



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)

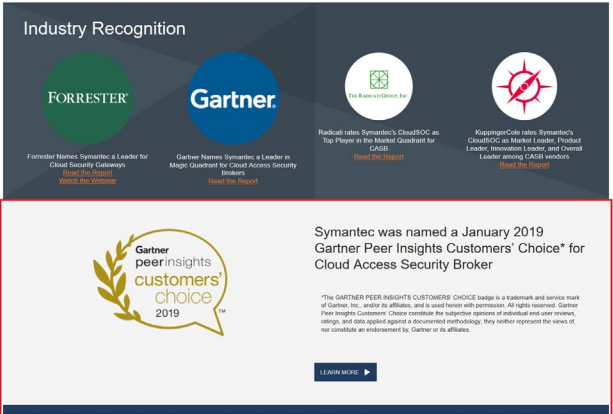
All Panelists

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



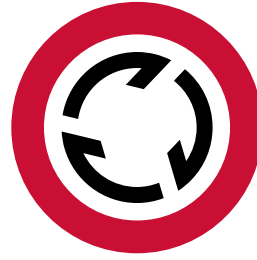
INNOVATE

- 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

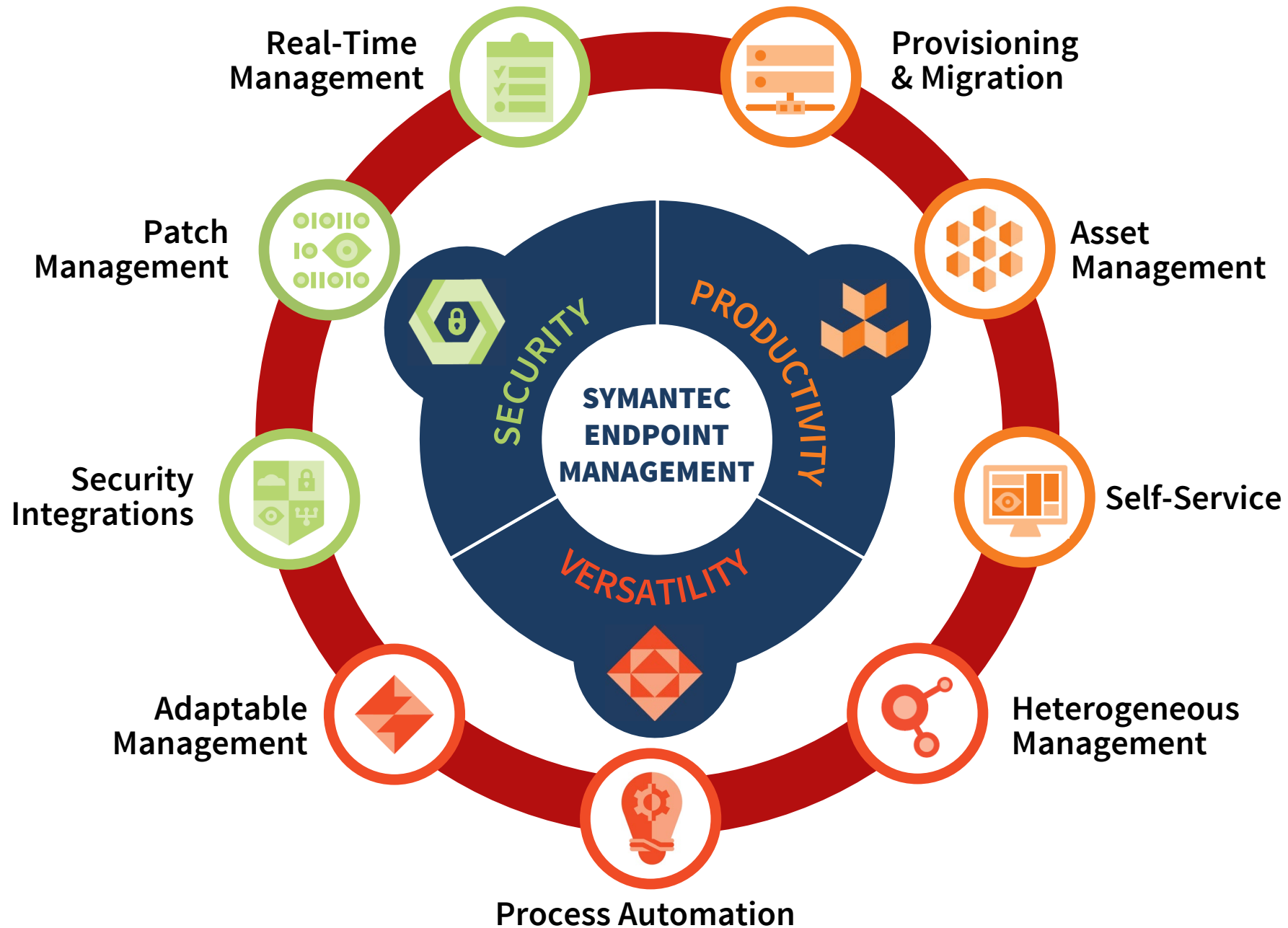
Complementary Solutions



Ghost Solution Suite



