.AAD.BrokerPlugin 1000.17746.10	Microsoft	1000.17746.100		Software Compo	AppX Scanner	N	Y	N	N
Microsoft.AccountsControl 10.0.17746.1000	Microsoft	10.0.17746.1000		Software Compo	AppX Scanner	N	Y	N	N



- Patch Policy pages available on the Patch Management home page
 - Windows Policies
 - SUSE Linux Policies
 - Red Hat Linux Policies
 - CentOS Linux Policies
- $\,\circ\,$ Can select a policy from the list
 - $\circ~$ View the details of the policy
 - $\circ~$ Edit its settings if necessary





• Microsoft Office 365 Channels Support

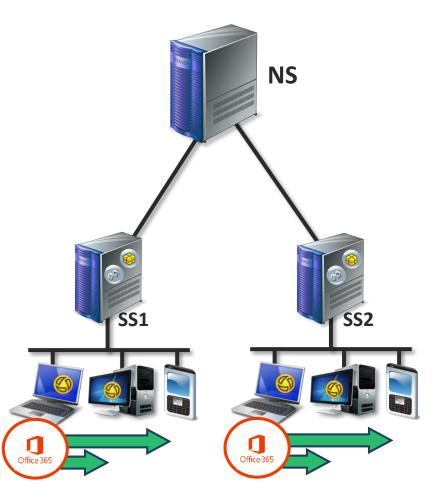
- Separate bulletin is available for each date when Microsoft Office 365 updates are released for a specific channel
 - *MSYY-MM-0365* < May 2018.
 - O MSYY-MM-O365-CHANNEL_NAME > May 2018
- Metadata for PM for Windows will contain four O365 Products
 - 1. Ensure that you have imported the latest patch management metadata for Windows
 - Ensure that they are selected in Vendors and SW OR Deselect "Microsoft Office Click to Run 2016" and select the appropriate Channel(s)
- For more information, see the following knowledge base article: <u>DOC9673</u>

	L8-04-0365-SE 365: April 10, 2018	EMI-ANNUAL						
Software Bu	ılletin							
Vendor:	Microsoft							
	Office 365: April 10	, 2018						
Released:	Import Patch Data for Windows							
Revised: Severitv:		latest metadata about available updates for Windows applications.						
Information:	Patch Managemer	nt Import Settings	-					
Summary:	✓ Incremental impo	rt						
		\cdot downloaded data for vendors, software and languages that are now excluded						
	General							
	Vendors and Soft	Ware	-					
	Last run time	f available vendors, software and languages: completed.						
		Import Patch Data for Windows						
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Software F	are F □ ↓ □ Foxit Corp □ ↓ □ Google □ ↓ □ Hewlett Pa □ ↓ □ LibreOffice							
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	Save changes							
l								
		Languages						
		Save changes Cancel						



$\,\circ\,$ P2P Support for Office 365 Updates

- Able to download O365 Updates from their peers using incremental differencing
 - Rather than each device downloading incremental differences from package servers or the NS
- \circ Reduces WAN traffic
- Decreases update times





Natively Supports Microsoft "PSFX Updates"

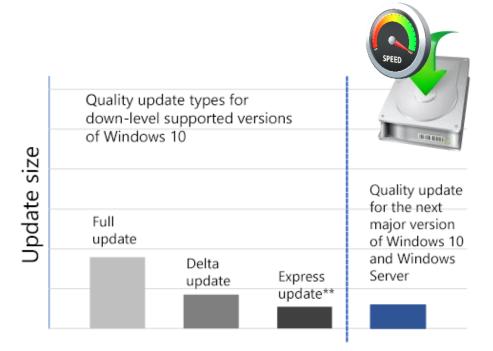
Windows 10 Redstone 5 – version 1809 and greater

$\,\circ\,$ Provides the benefit of reduced delivery time

- $\circ~$ Delivers only delta changes to the latest Redstone release
- Can utilize the Symantec P2P technology
 - $\circ~$ Further reduces the download time
- $\circ~$ Quality updates also improve the overall install time
 - \circ $\,$ Compared to Express updates $\,$

Notes:

- $\circ~$ "PSFX Update" is a work-in-progress name of the feature from MSFT
- Not available for Feature Updates (Express Updates are still the only traffic optimization option)
- $\circ~$ Not available for Windows 10 versions earlier than 1809
 - (Microsoft still plans to build Express Updates for these versions, with delta updates discontinued in Feb 2019)







$\,\circ\,$ Windows Update Service Integration

- Choose PMS, WUS, or both methods
- *Microsoft Express Update* technology can be used to distribute incremental changes for each client
 - Reduces bandwidth use and Latency in SW Updates
- Distribute updates to clients that meet the following requirements:
 - Computers are ready for Patch Management
 - Computers can access Microsoft servers
 - Computers are targeted by the enabled Default <u>Microsoft</u> Configuration Policy (DMCP).

