



# Software Portal Setup & Use Cases

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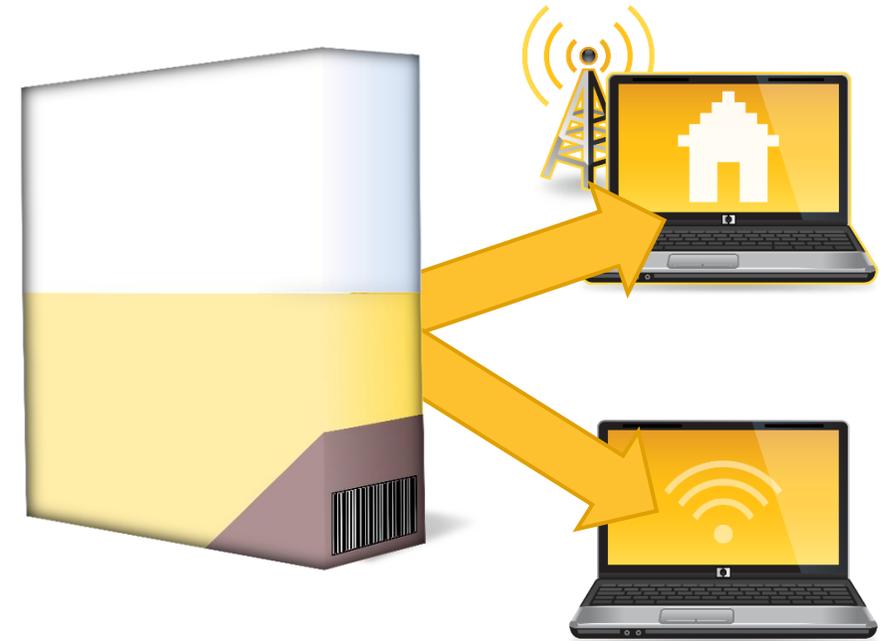
Sr. Principal TEC, Endpoint Management



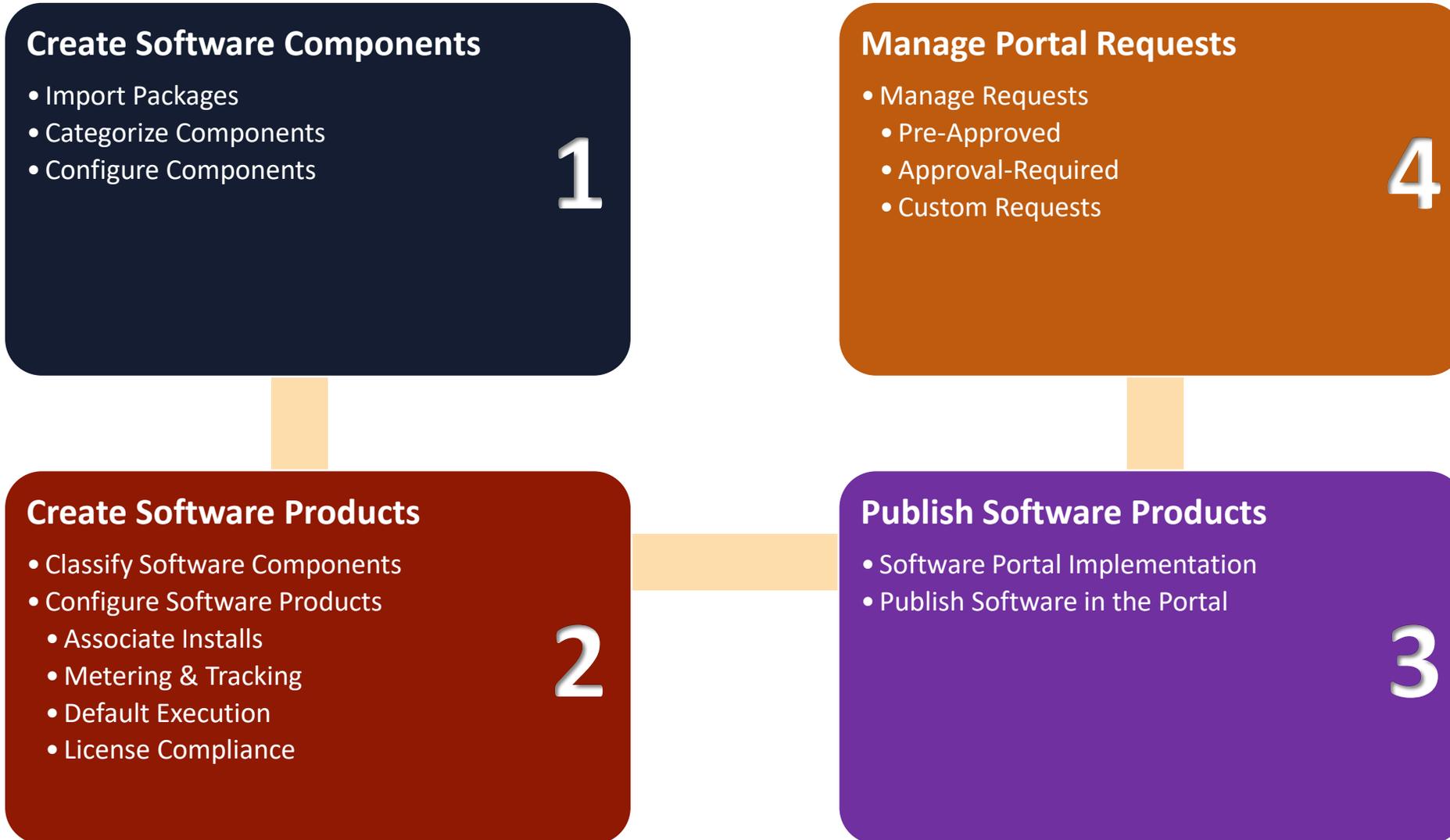
# The Case for Effective Software Management



- Common Software Management Challenges:
  - Lack of tools to account for software in the environment.
  - Multiple software management points and processes.
  - Inconsistent management throughout the entire lifecycle.
  - Manual and inefficient methods of software deployment.
  - Absence of software compliance and enforcement.
- Has a definite and measurable impact on the financial, productivity and service level state
- Business Objective:
  - *Decrease the **time** and **costs** associated in managing software applications through the adoption of a standardized software repository and repeatable software distribution methodology.*



