



Title

Mac Management with Symantec EPM

Presenter

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Date

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Agenda

- 1 Symantec's Mac strategy
- 2 Key features of Client Management Suite
- 3 Key features of Ghost Solution Suite
- 4 Additional resources

Agenda

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Symantec's Mac strategy

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Key features of Client Management Suite

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Key features of Ghost Solution Suite

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Additional resources

The Symantec Mac strategy

Client Management Suite

- Comprehensive range of Mac management capabilities
- Focuses on solving the key challenges facing organizations that have a mixed endpoint environment
- Delivers Mac and Windows support from a single platform
- Optimized to ensure easy adoption by Windows administrators

Ghost Solution Suite 3.x

- Basic Mac management capabilities
- Provides enough to solve the most important challenges around visibility and control
- Requires knowledge of how to manage Macs using commands
- Possible to image but requires heavy customization

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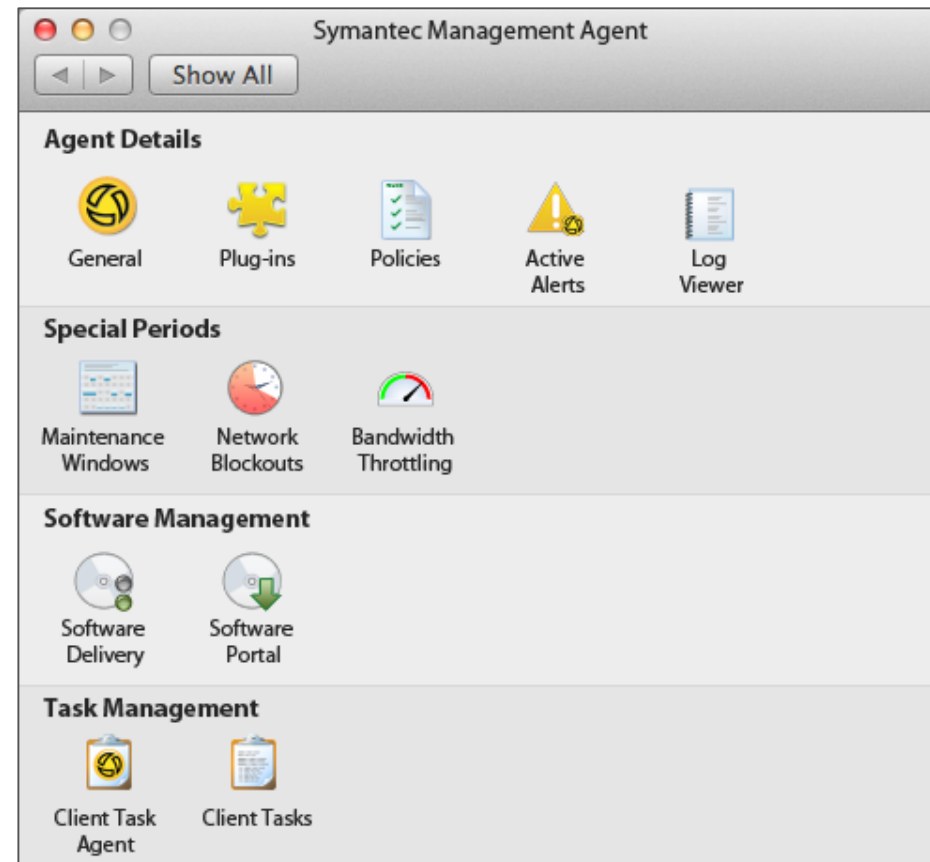
Network Discovery

- Discover Mac devices on the local network
- Devices will show up as generic network devices due to Mac restrictions
(we are constantly monitoring developments in this area to try and improve this)
- Multiple methods available to target networks
- Management Agent can be pushed to devices



Mac Management Agent

- Supports both push and pull install
- Enabled SSH and Admin account required for Push
- Conforms to Apple UI guidelines - PKG
- Option for Agent interface in the Menu Bar
- Simple access to troubleshooting info
- Link to Self Service Portal