Settings for Windows computers that have Software Update	a plug-in installed and are not included in alternate Software Update Plug-in policy.	
Software Update Plug-in Policy	On	0
Installation Schedules Notification Restart		_
Software Update Installation		_
Schedule:		
🚱 Add schedule 🖌 📉 🏹 Time zone: 🛛 Use agent time	✓	-
Start/End dates		
Start: 1/ 1/2008		75
End: 9/ 5/2018		/ \
Start: 03 🐳 : 00 🖤	Repeat daily	
Reinstallation attempts after task <u>failure</u> : 3		-
Allow user to run		
Maintenance Windows		- 1
Warning: If there are defined maintenance windows, the Soft	tware Update Installation schedule is ignored and the updates are installed during th e maintenance window settings, critical business resources may be restarted.	e
Override the maintenance window settings when installing		
U Override the maintenance window settings when preparing		_
Save Changes Cancel		_
attings ▼ Agents/Plug-ins ▼ Sof	When Def t Microsoft Changuratic Policy	
Default Microsoft Update Configuration I Settings for Microsoft Update on computers that are not include		
Settings for Microsoft Update on computers that are not include	led in alternate configuration policy.	
changes that each computer requires. You can distribute updat	On o distribute some updates for Microsoft products by only downloading the incrementa tes using Express Update only to the computers that have Internet connection to crosoft Undate Configuration Policy.	1
changes that each computer requires. You can distribute updat Microsoft servers and are targeted by the enabled Default Mic Once you enable the policy, the new view Windows (Microso	distribute some updates for Microsoft products by only downloading the incrementa tes using Express Update only to the computers that have Internet connection to crosoft Update Configuration Policy. If Data) displays a set of reports for managing compliance and remediation with	1
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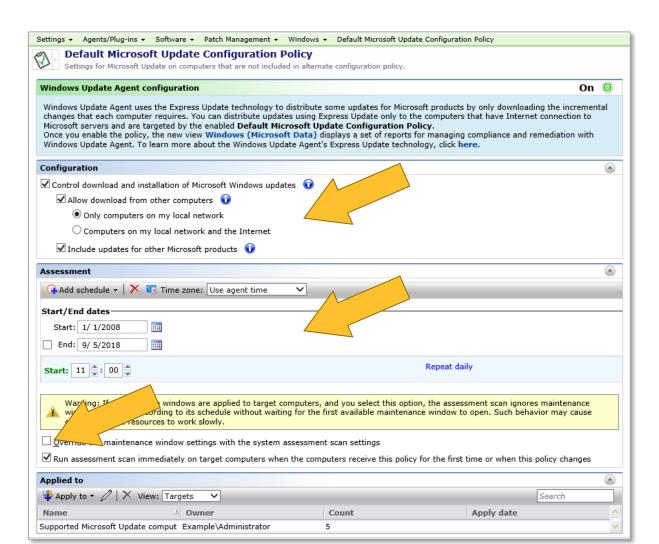


$\,\circ\,$ Default Microsoft Configuration Policy

- $\circ~$ Enables Windows update Assessment scan
- $\circ~$ Defines how often you want the scan to run
- Can override maintenance window settings
- $\circ~$ Configures the Download/Install of Updates
 - \circ Download from local/internet computers
 - Uses Delivery Optimization functionality from the Windows Update Agent
 - $\circ~$ Can include other MS Updates

o Assessment Scan:

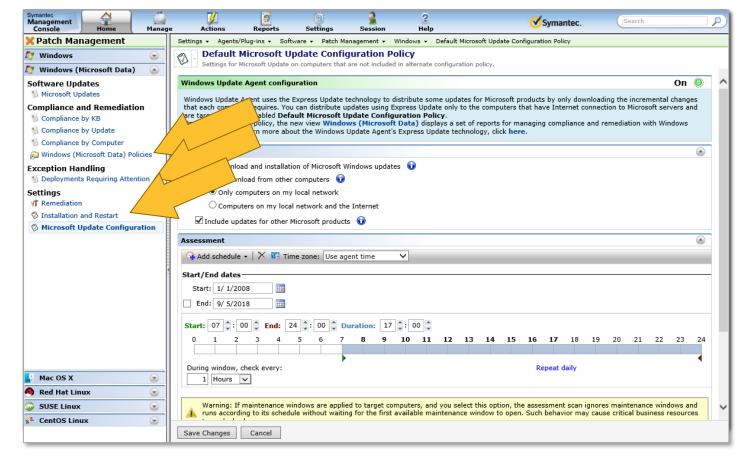
- Inventories your managed computers for the software updates that they require
- Targets for the software update policies are created automatically
- Delta or Full Scans can be run
- $\circ~$ Also sends NSE's with Recency information