# Strategy for a Comprehensive Software Repository

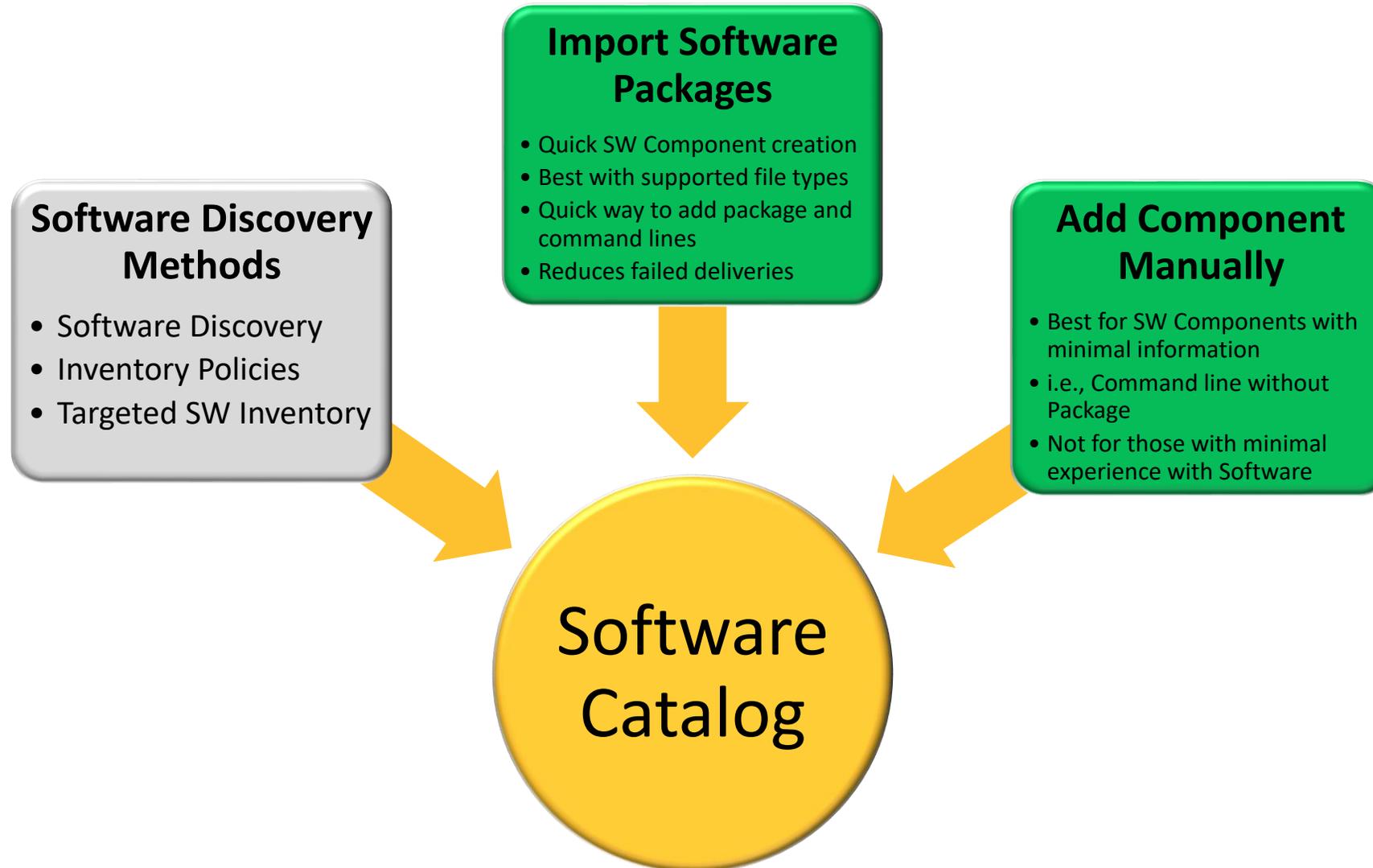




# 1. Create Software Components



# Populating the Software Catalog

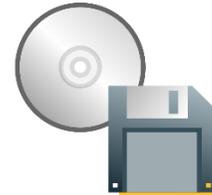
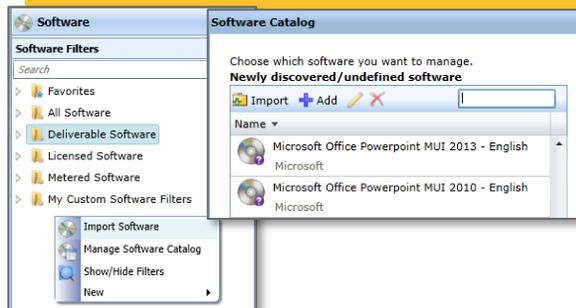


# Importing Software Packages



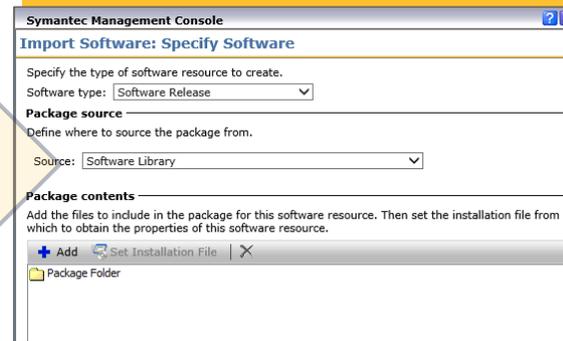
## Choose Import Action

- Software View
- Software Catalog



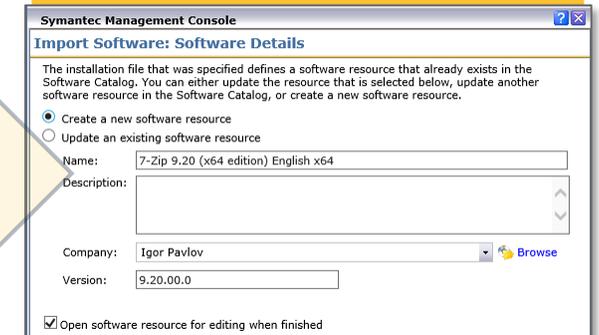
## Specify Software

- Select Package File(s)
- Set Software Type
  - Release
  - Update
  - Service Pack
- Set Package Source
  - Software Library
  - UNC
  - URL
  - Directory on NS



## Validate Software Details

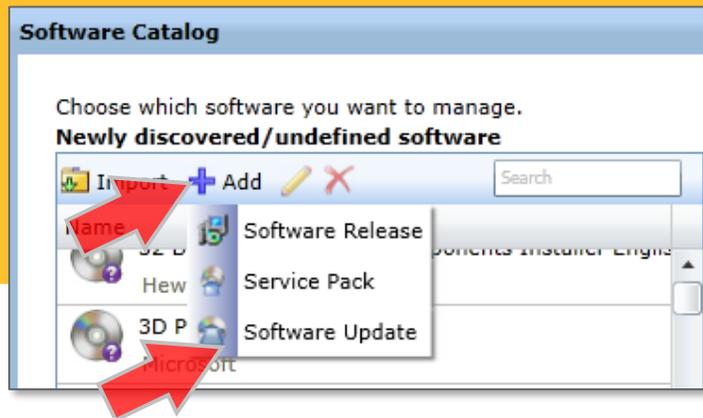
- Create or Update Resource
- Validate Software Details:
  - Name
  - Company
  - Version



