

Symantec LiveState™ Client Management Suite

Discover, provision, configure, patch and recover client devices – and keep them secure, available, and compliant with corporate standards, from acquisition to disposal.

The Need for Client Resilience

As the market leader in information security, Symantec is entrusted with delivering ongoing protection to over 120 million client devices worldwide. And now, with the Symantec LiveState™ Client Management Suite, IT organizations can capitalize on Symantec's best-in-class technology to keep their client devices secure, available, and compliant with corporate standards -- from acquisition to disposal.

Symantec LiveState Client Management Suite is a comprehensive family of solutions that delivers Client Resilience by discovering, provisioning, configuring, patching and recovering client devices throughout an organization, including laptops, desktops, and handheld devices.

Symantec LiveState Client Management Suite simplifies and automates existing, manual IT processes, and transforms them into unattended operations that can be performed on multiple systems simultaneously – across the enterprise and across virtually all types of devices and networks – in a dynamic and adaptive manner.

The suite reduces implementation time and technical risk for critical IT initiatives such as automating patch management and rebuilding of critical systems; rolling out new computers and performing OS migrations; deploying new business applications; reducing the time to resolve end-user issues, and performing ongoing security and configuration management.

Symantec LiveState's open and extensible architecture works with existing lifecycle management tools and processes, easing implementation within current environments and minimizing the total cost of owning and maintaining client devices. The Symantec LiveState family of solutions is based on a common management platform that allows additional capabilities such as system recovery to be easily added as client management needs grow.

Key Benefits

Centralized control to ensure clients are secure, available, and compliant with corporate standards

- Deploy and configure client security applications in order to enable virus protection, client firewall, anti-spyware, intrusion prevention, and VPN policy compliance.
- Quickly discover all hardware and software assets across a network as well as understand and analyze their current states in order to apply proper IT controls and policies.
- Minimize downtime by rapidly recovering from virus corruption, faulty installations, or end-user errors.¹
- Develop and distribute client management standards and policies across an organization.
- Ensure all client devices, including mobile and remote computers are secure, available, and compliant with corporate standards, by deploying appropriate updates using persistent delivery over high-speed and low-speed, wired and wireless networks.



Proactively manage change

- Securely migrate end-user data and OS/application settings when performing system upgrades. A unique Web-based self-service facility enables end-users to specify the location of data files and settings, even from outside the corporate firewall, freeing IT personnel for more strategic tasks.
- Scan, provision, configure, update, and patch thousands of devices from centralized administration servers.
- Deploy operating systems, applications and patches to heterogeneous platforms, including Windows®, Linux®, UNIX®, and Windows Mobile for Pocket PC.
- Define, implement and administer policies and rules, helping ensure client devices stay consistent and compliant with corporate standards.

Reduce cost and effort

- Leverage pre-tested, unattended processes to minimize the total cost and effort needed to manage and keep client devices secure, available, and compliant with corporate standards — even in highly distributed environments.
- Package, deliver and remotely execute effectively any client management tasks – incorporating existing tools such as Symantec Ghost™, DeployCenter™ Library, Wise®, InstallShield®, and MSI.
- Leverage existing lifecycle management processes and tools, such as frameworks, databases and directories, allowing IT organizations to leverage existing investments and minimize IT operation costs.

- Interoperable with existing lifecycle management processes and tools – such as Microsoft® Active Directory®, enterprise frameworks, and in-house SQL databases – in order to leverage existing investments and minimize training and implementation costs.²

World class technologies

- Best-of-breed technologies such as Symantec Ghost imaging and pcAnywhere™ remote control—the industry’s de facto standards—provide confidence that client management tasks are performed using the most proven and reliable tools the industry has to offer.

Increase efficiency

- Automate repetitive or manual client management tasks to improve Help Desk response time and provide consistent client support across an organization.
- Single Platform: Symantec LiveState’s common architecture reduces IT management effort and complexity by minimizing the number of individual programs IT managers must administer. A common database and automated agent deployment infrastructure make it easy to add other Symantec LiveState applications such as Symantec LiveState Recovery, as your needs evolve.
- Common Look-and-Feel: Symantec LiveState solutions leverage a common look-and-feel which minimizes application training and provides a familiar environment when performing client management tasks (e.g. drag-n-drop operations, network auto-discovery, and LiveUpdate for console updates).