• Windows (Microsoft Data) Portal

- Reports for managing compliance and remediation using the Windows Update Agent
 - Microsoft Updates
 - Compliance by KB
 - \circ $\,$ Compliance by Update $\,$
 - \circ $\,$ Compliance by Computer $\,$
- $\circ~$ Link to all Windows Update Policies
- Exception Handling Report
- $\circ~$ Settings:
 - Remediation (Common)
 - Installation and Restart (Common)
 - MS Update Configuration Policy



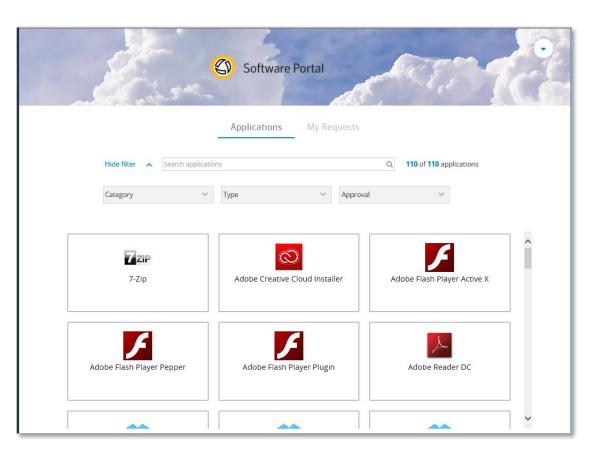


Software Management Solution

$\,\circ\,$ Redeveloped Software Portal

- Submits requests and installs software through a Web-based interface with little or no administrator involvement
- Reduces help desk calls and simplifies the process of SW Delivery
- Uses predefined software information that automates delivery
- Pre-Approved or Manager Approved Software Requests
- Installed as part of the Symantec Management Agent
- SEE: <u>DOC9610</u> for SW Portal Guide

Available in ITMS 8.1 RU4+





Software Management Solution

$\,\circ\,$ Software Portal Settings

- Enhanced or Legacy Interface
- \circ Publishing
 - Prevent all Unlisted SW Requests
 - Publish across all Domains
- $\circ~$ Cancel delivery after n hours
- Email notifications to common or user specific addresses

Management Home Manage A	ctions Reports	Settings Help	Session	Symantec.	Search 🔎
G		Software Portal Settings	Software Portal Settings		
Settings Agents/Plug-ins Agents/Plug-ins Deployment Discovery and Inventory Discovery and Inventory Discovery and Alerting Monitoring and Alerting	UI Settings	ser interface to the Softwa	earance of the Software Portal. re Portal:		
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$\,\circ\,$ Software Portal Agent Settings

- SW Portal was inconvenient in MacOS
- $\circ~$ SW Portal Client Access Settings for Mac
 - \circ $\,$ Can be set and applied to Mac machines $\,$
 - Will respect the new Mac-specific options
 - Policy was renamed to reflect its purpose more precisely
 - The Software Portal can be hidden or shown as specified in the policy
 - A Context menu item was also added

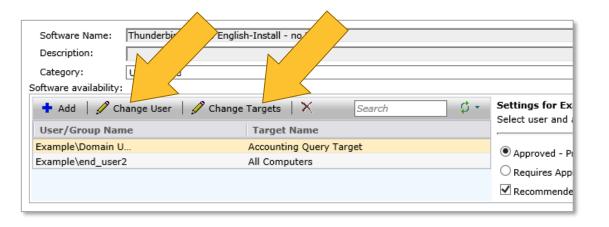
Software Portal Client Access Policy Configures software portal on clients.
Software Portal Client Access Policy
Windows Settings
Show the link to the Software Portal on the desktop
\checkmark Show the link to the Software Portal on the Start menu
Show the link to the Software Portal in the Symantec Management Agent context menu
Mac Settings —
Show the Software Portal icon in the Symantec Management Agent user interface
$oldsymbol{arsigma}$ Show the link to the Software Portal in the Symantec Management Agent context menu
Applied to
Name
Mac computers with installed Software Management Plug-in Windows computers with installed Software Management Plug-in
U C Fri 13:10
Symantec Management Agent Software Portal



o Software Portal User Enhancements

- Legacy SW Portal showed all applications regardless of OS Type...
- Only Applications compatible with the requesting OS are now displayed
 - Solved by adding filtering "Applies to Software Platform" Association
 - Filter works for all applications published
 - If at least one association is defined, the application will be shown.
 - If no associations exist, it is shown in the portal opened on any device.
 - These Associations are defined automatically during software component import
- Software can be published to groups of devices or combinations of users/devices
 - \circ Prevents multiple device Installs from users

