

CA IT Client Manager Desktop Migration

CA IT CLIENT MANAGER HELPS YOU INCREASE TECHNICIAN AND USER PRODUCTIVITY BY MANAGING AND PRESERVING USER DATA, SETTINGS AND PREFERENCES DURING HARDWARE REFRESH, SYSTEM UPGRADE, DESKTOP RECOVERY AND OTHER PC CHANGE INITIATIVES.

Overview

When a PC is replaced or upgraded, the user's unique desktop environment, including data and settings, must be preserved and transferred to help ensure uninterrupted user productivity. When performed manually, this process is time-consuming, labor-intensive, error-prone and costly, and can greatly impede the adoption of new technology.

Benefits

CA IT Client Manager provides desktop migration capabilities that help you to create an efficient, cost-effective and controlled change management process for specific PC events. This helps to reduce the total cost of ownership, increase technician productivity, decrease user downtime, reduce help desk calls and accelerate your return on investment.

The CA Advantage

CA IT Client Manager offers comprehensive desktop migration features and time-saving automation tools that help alleviate the challenges associated with PC change initiatives. It is one of the most comprehensive, integrated and extensible desktop migration solutions in the industry.

Automated System Migration During PC Change Initiatives

System migration challenges are particularly relevant today as organizations like yours strive to keep their IT systems productive, competitive, up-to-date and secure. If you have ever been involved with moving someone to a new PC or upgrading operating systems, you know how difficult it can be to recreate each user's unique desktop environment. Executing upgrades or enhancements for tens of thousands of PCs further compounds this problem.

When a PC is replaced or upgraded, its unique desktop environment must be preserved to help ensure uninterrupted user productivity. This includes retaining and transferring: system and application settings, network and printer settings, data files and folders, email address books, preferences and so on. When performed manually, this process is time-consuming, labor-intensive, error-prone and costly, greatly impeding the adoption of new technology.

Effective desktop migration provides the foundation for efficient IT change management initiatives, including:

- Hardware refresh
- PC replacement
- Moving desktop and laptop users from NT domains to Active Directory (AD)
- Windows deployments
- Operating system (OS) upgrades
- Data migration
- Disaster recovery

Minimizing the negative impacts of these regular events is the responsibility of IT. Numerous costs, including IT technician time, user downtime, helpdesk time and more, are associated with these PC change initiatives. In order to minimize these costs, the user's unique data and settings must be properly managed; otherwise, these costs can override many of the benefits of adopting new technology.

CA IT Client Manager helps to overcome these challenges and offers industry-leading features and time-saving automation tools that facilitate the management, movement and maintenance of a PC's unique data and settings during change initiatives. The solution is designed to enable organizations to implement an efficient, cost-effective and controlled PC change management process. With an automated process in place, you can create a tested, repeatable, proven system migration methodology with reliable results. This helps to reduce the total cost of ownership, increase technician productivity, decrease user downtime, reduce help desk calls and accelerate your return on investment.

Key Capabilities

FLEXIBLE MIGRATION METHODS Flexibility is critical to supporting complex migration scenarios. For this reason, CA IT Client Manager is the first of its kind to offer two major system migration methods.

- **Deferred Migration** Creates a data and settings file from the old PC and stores the file on a local machine or server. After capturing and saving the file, you can apply it to the new PC at any time. In secure environments, the file can also be password protected.
- **Real-time Migration** Moves a PC's data and settings over the network from the old PC to the new PC without involving intermediary storage. In secure environments, the source system can be password protected. You can also connect the old PC and new PC directly with an Ethernet crossover cable.

MANAGE USERS DURING MIGRATION In today's enterprise environment, users often share computers. When a migration takes place, every user's data and settings must be migrated to the new machine effectively, no matter where it is located. CA IT Client Manager provides powerful features for migrating user profiles, migrating from NT domains to Active Directory (AD), account creation, redirection and security.

