



Symantec Endpoint Management Virtual User Group

November 17, 2020

Mike Grueber, Brian Sheedy: Product Management – EPM

Jim Broniec: Technical Architect, Endpoint Management



Welcome and Introduction



Housekeeping

- Participants audio will be muted in order to ensure presenters can speak
- As a precaution please do ensure that your audio/microphone is muted
- Please use the “Chat” Window to ask your questions and send them to “All Panelists” – we will monitor them and try to address them towards the end of the event and we will create a summary document with responses to all questions
- If you have any issues or require assistance please feel free to use chat with “All Panelists”
- Polling Questions will be presented throughout the presentation - we will inform you when they are available

Agenda – Endpoint Management User Group – November 17th

1 Endpoint Management Priorities as a Part of Broadcom (10 min)
Mike Grueber

2 Current Endpoint Management Offerings (30 min)
Jim Broniec

3 Recent Endpoint Management Releases (30 min)
Brian Sheedy

4 Future Release Highlights (30 min)
Mike Grueber

5 Q&A and Open Forum (20 min)
All Panelists

Gartner Peer Insights

Let us know how we're doing by sharing your experiences with Symantec products on Gartner Peer Insights.



See: <https://tinyurl.com/yx9nevhq>

Reviews take less than 10 minutes to complete. If you have any questions about Gartner Peer Insights, or about the review process itself, we are happy to answer any questions that you have.



Endpoint Management Under Broadcom

Mike Grueber



Symantec Endpoint Management Priorities



CONFIDENCE

- Continue to provide long-term EPM solutions for our customers
- Build on established features and functionality

QUALITY

- Investment in product quality, scalability, and reliability
- Develop on a single, integrated technology stack

ASSURE

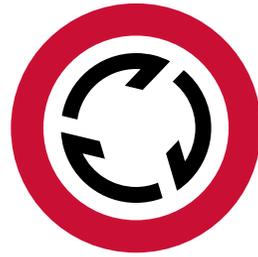
- Provide timely support for new operating systems
- Research and incorporate new EPM methods and frameworks

INNOVATE

- Develop new features with an emphasis on meeting the needs of our customers
- Provide robust management functions regardless of connectivity

PROTECT

- Continue to protect our customers from vulnerabilities and ensure compliance
- Provide foundational support for cybersecurity functions



Symantec IT Management Suite

Industry-best endpoint management across devices and platforms

Windows, Mac, Linux

Client Management Suite | Server Management Suite | Asset Management Suite

- OS Deployment and Imaging
- Network Discovery & Inventory
- Software Management
- Patch Management
- Reporting and Analytics
- Virtual Device Management
- Server Monitoring & Alerting
- Asset tracking
- Contract management
- License Management & Compliance