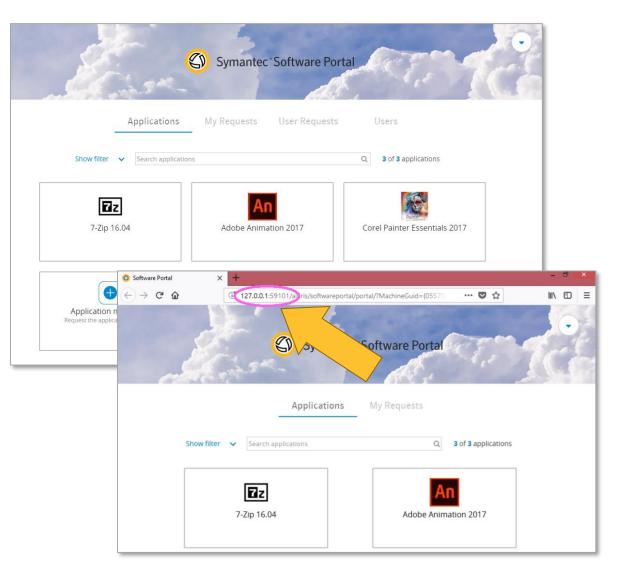
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o Software Portal User Enhancements

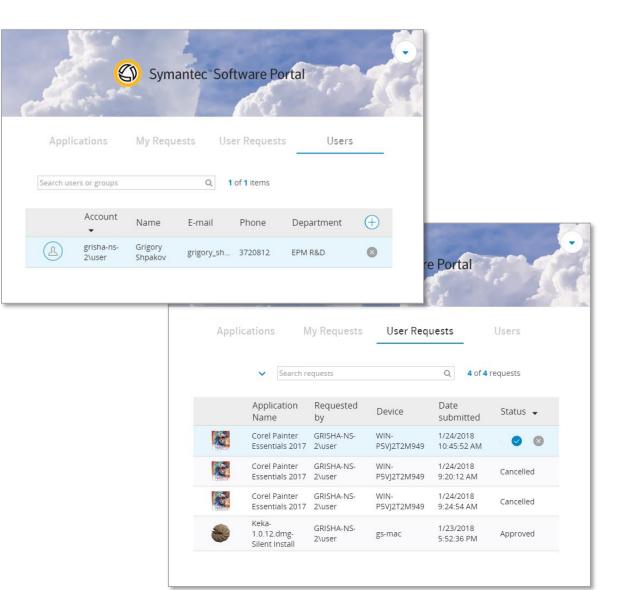
- Users can open the Software Portal on Cloud-enabled Windows or Mac computers
- $\circ~$ SMA Implements a local Proxy Server
- $\circ~$ Browser Redirection in CeM Mode
- $\circ~$ Experience is the same!





o Software Portal Enhancements

- $\circ~$ New Tabs for Managers
 - Users Tab:
 - Specify the list of users or groups whose requests need action taken
 - View only the requests from the users who report directly to them
 - User Requests:
 - o Review open requests
 - o Approve or deny requests
 - o Communicate with requesters
 - Filter User requests by status/type

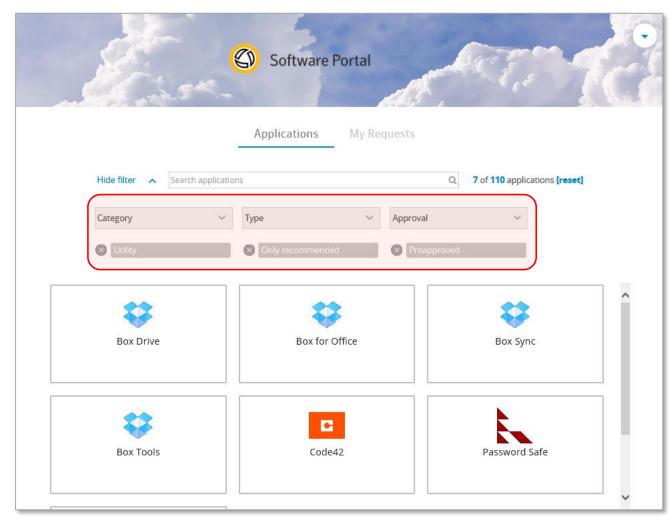




o Software Portal Enhancements

• Application Filters

- \circ $\;$ Filters the applications list using:
 - $\circ \quad \text{Specific categories}$
 - Publishing Types
 - Approval types
- Filters applied with the search option make finding the required application much easier





o Software Portal Enhancements

- $\circ~$ Request Unlisted Software
 - Using this interface, end users will:
 - Specify **application name** in free form
 - Provide justification for the request
 - Request is handled in a similar way as requests for applications in the catalog