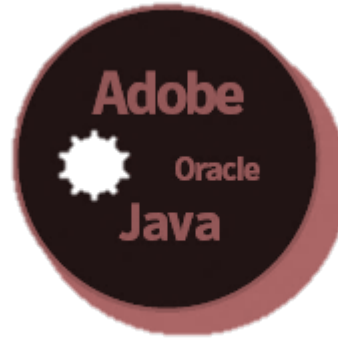
Symantec ServiceDesk



Key differentiators



CROSS-PLATFORM
MANAGEMENT



BROAD PATCH SUPPORT
ACROSS PLATFORMS AND
THIRD-PARTY APPLICATIONS



SOFTWARE LICENSE
MANAGEMENT



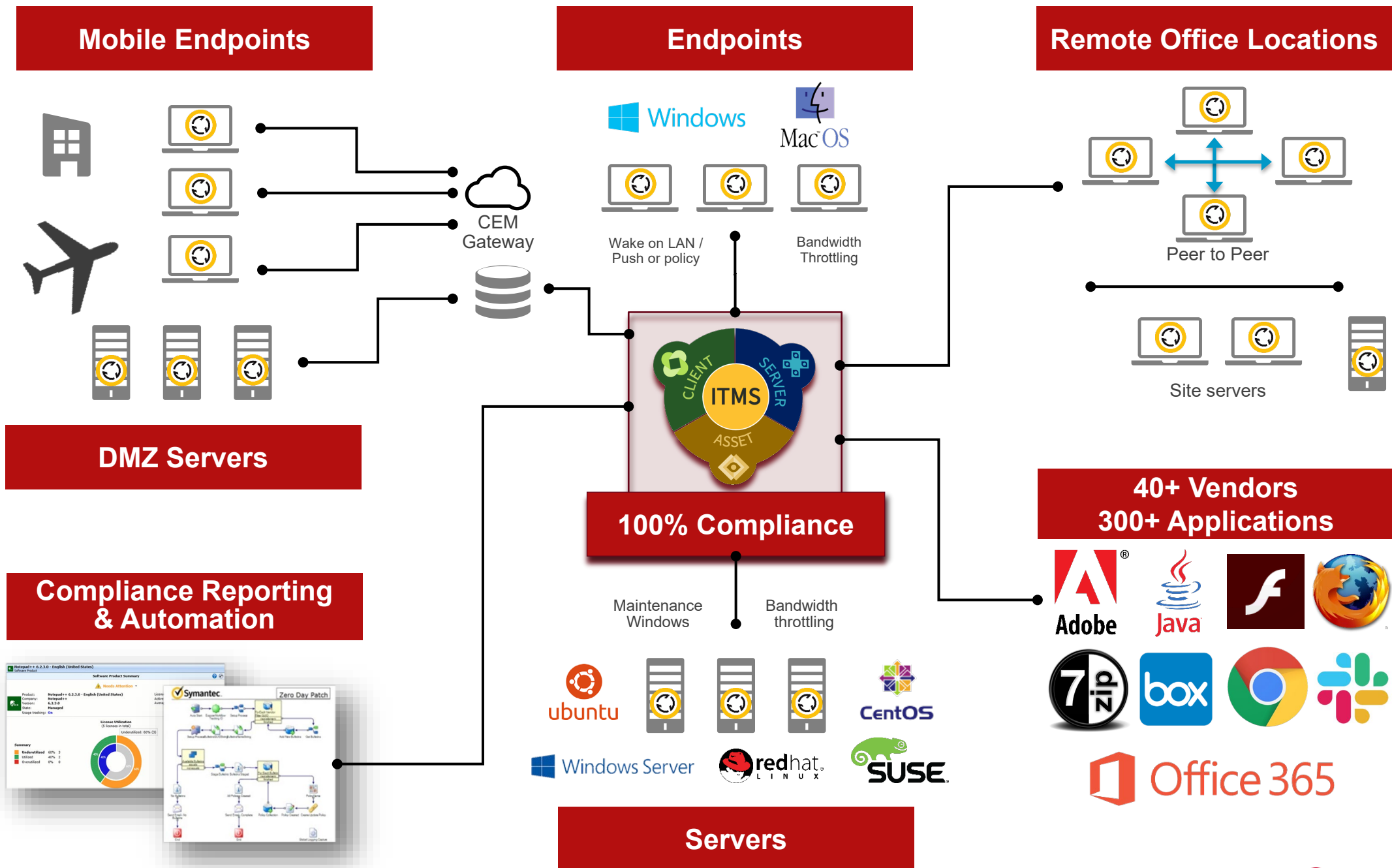
MANAGE AND TRACK
ASSETS THROUGH
ENTIRE LIFECYCLE



SECURE MANAGEMENT
REGARDLESS OF LOCATION



ADAPTABLE & EFFICIENT