Complementary Solutions



Ghost Solution Suite



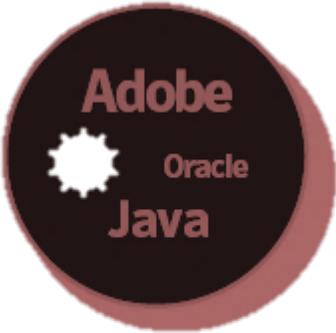
Symantec ServiceDesk



Key differentiators



CROSS-PLATFORM
MANAGEMENT



BROAD PATCH SUPPORT
ACROSS PLATFORMS AND
THIRD-PARTY APPLICATIONS



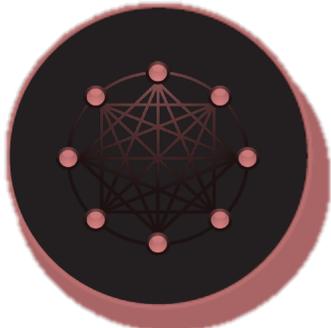
SOFTWARE LICENSE
MANAGEMENT



MANAGE AND TRACK
ASSETS THROUGH
ENTIRE LIFECYCLE

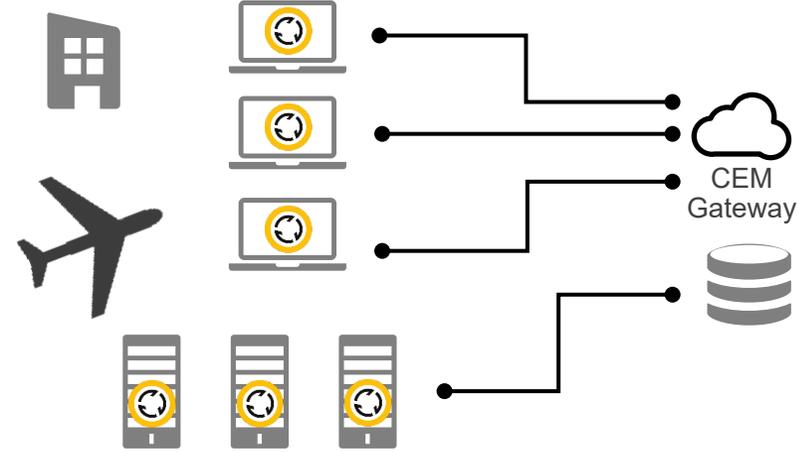


SECURE MANAGEMENT
REGARDLESS OF LOCATION

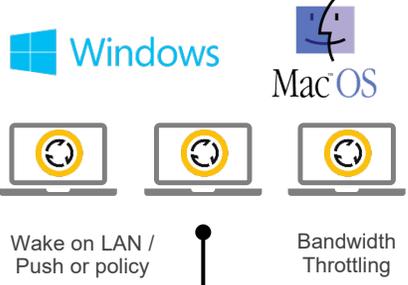


ADAPTABLE & EFFICIENT
CONTENT DISTRIBUTION

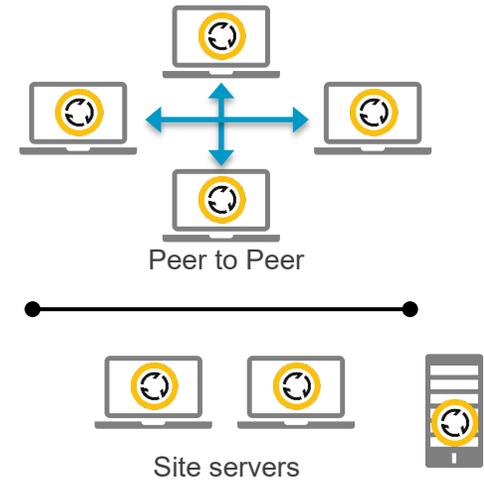
Mobile Endpoints



Endpoints

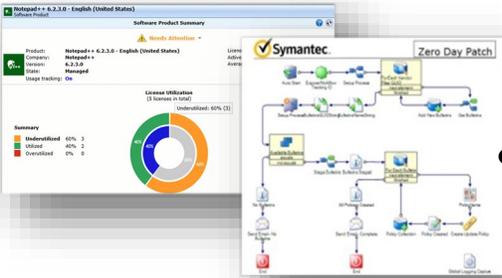


Remote Office Locations



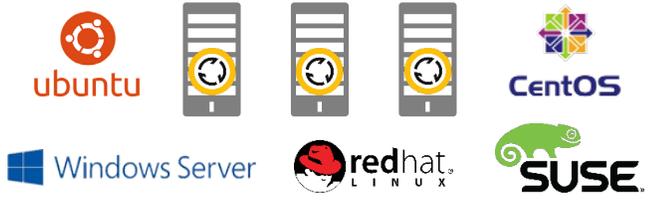
DMZ Servers

Compliance Reporting & Automation



100% Compliance

Maintenance Windows Bandwidth throttling



Servers

40+ Vendors 300+ Applications

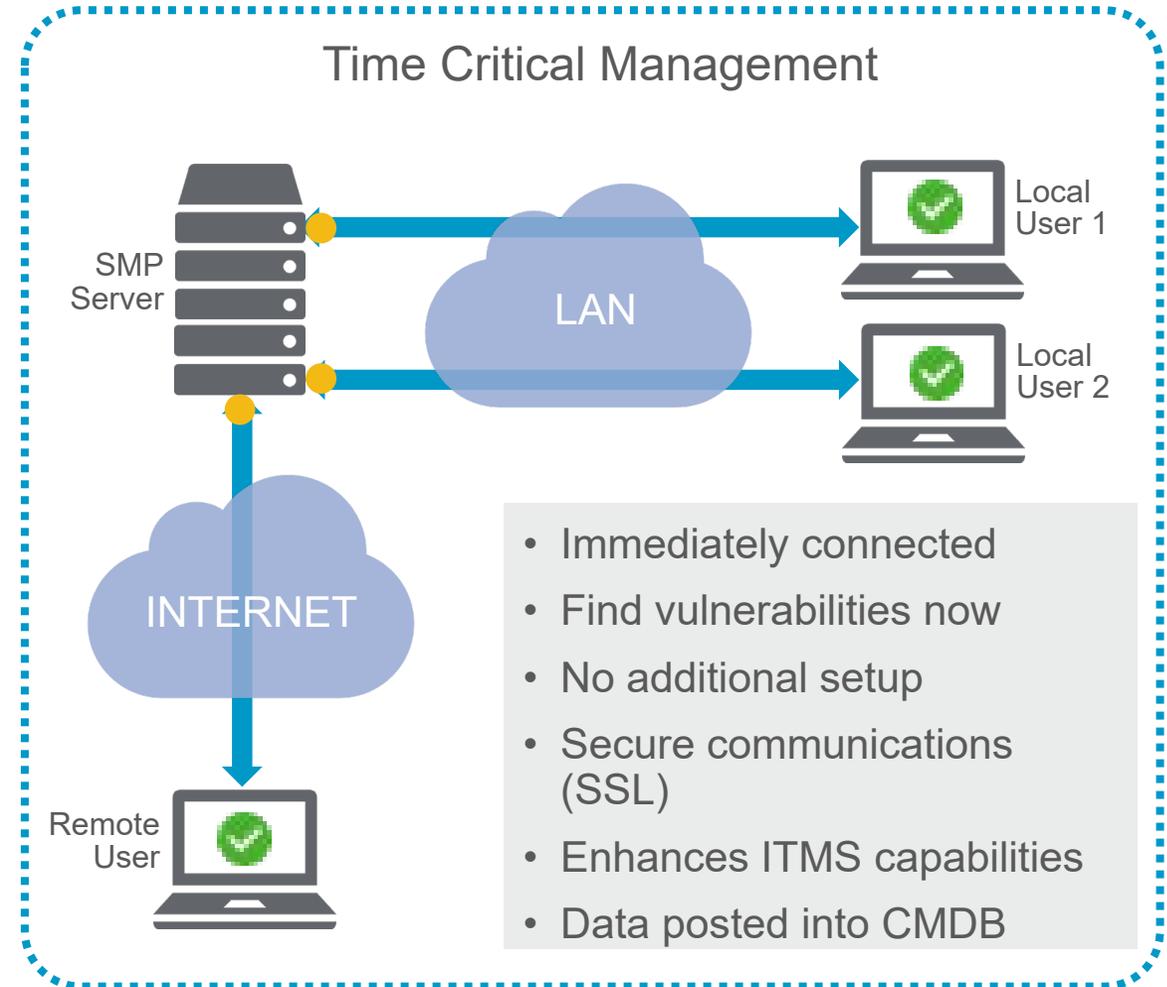
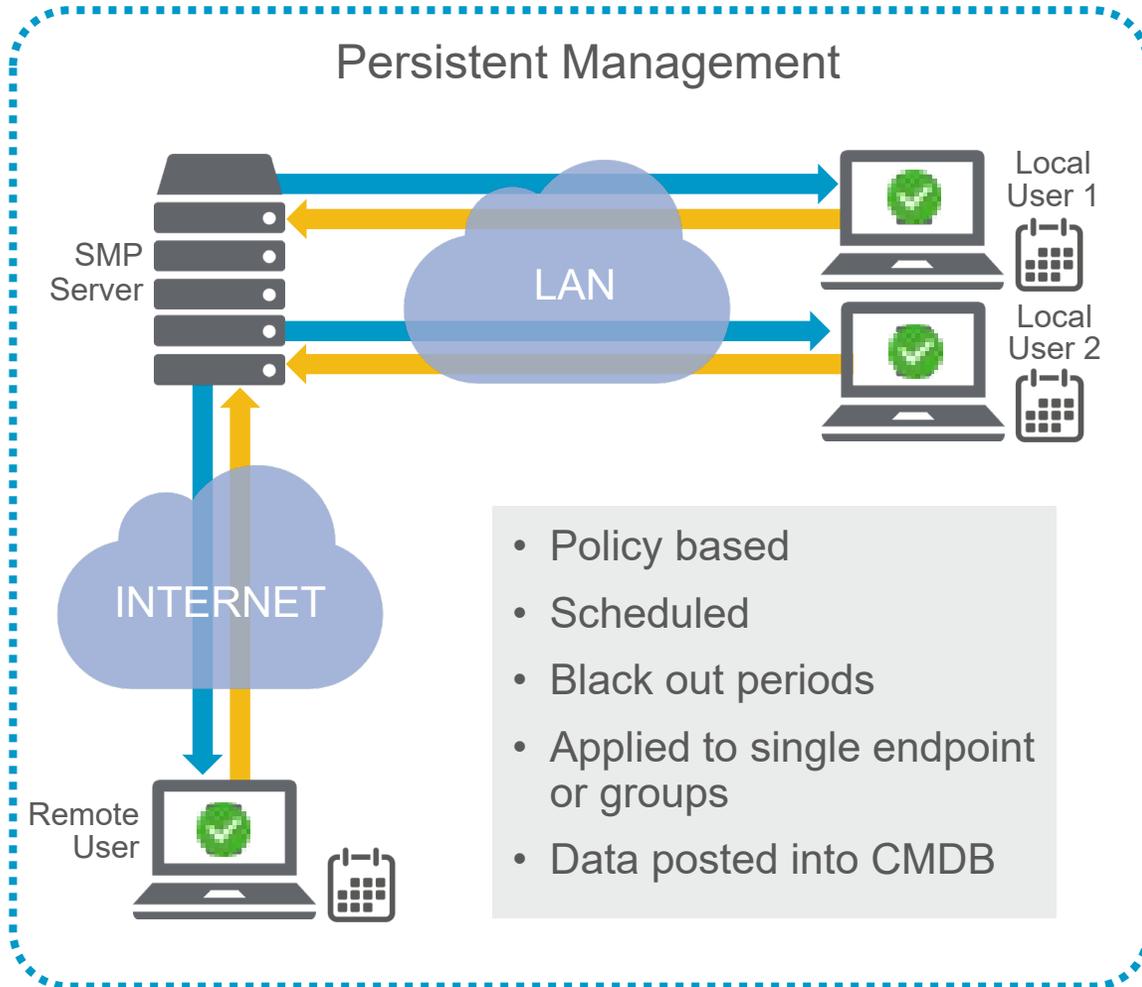


