Symantec Client Management Suite 8.1

Visibility. Security. Productivity.

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Overview of Symantec Client Management Suite

Symantec™ Client Management Suite (CMS) provides the visibility required to securely and efficiently manage the entire lifecycle of desktops, laptops, and servers across Windows, Mac, Linux, Unix, and virtual environments including deployment, patch, and asset management to reduce costs and increase productivity.

What's New in Client Management Suite 8.1?

Client Management Suite 8.1 introduces several new compelling features and enhancements including:

- Streamlined process for updating Windows 10, Windows 7/8.1, and Office 365
- Peer-to-peer content distribution
- Mac profile management
- Product integrations with Symantec Endpoint Protection and Control Compliance Suite
- Amazon Web Services one-click installation

Let's take a look at each of these in more detail.

Streamlined process for updating Windows 10, Windows 7/8.1, and Office 365

The initial release of Windows 10 in July 2015, marked a fundamental shift to a "Windows-as-a-service" paradigm for updating the operating system. In October 2016, Microsoft adopted a similar model for keeping Windows 7 and 8.1 up-to-date. The move to a "Windows-as-a-service" model was not unprecedented as Microsoft had been using a similar model for keeping Office 365 up-to-date. Along with the shift to a service-based paradigm, Microsoft introduced significant changes to the manner in which updates are packaged, distributed, and installed.

Patch Management Solution (included with Client Management Suite) detects Windows 10 and Windows 7/8.1 devices that require Cumulative Updates, Feature Updates, Monthly Quality Rollups, or Monthly Security Updates, installs the updates, and tracks the updates' rollout using compliance reports.

For sites where large file sizes are an issue because of the lack of an onsite package server, Patch Management Solution supports data transfer efficiencies using multicasting or peer-to-peer package download capabilities. Both solutions let devices download packages from other devices at their site rather than requiring each device to download packages directly from the Notification Server or a package server across a Wide Area Network (WAN), which can significantly impact bandwidth.

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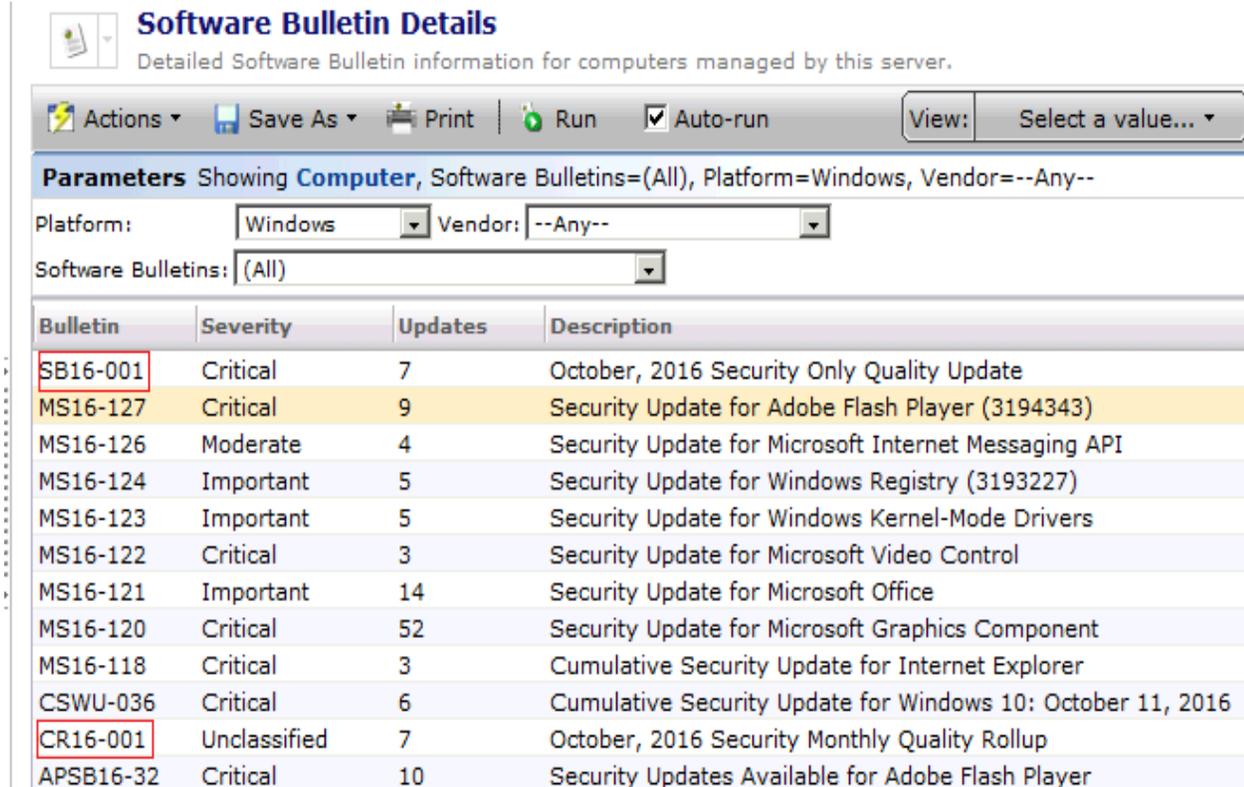
Software Bulletin Details
Detailed Software Bulletin information for computers managed by this server.

