

CA IT Client Manager Software Delivery

CA IT CLIENT MANAGER PROVIDES AUTOMATED SOFTWARE DELIVERY CAPABILITIES TO HELP YOU ENSURE THAT LAPTOPS, DESKTOPS, SERVERS AND PDAS ACROSS YOUR ENTERPRISE ARE CONFIGURED AT THE OPTIMUM COMPUTING LEVELS.

Overview

The multiple devices, platforms and operating system versions in today's IT environment lead to new software management challenges that, if not addressed, can result in losses in overall productivity, business profitability and IT credibility. To help solve these problems, you need a solution to streamline the process of deploying software, updates and patches across your mixed environment.

Benefits

CA IT Client Manager provides software delivery capabilities that automate every aspect of software management to help ensure your client devices are optimized and consistent, keeping applications current, useful and secure. Such automation is designed to help you:

- Improve productivity
- Reduce risk
- Increase compliance
- Increase availability

The CA Advantage

CA's software delivery capabilities are part of a broader solution for IT client management that automates critical business processes and increases IT agility. The solution helps you to build a strategic, process-oriented approach for managing all client devices throughout their lifecycle and helps drive policy-based automation throughout your organization.

Automate Software Deployment and Configuration

Technology changes at a rapid pace and your enterprise wants to remain at the forefront. But, the promise of increased performance from updated applications and operating systems is rarely realized when distribution is a manual process. Manual software delivery often results in inconsistent system configurations, which can cost a company more in deployment and management costs than the hardware and software itself. A further negative impact is the loss of overall business productivity.

CA IT Client Manager offers enterprise-ready software distribution capabilities, specifically designed for large distributed and mixed environments. It is scalable and secure, runs independent of the network OS and supports multiple platforms. It proactively delivers critical software resources to laptops, desktops, servers and PDAs in your mixed business environment.

Automation at Its Core

CA IT Client Manager helps ensure the optimum configuration of devices by automating every aspect of software management, from automated distribution of software to management of system configurations and rollback across multiple platforms.

While much of the automation is done by advanced grouping and query mechanisms, a significant level of highly sophisticated automation is driven by outside events, based on integration with the help desk, human resources systems and others. Through the extensive command line interface, all major functions that can be performed by the CA IT Client Manager GUI can be driven from the command line. This lets you avoid the need for manual intervention for routine and predictable events.

Centrally controlled self-service software installation eliminates much of the manual one-offs in software distribution. The self-service software catalog is easily customized and localized. Its accessibility via a web browser makes it easy for users to automatically install software when it's convenient.

Key Capabilities

AUTOMATED SOFTWARE DISTRIBUTION CA IT Client Manager supports your ability to effectively deploy new software or updates as often as is necessary to keep applications current, useful and secure. You are able to centrally control and manage installing, reinstalling, configuring and uninstalling software on the full range of enterprise devices. These include handheld mobile devices (Palm OS, Windows Mobile and Nokia 9210), desktops and laptops, servers and midrange systems, and Linux for System z.

Any number of computers and users can be a distribution group, and any system or user can be a member of multiple groups. You can schedule distribution for a single unit, a group of units or the whole domain and instantly check the status of all active or scheduled distributions. You can view reports on what software is installed where, when it was installed and by whom. You can force packages to systems or users or use Wake-on-LAN technology to start systems completely unattended for software distributions during off-peak hours.

CA IT Client Manager features built-in knowledge of Active Directory, NDS and simple LDAP directory schemas. You can run queries that match a list of users or computers in a node of the directory tree and use this list to determine targets for software distribution.

Enterprise users also have a degree of control, including the ability to cancel jobs that are launched at inconvenient times and to reactivate cancelled jobs.

- **Reliable Delivery** Built-in workflows and error controls keep track of what has been delivered and where. Automatic retries and extensive error reporting are available. Blackout periods can be defined for selected or groups of nodes and a built-in calendar allows jobs to be scheduled to prevent conflict.
- **Support for Microsoft Terminal Server** An agent automatically detects when it is executing in a Terminal Server environment and arranges software installations correctly.
- **Changes to Computers** The solution automatically handles computers that move between management servers and domains. Changes to computer names are also automatically detected and managed.
- **Secure Distribution** Through the embedded data transport service, several advanced distribution mechanisms, including multicast and broadcast, are made available. Discrete distribution is provided for remote or dial-in systems that connect occasionally or with low bandwidth, reducing the impact on the system and the user's ability to work. To further reduce disruption to the user, CA IT Client Manager utilizes checkpoint restart technologies, allowing packages to be transferred over a longer period of time.
- **Offline Software Distribution** You can also distribute software items via a CD. The user is prompted to insert the CD during the install so that all installation records remain centrally managed.
- **Automatic Rollback** The solution allows sequential jobs to occur only if previously dependent jobs succeed. If an installation in a sequence fails, all steps will be automatically rolled back, returning the system to its previous working state.
- **Login Shield** You are able to arrange for any logged in user to be forced to log off or cause the install to wait until the user eventually logs off. Login is blocked until the job is complete.