CONTENT DISTRIBUTION

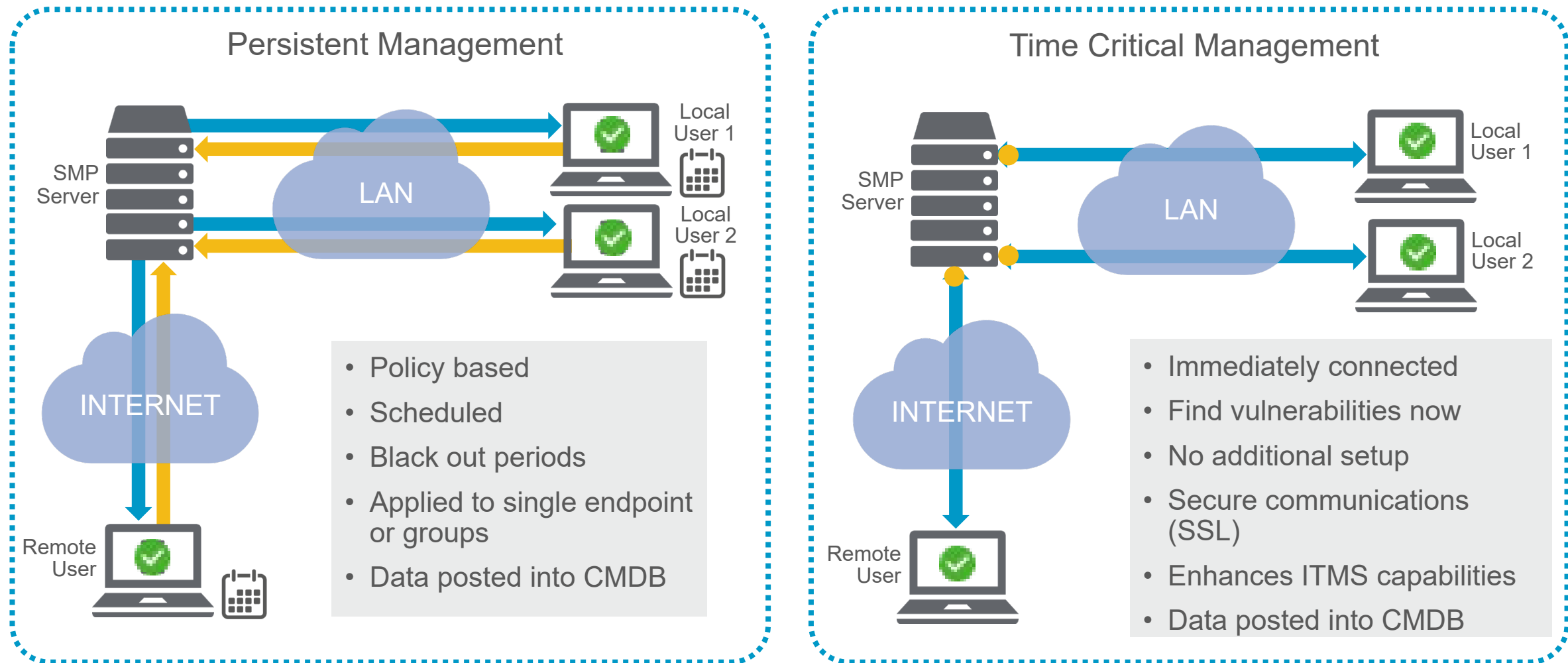


Current Endpoint Management Offerings

Jim Broniec



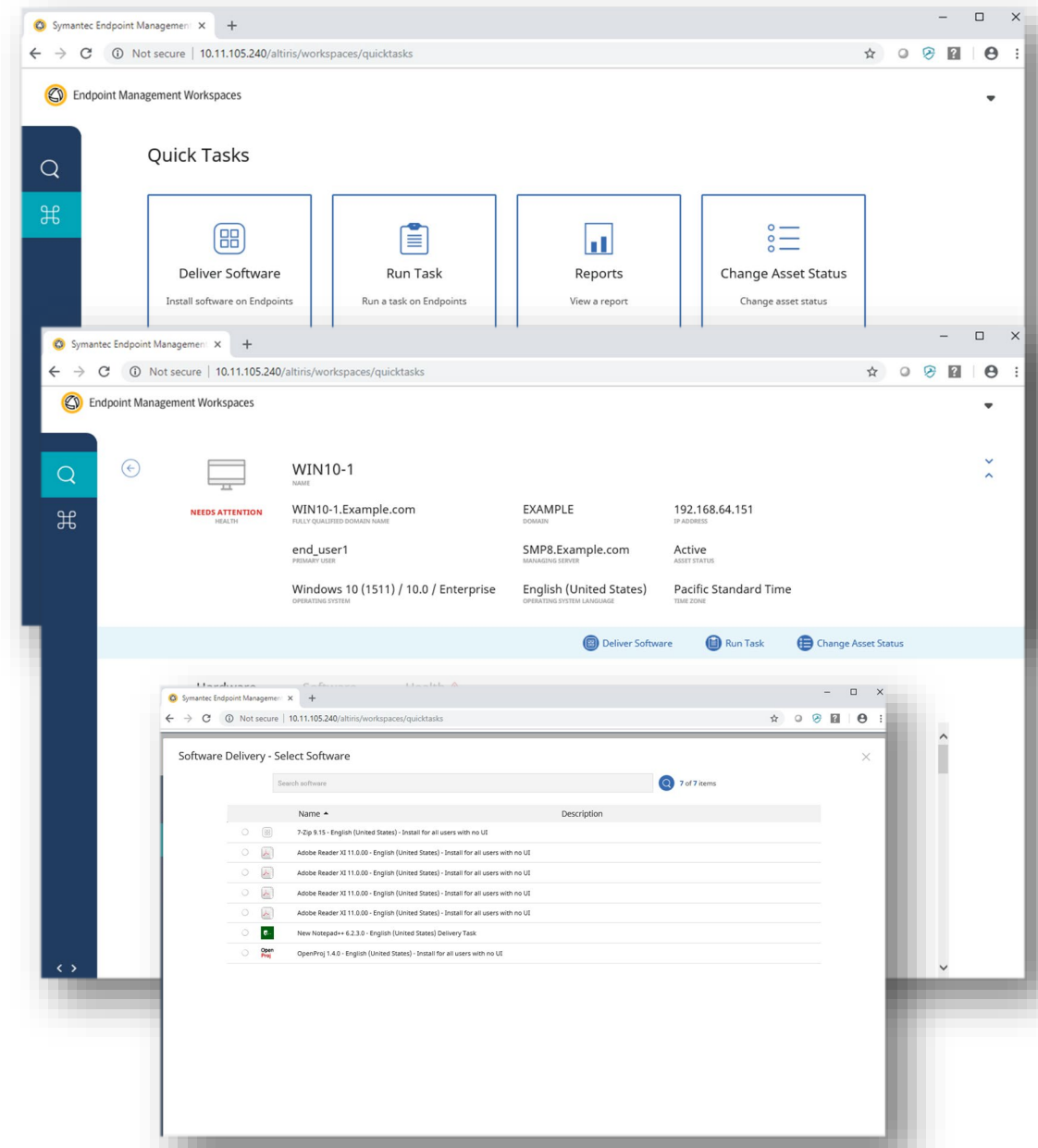
INNOVATE - Time Critical Management



A Winning Combination

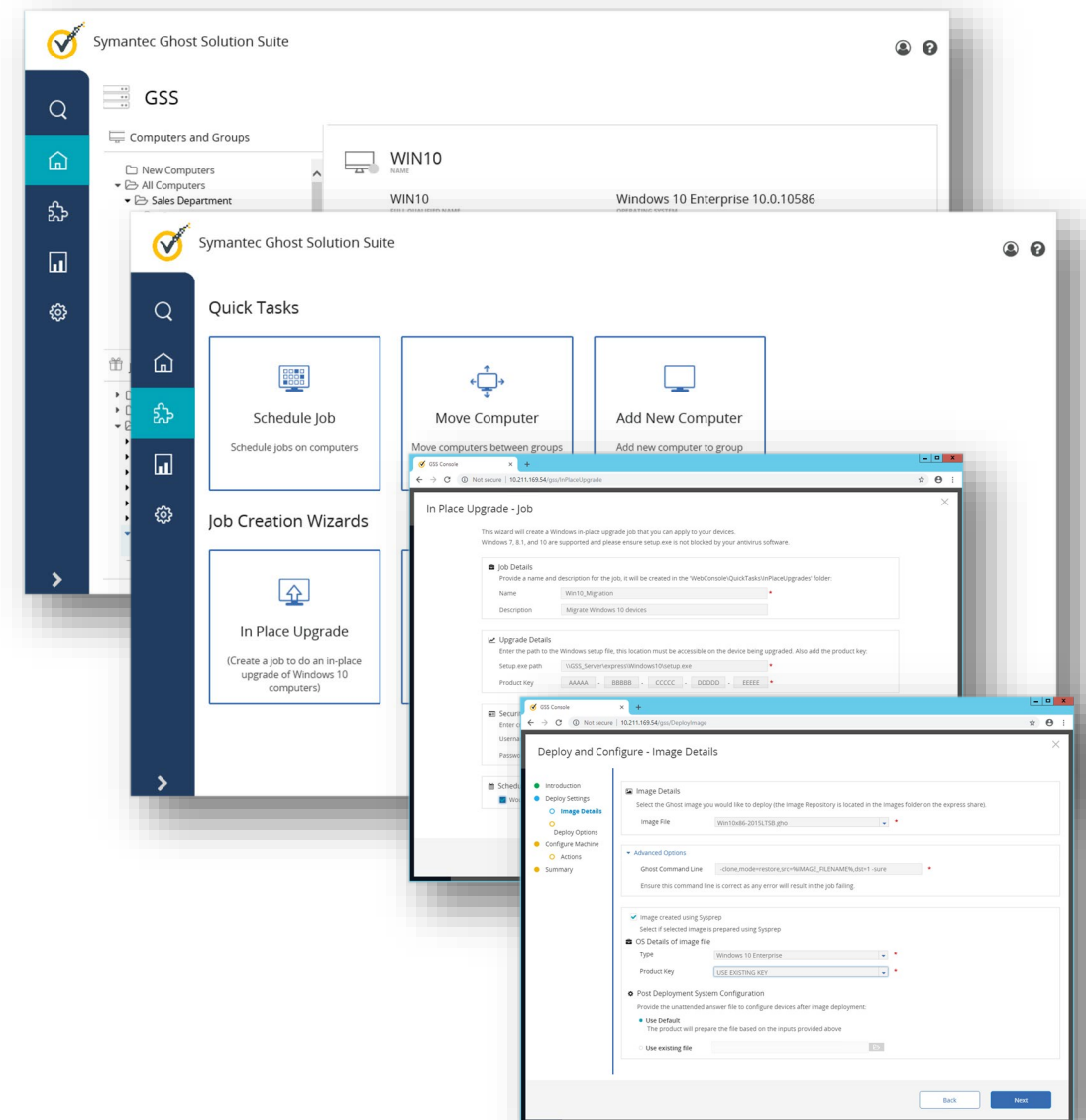
INNOVATE - Modern UI Workspaces

- **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