Unlisted	Application Request	\times
	Provide information about the application you need. If your request is approved, the software will be downloaded and installed on your device.	
	To receive email notifications about the changes related to your request, configure your user profile accordingly.	
	Application Name*	
	New Software 2018	
	Add justification*	
	Required application is missing in the catalog.	
	<u>Close</u> Submit Request	



$\,\circ\,$ Software Portal Notification

• **Previous Releases:**

- Delay before application is actually installed on the client machine
- User is not Notified during the process

• SW Portal User Notifications in 8.5:

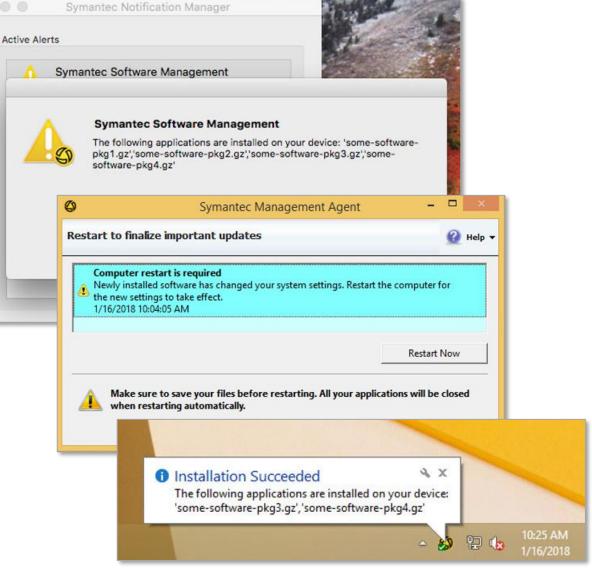
- Notification Options in the Portal
- Receive emails when someone comments on or changes the status of the request
- Email contains the link to the Software Portal where the user can manage the application request

User Profile		\times
2		
	Full name*	
	Brian Sheedy	
	Email*	
	Brian_Sheedy@symantec.com	
	Department	
	Customer Support	
	Phone	
	+1 713-555-1212	
	Display notification when requested application is installed on my device	
	Send me an email when:	
	The status of my request changes	
	Comments are added to my request	
	Close Save	



o Software Portal Notification

- $\,\circ\,\,$ SW Portal User Notifications in 8.5:
 - \circ $\,$ Notification Options in the Portal $\,$
 - Available to Windows/Mac clients
 - Appears if Portal User = Logged on User
 - Displays for 30 Seconds
 - Works for Portal Quick SWD & MSD Policies





o Software Resource Management

- Can add or edit a custom icon in the Software Catalog/Software Views
- $\circ~$ Will display Icon in the Software Portal

Properties	Package Rules Ass	1	Software Publishing					
Type: Platform: Version: Company: Display Ico	11.0.00 Adobe Systems	orm selection from the Associat	ions tab) Srowse 🎤	외경 New				
	1	0	CI	noose File to	Upload			×
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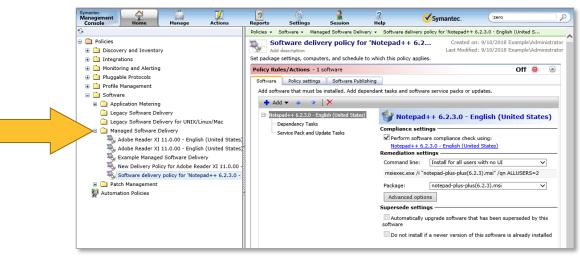


$\,\circ\,$ Import and Deliver action

- Rapid creation of Managed Delivery Policies
- Accessible from Actions>Software>Import and Deliver
- Package is imported and included in a newly created Managed SW Delivery Policy
- Policy created in the *Managed Software Delivery* folder
- $\circ~$ Created policy is opened automatically



mport installation package				
Location:		🚞 Brow		





$\,\circ\,$ Manage Publications Page

- View, Edit, Delete
- Publish or Unpublish
- Create New Publications
 - $\circ~$ Uses SW Wizard
- \circ Fast and Convenient
 - No need to go to the Software Resource or Managed SWD Policy

tion	Software Publication		
tion	Select software	Select the software to publish Software component Software: Type to select a software	 Srowse
Settings 🔹 Software 👻 Software Portal Settings 👻 Manage Publications	C.1.	Command line: Type to select a command line	V 🕸 New
Manage Publications View and manage software publications.	V Manage availability		
Software Publications	Review and select category	O Managed delivery Type to select a managed delivery	Srowse
🕂 Publish Software 🖉 Edit Publication 🗙 Delete Publication State: All			
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Adobe Acrobat X Pro - English, Français, Deuts Requires approval A			
✓ 💱 Thunderbird 17.0.0 English-Install - no UI Approved M			
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✓		Published 🧕	pplicati Software Release
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Type: Software Release Platform: Windows			
Vendor: Adobe Systems			
Command line: Install (Silent) ("setup	u.exe" /s)		
Category: Desktop Application	✓ Ø [*]		
Software availability:			
+ Add / Change User / Change Targets	X	Search 🖸 🗸	
User/Group Name Target Name	Approved	Recommended	
Example\Domain Users All Computers			
		OK Cancel	