AUTOMATED SOFTWARE PACKAGING PROCESS CA IT Client Manager helps you to automate the packaging process. Optionally, you can customize software items for a consistent look and feel across supported platforms. It automatically creates packages for homegrown or customized applications in Windows-centric Microsoft Installer (MSI) format. For UNIX, Linux and Mac OS, standard RIF packages can also be automatically created and support for RPM and PKGADD packages is also provided.

- **MSI Integration** CA IT Client Manager provides complete support and manipulation of MSI packages and attributes. MSI packages can be registered by simply dragging the MSI file to the software delivery library. The Microsoft license key property is specifically recognized.
- **Snapshot Technology** Create installation packages automatically using the AutoScript generator to record the state of a PC before and after installing software. The AutoScript generator file can be converted to a standard MSI package or left in the SPX format and distributed for installation.

- **Self-healing** Leveraging the power of MSI, the Windows systems can react and automatically rectify problems that may occur during the use of MSI-enabled applications. CA IT Client Manager allows for MSI admin installs to share and maintain the infrastructure and to help ensure that systems can perform installations and reinstallations through source point resiliency. For example, if a system is moved, it is automatically redirected to appropriate MSI shares for self-healing.
- **Built-in Script Language** A platform independent scripting language allows you to change any setting on a desktop or server, including registry changes, and perform any change to files on a computer. This is available for Windows, Linux, UNIX and Mac OS platforms.
- **Dependency Recognition** Internal dependencies between different software items deployed on the same system can be set up, and dependent software can be automatically installed as appropriate. For instance, if a software package requires SP2 to be installed, the solution will first install SP2 on systems that do not have it.

For external dependencies, you can set up dependencies between different software items on different computers. If the dependent software is not installed, the job can fail. Dependencies can also be created against the hardware attributes for a system.

- **Automatic Versioning** CA IT Client Manager automatically versions software packages for tracking and manageability to ensure consistency.
- **Delta Packages** The packager automatically creates a delta package that only contains the differences between two versions. If the base version is not available, it is automatically installed before the delta is applied.
- **Improved Package and OS Delivery** Package delivery between management servers is improved by analyzing the package delivery queue and automatically removing duplicate items, even when packages are scheduled using the new calendar-based delivery method.
- **UNIX Packaging** Packaging for non-Windows operating systems has been improved with the enhanced PIF installer. Changes include the option to compress files in a package, set up software dependencies and prerequisites, and provide better support for versioning and progress reporting.

SOFTWARE, DISTRIBUTION AND POLICY GROUPS Software can be grouped by business function, application vendor or other categories for easy application of standard software by business and computer groups. Cascading (groups within groups) is also supported. Multiple distribution jobs can be linked to help ensure that subsequent jobs will not start until all targets of the previous job return a successful state. Policy groups allow software packages to be linked to a computer group, so when a system that does not have the software package is detected, a distribution is dynamically scheduled.

AUTOMATED OS INSTALLATION MANAGEMENT CA IT Client Manager provides software delivery capabilities that support your ability to effectively deploy and redeploy new systems with a comprehensive approach to OS installation management that spans from bare metal buildups to rebuilds after crashes.

You can use it to install and configure the OS for new machines and download a predefined application set. In addition, it can read, manage and deploy standard images made with Symantec Ghost or PowerQuest DeployCenter. In the event of a crash, it can automatically detect, rebuild and restore the most recently known configuration. In addition, CA IT Client Manager provides capabilities that will enable you to restore personal settings and configurations.

DEPLOY LINUX SERVERS Linux servers and desktops can be built automatically by providing responses to system setup questions. Linux systems can be deployed from scratch on “bare-metal” hardware, or be re-deployed if an OS is already installed.

SCALABILITY CA IT Client Manager leverages a hierarchy of servers. The Domain Servers are the workhorses of the system. Domain Servers can deliver software to end points or use intermediate servers known as Scalability Servers to make software packages available to the target computers. For added scalability, there is an Enterprise Manager that can manage multiple Domain Servers. Administrators can deploy hop nodes or fan out servers for improved network utilization.

SOFTWARE DISTRIBUTION SYSTEM SECURITY Security permissions can be set to varying degrees of granularity — down to defining who can deliver a particular application package to a single machine. Security permissions can range from Full Control, Change, Manage, Read and View to No Access and Special Access.

REPORTING Information is now easier to access for both skilled and casual users by using familiar names and terminology to create reports. Prebuilt report templates, which are organized in a folder structure that is similar to a file system, can be used as is to run common queries, or they may be customized to generate more specific reports.