# Manually Creating Software Components

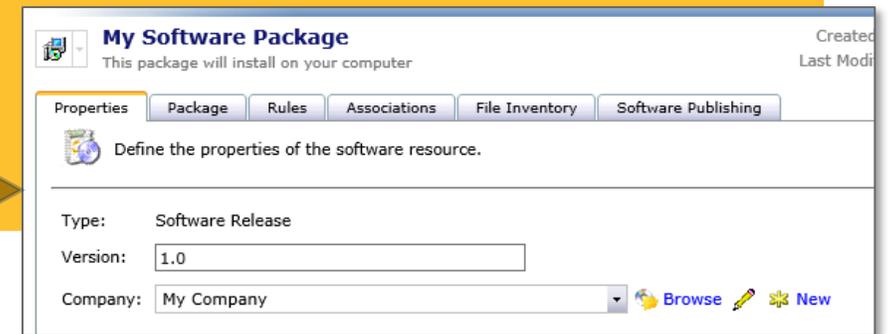
## Create the Software Component

- Open the Software Catalog
- Press +ADD
- Choose Software Type



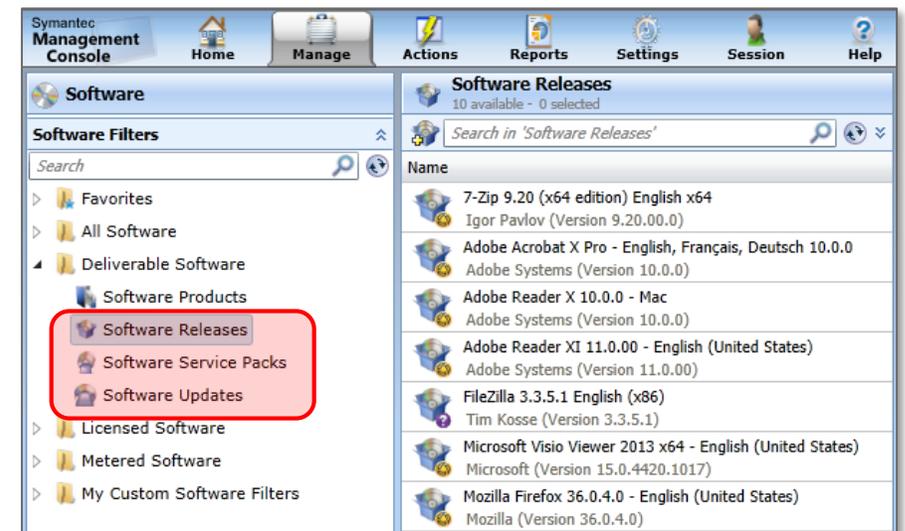
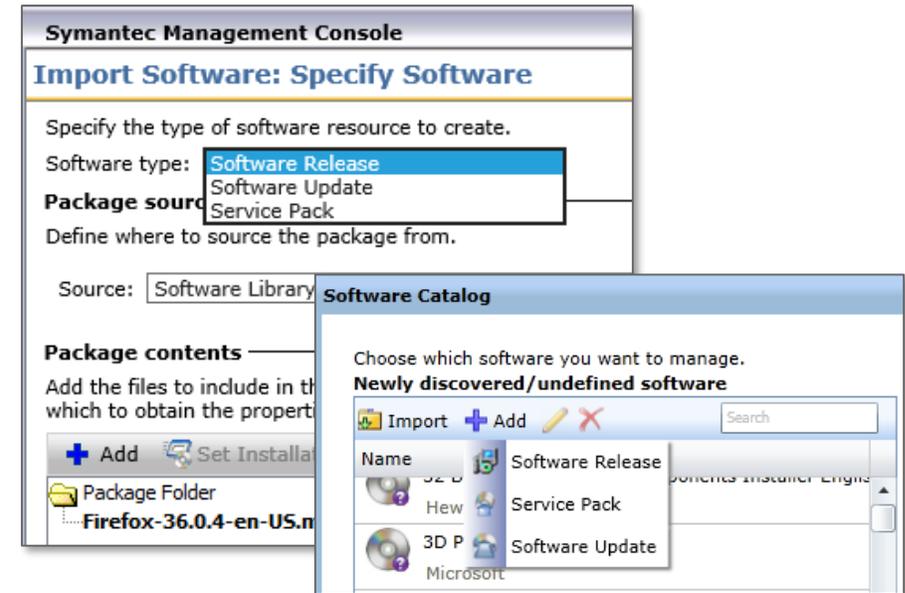
## Enter Required Information

- Enter The Following:
  - Name
  - Description
  - Version
  - Company



# Categorizing a Software Component

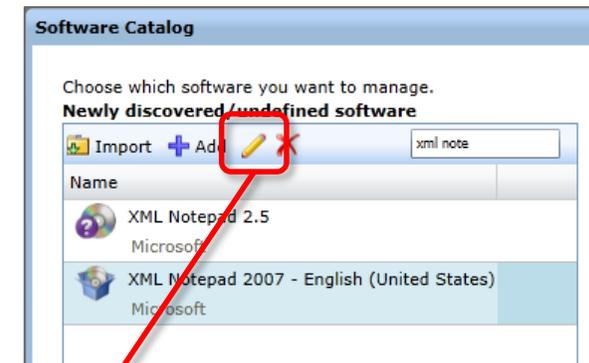
- Unassigned Software Component is one that has not been categorized.
- Important to categorize them using the following:
  - **Software release:** A full version of the software. Installation of a software release results in a complete, operational instance of the software.
  - **Service Pack:** A collection or roll up of the updates and fixes that bring a software release to a known state.
  - **Software Update:** A small number of changes that improve or fix a software release. These Resources are still referred to as Software Components.
- The Resource Type changes, but these items inherit all the characteristics of a Software Component resource.
- They are still referred to as **Software Components**
- This will filter them in the Software blade's **Deliverable Software** section.