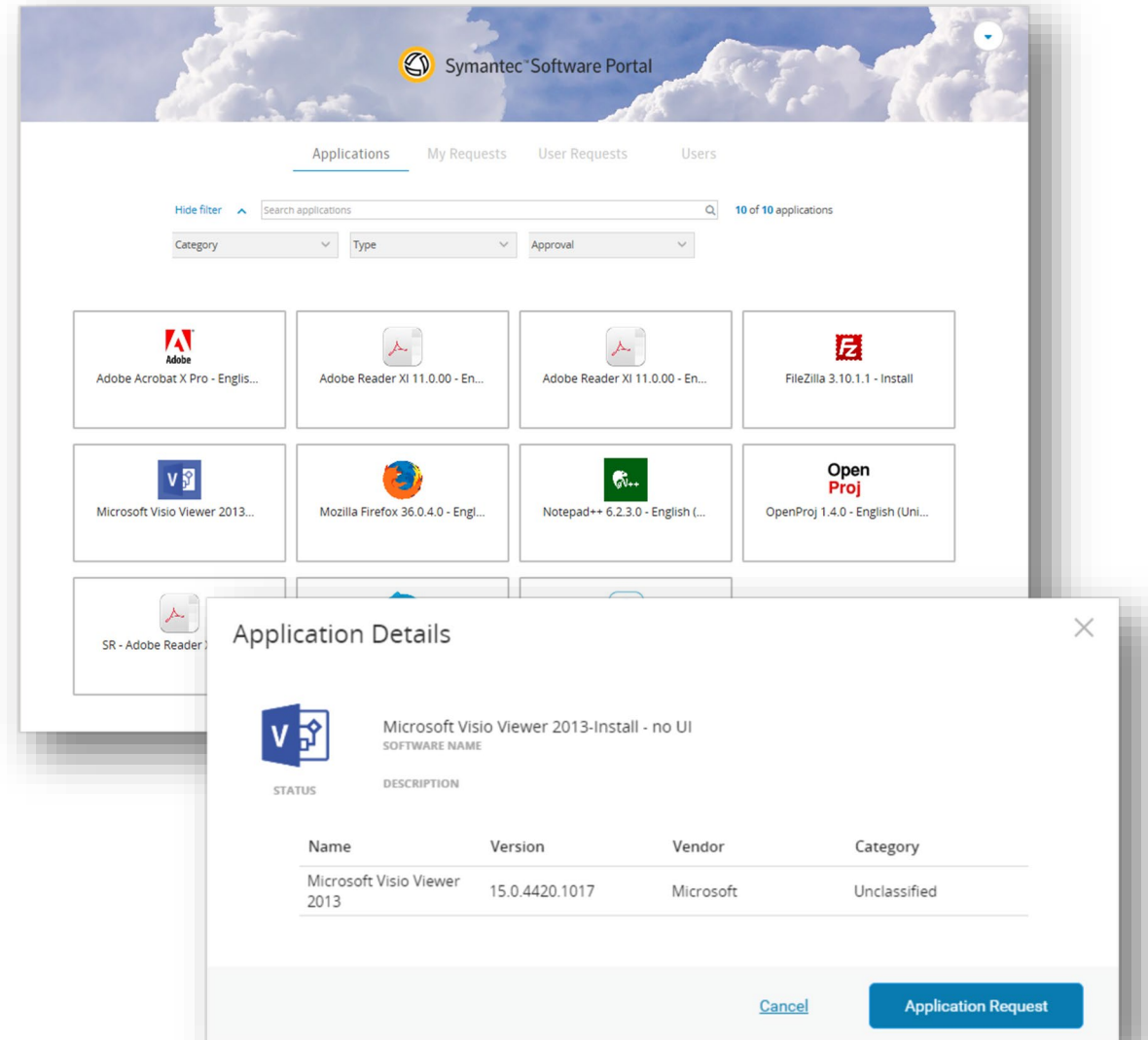
INNOVATE - Modern GSS Web Console

- **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



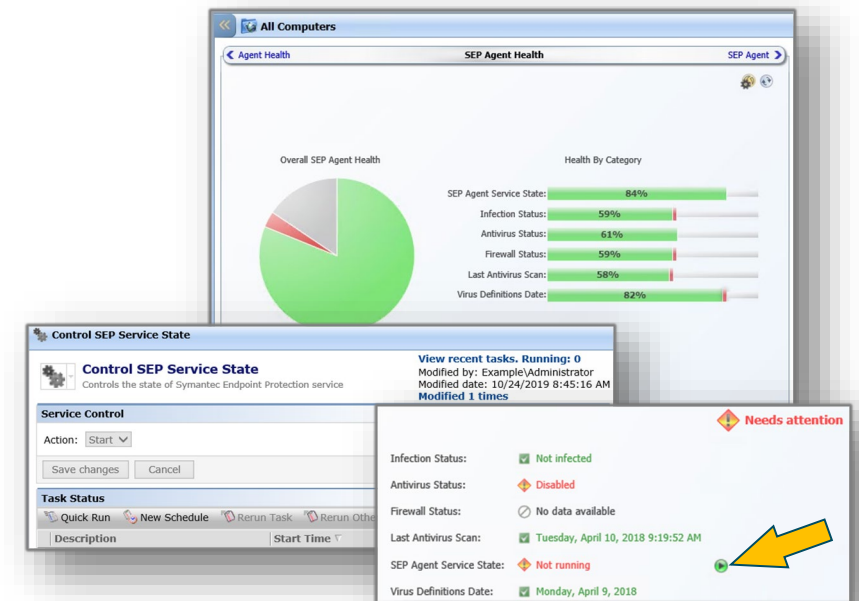
INNOVATE - Modern Software Portal

- 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



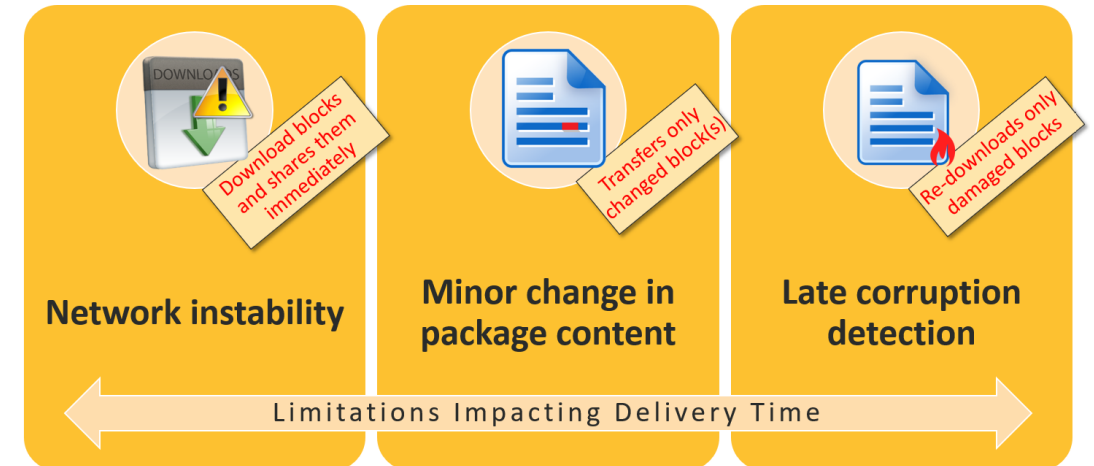
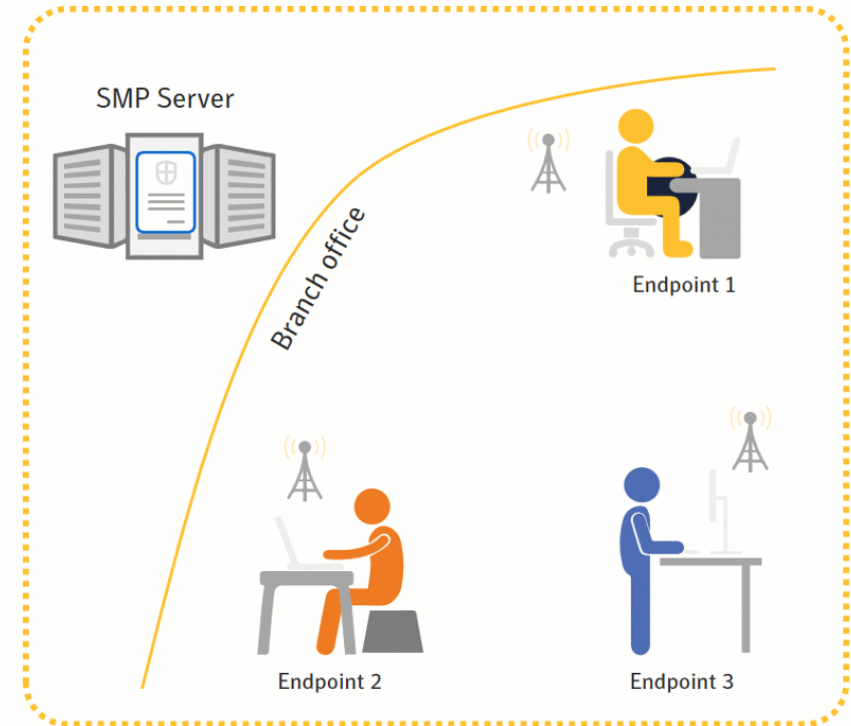
INNOVATE - Adaptable Content Management