- **Current and Multiple User Migration** Provides the option to migrate the currently logged-on user or multiple users on a given PC. When performing a current user migration, all settings migrated from the old PC are selected from the logged-on user to perform the migration. When migrating multiple users, the solution allows you to selectively migrate any or all user profiles that exist on that machine.
- **Password and Security** Allows you to create new accounts on the new PC when migrating multiple users. The product provides three options regarding user passwords: leave the current password, generate a password randomly using rules you define, or require the user to reset the password when logging on to the new PC after the migration is complete. CA IT Client Manager also fully supports the option to migrate users' group membership and NTFS (file and folder) security.
- **Migrate Users to Active Directory (AD)** CA IT Client Manager offers one of the only migration tools that support moving user profiles from Windows NT domains into AD. This enables administrators to combine the two processes of desktop and AD migration into one easy-to-execute process. It supports redirecting users into AD, renaming them to a new naming convention, migrating file and folder and group security concurrently, and defining roaming users. This lets you migrate only those users who are active, effectively cleaning up your directory system. Migrations from NT domains to NT domains and AD to AD are also fully supported.
- **Create User Accounts** Create a new user account on a system automatically if the user profile does not already exist or when a user is redirected to a different path. The account is created when you rename or move the user into a different domain regardless of the operating system of the old PC and the new PC.
- **Dynamic User Account Selection** Users can be selected dynamically during an automated migration process by leveraging the command line interface. CA IT Client Manager allows wild cards, explicit include and exclude rules and definition of data ranges of an account's last access date. All of these are especially beneficial when you want to eliminate the migration of obsolete users.

MIGRATE SETTINGS AND DATA CA IT Client Manager migrates one of the most comprehensive sets of user-customized settings and includes advanced data collection capabilities for robust migration.

- **Desktop, System and Application Settings** Consists of all the configuration information for the operating system of a PC, including, but not limited to: wallpaper, keyboard configurations, mouse pointers, screen savers, network identification and printers. CA IT Client Manager migrates thousands of these customized settings across 160 applications and between the same or different versions of these applications. This helps users to remain productive, rather than having to recreate preferences, such as custom dictionaries, macros, display properties, and so on.
- **Data Inclusion and Exclusion Filters** Provides a powerful filter mechanism using sophisticated methods to migrate files and folders from the old PC. These criteria can include file name, location, modification or creation date, size and file types.
- **Redirection File** Allows the migration process to capture all data from an old PC, regardless of location, and save it in a predefined location on the new PC, such as the user's My Documents folder. Redirection allows you to clean up the directory structure of data.

REDIRECTION This feature allows you to redirect users, drives, data files and folders, and application settings from the location on the old PC to new locations on the new PC. You can also change and manage drive configuration, redirect the application settings to a new location and better organize a user's data files and folders on the new PC.

FULLY AUTOMATE MIGRATIONS One of the most effective ways to reduce IT costs is to automate the migration process. Large-scale migration projects that span an enterprise may also require integration into a larger overall process. To support both, the solution can be triggered to run from a central location using shared configuration resources, such as option files and templates. Environment variables that are unique to each PC can be used to differentiate homogenous PC data and settings files. Once the migration process is complete, return codes can be used to trigger the next steps in a larger overall process. In addition, all automation can be handled in Quiet Mode that is invisible to the user.

- **Command Line Interface** Supports robust command line capabilities that are used to automate a migration and integrate into a large-scale deployment using CA or third-party solutions.
- **Environment Variables** Supported in the command line interface and in the user interface. The use of variables enables you to name data and settings files and log files uniquely, and identify the correct template file to use for the migration. Additionally, you can selectively identify and migrate selected users, and much more.
- **Shared Configuration Resources** CA's desktop migration capabilities do not need to be installed in the traditional sense. They can be run from a network share, a local drive or even directly from the installation CD. Any migration type can be performed by accessing resources (such as the executable, template files, configuration files and data and settings files) from a centralized location by multiple systems simultaneously.
- **Options File** An XML-based file that allows you to customize the configuration of the desktop migration component. You can customize how it is configured to perform efficiently in your unique environment.

- **Return Codes** CA IT Client Manager returns codes upon completion of a migration. The return codes can be captured by a larger overall process and used to determine the next step in the process systematically.
- **Limited User Interaction in an Automated Migration** In an automated migration you can use the Wizard user interface to limit user or technician access to specific pages or functions. This provides complete control over an automated migration process with the flexibility to allow technicians or users to select certain items for migration, such as specific files or folders.
- **Dynamic Drive Exclusion** CA IT Client Manager lets you define whether migration processing should distinguish between drive types (local, removable, or network) and perform dynamic exclusion of specified drive types from the migration processing. It migrates files and folders designated by filter processing and script processing, even if those files and folders reside on mapped network drives, removable drives and so on. Dynamic Drive Exclusion gives you more control over which network or removable drives will be supported during a migration; therefore, giving you more control over the migration results.
- **Disk-to-Disk Migration** Provides the ability to migrate directly to or from an alternate drive (for example, a mapped drive) when an operating system is not up and running.
- **Selective Printer Migration** Provides the ability to select which printers to include in the migration, whether they are network or local printers.
- **Encryption** Supports the option to encrypt migration files and real-time migrations.