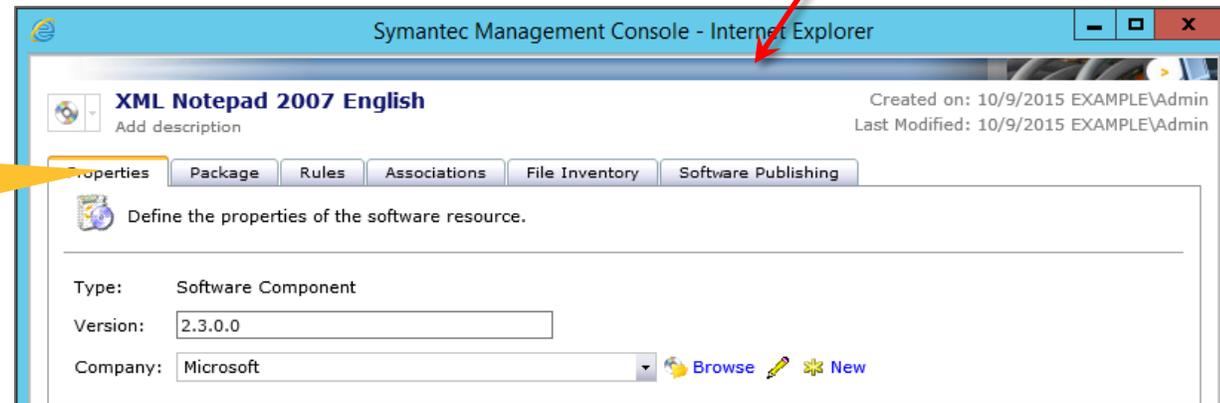
# Configuring the Software Component



- Modify or Edit Software Components so that they can be reliably used to inventory and deploy software.
  - Defining the Software Components general properties
  - Associating a package with a Software Component
  - Creating command lines
  - Creating and editing inventory rules
  - Adding associations
  - Adding file resource associations



Six tabs to edit the Software Component.





## 2. Create Software Products



# Creating Software Products



- Classify your Software Components as;
  - **Managed.**
    - Creates an association of Software Component to the newly created Software Product.
  - **Unmanaged.**
    - Not Important, move them into a holding area.
- Shorter List of Software Components are easier to manage.
- Manually create a Software Product from the Managed Software Products Pane

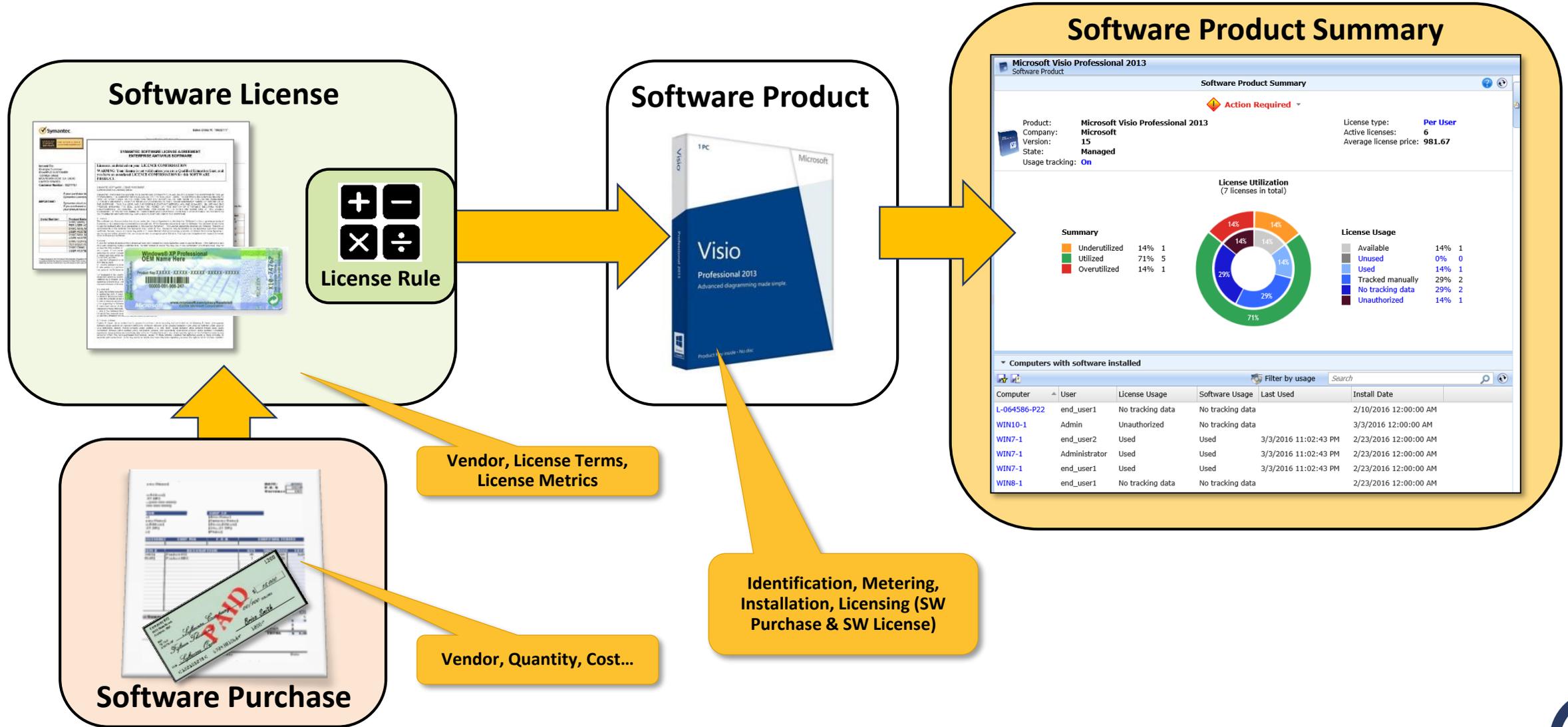
The screenshot shows the 'Software Catalog' window with three main panes: 'Newly discovered/undefined software', 'Managed software products', and 'Unmanaged software'. Annotations include:

- A yellow callout bubble pointing to the 'Add Product' button in the 'Managed software products' pane, labeled 'Creates New Software Product'.
- A yellow arrow pointing from the 'Add Product' button to the 'Managed software products' list, labeled 'Creates Software Product'.
- A yellow arrow pointing from the 'Unmanaged software' pane to the 'Managed software products' pane, labeled 'Managed Software Product'.
- A yellow arrow pointing from the 'Unmanaged software' pane to the 'Unmanaged software' list, labeled 'Unmanaged Software Product'.
- A yellow arrow pointing from the 'Unmanaged software' pane to the 'Newly discovered/undefined software' pane, labeled 'Software Component unmanaged'.

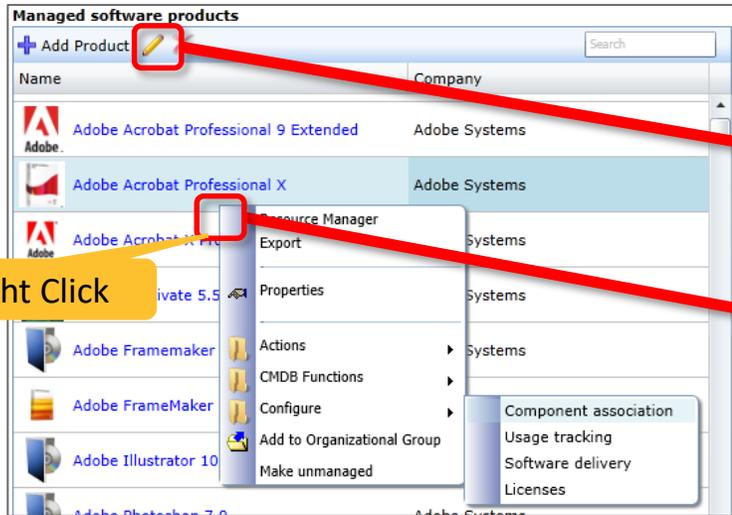
Managed software products	
Name	Company
Microsoft Office Enterprise 2007	Microsoft
Microsoft Office Professional Plus 2007	Microsoft
Microsoft Office Professional Plus 2010	Microsoft
Microsoft Office Professional Plus 2013	Microsoft
Microsoft Office Project Professional 2010	Microsoft
Microsoft Office Standard 2007	Microsoft