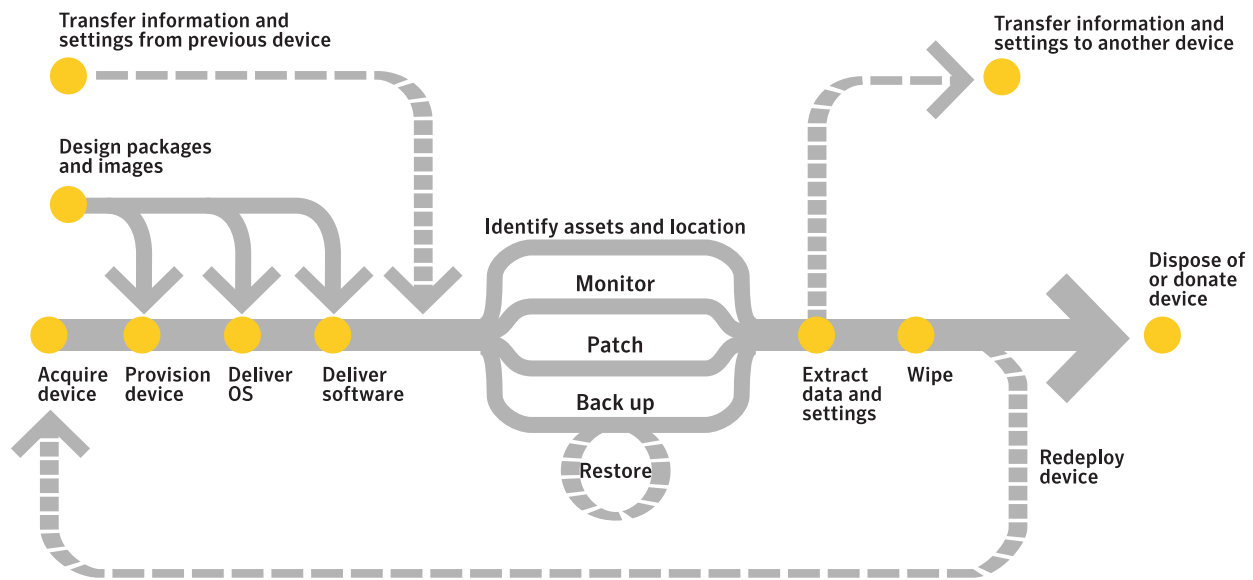


Figure 1. Symantec LiveState Client Management Suite solutions address a client's lifecycle management needs – from acquisition to disposal

Features

Symantec LiveState Client Management Suite provides a comprehensive lifecycle management toolset that helps manage your client devices' from acquisition to disposal.

Discover Your Assets

Symantec Discovery™ 3

- Conduct PC and network inventory across distributed heterogeneous networks rapidly, silently and continuously for complete and accurate audits.
- Identify and track physical locations of every IP device on a network.
- Monitor number of license deployments and assigned serial numbers.
- Perform comprehensive data analysis, reporting and graphing.

Design Your Environment

Symantec LiveState Designer

- Create Symantec Ghost or DeployCenter Library images to provision client devices.
- Select an optimal installation methodology to automate virtually any software installation using snapshot (delta), MSI, or native (scripted) installations.
- Leverage third party packages such as Wise, InstallShield, and MSI.
- Transfer user system personality settings and shortcuts via Symantec Client Migration™ when performing OS or hardware upgrades.
- Minimize package development efforts by employing parameters to create a single package for multiple configurations that can then be leveraged for different groups and users throughout your organization.
- Simplify package creation using automated wizards and graphical tools.



Deliver & Configure Software

Symantec LiveState Delivery³

- Automate repetitive help desk and IT management tasks enabling IT staff to focus on more strategic efforts.
- Deploy to desktops, laptops, handhelds, Internet kiosks, POS devices, and more.
- Proven and reliable technologies enable secure distribution, configuration, and updating of client devices and applications throughout an IT infrastructure.
- Ensure end-point devices receive and apply all required updates and applications via persistent delivery regardless if inside or outside a corporate firewall.
- Optimize bandwidth usage and securely deploy over low-speed or high-speed networks via advanced technologies such as dynamic bandwidth throttling, file/byte-level differencing, checkpoint-restart, compression, and HTTP/HTTPS.
- Supports Windows, Linux, Unix, Mac® OS and Windows Mobile for Pocket PC.