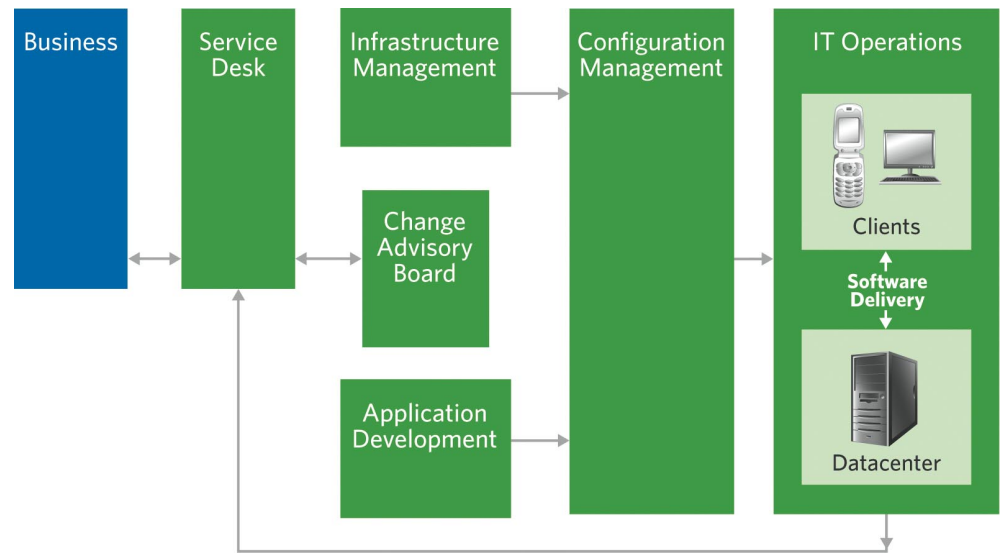
ENHANCED SECURITY MODEL CA IT Client Manager incorporates peer-to-peer mutual authentication with digital certificates. Site specific certificates may be used to guard against the potential threats of spoofing, byte-stream messaging (reverse engineering) and hacking attempts. All authentication data, user credentials and traffic between client and server and communication streams are encrypted using RSA, DES or 3DES algorithms.

You can easily assign user-based permission through a three-tier access control model covering default permissions, group level permissions and individual object level permissions. Assign different sets of permissions for different roles of user, which may be identified from Windows or Linux user or group accounts, or from an LDAP directory hierarchy.

FIGURE A

Software delivery capabilities enable the management of software deployments to both client and server systems.

SOFTWARE DELIVERY IS A CRITICAL ELEMENT OF CONFIGURATION MANAGEMENT



Enable Consistent Computing Environments that Align with Business Goals

With extensive software delivery capabilities, CA IT Client Manager helps you provide the optimum configuration of client devices for a consistent environment that supports increased compliance, greater productivity and security and stronger alignment between IT and the business.

Every major aspect of software management is automated, and an easy-to-use console lets you see it all with real-time reporting on the state of deployment across your enterprise. Compliance is aligned to corporate policies, helping to ensure that systems are performing at the desired state. Intra-software dependencies are automatically assessed and resolved. Deploying and configuring software across laptops, desktops, servers and handheld mobile devices is automated for individual users, groups, domains or other established categories. From self-healing features to a self-service catalog, the solution supports a simpler, highly responsive approach that empowers both your IT organization and your customers.

The result is a computing environment that is consistent — and kept so through ongoing, automatic maintenance. This proactive approach, with automation, compliance and consistency across multiple platforms and OS versions, is vital to controlling costs and mitigating risks. Where the complexity and confusion of constant change could derail manual processes for software delivery, CA IT Client Manager streamlines the process. It brings a management framework that scales efficiently to support the entire business environment.

The CA Advantage

CA's software delivery capabilities are seamlessly integrated into CA IT Client Manager — providing a broader approach to managing client devices across the enterprise. This supports you in building a strategic, process-oriented approach for managing all client devices throughout their lifecycle and helps drive policy-based automation throughout your organization. It contributes to smooth, secure and uninterrupted transfer of information across your organization, increasing productivity for your users and your IT department alike.

CA Services

An important part of CA's leadership in the IT client management marketplace is the team of dedicated professionals in CA Services. Whether your implementation is out-of-the-box or requires modification to meet your business needs, CA Services lowers your risk by utilizing the CA IT Client Manager Deployment Playbook for each engagement. The Deployment Playbook leverages years of customer delivery successes into a repeatable deployment methodology, workflow and best practice. By delivering these standardized implementations, you can achieve faster time-to-value with your CA solutions.

To learn more, and see how CA software solutions enable organizations to unify IT and simplify the management of complex computing environments across the enterprise for better business results, visit ca.com/solutions.