Unmanaged software	
Name	
FW1884 Driver 1.80	
Garmin USB Drivers 2.3.0.0 English	
High Definition Audio Driver Package - KB835221	

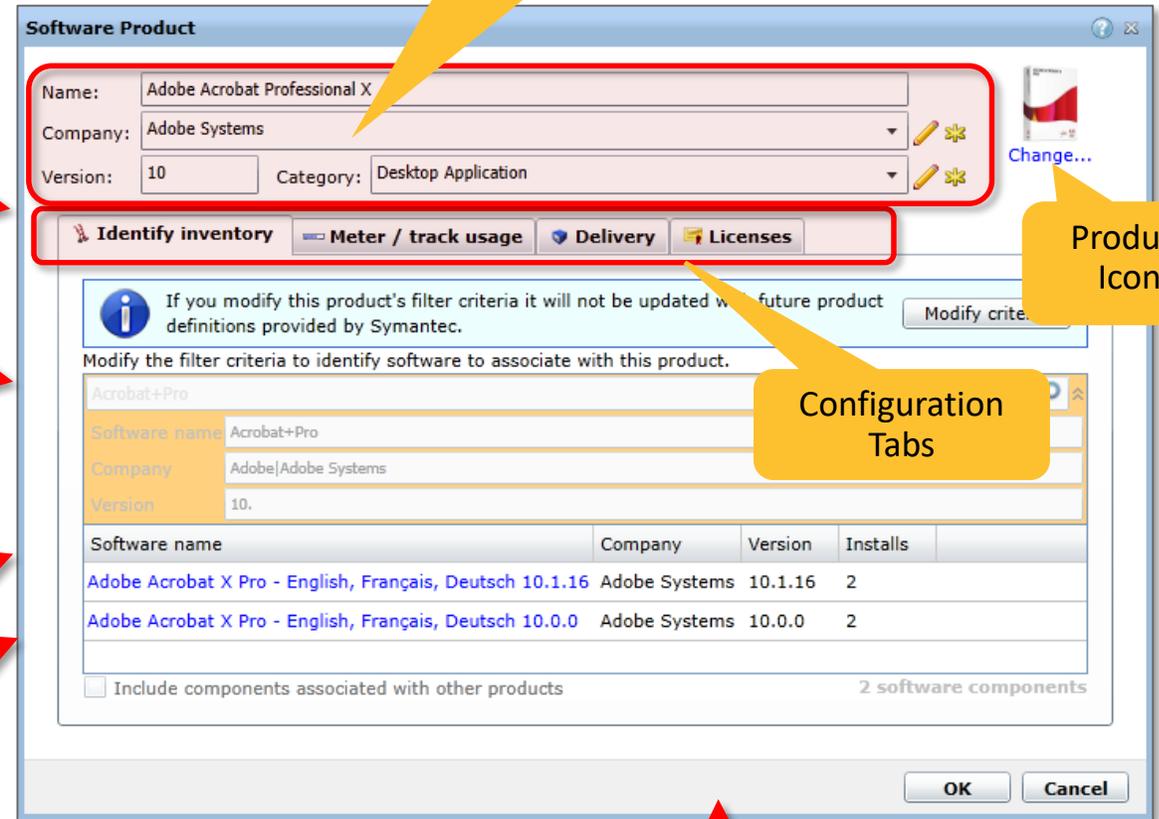
# Understanding Software Relationships in ITMS



# Configuring Software Products



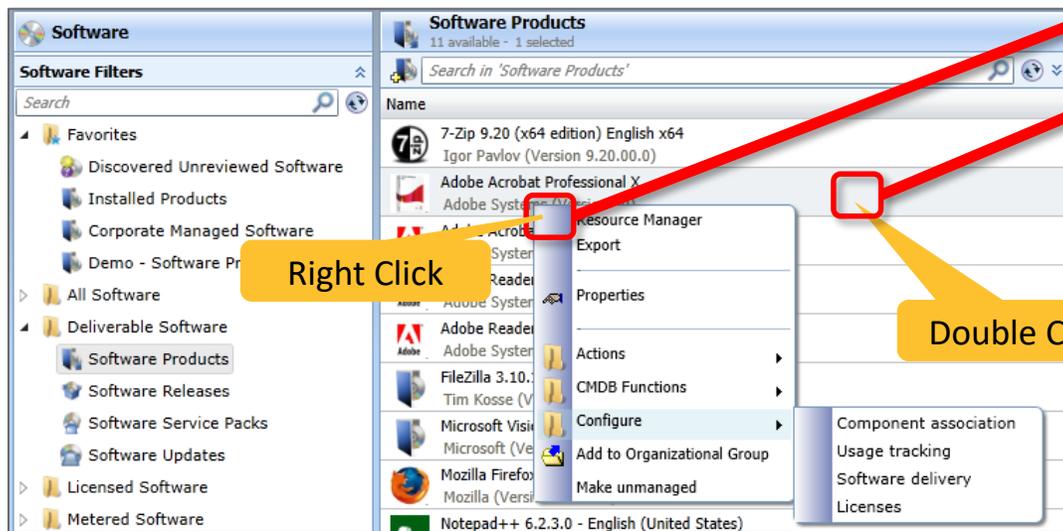
Right Click



Header Section

Product Icon

Configuration Tabs



Right Click

Double Click



# Configuration Actions for Software Products



The screenshot displays the Symantec Management Console interface. The main window shows a list of software products under the 'Software Products' section. A right-click context menu is open over the 'Adobe Acrobat Professional X' product, with a yellow callout box labeled 'Right Click' pointing to the menu. The menu options include 'Resource Manager', 'Export', 'Properties', 'Actions', 'CMDB Functions', 'Configure', 'Add to Organizational Group', and 'Make unmanaged'. A red box highlights the 'Make unmanaged' option. A red arrow points from this option to a 'Software Catalog' dialog box, which shows a list of software products and a table of managed software products.