Symantec LiveState Delivery Enterprise Manager²

- Adds dynamic policy-based, desired state management to complement traditional task-based methods.
- Integrates with Microsoft Active Directory, asset management databases, in-house SQL databases and other external sources.
- Increases deployment predictability, reliability and infrastructure availability via “what if” modeling.
- Ensures client devices stay consistent and compliant with corporate standards including automated removal of unauthorized software.

Identify & Remediate Vulnerabilities

Symantec LiveState Patch Manager³

- Protect client devices from vulnerabilities by scanning, identifying, and installing missing patches in minutes.
- Leverage flexible grouping capabilities to deploy patches to specific groups of machines.
- Assure patches are successfully delivered and applied through detailed reporting and persistent delivery.
- Schedule patch scanning routines and deployments to take place at optimal times of the day.
- Automatically download required patches to a local patch repository to conveniently and efficiently provide ongoing access to patches and related information.
- Easily access critical patch-related information via a direct link to knowledgebase details.
- Intelligent agent technology provides dynamic bandwidth throttling, file & byte level differencing, checkpoint restart, compression of data, and secure communications via HTTP & SSL connections.

Troubleshoot and Resolve Issues

Symantec pcAnywhere for Symantec LiveState

- Securely control remote systems using built-in AES (up to 256-bit) encryption through Federal Information Processing Standard (FIPS) 140-2, Level 1 validated cryptographic module.
- Queue up multiple files & folders for prioritized transfer in either direction, save this process as an object for re-use or integration into scheduling applications.
- Launch a session by browsing to and selecting a pcAnywhere Host on the network or by simply entering a TCP/IP address, phone number or computer name.
- Deploy, install and connect to a computer that does not already have pcAnywhere installed and running - either Windows or Linux.

Recover Your Systems

Implement as an optional add-on to enhance Symantec LiveState Client Management Suite's lifecycle management capabilities.

Symantec LiveState Recovery Desktop/Standard Server/ Advanced Server¹

- Recover bare-metal systems in minutes
- Create real-time backups (snapshots) of operating system and data volumes
- Backup online Microsoft Volume Shadow Copy Service (VSS)-aware databases without disrupting usage

Professional Services

Symantec Technology Services

Choose from a wide range of training courses and workshops for IT professionals to quickly get up to speed and realize a solid return on investment. Led by experienced subject-matter experts, the courses will help familiarize your staff with the benefits and functionality of Symantec LiveState products, including Symantec LiveState Client Management Suite. For information on current course offerings, or to enroll, visit sea.symantec.com/services.

Symantec Consulting Services

Establish and maintain a resilient infrastructure through comprehensive assessment, customized design, implementation, and management services. Symantec consultants bring real-world experience and expertise in all areas of IT Lifecycle management.

For more information, or to schedule a consultation, visit sea.symantec.com/services.

Minimum System Requirements

Symantec Discovery

Symantec Discovery Administration Control Center:
Requires Microsoft Windows NT®/2000/XP

Operating Systems

Server

- Microsoft Windows NT, 2000, 2003 Server
- IIS v. 4- 6

Client

- Microsoft Windows 3.1,3.11, 95, 98, ME, NT4, 2000, & XP
- RedHat⁺ Linux v. 7 and above
- Sun™ Solaris™ on SPARC (Sun OS version 5.6 and above)
- HP™-UX on PA-RISC (version 11 and above)
- Mac OSX 10.1, 10.2, 10.3
- SUSE™ 8.0 and above

LANProbe: IP network on Ethernet and Token Ring

Symantec LiveState Delivery Enterprise Manager²

Server

- Processor: Intel® Pentium™ 4, 2.5 GHz
- Hard disk space: 4 GB
- Memory: Minimum 1 GB RAM; Recommended: 2 GB RAM

Operating Systems

- Windows 2000 Server, Advanced Server (SP4)/
Windows Server® 2003 Standard, Enterprise
& Web Edition