Symantec Management Console



\circ Software Portal ASDK Enhancements

Modifying Software Portal Settings					
Extended SetSoftwarePortalSetting()	This API has been extended to set the software portal settings like CompanyLogo, PortalLogo and PortalBackground.				
Setting Publishing Item Properties					
SetPublishingItemProperty()	This API has been newly created to set the application category.				
SetSoftwareComponentProperty()	This API has been extended to add support for the property SoftwareIcon.				
Add/Modify/Remove Users and Targets from Publishing items					
ModifyUserAndTargetToPublishingItem()	This API is newly created to modify the user and target in the publishing item.				
RemoveUserAndTargetToPublishingItem()	This API is newly created to remove the user and target from the publishing iten				
AddUserAndTargetToPublishingItem()	This API is newly created to add the user and target into the publishing item.				
Modifying Software Product Properties					
SetSoftwareProductProperty()	This API has been newly created to allow user to modify the software product settings like Name, Description, Company, Version, NameFilterString, CompanyFilterString, VersionFilterString, IsManaged.				



Administrator Software Development Kit (ASDK)

o Simplified Software Deployment API

- With a single call to the *DeployPackageEx* method:
 - o *Imports* a software package
 - o *Creates* a software component
 - o *Generates* an installation policy
- \circ Supports the following types of installable packages:
 - Self-installable .exe packages
 - .msi packages
 - \circ .rpm packages
 - non-DMG based .zip SEP packages for Mac
 - \circ .exe (SFX) archive SEP packages for Windows
- \circ Method:
 - **DeployPackageEx**(string packageName, string parametersXML)
- See: <u>DOC11040</u> for examples

Name	Description		Format
ckageName	String that contains the path to a softwa installation file. The file may be located on the local NS or in the UNC directory.	re Local NS pa "C:\installatio UNC path:	
		<parameters< th=""><th>5></th></parameters<>	5>
	XML string with overridden	Name	Description
rametersXML	parameters. If this parameter is empty string, the default parameters are use		GUID of the repository for which the package will be imported. The following repositories are provided out of the box: • "Default smart repository" with the ID "{2406DBB0-613C-4BD6- 9870-BCD49A6571D3}"
		RepositoryID	When "Default smart repository" is used, the installation policies created with this method are located in the Auto Deployment folder that is not visible in the Symantec Management Console by default. To make the policy folder visible at Manage > Policies > Software, run the following SQL query: Update Item SET Attributes = '22' Where Guid = '23d65059-752a-4aef-a6ab-aab902e3cdb5' • "SEP repository" with the ID "E94719D0-D063-403F-BA60- 68D5E2F2D9E3"
			When "SEP repository" is used, only SEP installation packages are supported for importing and Symantec Endpoint Protection Delivery policy is created at Manage > Policies > Software Symantec Endpoint Protection Agent Delivery. If this parameter is not specified, the default repository is used.
		Targets	Coma separated list of target GUIDs to be applied to the policy. If this parameter is not specified, no targets will be applied.
		Enabled	False by default. True if the newly created policy should be enabled by default.
		DefaultCulture	Culture to generate a localized policy name. English by default.

para



Deployment Solution

Deployment Solution supports WinPE10

- $\,\circ\,$ Version 1607 and 1703 with some limitations.
- See: <u>HOWT0126076</u>

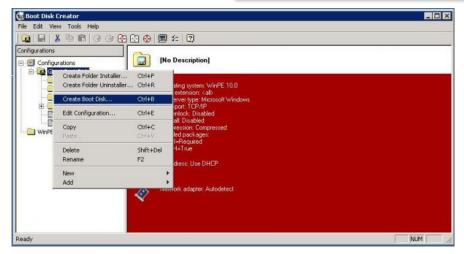
Network Boot Service Supports W2K16

- See: <u>HOWT0125454</u>
- **O Driver Management Enhancements**
 - $\circ~$ Can Upload Drivers as .CAB files

$\,\circ\,$ Improved performance of Boot Disk Creator

 By reducing the time required to add preboot drivers and other packages while creating preboot packages for WinPE 5 and WinPE 10.