The 'Software Catalog' dialog box contains the following table:

Name	Company	Version
7-Zip 9.15 (x64 edition) English x64 Igor Pavlov		
7-Zip 9.17 (x64 edition) English x64 Igor Pavlov		
7-Zip 9.20 (x64 edition) Igor Pavlov		
7-Zip 9.20 (x64 edition) English x64 Igor Pavlov		
890x Install Driver Setup		
AAC Decoder 7.1.0		

The 'Managed software products' table in the dialog box contains the following data:

Name	Company	Version
Adobe Acrobat Professional 8	Adobe Systems	8
Adobe Acrobat Professional 9	Adobe Systems	9
Adobe Air 1	Adobe Systems	1
Adobe Air 2	Adobe Systems	2
Adobe Framemaker 7.0	Adobe Systems	

The 'Software Product' configuration window is also shown, with a red box highlighting the 'Make unmanaged' option in the context menu. Red arrows point from this option to the 'Identify inventory', 'Meter / track usage', 'Delivery', and 'Licenses' tabs in the configuration window. The 'Licenses' tab is selected, showing a table of software components:

software name	Company	Version	Installs
Adobe Acrobat X Pro - English, Français, Deutsch 10.1.16	Adobe Systems	10.1.16	2
Adobe Acrobat X Pro - English, Français, Deutsch 10.0.0	Adobe Systems	10.0.0	2



## 3. Publish Software Products



# Implementing the Software Portal



## Prepare the Environment

- SWM Solution
- SWM Plug-in



## Set security roles

- Administrators
- Managers



## Set Software Portal settings

- Behavior
- Appearance
- Notifications

## Install Software Portal plug-in

- Win/Mac
- Shortcuts
- Integration

## Define software to be Listed

- Manage Publications
- MSD Policy
- SW Components

## Configure Software Portal User profiles

- SW Portal Profile
- Legacy User

The screenshot displays several overlapping windows from the Symantec Software Portal administration console. The 'Software Portal Settings' window is in the foreground, showing 'UI Settings' with 'Enhanced user interface' selected and 'Software Portal header preview' visible. Below it are sections for 'Publishing Settings' and 'Delivery Settings'. The 'Manage Publications' window shows a list of software titles like 'Adobe Reader XI 11.0.0.0' and 'Microsoft Visio'. The 'User Profile' window is open, showing fields for 'User name', 'Full name\*', 'Email\*', 'Work phone', 'Job title', and 'Department'. A 'User Profile' dialog box is also visible, showing a user profile for 'Admin User' with email 'Administrator@example.com' and department 'IT Management'. The 'Applied to' section at the bottom shows 'Apply to' and 'View: Target'.

# Publishing Software in the Software Portal



## Software Resource

Publish	Command Name	Command Line
<input type="checkbox"/>	Install	msiexec.exe /i "AcroRead.msi"
<input checked="" type="checkbox"/>	Install - no UI	msiexec.exe /i "AcroRead.msi" /qn
<input type="checkbox"/>	Install for all users	msiexec.exe /i "AcroRead.msi" /q
<input type="checkbox"/>	Install for all users with no UI	msiexec.exe /i "AcroRead.msi" /q
<input type="checkbox"/>	Repair - no UI	msiexec.exe /f "AC76BA86-7AD7-4010-8000-000000000000" /qn
<input type="checkbox"/>	Uninstall - no UI	msiexec.exe /x "AC76BA86-7AD7-1033-4010-000000000000" /qn

Software Name: Adobe Reader XI 11.0.00 - English (United States)-Install - no UI  
Description:  
Category: Unclassified

Software availability:

User/Group Name	Target Name
Example\Domain Users	All Computers

Settings for Example\Domain Users  
Select user and assign permissions for the software.

- Approved - Pre-approve this software for immediate delivery
- Requires Approval - Send requests for this software to an approver before delivery
- Recommended - Appears by default for this user

Specify Users/Targets

Specify Approval Type

## MSD Policy

Policy Rules/Actions - 1 software

Policy settings

Software Publishing

Software Portal

Adobe Reader XI 11.0.00 - English (United States) - In:

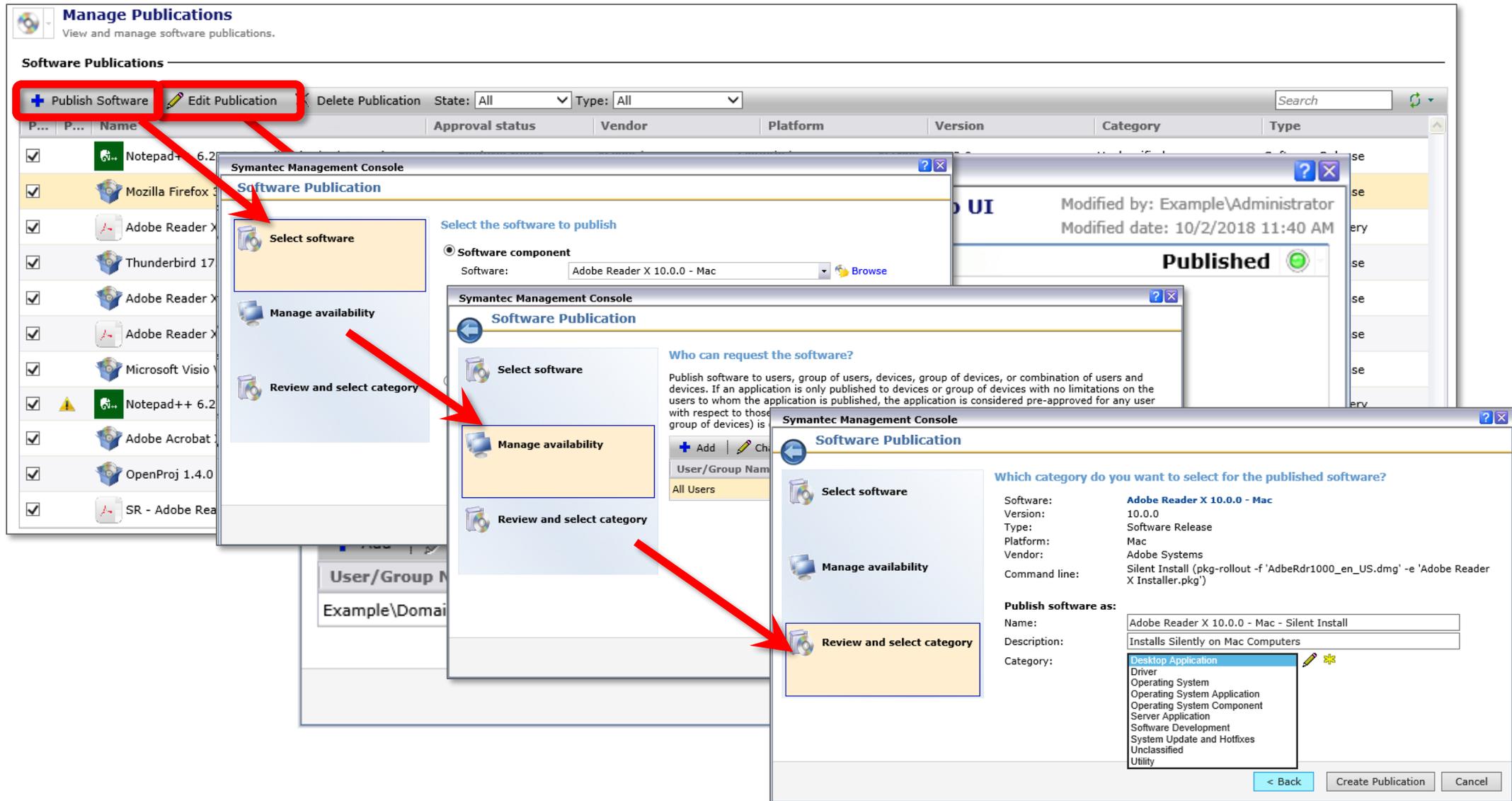
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Select user and assign permissions for the software.