Console

- Processor: Intel Pentium 4 2.0 GHz
- Memory: 512 MB RAM

Operating Systems

- Windows Server 2003 Standard, Enterprise
& Web Edition/Windows 2000 Professional (SP4),
2000 Server (SP4), Advanced Server (SP4),
Windows XP Professional (SP2)

Managed Devices

Operating Systems

- Windows Server 2003 Standard/ Enterprise/Web
Edition; Windows 2000 Workstation/
Server/Advanced Server (SP4); Windows NT 4.0
Workstation/Server/Terminal Server (SP6a);
Windows XP Professional (SP2); Windows Mobile
2003/2003SE (SP1)
- RedHat Linux 8.0
- SuSE Linux 8.x
- HP-UX 11i
- Sun Solaris 8
- Mac OS X 10.2

Symantec LiveState Delivery & Symantec LiveState Designer

Server

- Processor: Intel Pentium 4, 2.5 GHz
- Hard disk space: 4 GB
- Memory: 1 GB RAM

Operating Systems

- Windows Server 2003 Standard, Enterprise & Web Edition, Windows 2000 Server, Advanced Server (SP4)

Console

- Processor: Intel Pentium 4 2.0 GHz
- Memory: 512 MB RAM

Operating Systems

- Windows Server 2003 Standard/Enterprise/ Web Edition, Windows 2000 Professional (SP4)/ 2000 Server (SP4)/ Advanced Server (SP4)/ Windows XP Professional (SP2)

Managed Devices

Operating Systems

- Windows Server 2003 Standard/ Enterprise/ Web Edition; Windows 2000 Workstation/ Server/ Advanced Server (SP4); Windows NT 4.0 Workstation/ Server/ Terminal Server (SP6a); Windows XP Professional (SP2); Windows Mobile 2003/2003SE (SP1)
- RedHat Linux 8.0/9.0
- SuSE Linux 8.x
- HP-UX 11i
- Sun Solaris 8
- Mac OS X 10.2

Symantec LiveState Patch Manager

Server

- Processor: Intel Pentium 4, 2.5 GHz
- Hard disk space: 16 GB
- Memory: Minimum: 2 GB RAM

Operating Systems

- Windows Server 2003 Standard, Enterprise & Web Edition Windows 2000 Server, Advanced Server (SP4)

Console

- Processor: Intel Pentium 4, 2.0 GHz
- Memory: 512 MB RAM

Operating Systems

- Windows Server 2003 Standard/ Enterprise/ Web Edition; Windows 2000 Workstation/ Server/Advanced Server (SP4); Windows 2000 Server, Advanced Server (SP4); Windows 2000 (SP4); XP Professional (SP2)

Managed Devices

Operating Systems

- Windows Server 2003 Standard Edition; Windows Server 2003 Web Edition; Windows Server 2003 Enterprise Edition; Windows 2000 Advanced Server; Windows 2000 Server; Windows 2000 Professional; Windows XP Professional Service, Windows NT 4.0 Server with SP6a; Windows NT Terminal Server Ed. SP 6a; Windows NT 4.0 Workstation SP 6a

Symantec pcAnywhere for Symantec LiveState

- Processor: Intel Pentium, 233 MHz
- Hard disk space: 35 MB
- Memory: 128 MB
- Browser: Microsoft Internet Explorer 6.0 SP1

Operating Systems

- Windows 2000 Professional/Server,
Windows NT Workstation/Server 4.0,
Windows 98/ME, Windows XP Professional,
Windows Server 2003 Standard/Enterprise

- 1 Available as an add-on to Symantec Client Management Suite.*
- 2 Optional add-on component to Symantec LiveState Delivery, that is purchased separately. Requires professional services implementation.*
- 3 Also available as a standalone application.*

More information

Visit our Web site

<http://sea.symantec.com/cms>

To speak with a Product Specialist in the U.S.

Call toll-free 800 745 6054.

To speak with a Product Specialist outside the U.S.

For specific country offices and contact numbers, please visit our Web site at sea.symantec.com/contactus.

About Symantec

Symantec is the global leader in information security, providing a broad range of software, appliances, and services designed to help individuals, small and mid-sized businesses, and large enterprises secure and manage their IT infrastructure. Symantec's Norton™ brand of products is the worldwide leader in consumer security and problem-solving solutions. Headquartered in Cupertino, California, Symantec has operations in 35 countries. More information is available at www.symantec.com.

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