Mac Inventory

- Standard Inventory
 - Comprehensive Hardware, Software and User inventory
 - Comparable to Windows, enables cross platform reporting
 - Common HW examples:
 - Processors, Screen dimensions, video processor, RAM, max RAM
 - Serial Number, Part number
 - Common SW examples:
 - Login, Domain, Login session start and end time
 - Disk usage, fonts, BIOS, SW
- Custom Inventory
 - Use scripting to take advantage of UNIX commands
 - Retrieve info specific to your organization
 - Sample custom inventory scripts available through Symantec Connect



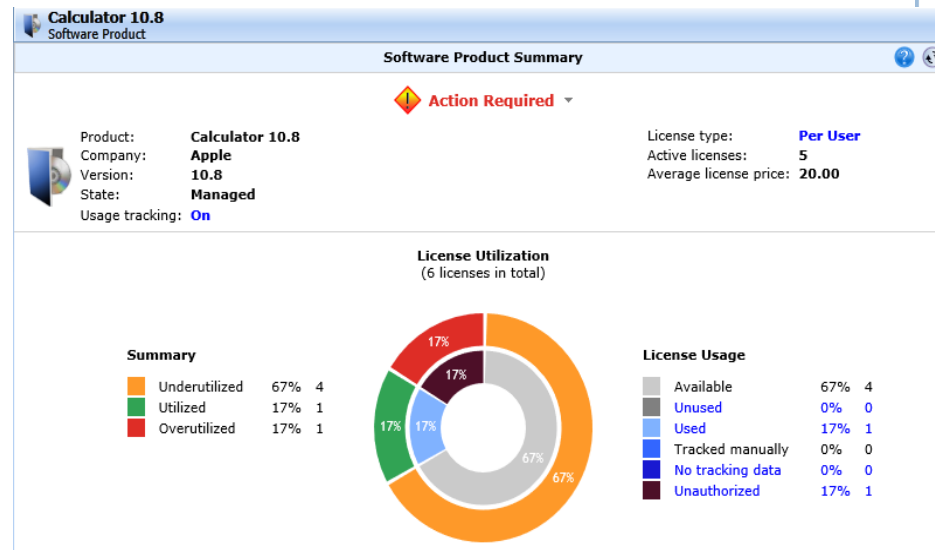
Application Delivery

- Import Mac software packages into the console
 - Application installation fully automated
 - Handles mpkg and pkg formats inside DMGs
 - DMG is interrogated to auto-create install command lines
 - Enables Software to be deployed without any understanding of Mac command lines
- Self-service Software Portal (multiple browser support)
- Software detection rules ensure that removed applications can be automatically reinstalled enabling software enforcement and standardization
- Filter by platform in the Software Catalog enables Mac specific view



Application Metering

- Tracks usage of Mac Applications
- Reports on installed vs used, allows you to harvest licenses
- Works in a similar way to Windows Apps



Software Product

Name:

Company:

Version: Category:

Identify inventory **Meter / track usage** **Delivery** **Licenses**

☒ Turn on metering / usage tracking for this software product

To meter / track usage of Windows part of this product, associate at least one program below.

Software	Version	Programs
Adobe Creative Cloud	4.0.1.188	Creative Cloud.exe

Count software as used if run in the last days

1 software components

OK **Cancel**

Mac Patching

- How it works
 - Uses Apple Update Service
 - Calls the service from the client machine
 - Can be used in conjunction with an Apple Update Server (on premise)
- Key Benefits
 - Accurate reporting
 - Control over whether the client runs the updates
 - Reports on which updates will require restart
 - Apple applications can be patched as well



Mac Imaging Overview

- Relatively simple to configure
 - Self contained solution, does not require Mac Server
 - Deploy NetBoot server to existing SMP Site Servers
 - Simple check box setting to deploy automation environment
- Key benefits
 - Simple tasks to take and deploy a Gold standard image
 - Hardware Independent
 - Easy to maintain
- Broad range of OS X support
- Quickly updated for new operating systems