Current Endpoint Management Offerings

Jim Broniec



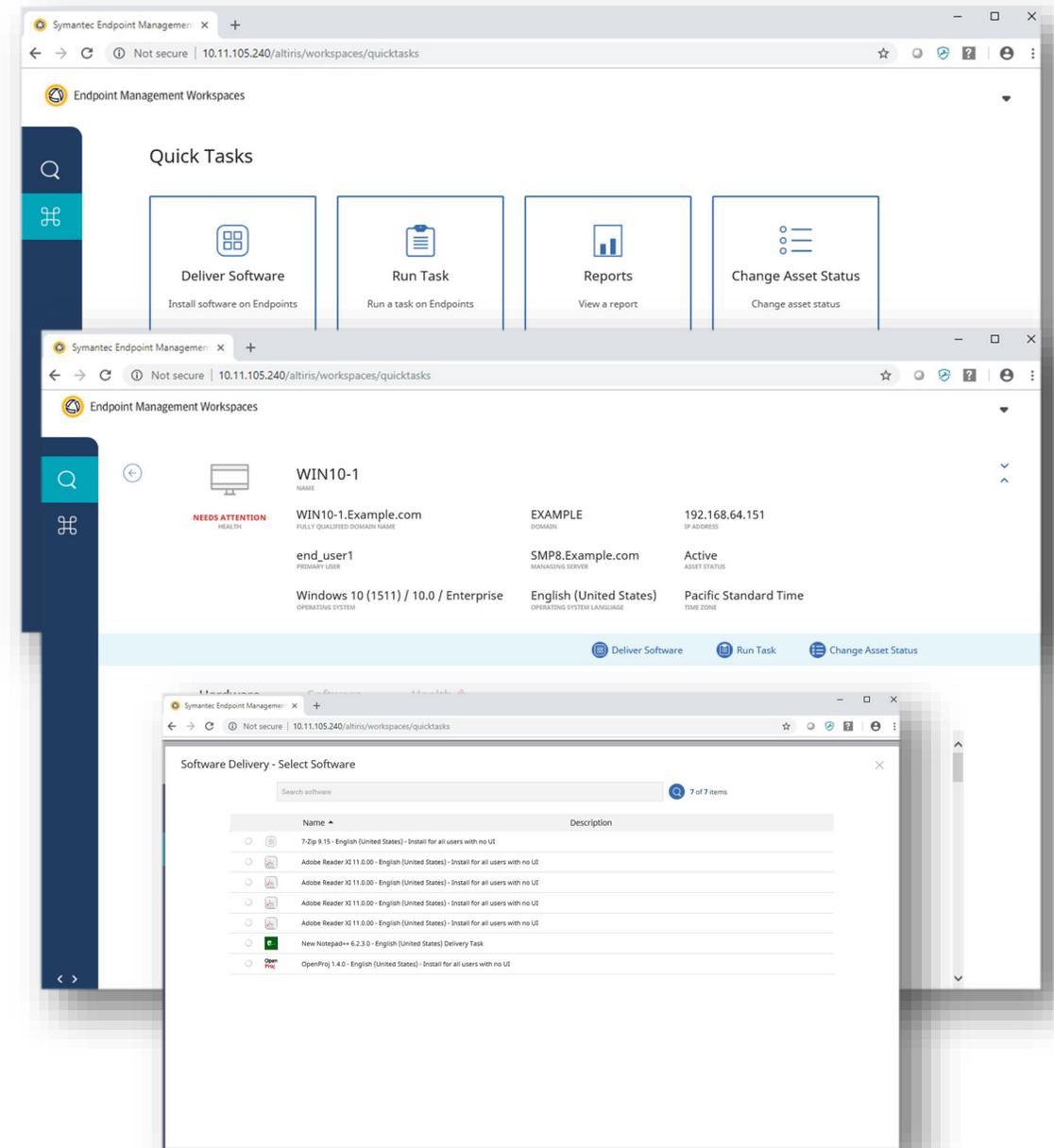
INNOVATE - Time Critical Management



A Winning Combination

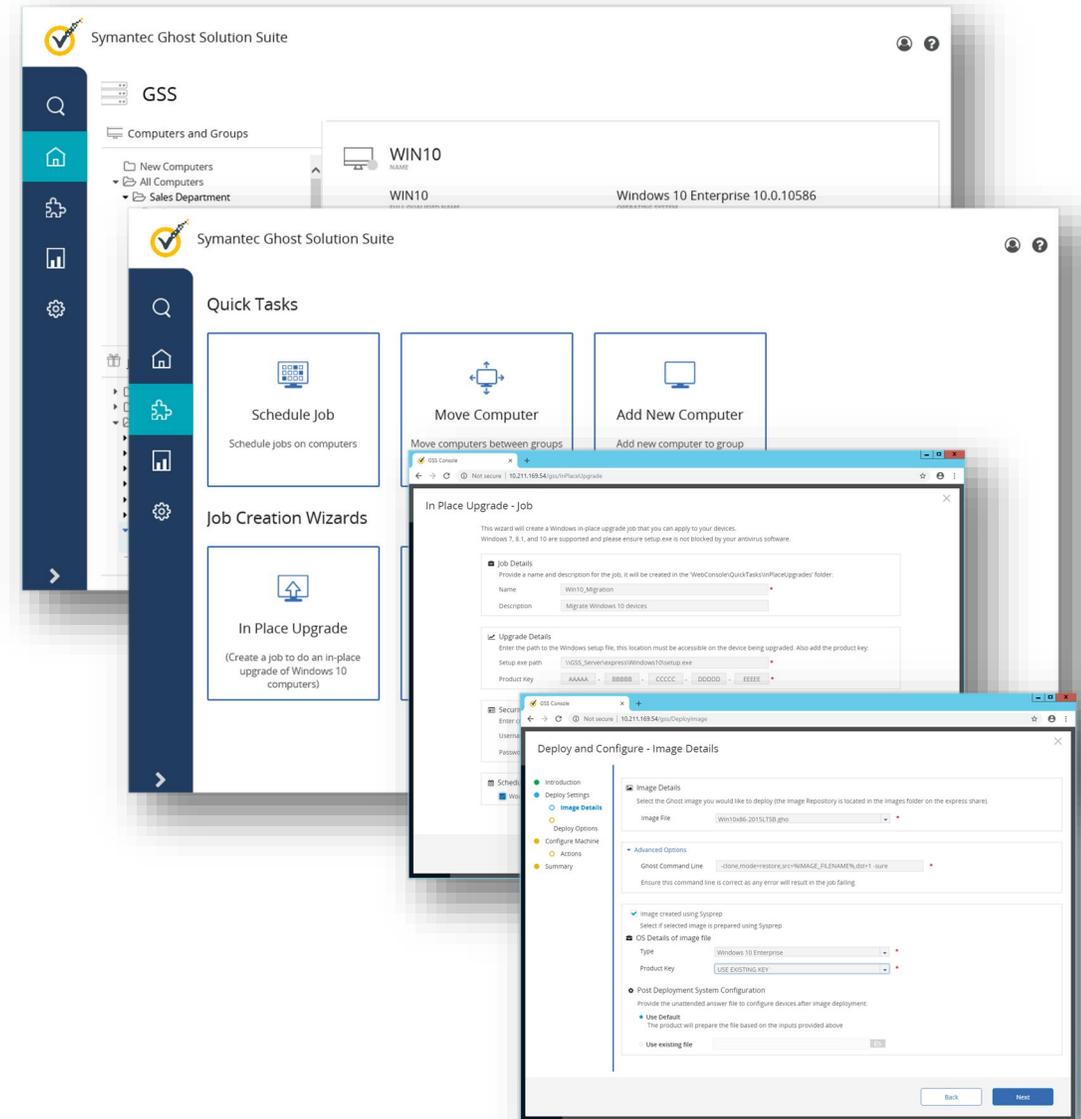
INNOVATE - Modern UI Workspaces

- **Optimized user experience**
 - Additional UI experience with step by step flows for common frontline admin tasks
 - Users only see what they need for their role
 - Reduced number of screens and clicks has reduced task completion time by over 70%
- **Easy to learn and use**
 - Minimal if any training needed
 - Designed to eliminate user mistakes
 - Simple and fast searching in most screens
- **Maximize user flexibility and agility**
 - Browser agnostic, no plugins required
 - Access from any device, including Mac OS
 - Obeys scoped resource permissions, users can only see what they have access to



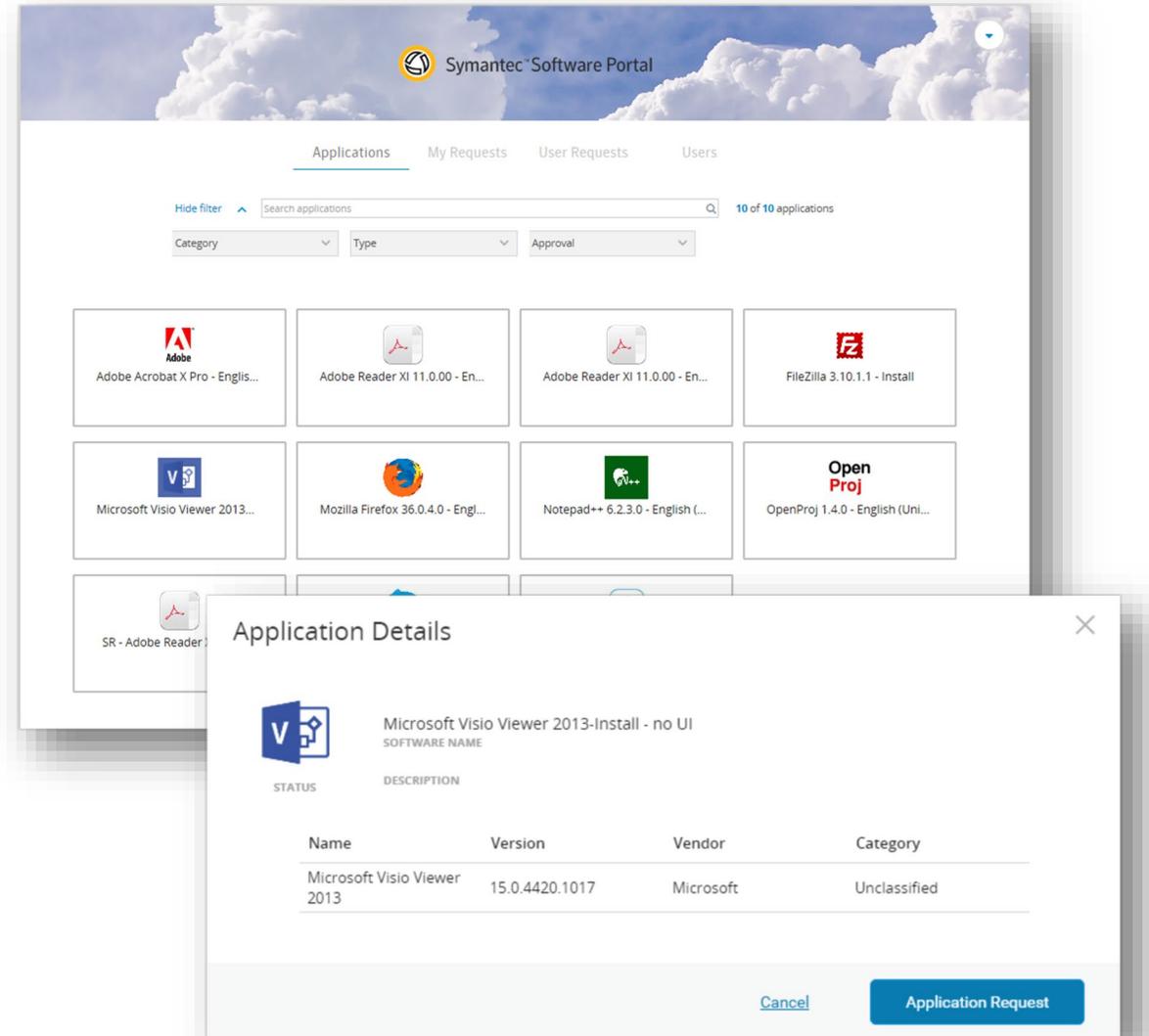
INNOVATE - Modern GSS Web Console

- **New Web based console**
 - Scalable for entire admin staff
 - Accessible from any browser
 - Uses security permissions in existing console
 - Significantly reduce clicks to finish
- **Simple quick tasks for common actions**
 - Automated flows which guide the user
 - Easy for user to find the job they need
 - Modern styling for intuitive response
- **Built in Wizards**
 - Step by step guide to creating common jobs
 - Quickly learn how to create jobs
 - Jobs can be deployed using web console and edited in the existing console