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- Requires Approval - Send requests for this software to an approver before delivery
- Recommended - Appears by default for this user

# Publishing Software in Manage Publications



The screenshot displays the Symantec Management Console interface for managing software publications. The main window shows a list of software publications with columns for Name, Approval status, Vendor, Platform, Version, Category, and Type. A red box highlights the 'Publish Software' and 'Edit Publication' buttons in the top toolbar. Red arrows indicate the sequence of steps in the publishing process:

- Step 1:** Select software to publish. The 'Software component' dropdown is set to 'Adobe Reader X 10.0.0 - Mac'.
- Step 2:** Manage availability. The 'Who can request the software?' section shows 'All Users' selected.
- Step 3:** Review and select category. The 'Which category do you want to select for the published software?' dropdown is set to 'Desktop Application'.

The final 'Published' dialog shows the following details:

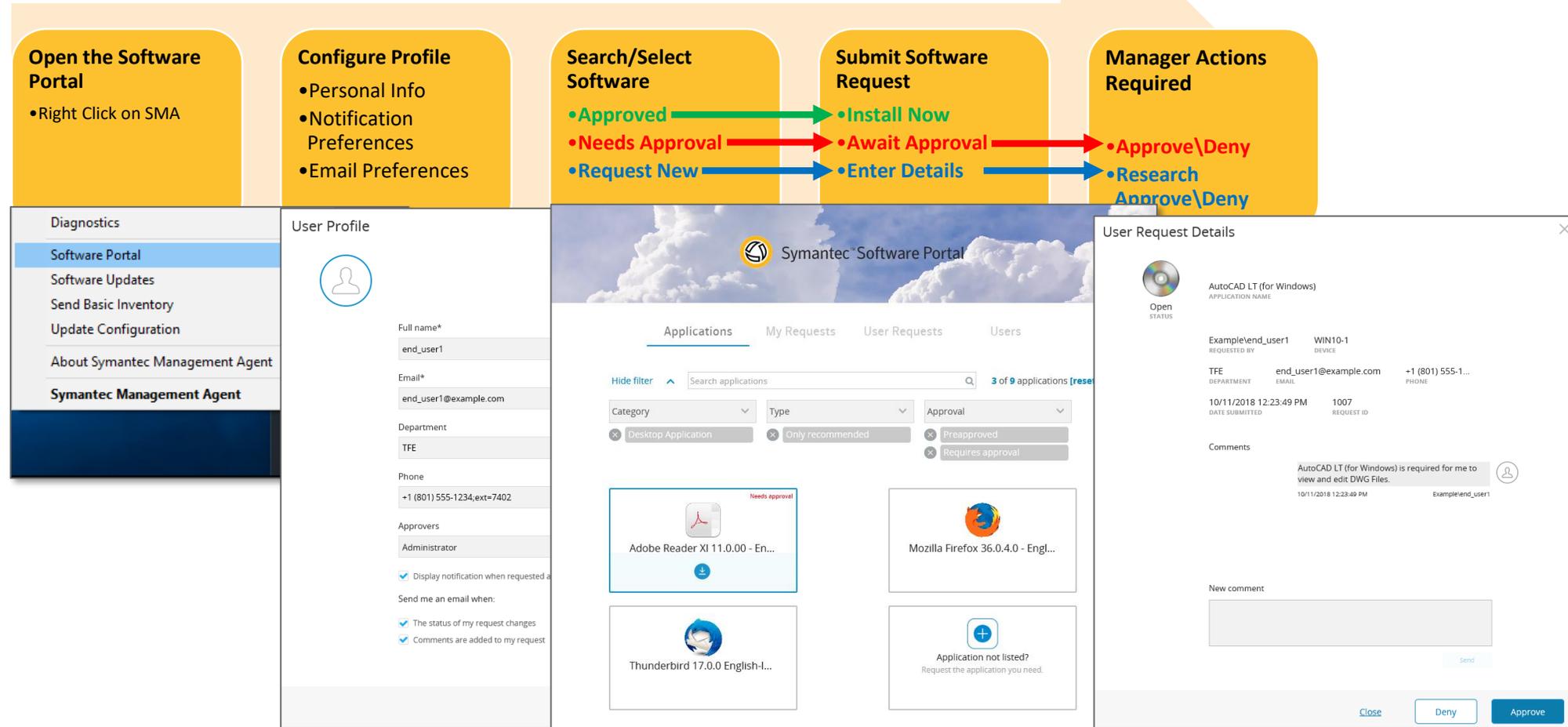
- Software: Adobe Reader X 10.0.0 - Mac
- Version: 10.0.0
- Type: Software Release
- Platform: Mac
- Vendor: Adobe Systems
- Command line: Silent Install (pkg-rollout -f 'AdbeRdr1000\_en\_US.dmg' -e 'Adobe Reader X Installer.pkg')
- Publish software as:
  - Name: Adobe Reader X 10.0.0 - Mac - Silent Install
  - Description: Installs Silently on Mac Computers
  - Category: Desktop Application