d custom drivers to the DeployAny	where/Preboot database.	
DeployAnywhere Preboot		
👌 👌 🚽 More Info		Search 🗳 🔹
Name 🛆 Type	Ta OS	
3Com.EL2000.1.00.0 net	2000 2003 2008 VISTA WINE	DOWS7 XP
3Com.EL90Xbc.04.41 net	2000 2003 2008 VISTA WINE	DOWS7 XP
3Com.srwl.4.0.4.05 net	2000 2003 2008 VISTA WINE	DOWS7 XP
3Com.TCAITDI.x uncl	2000 2003 2008 VISTA WINE	DOWS7 X64_2003 X64_2008 X
3Com.x uncl	2000 2003 2008 VISTA WIND	DOWS7 X64_2003 X64_2008 X
3Com_Corporation.E net	2000 2003 2008 VISTA WINI	Symantec Management Console
Adaptec.1.02.063 net	2000 2003 2008 VISTA WINI	Add Driver
Adaptec.2.8.0.6076 net	2000 2003 2008 VISTA WIND	Auto-generated name will be taken for the added drivers.
Adaptec.4.1.0.7010 net	2000 2003 2008 VISTA WINI	Location: Select Cab, Zip, or Driver Files
Adaptec.4.1.1.7038 net	X64_2003 X64_2008 X64_20	
Adaptec.6.00.3643.04 net	2003 2008 VISTA WINDOWS	Tags: (For e.g.: Tag1, Tag2)
Adaptec.6.00.50.05 net	2000 2003 2008 VISTA WIND	Driver Addition Status :
Adaptec.a320raid.1.0 stor	2000 2003 2008 VISTA WIND	
Adaptec.aarich.6.00 stor	X64_2003 X64_2008 X64_20	
Adaptec.aarich.6.00 stor	2000 2003 2008 VISTA WIND	
Adaptec.adp94xx.1.6 stor	2003 2008 VISTA WINDOWS	
Adaptec.adpahci.1.6 stor	2003 2008 VISTA WINDOWS	~
Adaptec.adpu160m.6 stor	2000 2003 2008 VISTA WINI	
Adaptec.adpu160m.6 stor	2003 2008 VISTA WINDOWS	Add Close
Adaptec.adpu320.3.0 stor	2000 2003 2008 VISTA WINI	





Deployment Solution

○ iPXE Support

- Uses open source boot firmware of the iPXE project <u>https://ipxe.org/</u>
- Another PXE Option, Not a PXE replacement in DS 8.5!
- Existing Boot Loaders are still available and supported when creating PXE Boot Images

○ Benefits of iPXE:

- $\circ~$ Increase download and boot up performance
- $\circ~$ Lightweight boot loader with a full network stack
 - TFTP, SAN, HTTP with multiple NIC Driver Support
- $\circ~$ iPXE in DS 8.5 uses HTTP specifically:
 - $\circ~$ Higher NW Performance than TFTP
 - Speeds up the DL and Boot of clients into PXE
- See: <u>TECH250831</u> for more information



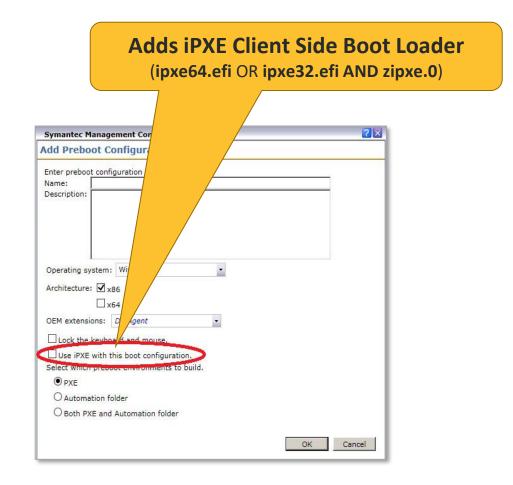
Symantec Management Console	? ×
dd Preboot Configuration	
Enter preboot configuration details below.	
Name:	
Description:	
Operating system: WinPE 10.0	
Architecture: 🗹 x86	
X64	
OEM extensions: DS Agent	
Lock the keyboard and mouse.	
Use iPXE with this boot configuration.	
Select which preboot environments to build.	
• PXE	
O Automation folder	
\bigcirc Both PXE and Automation folder	
	OK Cancel



Deployment Solution

○ iPXE System Requirements:

- IIS needs to be installed on any system that will be acting as an iPXE Server
- When the PXE server is installed or upgraded it will create a new website on TCP port 4433
 - $\circ~$ This will be used for iPXE client/server communication.
 - Instructs PXE clients on how to act If a job is assigned
 - Provides access to the HTTP PXE "Images" directory
- o *If IIS is not available* on Installation or upgrade:
 - Boot images with the iPXE boot loader will fail to boot from that server
 - Client systems will then boot to the next available device in the BIOS/UEFI boot order
- Must Enable the *"Use iPXE with this boot configuration"* in the Preboot Configuration settings
- See: <u>TECH250831</u> for more information