- **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



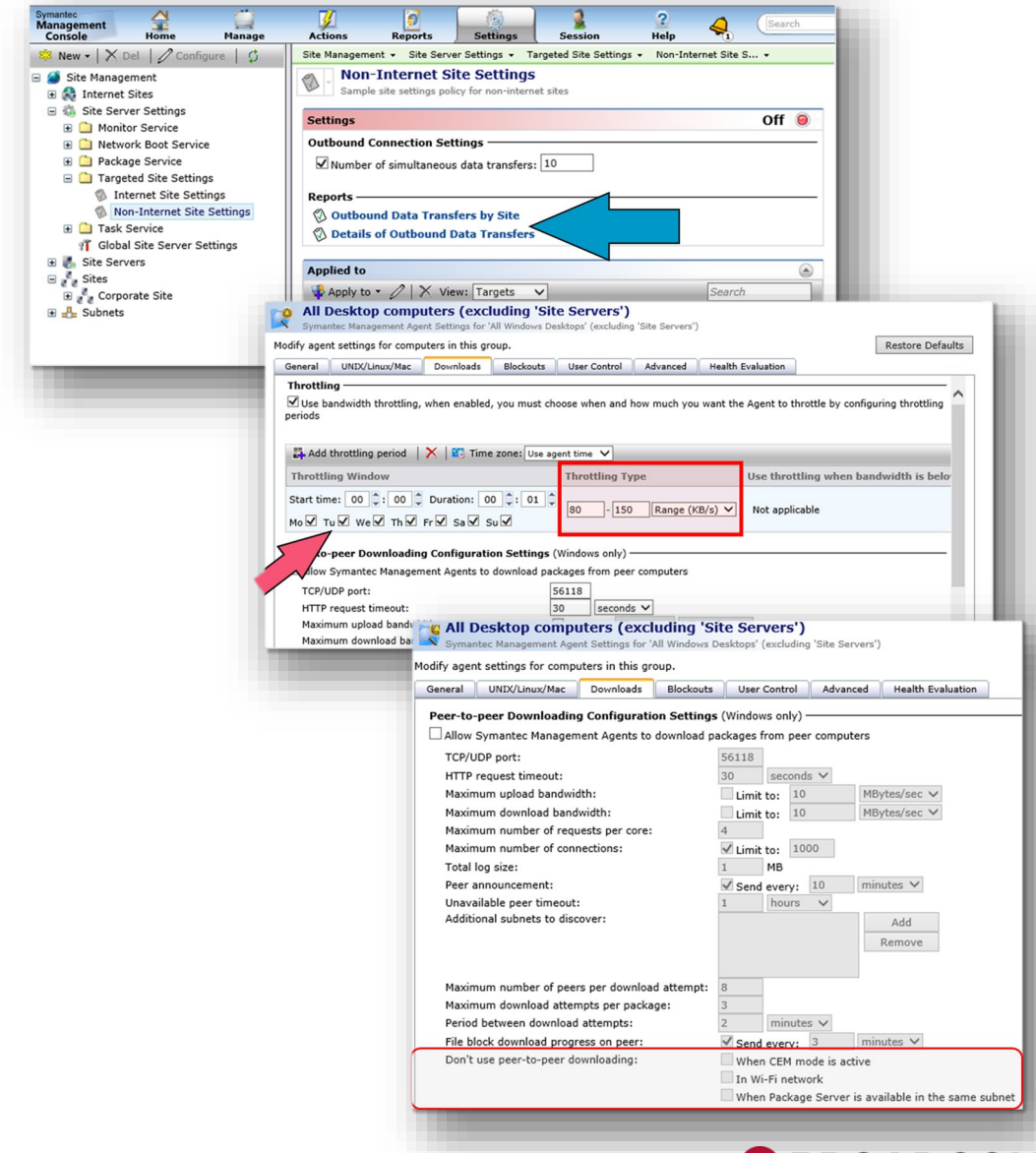
CONFIDENCE - Other Notable Features

- **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**

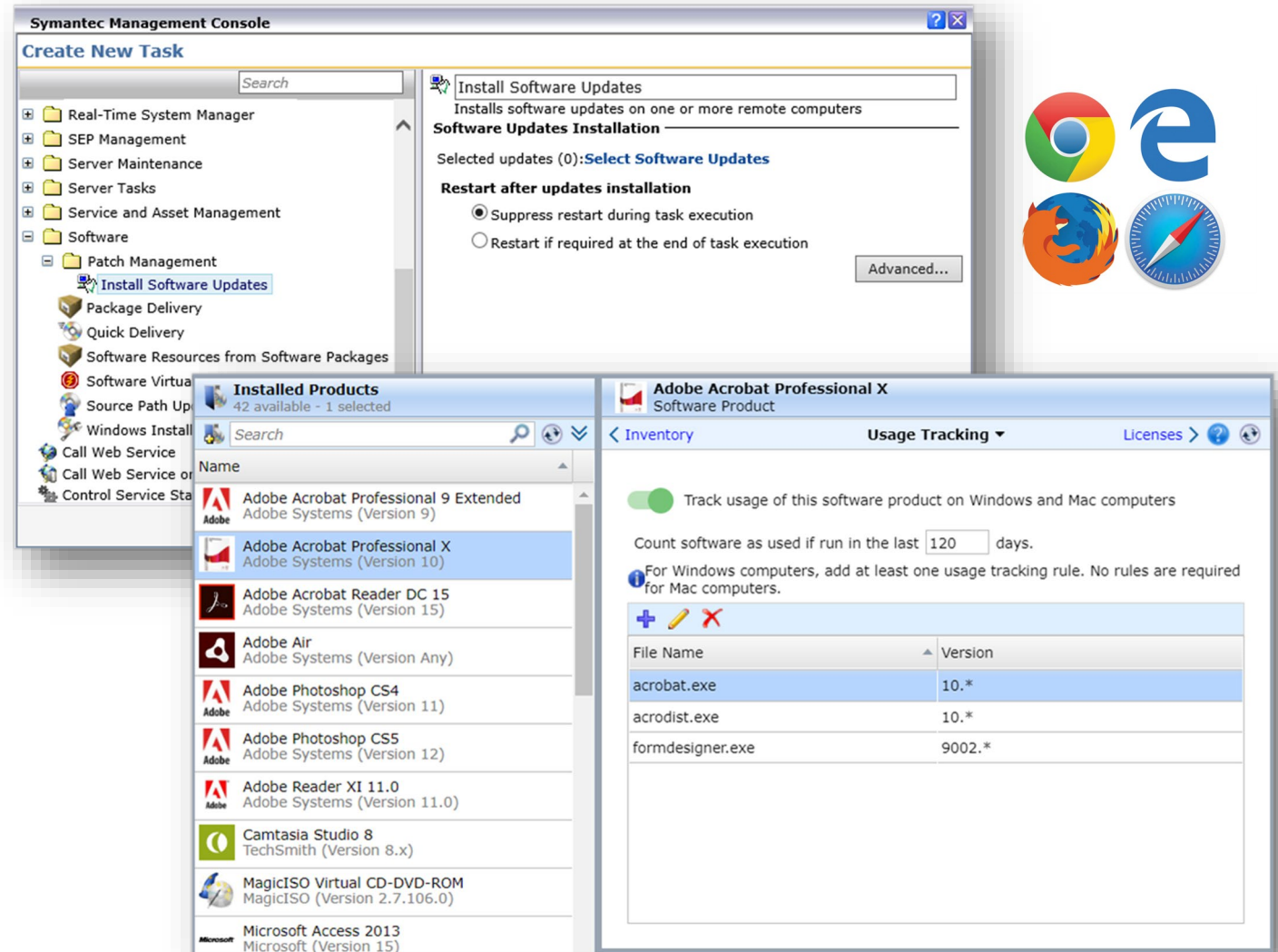
- Never Download from Notification Server or Remote Package Server
- P2P DHT Networks Based on Sites Rather Than Subnets
- Limit the number of simultaneous P2P downloads by devices at a site
- Predictive Bandwidth Throttling