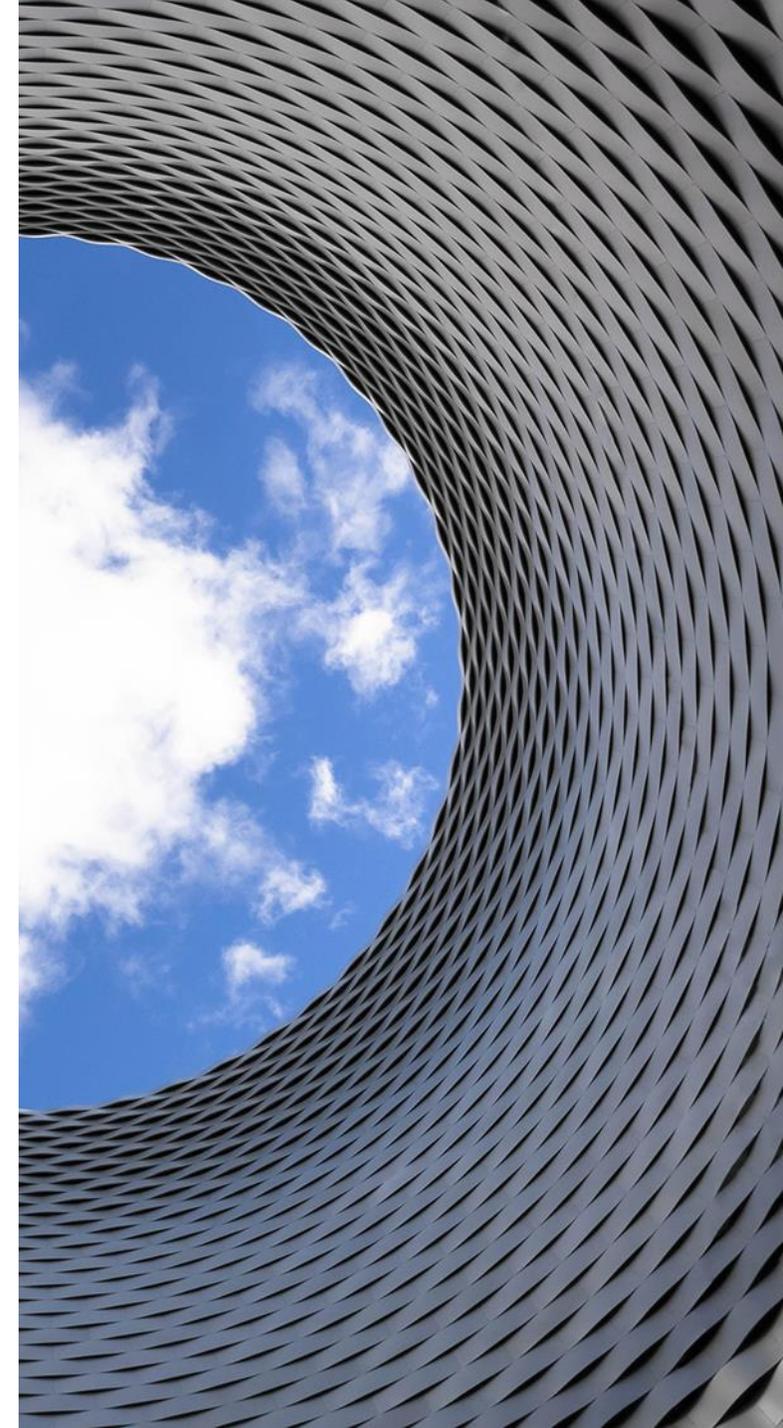
## 4. Manage Portal Requests



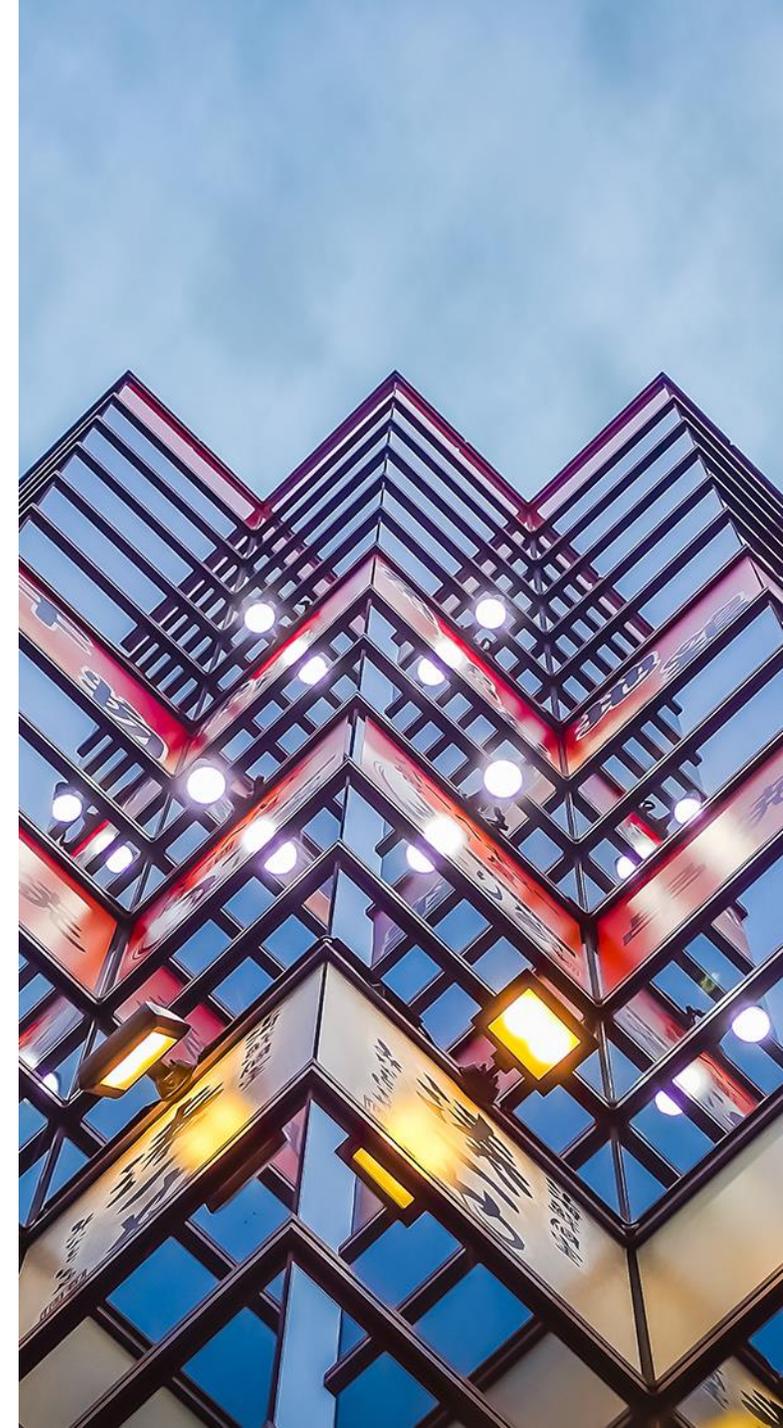
# Implementing the Software Portal



# Product Demonstration



# Additional Information



# 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>
- **ITMS Documentation:** [https://support.symantec.com/en\\_US/article.DOC11076](https://support.symantec.com/en_US/article.DOC11076)
- **ITMS Help Center:** [https://help.symantec.com/home/ITMS8.5?locale=EN\\_US](https://help.symantec.com/home/ITMS8.5?locale=EN_US)
- **GSS Documentation:** <https://www.symantec.com/docs/DOC8558>
- **GSS Help Center:** [https://help.symantec.com/home/gss3.3?locale=EN\\_US&sku=GHOST\\_SOLUTION\\_SUITE\\_3\\_3](https://help.symantec.com/home/gss3.3?locale=EN_US&sku=GHOST_SOLUTION_SUITE_3_3)



# Q&A





# Thank You!

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