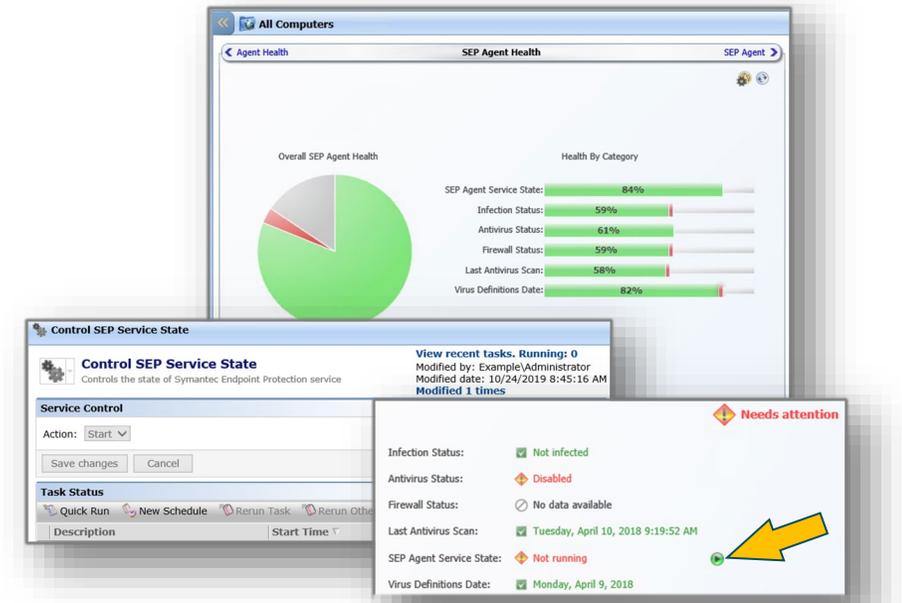
INNOVATE - Modern Software Portal

- Modern App store UI
 - Browser agnostic
 - Works across endpoints
 - Customizable logo
 - Uses built in infrastructure
- Users get apps based on OS type
- Approval / Unlisted workflow provided
- Minimizes administrator involvement
- Reduces helpdesk calls



PROTECT - Symantec Endpoint Protection Integration

- **Quarantine policies targeting specific CVE IDs**
 - Automated compliance scan
 - Device(s) moved to/from quarantine
 - Supports MS OS and 3rd party application updates
 - Locks endpoint off all Network resources except remediation
- **Monitor & Remediate SEP Agents**
 - Reports information into CMDB for single pane visibility
 - **Identify, View, and Report**
 - SEP Service State, Infection Status, Antivirus Status, etc.,
 - **Remediate**
 - Start/Restart SEP Service automatically
 - Reporting/Compliance to close the loop



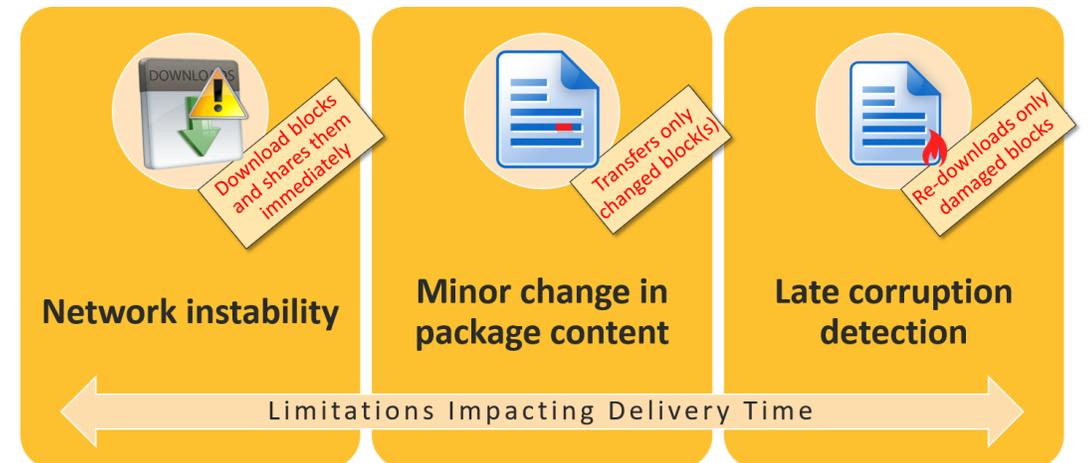
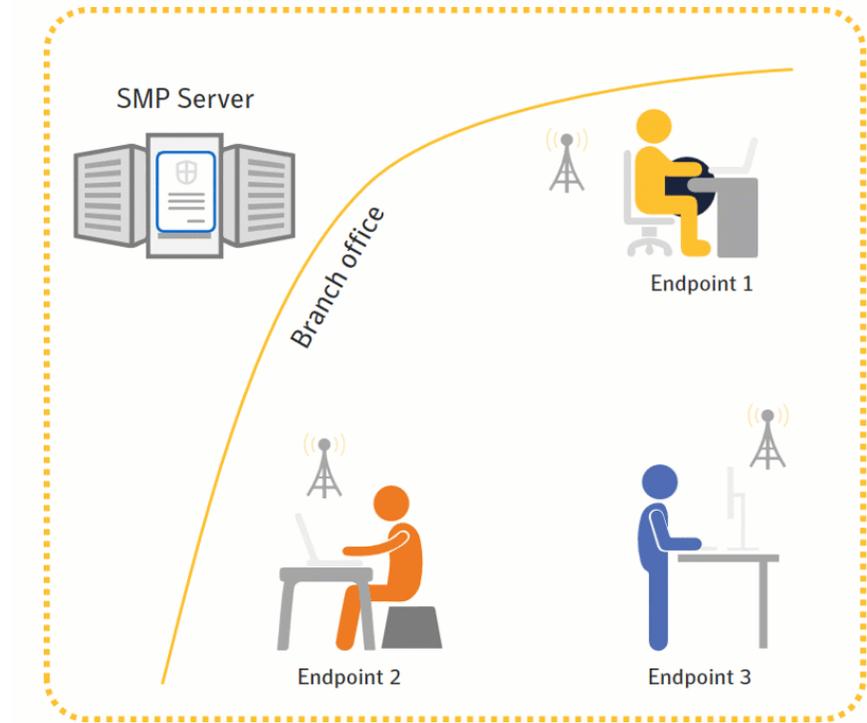
INNOVATE - Adaptable Content Management

- **P2P / Bandwidth Throttle features**

- Reduces Bandwidth Usage
- Reduces impact on the Network
- Reduces Patch/Software Delivery times
- Improves reliability in distribution

- **Ensures Successful Distribution**

- File & Block level Downloading
 - Network Instability
 - File Content Changes
 - File Corruption