Mac Profile Management

Today's challenges:

Unmanaged Macs

- Mac devices are often unmanaged leading to inconsistent configuration
- Many rely on manual processes or separate tools to try and help

Profile Targeting is Difficult

- Different groups require different configurations
- Without a way to target each group it is almost impossible to remotely manage device configurations

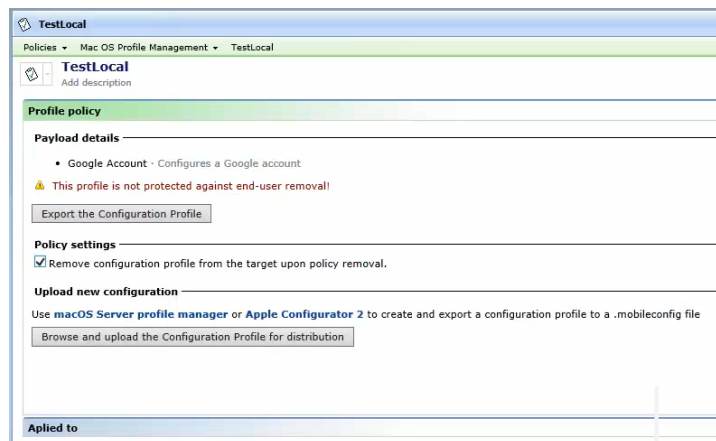
No Compliance

- Policies can be easily removed by users when not protected
- No visibility of whether a profile is actually installed