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



Recent Endpoint Management Releases

ITMS 8.5 RU4 / GSS 3.3 RU4-RU5

Brian Sheedy



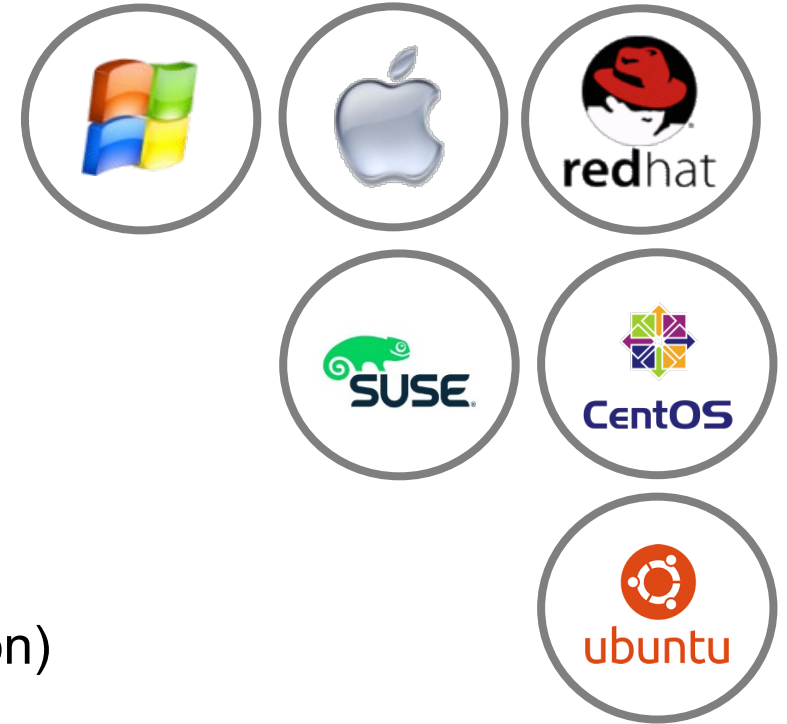
SUPPORT - Platform Compatibility

- **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

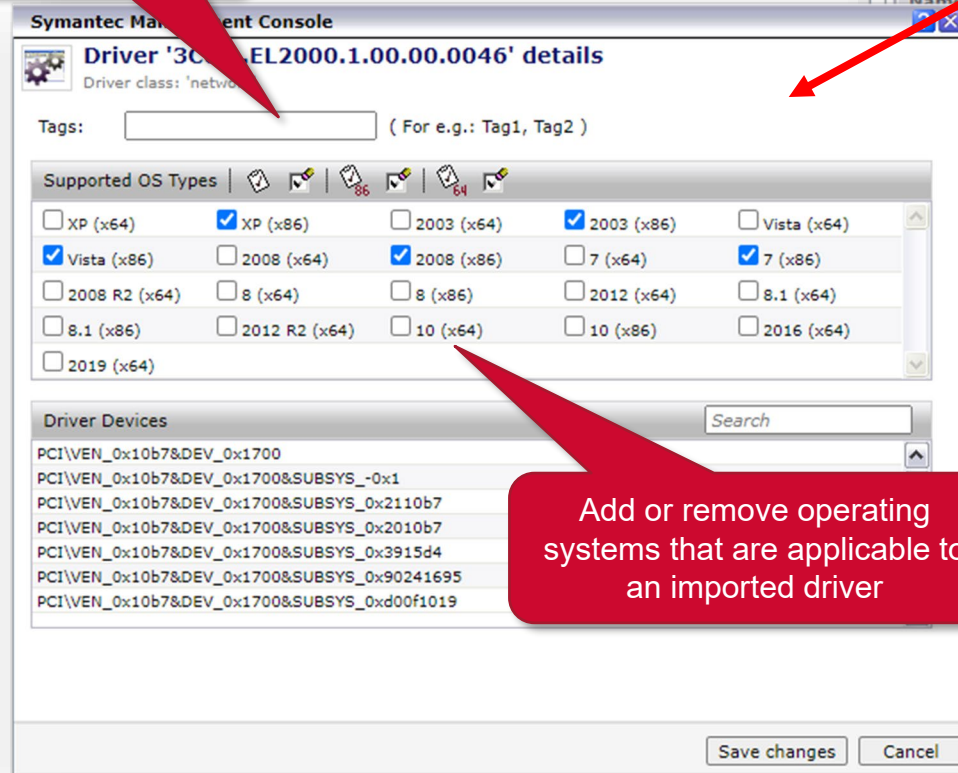
- **Enhanced Driver Management**

[illegible]

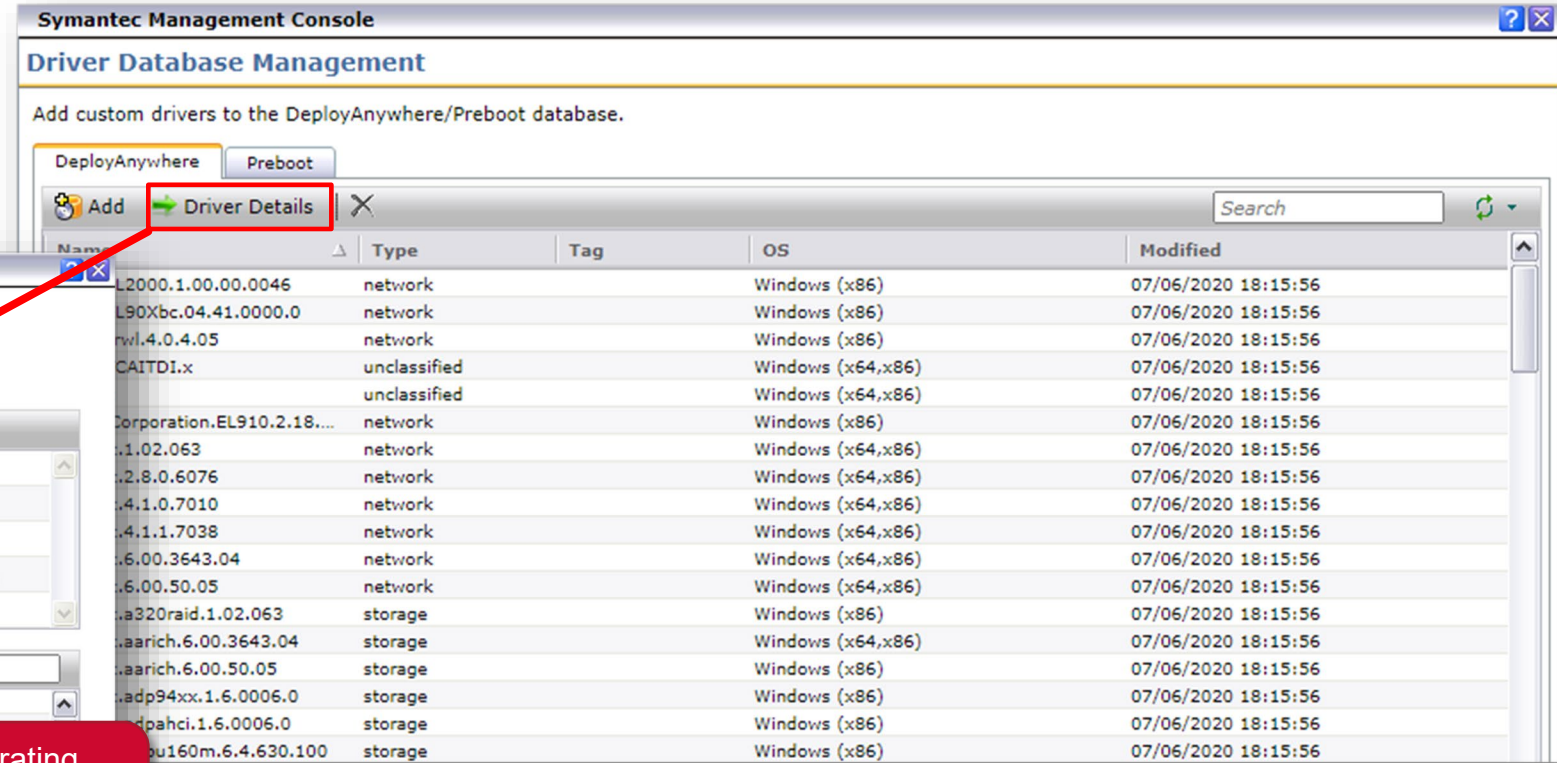
CONFIDENCE - Deployment Solution Enhancements