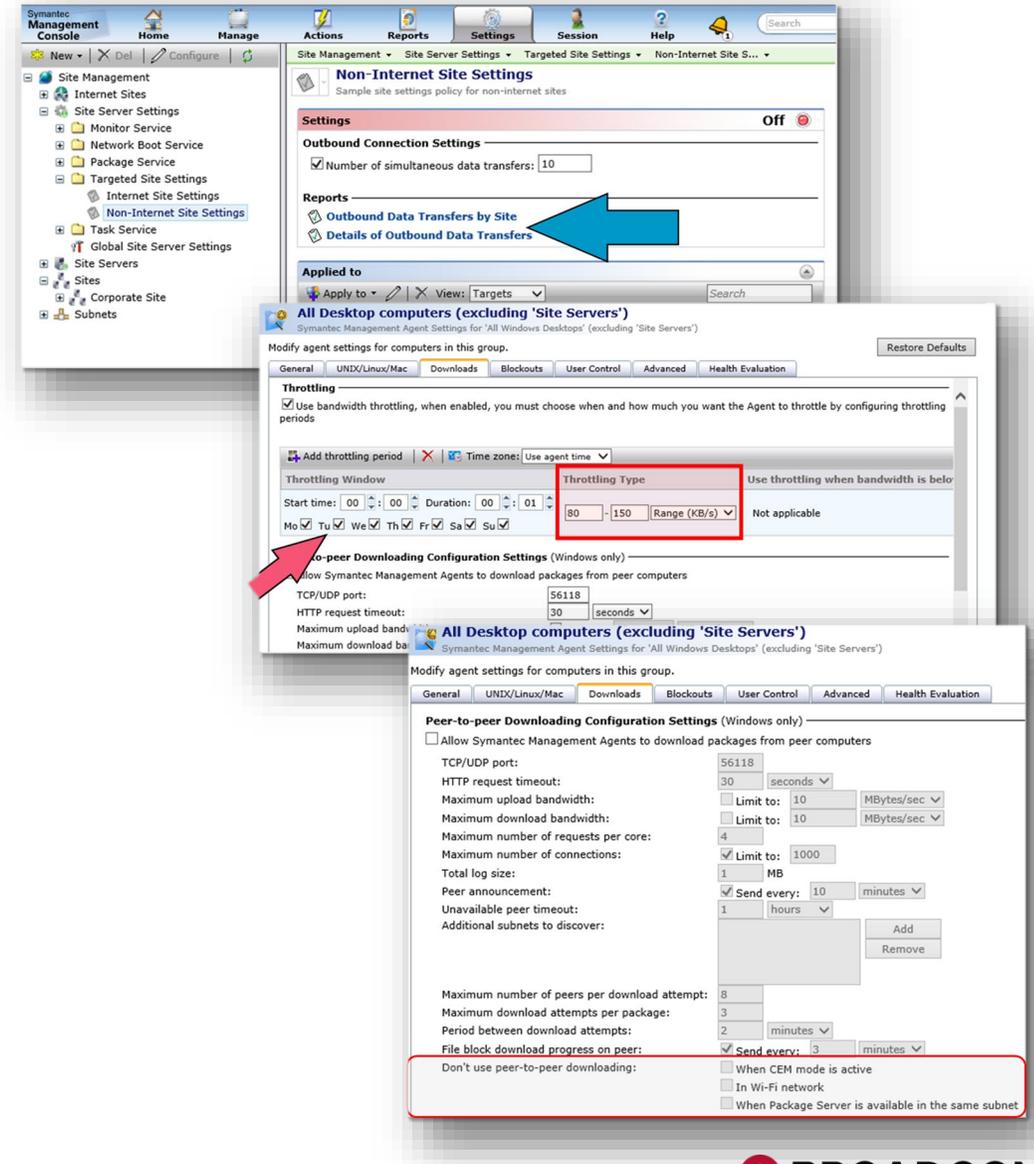
CONFIDENCE - Other Notable Features

- **Patch Management**

- Pre and Post Installation Actions (Patch)
- Installing Feature Updates on Encrypted Drives
- Extended initial implementation of Pre and Post Installation Actions
- Disable or delete superseded updates based on their release date

- **Platform Infrastructure**

- Never Download from Notification Server or Remote Package Server
- P2P DHT Networks Based on Sites Rather Than Subnets
- Limit the number of simultaneous P2P downloads by devices at a site
- Predictive Bandwidth Throttling



CONFIDENCE - Other Notable Features

- **Console Enhancements**

- Standalone End User Notifications and Customized End User Notification Framework
- Silverlight & ActiveX removed from Management Views & Network Topology components
- Enhanced Software Usage Tracking Experience

The screenshot displays the Symantec Management Console interface. The main window is titled "Create New Task" and shows a list of tasks on the left, including "Install Software Updates". The right pane shows the configuration for "Install Software Updates", with options for "Restart after updates installation" (radio buttons for "Suppress restart during task execution" and "Restart if required at the end of task execution").

Below the main window, there are two overlapping windows. The left one is titled "Installed Products" and shows a list of installed software, including Adobe Acrobat Professional 9 Extended, Adobe Acrobat Professional X, Adobe Acrobat Reader DC 15, Adobe Air, Adobe Photoshop CS4, Adobe Photoshop CS5, Adobe Reader XI 11.0, Camtasia Studio 8, MagicISO Virtual CD-DVD-ROM, and Microsoft Access 2013.

The right window is titled "Adobe Acrobat Professional X" and shows the "Usage Tracking" configuration. It includes a toggle for "Track usage of this software product on Windows and Mac computers" (which is turned on), a field for "Count software as used if run in the last 120 days", and a table of usage tracking rules.

File Name	Version
acrobat.exe	10.*
acrodist.exe	10.*
formdesigner.exe	9002.*



Recent Endpoint Management Releases

ITMS 8.5 RU4 / GSS 3.3 RU4-RU5

Brian Sheedy



SUPPORT - Platform Compatibility

- **ITMS RU4:**

- Windows 10 (version 1909, 2004, 20H2)
- Windows Server (version 1909, 2004, 20H2)
- Red Hat Enterprise Linux/CentOS 8.0/8.1
- Windows Server 2019 (Notification Server)
- SQL Server 2019 (For CMDB)

- **GSS RU4/5:**

- Windows 10, version 1909, 2004, 20H2
- Windows Server, version 1909, 2004, 20H2 (Core Installation)
- Red Hat Enterprise Linux/CentOS 8.0-8.2
- Red Hat Enterprise Linux/CentOS 7.7-7.8
- SUSE 15 SP1/SP2
- Ubuntu 10.04 – 18.04, Debian 7.0 – 10.0 (**Ghost Tools Only**)
- Microsoft SQL Server 2017 & 2019 (for GSS Database)



CONFIDENCE - Deployment Solution Enhancements

- Enhanced Driver Management

Change imported driver tags

Add or remove operating systems that are applicable to an imported driver

Symantec Management Console
Driver Database Management

Add custom drivers to the DeployAnywhere/Preboot database.

DeployAnywhere Preboot

Add Driver Details

Name	Type	Tag	OS	Modified
L2000.1.00.00.0046	network		Windows (x86)	07/06/2020 18:15:56
L90Xbc.04.41.0000.0	network		Windows (x86)	07/06/2020 18:15:56
rw1.4.0.4.05	network		Windows (x86)	07/06/2020 18:15:56
CAITDI.x	unclassified		Windows (x64,x86)	07/06/2020 18:15:56
	unclassified		Windows (x64,x86)	07/06/2020 18:15:56
Corporation.EL910.2.18...	network		Windows (x86)	07/06/2020 18:15:56
.1.02.063	network		Windows (x64,x86)	07/06/2020 18:15:56
.2.8.0.6076	network		Windows (x64,x86)	07/06/2020 18:15:56
.4.1.0.7010	network		Windows (x64,x86)	07/06/2020 18:15:56
.4.1.1.7038	network		Windows (x64,x86)	07/06/2020 18:15:56
.6.00.3643.04	network		Windows (x64,x86)	07/06/2020 18:15:56
.6.00.50.05	network		Windows (x64,x86)	07/06/2020 18:15:56
.a320raid.1.02.063	storage		Windows (x86)	07/06/2020 18:15:56
.aarich.6.00.3643.04	storage		Windows (x64,x86)	07/06/2020 18:15:56
.aarich.6.00.50.05	storage		Windows (x86)	07/06/2020 18:15:56
.adp94xx.1.6.0006.0	storage		Windows (x86)	07/06/2020 18:15:56
.dpahci.1.6.0006.0	storage		Windows (x86)	07/06/2020 18:15:56
.ou160m.6.4.630.100	storage		Windows (x86)	07/06/2020 18:15:56

Symantec Management Console
Driver '30...EL2000.1.00.00.0046' details

Driver class: 'network'

Tags: (For e.g.: Tag1, Tag2)

Supported OS Types

<input type="checkbox"/> XP (x64)	<input checked="" type="checkbox"/> XP (x86)	<input type="checkbox"/> 2003 (x64)	<input checked="" type="checkbox"/> 2003 (x86)	<input type="checkbox"/> Vista (x64)
<input checked="" type="checkbox"/> Vista (x86)	<input type="checkbox"/> 2008 (x64)	<input checked="" type="checkbox"/> 2008 (x86)	<input type="checkbox"/> 7 (x64)	<input checked="" type="checkbox"/> 7 (x86)
<input type="checkbox"/> 2008 R2 (x64)	<input type="checkbox"/> 8 (x64)	<input type="checkbox"/> 8 (x86)	<input type="checkbox"/> 2012 (x64)	<input type="checkbox"/> 8.1 (x64)
<input type="checkbox"/> 8.1 (x86)	<input type="checkbox"/> 2012 R2 (x64)	<input type="checkbox"/> 10 (x64)	<input type="checkbox"/> 10 (x86)	<input type="checkbox"/> 2016 (x64)
<input type="checkbox"/> 2019 (x64)				

Driver Devices

PCI\VEN_0x10b7&DEV_0x1700

PCI\VEN_0x10b7&DEV_0x1700&SUBSYS_-0x1

PCI\VEN_0x10b7&DEV_0x1700&SUBSYS_0x2110b7

PCI\VEN_0x10b7&DEV_0x1700&SUBSYS_0x2010b7

PCI\VEN_0x10b7&DEV_0x1700&SUBSYS_0x3915d4

PCI\VEN_0x10b7&DEV_0x1700&SUBSYS_0x90241695

PCI\VEN_0x10b7&DEV_0x1700&SUBSYS_0xd00f1019

Save changes Cancel

CONFIDENCE - Deployment Solution Enhancements

- Enhancements to the *Prepare for Image Capture* task.