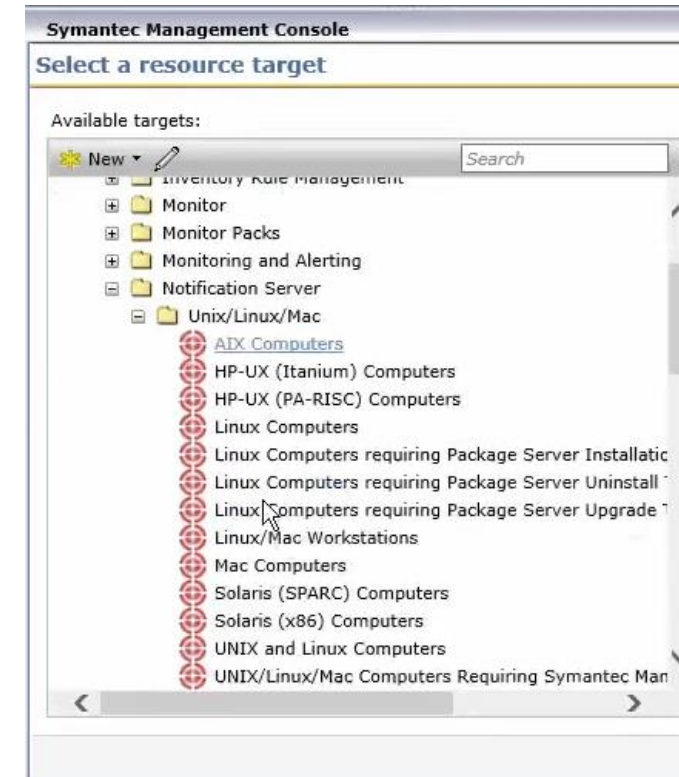
Mac Profile Management

Bring macs under control with comprehensive ITMS capabilities

1. Import configuration profiles:



2. Target devices using our powerful target builder:



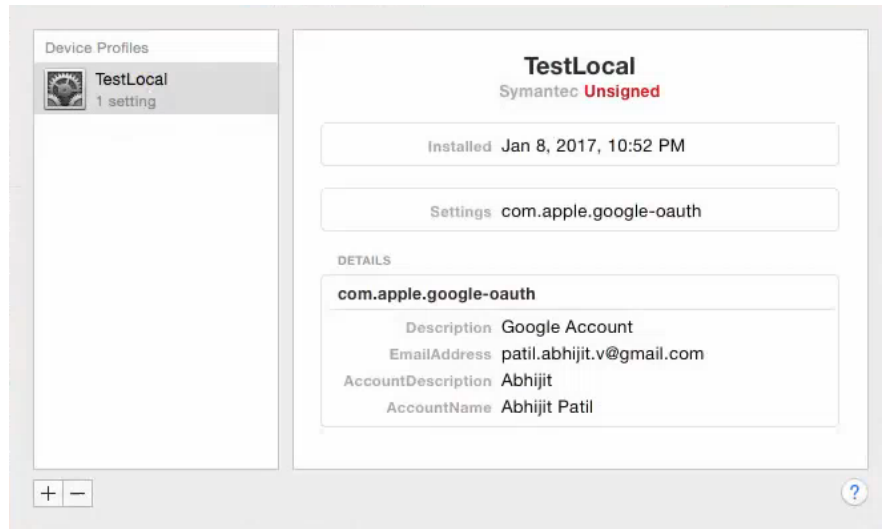
ITMS Mac capabilities:

- › Deployment
- › Inventory
- › Patch Management
- › SW deployment
- › Profile Management

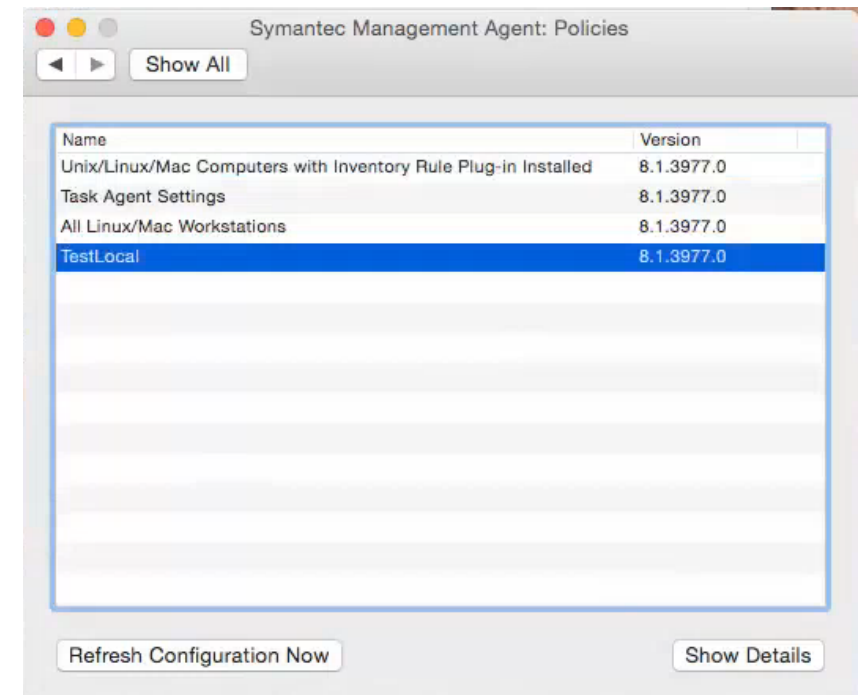
Mac Profile Management

Bring macs under control with comprehensive ITMS capabilities

3. Profiles are pushed to the device and applied:



4. Our policy framework ensures profile stays applied:



5. Reports are available to review compliance:



Mac Profile Management

Use the power of ITMS to distribute Mac profiles and ensure compliance

Customer benefits:

Manage Macs with Ease

- ITMS includes a range of Mac management capabilities including Deployment, Inventory, Patch and SW delivery
- We have now added profile management so you can ensure devices are correctly configured.