SCHEDULE INCREMENTAL AND RECURRING BACKUP CA IT Client Manager is designed to allow you to schedule the storage of a PC's data and settings to take place on a recurring basis. The recurring capture will only collect the changes that have taken place since the last time the file was stored. Additionally, you can apply the stored file to a new or reconfigured computer and apply any iteration of the file (or apply individual files, if necessary) to return the user to a fully productive state.

MIGRATION MANAGEMENT TOOLKIT CA IT Client Manager features a flexible collection of automation tools that dramatically reduce the time required for an operating system upgrade, PC software and hardware refresh or desktop recovery.

- **Deployment Setup Tool** Designed to allow you to create an automated process and deploy it to the software delivery catalog. You can then schedule the migration to run automatically or enable users to start their own migration.
- **Director Tool** Provides top-level command and control for streamlined enterprise migrations. The wizard asks you key questions that facilitate the automation of your migration process, creating the necessary elements for a smooth execution of the migration. It then logs the entire process automatically.
- **Template Editor Tool** Creates custom templates that can be tailored to any user, department or organization, enabling you to customize the migration regardless of the user environment.
- **Explorer Tool** Allows administrators to streamline, analyze, reference, troubleshoot, catalog and fine-tune the automated process by easily examining the contents of the data and settings files, including revisions to the individual files and folders contained within. Individual files or folders can also be extracted in case of a disaster recovery event.

- **Options Editor Tool** Designed to allow you to easily update and configure custom XML Options files without having to know or understand the XML file format.
- **Studio Tool** While CA IT Client Manager has built-in support for the migration of today's most popular business applications, this tool provides a streamlined interface that supports script creation for migrating your in-house or custom applications. Scripts can be developed to fit your unique situation or migration need.
- **Merger and Acquisition Tool** Supports a merger and acquisition scenario that allows the migration of users to different user profiles on the same computer. This supports a company's ability to ensure that newly acquired employees are moved into the existing domain structure from their old domain and that they have access to the new company's email system and other functions.

Support

- IPv6 Support
- Support of FIPS 140-2. This helps protect sensitive data using security functions that are certified compliant to the FIPS 140-2 encryption standard.
- Certify support of migrations on Windows x64 platforms.

Increase Technician Productivity, Reduce Downtime and Maximize Investments

INCREASE TECHNICIAN PRODUCTIVITY CA IT Client Manager helps to increase technician productivity by supporting an efficient, cost-effective, controlled system migration process for PC change initiatives. With extensive automation capabilities, it eliminates the time-consuming, labor-intensive and error-prone processes involved in a manual migration. With the ability to manage a migration from a central location, the solution also eliminates the need for technicians to visit each individual desktop, reducing costs and increasing overall IT efficiency. In addition, by preserving and transferring a user's unique data and settings, technicians will experience less help desk calls following a PC change initiative.

REDUCE DOWNTIME With manual migration processes, IT departments often do not have the time or resources to manage each user's unique desktop environment. CA IT Client Manager automates these manual processes, so instead of spending countless hours trying to reconfigure their new or upgraded PC, users can immediately be returned to a fully productive state, ensuring business continuity and eliminating costly downtime.

In addition, the solution can backup a user's data and settings on a recurring basis in order to quickly restore the system to the original state following a system crash or other desktop recovery event.

MAXIMIZE INVESTMENTS By automating the system migration process, CA IT Client Manager helps support the adoption of new technology and accelerate your return on these investments. The solution enables you to plan a reliable and efficient migration methodology with streamlined processes that help you to reduce the total cost of PC ownership, while maximizing the investments in your current IT assets.

The CA Advantage

CA IT Client Manager offers industry-leading desktop migration features and time-saving automation tools that enable the management, movement and maintenance of a user's unique data and settings during PC change initiatives.

These desktop migration features are seamlessly integrated with other management features within CA IT Client Manager to help your organization to build a strategic, process-oriented approach for managing client devices throughout their lifecycle, from initial deployment to retirement. As an integrated solution, CA IT Client Manager helps IT automate daily operational processes, standardize the IT environment, create and enforce policies, and manage risk.

CA Services

An important part of CA's leadership in the IT client management marketplace is the dedicated team of 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 how you can streamline the desktop migration process in your organization and create a proven, repeatable and reliable migration methodology, visit us at ca.com/solutions.