REMOVE EXTRA PROFILES

- Removes non-default user profiles
- Useful on Windows 8/10 SysPrep execution

Execute CMD Script Before SysPrep

- Is executed prior to SysPrep
- Executed in the same user context as SysPrep
- Useful on Windows 8/10 to remove AppStore applications that can lead to SysPrep failure
- The default script removes AppStore applications but it is turned off by default

Prepare for Image capture
Prepares a computer for imaging using Sysprep.

Pre-Imaging

Linux

Windows (using sysprep)

OS type:

Product key:

Description:

Enter credentials to rejoin a domain after capture is complete.

Domain Name:

User name:

Password:

Confirm Password:

Run Sysprep and script with Admin credentials (Required for Windows 8 and above)

Domain\user name

User name:

Password:

Confirm Password:

Remove extra user profiles

Boot to

Automation

PXE:

Registration Period: mins.

Scripting

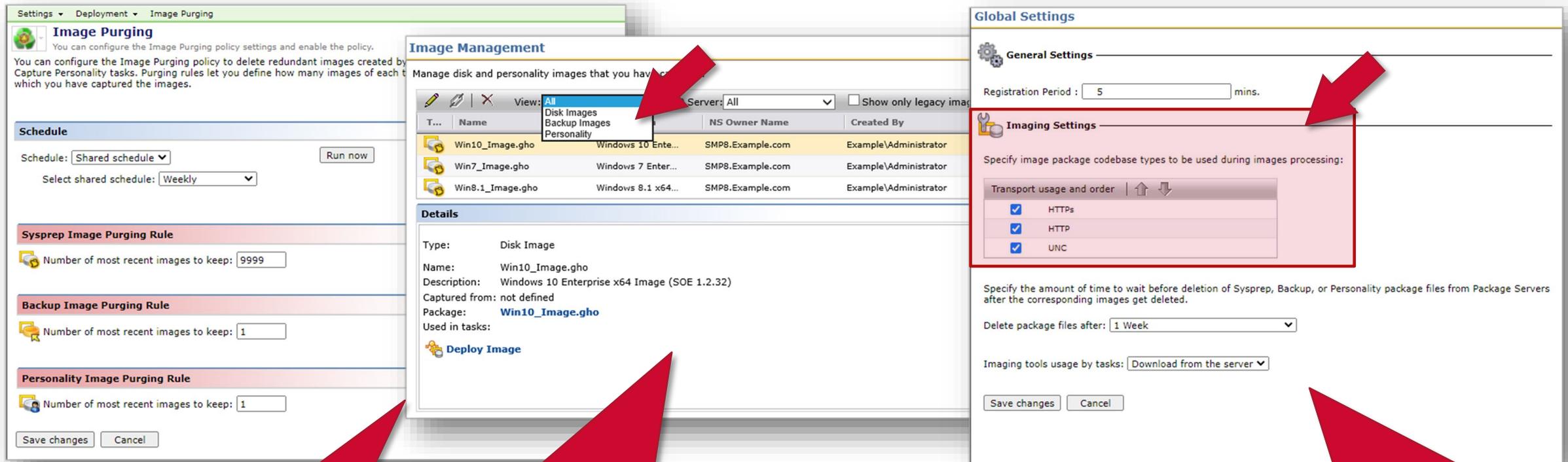
Execute CMD script before Sysprep

```
powershell -c "Get-AppxPackage -AllUsers | Remove-AppxPackage -AllUsers"  
powershell -c "Get-AppxPackage | Remove-AppxPackage"  
powershell -c "Get-AppXProvisionedPackage -Online | Remove-AppXProvisionedPackage -Online"
```

OK Cancel

CONFIDENCE - Deployment Solution Enhancements

- Image Management Enhancements



NEW IMAGE PURGE POLICY

- Deletes Disk, Backup or PCT Images on a defined schedule

NEW IMAGE MANAGEMENT PAGE

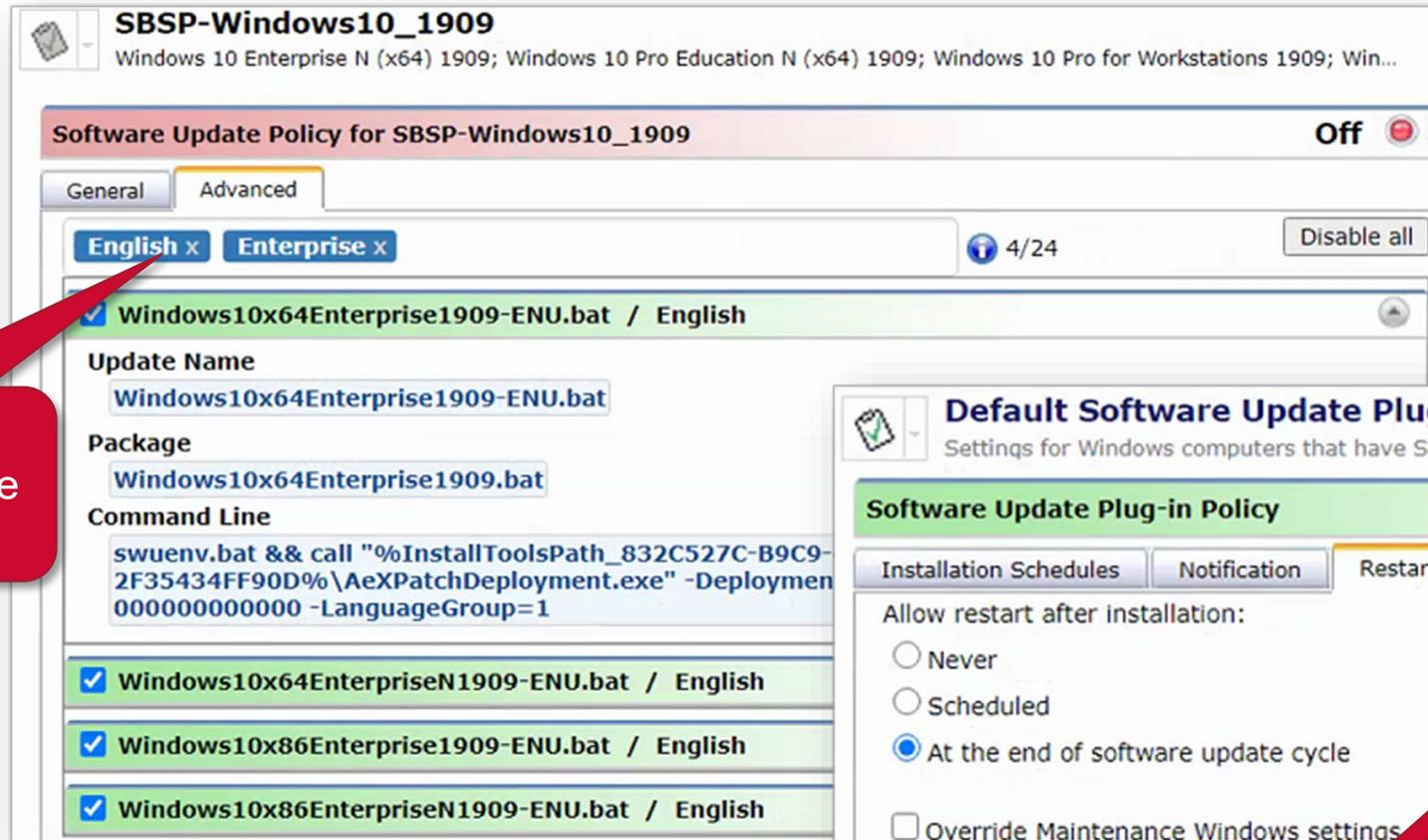
- Manages Disk, Backup or PCT Images
- Edit Details, Convert or Delete Images
- View or Convert Legacy Images

NEW GLOBAL IMAGING SETTINGS

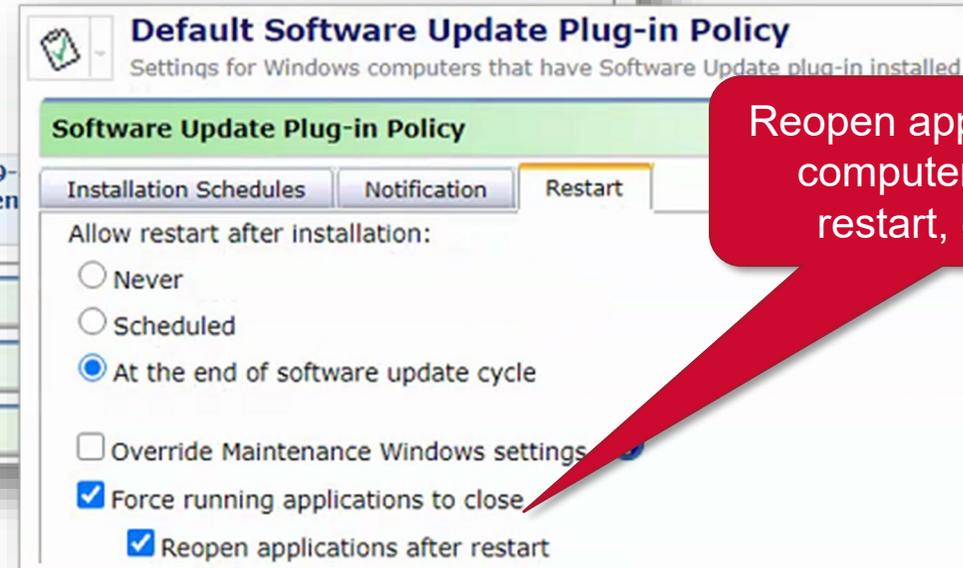
- Select Codebases for DS Packages
- Delete redundant image packages on SS's
- Set the download location for imaging tools