- Enhanced Driver Management

Change imported driver tags



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



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"
```

CONFIDENCE - Deployment Solution Enhancements

- Image Management Enhancements

The image displays three screenshots of the deployment solution interface, each with a red arrow pointing to a specific feature.

- Image Purging:** The leftmost screenshot shows the 'Image Purging' settings page. It includes a 'Schedule' section with a 'Shared schedule' dropdown and a 'Run now' button. Below this are three sections for 'Sysprep Image Purging Rule', 'Backup Image Purging Rule', and 'Personality Image Purging Rule', each with a 'Number of most recent images to keep' input field. A red arrow points to the 'Image Purging' title.
- Image Management:** The middle screenshot shows the 'Image Management' page. It features a table with columns for 'Name', 'NS Owner Name', and 'Created By'. The table lists three images: 'Win10_Image.gho', 'Win7_Image.gho', and 'Win8.1_Image.gho'. A red arrow points to the 'View' dropdown menu, which is currently set to 'All' and has options for 'Disk Images', 'Backup Images', and 'Personality'.
- Global Settings:** The rightmost screenshot shows the 'Global Settings' page. It includes a 'General Settings' section with a 'Registration Period' input field. Below this is the 'Imaging Settings' section, which has a 'Specify image package codebase types to be used during images processing:' label and a list of checkboxes for 'HTTPs', 'HTTP', and 'UNC'. A red arrow points to the 'Imaging Settings' section.

NEW IMAGE PURGE POLICY

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

NEW IMAGE MANAGEMENT PAGE

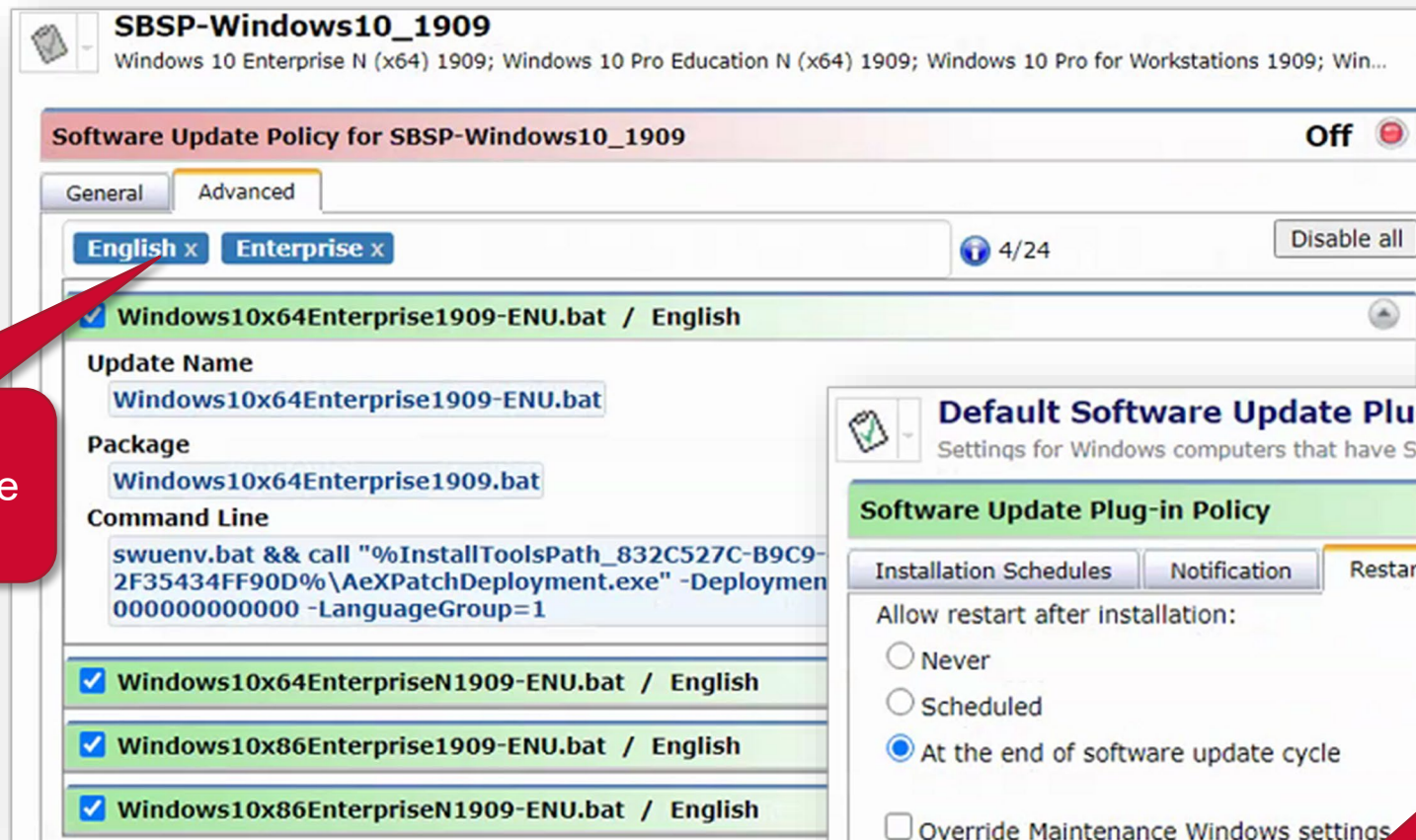
- Manages Disk, Backup or PCT Images
- Edit Details, Convert or Delete Images
- View or Convert Legacy Images

NEW GLOBAL IMAGING SETTINGS

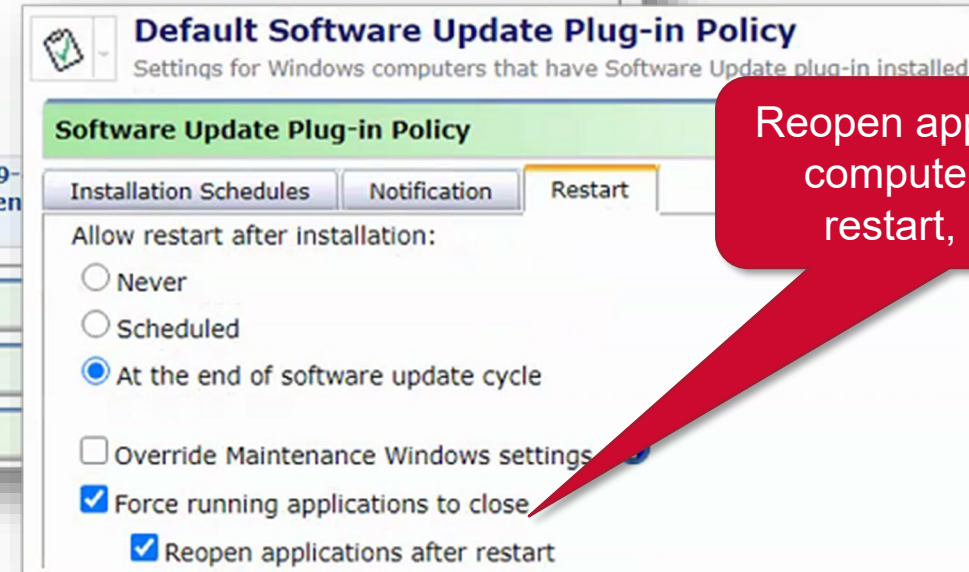
- Select Codebases for DS Packages
- Delete redundant image packages on SS's
- Set the download location for imaging tools

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

Adobe Reader XI 11.0.00 - English (United States) - Install for all users with no UI

Created on: 8/29/2018 Example\Administrator
Last Modified: 11/13/2020 Example\Administrator

Set package settings, computers, and schedule to which this policy applies.

Policy Rules/Actions - 1 software On

Software Policy settings Software Publishing

Add software that must be installed. Add dependant tasks and software service packs or updates.

+ Add

Adobe Reader XI 11.0.00 - English (United States)

Dependency Tasks
Service Pack and Update Tasks

Compliance settings

☒ Perform software compliance check using:

Detection check: [Adobe Reader XI 11.0.00 - English \(United States\)](#)

