Symantec - Symantec Client Management Suite 7.6: Implementation

Code: CMS7-6-IMP
Length: 5 days
URL: View Online

The Symantec Client Management Suite 7.6 Implementation course is designed for professionals tasked with implementing Symantec Client Management Suite (CMS) in their organizations. This five-day, instructor-led, hands-on course teaches students theory and concepts, and provides technical know-how on implementing Client Management Suite. This course teaches students the underlying components and concepts of the Symantec Management Platform along with the Symantec Management Console that is used by CMS to perform its management functions. Students learn how to install and configure the Symantec Management Agent on computers, including the various solution plug-ins. Students also learn the concepts of organizational views and groups, targets and filters and how to apply them. Students will also learn how to configure policies, tasks and jobs, security, hierarchy and replication, and troubleshooting Client Management Suite.

Skills Gained
- Identify the types of information you need to collect to help determine what type of CMS configuration to implement
- Install Client Management Suite
- Discover and import computer and user resources that you want to manage
- Deploy the Symantec Management Agent and plug-ins
- Create Organizational Views and Groups and assign resources to them
- Create and configure policies, tasks, and jobs and assign them to targets
- Troubleshoot common problems with installation and managing of Client Management Suite
- Creating reports and installing and configuring IT Analytics

Who Can Benefit
This course is designed for the professional tasked with implementing, designing, architecting, installing, and configuring Symantec Client Management Suite (CMS) to manage the software and hardware in their company.

Prerequisites
You must also have a basic understanding and working knowledge of Microsoft Windows (8.1, 2008, and 2012) operating systems and optionally Linux and Mac operating systems.

Course Details

Course Introduction
- Course objectives
- Course overview
- Lab environment introduction
Understanding the Symantec Management Platform
- Introducing the Symantec Management Platform
- Symantec management Platform components used by Client Management Suite
- Symantec Management Platform concepts
- How Client Management Suite works

Architecture of Client Management Suite
- Understanding Architecture
- Hardware Recommendations

Installing and configuring Client Management Suite
- Installing and using the Symantec Installation Manager
- Installing the Notification Server, suite and solution software

The Symantec Management Console
- Accessing the Symantec Management Console
- Getting to know the Symantec Management Console
- Configuring the Notification Server after installation
- Getting to know the ITMS Management views

Discovering resources
- Introducing resource discovery methods
- Importing resources from Microsoft Active Directory
- Discovering computers using domain resource discovery
- Discovering network resources using Network Discovery

Creating and Managing Organizational Views and Groups
- Learning about organizational views and groups
- Creating custom organizational views and groups
- Managing organizational views and groups

Installing and Configuring the Agents and Plug-ins
- Managing computers with the Symantec Management Agent
- Installing the Symantec Management Agent
- Verifying the Symantec Management Agent installation
- Configuring the Symantec Management Agent settings
- Introducing solution plug-ins for the Symantec Management Agent
- Upgrading Client Management Suite
- Introducing agent, Notification Server and site server communications
- Introducing Notification Server event queues

Resource Filters
- Introducing resource filters
- Managing and working with existing filters
- Creating and modifying filters

Filters and Targets
- Introducing targets
- Working with targets in the computer management view

Policies
- Getting to know policies
- Understanding user-based policies
- Understanding how the Symantec Management Agent receives policies
- Configuring automation policies
- Managing shared schedules

Creating and Managing Tasks and Jobs
- Overview of task management
- Creating and scheduling tasks and jobs
- Task management communication and processing

Security
- Learning about security
- Managing user accounts, security roles, and privileges
- Managing permissions

Reporting
- Introducing reports
- Using and creating classic reports
- Configuring and using IT Analytics

Site Management
- Introducing site management
- Managing sites, subnets and site servers
- Reviewing site server plug-ins to the Symantec Management Agent
- Configuring site services

Cloud-enabled Management (CeM)
- Introducing Cloud-enabled Management (CeM)
- Understanding the cloud-enabled agent
- Preparing the Notification Server and agents for CeM
- Configuring site management for CeM
- Installing and Configuring the SMP Internet Gateway and configuring a CeM Settings policy
Configuring the SMP Internet Gateway with the SMP IG Manager
Configuring the CeM Settings policy
Creating a cloud-enabled agent installation package
Installing a cloud-enabled agent from a package

Replication
- Understanding replication
- Setting up and configuring replication
- Running replication

Hierarchy
- Understanding hierarchy
- Setting up a Notification Server hierarchy
- Configuring hierarchy replication
- Changing the hierarchy topology

Appendix A: Migration
- Migrating Symantec Management Platform
- Agent registration (trust)
- Post installation checklist
- Readiness checklist for CMS Migration
- Post migration checklist for a CMS Migration
- Migrating from 6.x to 7.6
- Migrating from 7.x to 7.6

Appendix B: Troubleshooting
- Learning about Symantec Management Platform troubleshooting tools
- Using NSConfigurator
- Using Remote Altiris Agent Diagnostics
- Introducing Notification Server event queues
- Troubleshooting Cloud-enabled Management (CeM)

Appendix C: Backing up the server and database
- Symantec Management Platform components needed for recovery
- Backing up the IIS default web site virtual directories
- Backing up the Configuration Management Database

Appendix D: Customizing the Console
- Customizing the Symantec Management Console
- Personalizing the Symantec Management Console

Appendix E: SQL Basics
- Learning SQL basics
Appendix F: Obtaining Technical Support from Symantec

- Using self-help resources
- Obtaining customer support