CONFIDENCE – Content Distribution Enhancements

- Patch Management Enhancements



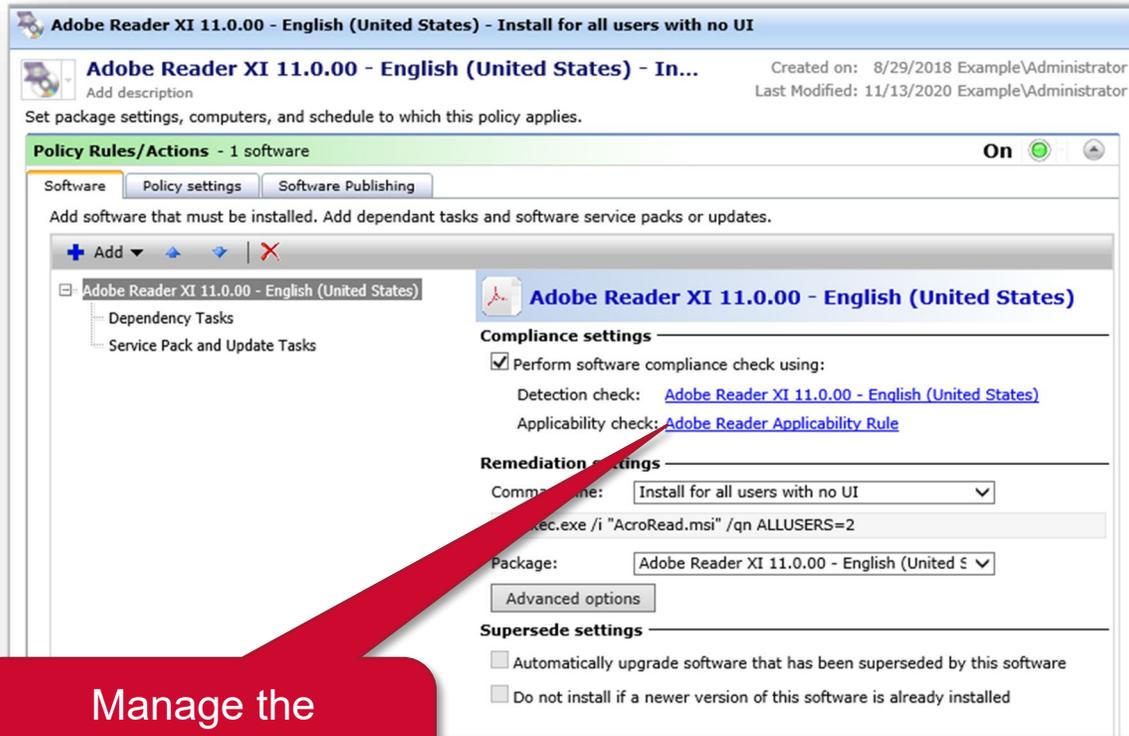
Update filtering option for software update policies



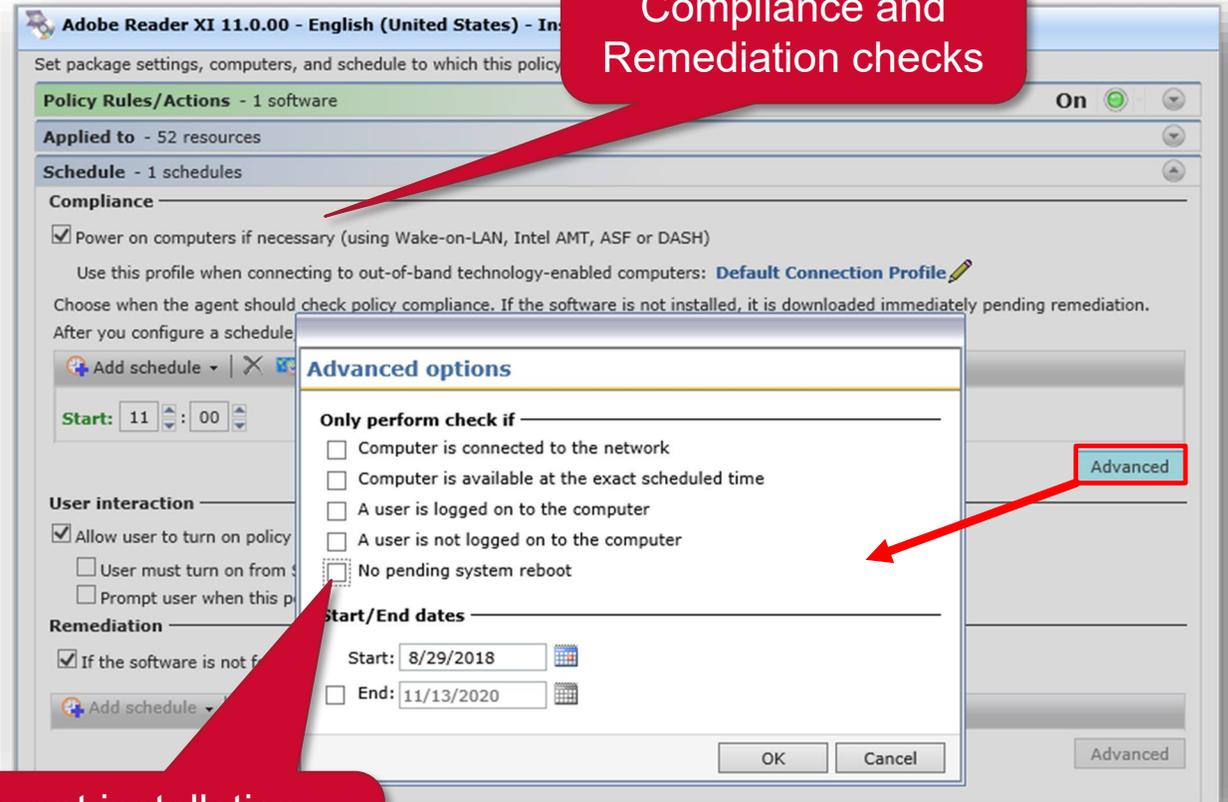
Reopen applications after computer shutdown, restart, or sign out