Powerful Targeting

- Granular targeting ensures you can manage even the most complex organizational structure

Automated Compliance

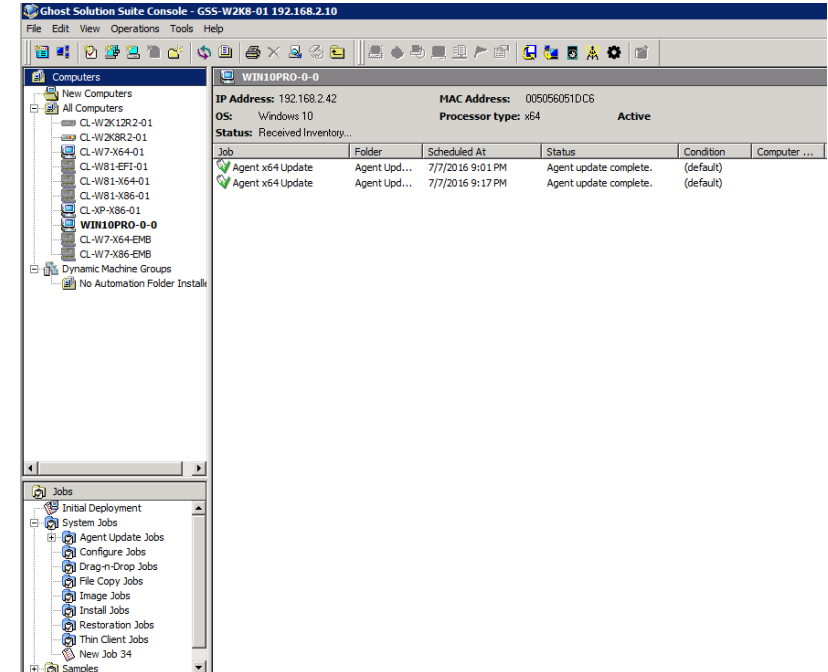
- Run reports to see what policies are applied
- Removed profiles will be automatically reapplied using our policy framework

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Ghost Solution Suite Mac capabilities

- Dedicated Mac Agent
- Detailed inventory:
 - General inventory including Name, OS and agent version
 - Hardware Inventory
 - Drive Inventory
 - Network Configuration
 - Applications
- Run Script capability to execute commands on Mac devices
- Ability to create complex jobs with multiple tasks

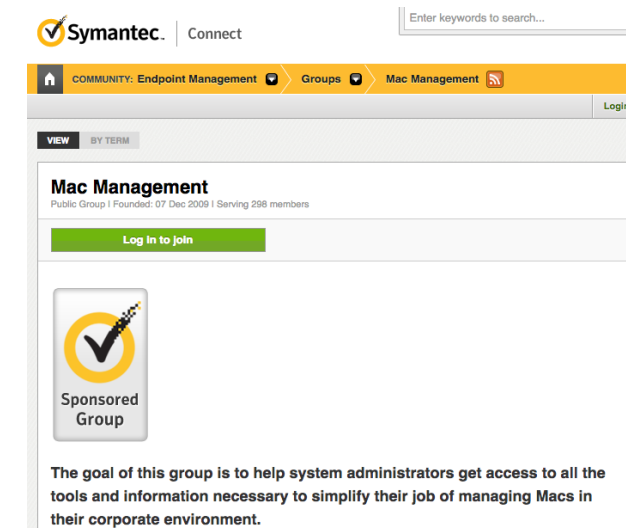
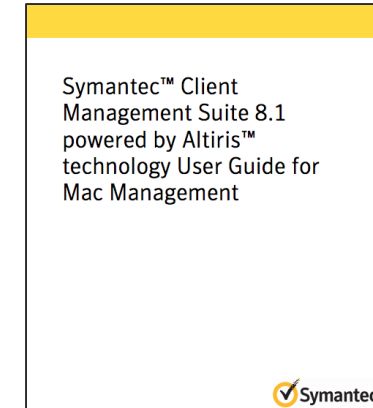


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Additional resources

- Read the Client Management Suite Mac Management guide:
 - https://support.symantec.com/en_US/article.DOC9499.html
- Dedicated Symantec Connect Forum:
 - <https://www.symantec.com/connect/groups/mac-management>





Thank you.

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