Workflow Solution

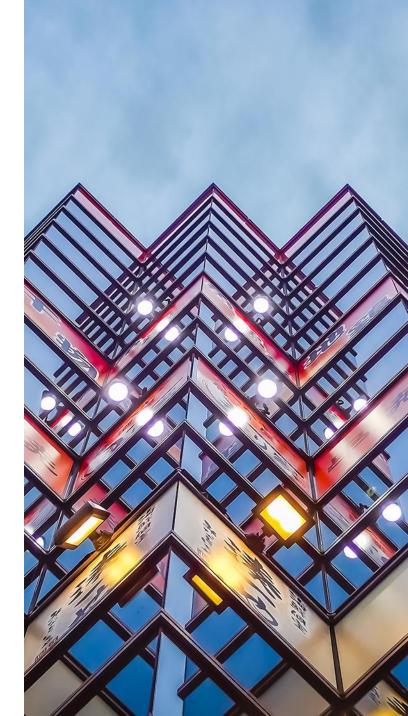
Workflow support for SEP 14

- Customers want to be able to use previous Workflow applications to automate their current SEP 14+ processes.
- Workflow Components Library has been developed for SEP 14 that covers:
 - Group Inquiries, Moves, Updates, and Quarantines are just a few...
 - For more information see: DOC10748
- Download and use the *ScreenCapture Utility* from a remote computer on which Workflow Solution is not installed. DOC10956
- The uninstallers for **Process Manager** and Workflow Designer are now localized.

SEP 14 Component name	SEP	Component name	Desc	ription		
Get Group List Component	Get	All Group GUIDs	Gets	a group list.		
Get Group Computers Component	Get	et Client List		the information about the ruters in a specified domain group		
Run Command Update Content	Upda	Group Command ate Content & Run It Command Update lent		is a command from SEPM to endpoints to update content.		
Get Command Status Details	Get Deta	Command Status il	Gets statu	the details of a command s.		
Get Admin Accounts List	Get	Admin Account List	Cote	the list of administrators for a		
Move Computer	ove Computer Mov		t	Description		
Component		Run Command Baseline Run Command Quarantine Get Admin Details		Sends a command from Symantec Endpoint Protection Manager to Symantec Endpoint Protection endpoints to request that baseline application information be uploaded back to Symantec Endpoint Protection Manager.		
						Sends a command from Symantec Endpoint Protection Manager to (un)quarantine Symantec Endpoint Protection endpoints.
				Gets the details of a single administrator.		
		Update Admin Detai	ls	Updates the details for a specified administrator.		
		Get Computer List Component		Gets the information about the computers in a specified domain.		
		Get Domains Compo	ponent Gets a list of all accessible domains.			
		Get Domain By Id Component		Gets the details for a specified domain		
		Update Domain Component		Updates an existing domain's information.		

Additional Information







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Security Awareness Service

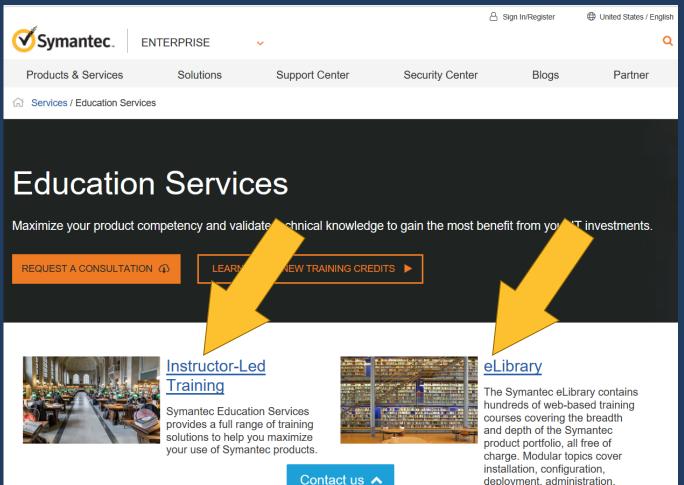
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- ITMS 8.1 Diagnostics & Troubleshooting
- Deployment Solution 8.1





Additional Resources and Summary

If you would like to know more about **IT Management Suite** please visit:

○ Product Overviews: https://www.symantec.com/products/it-management-suite **Data Sheets:** https://www.symantec.com/products/endpoint-management **Community:** http://www.symantec.com/connect/endpoint-management Ο ○ ITMS Documentation: https://support.symantec.com/en_US/article.DOC11076 • ITMS Help Center: https://help.symantec.com/home/ITMS8.5?locale=EN_US **GSS Documentation:** https://www.symantec.com/docs/DOC8558 **GSS Help Center:** Ο



Thank You!

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