CONFIDENCE – Content Distribution Enhancements

- Software Management Enhancements



Manage the applicability check on the MSD policy page

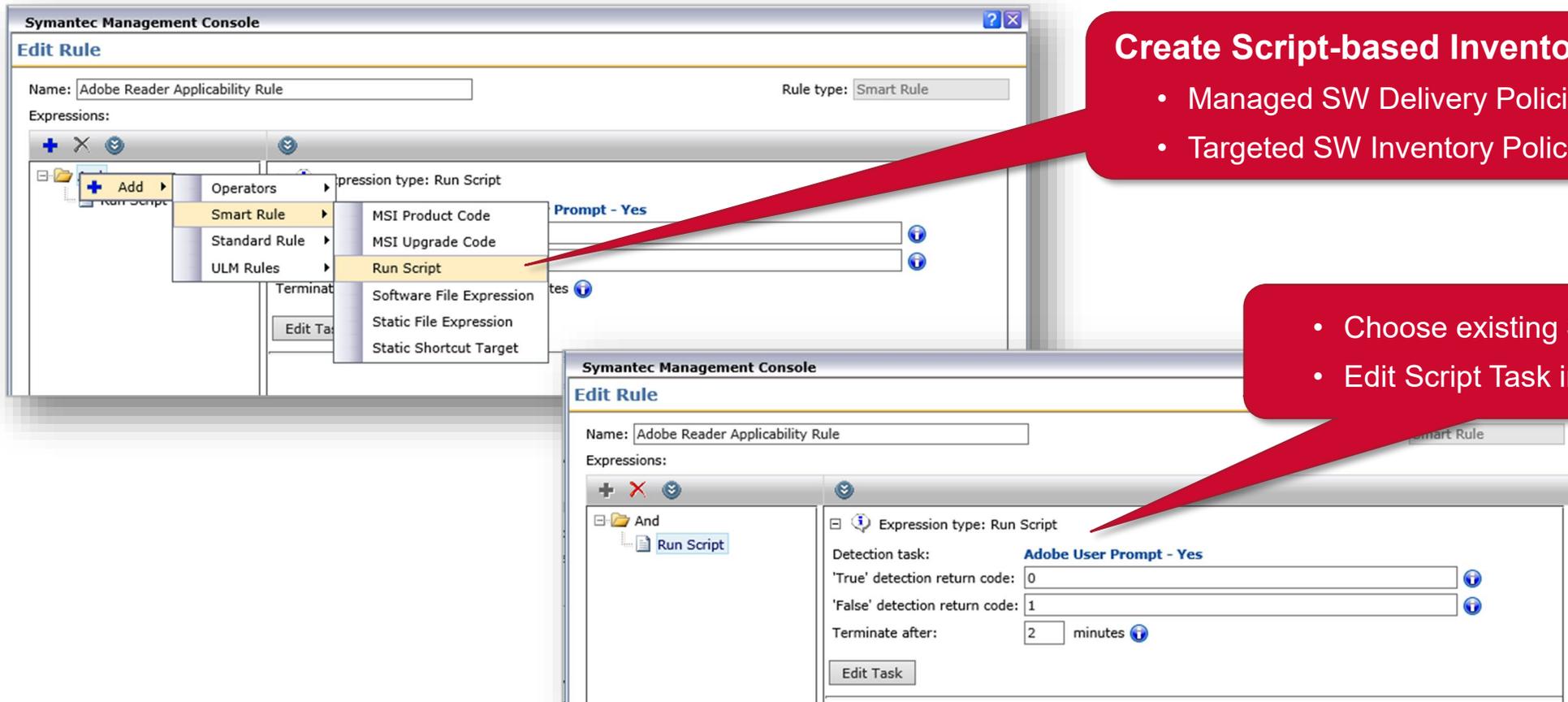


Edit Settings for Compliance and Remediation checks

Prevent installation failures for endpoints in pending reboot state

CONFIDENCE – Content Distribution Enhancements

- **Software Management Enhancements**



Create Script-based Inventory Rules

- Managed SW Delivery Policies
- Targeted SW Inventory Policies

- Choose existing Script Task
- Edit Script Task in this view

CONFIDENCE – Content Distribution Enhancements

- Software Management Enhancements

The image displays two overlapping screenshots from a software management application. The left screenshot shows the 'Associations' tab for 'Adobe Acrobat X Pro - English, Français, Deutsch 10.0.0'. It features a table of associated software resources. The right screenshot shows the 'Resource Association Diagram' for the same resource, displaying a hierarchical tree of relationships.

Software resources that are associated with this software resource

Name	Association Type	Association Direction	Resource Type
Adobe Acrobat X Professional...	Updates (Software Updates)	Child	Software Update
Windows	Applies to Software Platform	Parent	Software Platform
Windows 10 Enterprise	Applies to Operating System	Parent	Operating System
Windows 7 Professional x64	Applies to Operating System	Parent	Operating System
Windows 8.1 Pro x64	Applies to Operating System	Parent	Operating System
Windows Server 2012 R2 Sta...	Applies to Operating System	Parent	Operating System

Resource Association Diagram

Display Options:

- Software Relationships: [v]
- Tree Hierarchy: [v]
- Level: 3 [v]
- Depth: 5 [v]

Relationships shown in the diagram:

- Adobe Acrobat X Professional Update 10.1 [1] (Software Update) - Software Product Contains Software Component -> Adobe Acrobat Professional X [0] (Software Platform)
- Adobe Acrobat X Pro - English, Français, Deutsch 10.0.0 [1] (Software Platform) - Software Product Contains Software Component -> Adobe Acrobat Professional X [0]
- Adobe Acrobat Professional X [0] - Covered Software Product -> Adobe Acrobat Professional X [1] (Software Platform)
- Adobe Acrobat Professional X License #202081 [1] (Software License) - Covered Software Product -> Adobe Acrobat Professional X [0]
- Adobe Acrobat X Professional Update 10.1 [1] - Software Update Applies To Software Release -> Adobe Acrobat Professional X [0]
- Adobe Acrobat X Pro - English, Français, Deutsch 10.0.0 [1] - Software Package Installs Software Component -> Adobe Acrobat Professional X [0]
- Adobe Acrobat X Pro - English, Français, Deutsch 10.0.0 [1] - Command Line Requires Package -> Adobe Acrobat Professional X [0]

All associations between a software resource can be viewed from a single grid or diagram

CONFIDENCE - Other Notable ITMS Enhancements

- Enhanced overall user experience in the Symantec Management Console
 - Microsoft Silverlight is replaced by HTML5 in the Event Console in SMS/ITMS
- Define temporary folders for Symantec Management Agent executable files
- Specify a bypass-list of non-local addresses for a proxy server
- Specify LDAP ports 389 and 636 for Active Directory resource import rules
- Enhancements of the Symantec ASDK API documentation
- Filter out the usage of a licensed software product by the system user
- Customize the edit view for software licenses



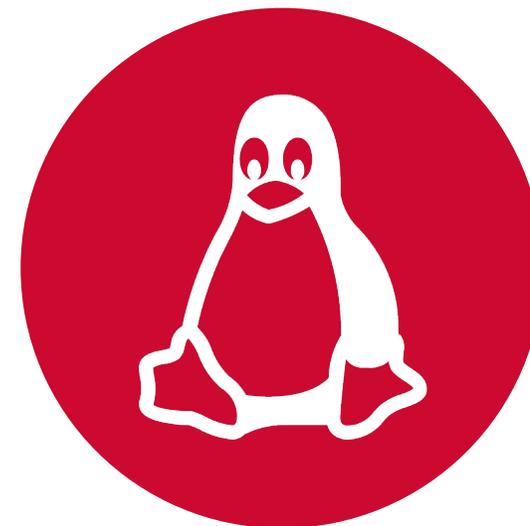
[ITMS 8.5 RU4 Release Notes](#)



GSS Linux Imaging Enhancements

* New in GSS 3.3 RU4/5

- **Expanded Linux Partition Support**
 - **Standard Primary:** EXT2, EXT3, EXT4, SWAP, XFS
 - **LVM Ext:** SWAP, EXT, XFS
 - **Logical Extended:** SWAP, EXT, XFS
- **Support for >2TB GPT Partitions (Non-bootable)**

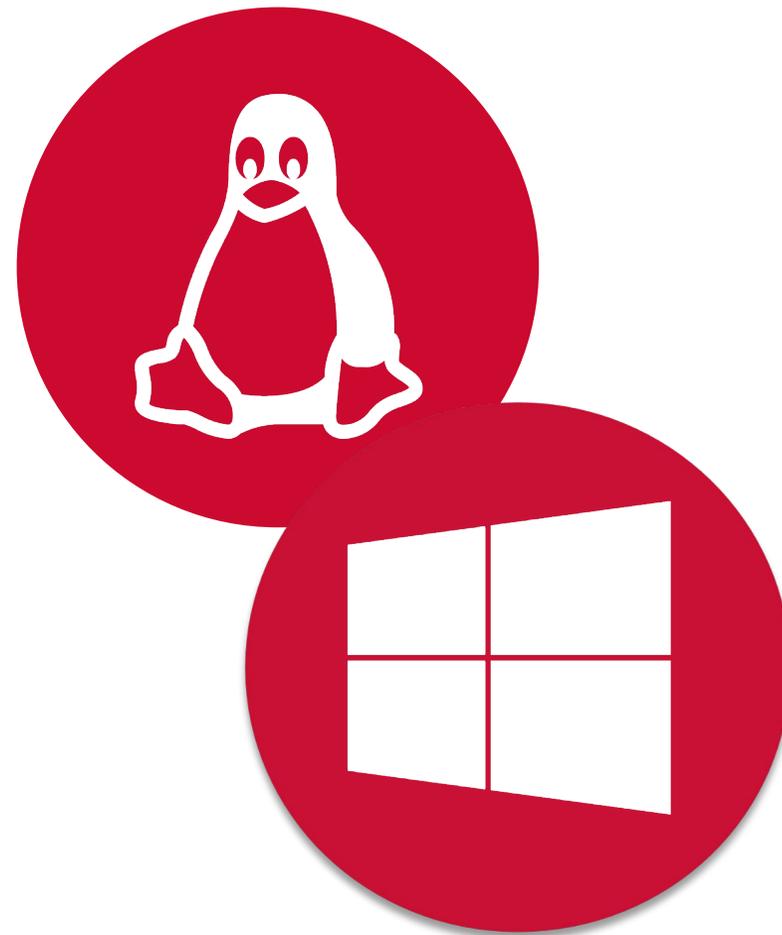




GSS Ghost Executable Enhancements

* New in GSS 3.3 RU4

- **Split File Size: '-split' Command >2048MB**
 - i.e. '-SPLIT=5000' switch will create 5GB files.
 - If '-SPLIT' is not used it defaults to 2GB files
 - Overrides the hard coded split of 2048MB for NFS if used
- **Split File Number: Support for > 1,000 files.**
 - New limit is 64,000 and the naming convention is file00001.gho...
 - Allows a split image capture of >100TB if required



Additional Links



Additional Information

- [Endpoint Management Landing Page \(ITMS\)](#)
 - Client Management Suite
 - Server Management Suite
 - Asset Management Suite
- [ITMS Documentation](#)
- [GSS Documentation](#)
- [ITMS 8.5 Help](#)
- [GSS 3.3 Help](#)

- Latest EPM Releases
 - [ITMS 8.5 RU4 Release Notes](#)
 - [GSS 3.3 RU5 Release Notes](#)



Thank you!

Additional Questions? Reach out to SED-events.pdl@Broadcom.com



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