Applicability check: [Adobe Reader Applicability Rule](#)

Remediation settings

Command line:

Package:

Advanced options

Supersede settings

☐ Automatically upgrade software that has been superseded by this software

☐ Do not install if a newer version of this software is already installed

Manage the applicability check on the MSD policy page

Adobe Reader XI 11.0.00 - English (United States) - Install for all users with no UI

Set package settings, computers, and schedule to which this policy applies.

Policy Rules/Actions - 1 software On

Applied to - 52 resources

Schedule - 1 schedules

Compliance

☒ Power on computers if necessary (using Wake-on-LAN, Intel AMT, ASF or DASH)

Use this profile when connecting to out-of-band technology-enabled computers: [Default Connection Profile](#)

Choose when the agent should check policy compliance. If the software is not installed, it is downloaded immediately pending remediation.

After you configure a schedule:

Advanced options

Only perform check if

☐ Computer is connected to the network

☐ Computer is available at the exact scheduled time

☐ A user is logged on to the computer

☐ A user is not logged on to the computer

☒ No pending system reboot

Start/End dates

☒ If the software is not found

Start: 8/29/2018

End: 11/13/2020

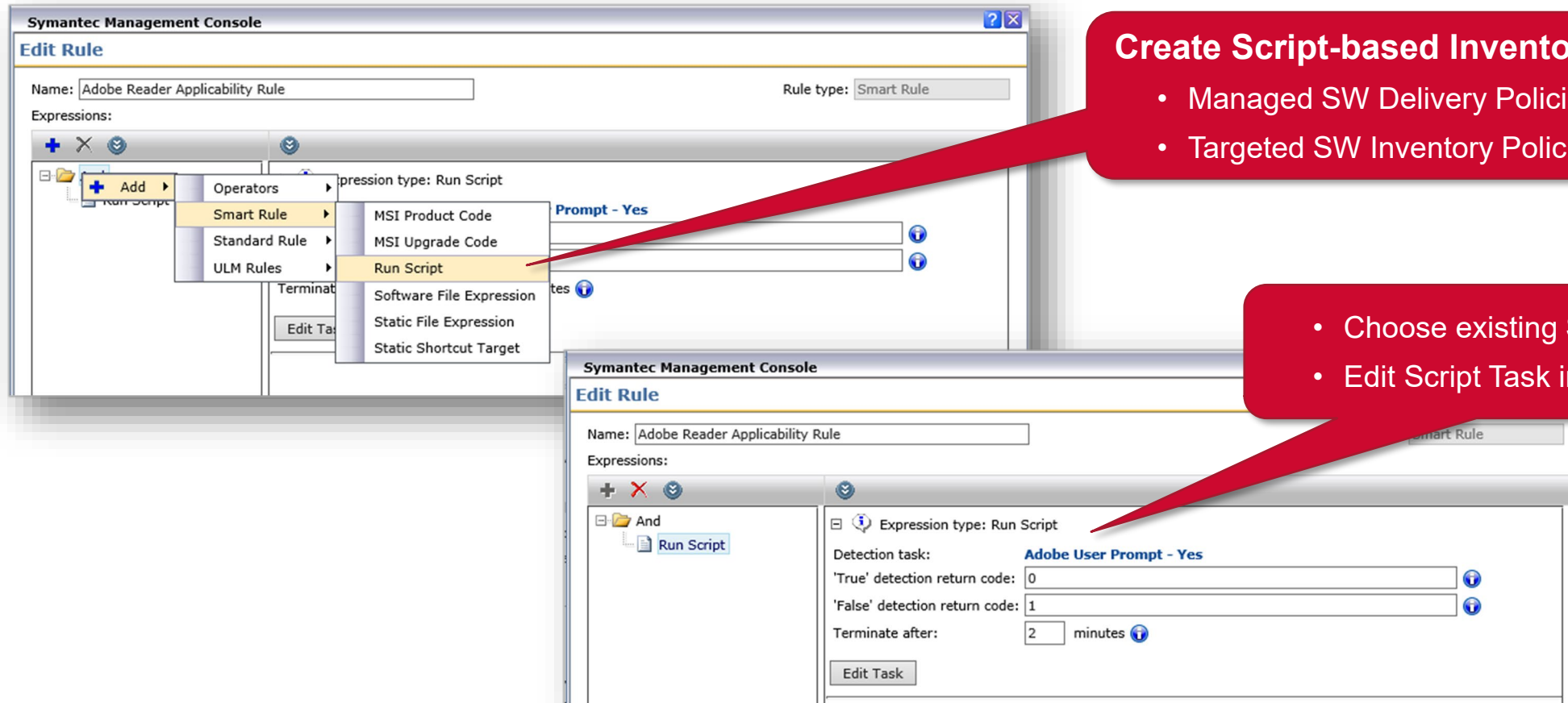
OK Cancel Advanced

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 screenshot displays the 'Adobe Acrobat X Pro - English, Français, Deutsch 10.0.0' software management interface. The 'Associations' tab is active, showing a table of software resources associated with this software resource. A red arrow points to the 'Associations' tab. Another red arrow points to the 'Resource Association Diagram' window, which shows a hierarchical diagram of the software 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

The diagram shows the following relationships:

- Adobe Acrobat X Professional Update 10.1 [1] is a Software Update of Adobe Acrobat Professional X [0].
- Adobe Acrobat Professional X [0] is a Software Product that contains the Adobe Acrobat Professional X License #202081 [1].
- Adobe Acrobat Professional X [0] is a Covered Software Product of Adobe Acrobat Professional X [1].
- Adobe Acrobat Professional X [0] is a Software Package that installs the Adobe Acrobat Professional X License #202081 [1].
- Adobe Acrobat Professional X [0] is a Software Component that contains the Adobe Acrobat Professional X License #202081 [1].
- Adobe Acrobat Professional X [0] is a Software Component that contains the Adobe Acrobat Professional X License #202081 [1].

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)**

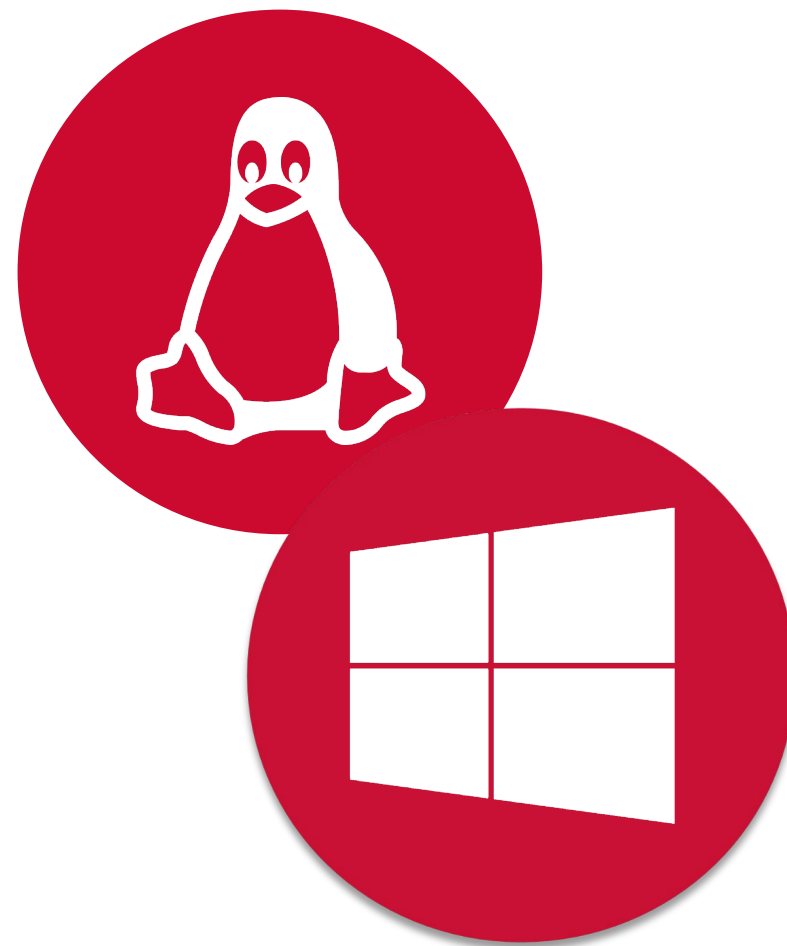




GSS Ghost Executable Enhancements

* 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



BROADCOM[®]

connecting everything[®]