Actions ▾ | Save As ▾ | Print | Run | ☑ Auto-run | View: | Select a value... ▾

Parameters Showing **Computer**, Software Bulletins=(All), Platform=Windows, Vendor=--Any--

Platform: Windows | Vendor: --Any--

Software Bulletins: (All)

Bulletin	Severity	Updates	Description
SB16-001	Critical	7	October, 2016 Security Only Quality Update
MS16-127	Critical	9	Security Update for Adobe Flash Player (3194343)
MS16-126	Moderate	4	Security Update for Microsoft Internet Messaging API
MS16-124	Important	5	Security Update for Windows Registry (3193227)
MS16-123	Important	5	Security Update for Windows Kernel-Mode Drivers
MS16-122	Critical	3	Security Update for Microsoft Video Control
MS16-121	Important	14	Security Update for Microsoft Office
MS16-120	Critical	52	Security Update for Microsoft Graphics Component
MS16-118	Critical	3	Cumulative Security Update for Internet Explorer
CSWU-036	Critical	6	Cumulative Security Update for Windows 10: October 11, 2016
CR16-001	Unclassified	7	October, 2016 Security Monthly Quality Rollup
APSB16-32	Critical	10	Security Updates Available for Adobe Flash Player

Figure 1: Client Management Suite supports the new "rollup" model for Windows 7, 8.1, and Windows 10.

Patch Management Solution will also identify Office 365 installations that need updating and then download and install only the content required by the local "click-to run" installation on each device. The solution will first download the Office 365 update to a central repository and then distribute it using its package server infrastructure, if present, to get the updated content closer to the devices that need it.

The Symantec Management Agent dynamically determines the nearest package server on each device when an update to Office 365 is required, modifying the path to the update package location in a configuration file used by Office 365's native update capabilities. The Symantec Management Agent then invokes Office 365's native update capabilities, resulting in only the content needed by each device being downloaded from the package server. This approach utilizes Client Management Suite's package server infrastructure without requiring additional hardware or services, thus leveraging the incremental differencing functionality built into Office 365' native update capabilities to minimize the load on network bandwidth.

For a more detailed explanation on how Symantec Client Management Suite simplifies the process for updating Windows 10, 7/8.1 and Office 365, refer to this Solution Brief.

Peer-to-peer content distribution
Client Management Suite 8.1 adds optimization capabilities for content distribution through peer-to-peer

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downloads. Endpoints managed by Client Management Suite with the peer-to-peer mechanism enabled will periodically (on a predetermined schedule) check for updates among endpoints nearby and automatically download the new content to stay up to date.

This new functionality provides a scalable distribution model that utilizes the endpoint to supplement the CMS infrastructure, minimizing the impact on network bandwidth without requiring any changes to network or security configuration. This is a major benefit for distributing Windows 10 and Office 365 updates due to their large file sizes that make downloading from a remote site across a WAN undesirable in many cases.

This enables customers to use the native software update capabilities in CMS for a consistent user experience for updating all operating systems and applications in their environment.

Figure 2: Client Management Suite 8.1 adds optimization capabilities for content distribution through peer-to-peer downloads

Mac profile management

Although the use of Macs in the enterprise is on the rise, they still typically represent a small percentage of the overall environment. As a result, many organizations do not manage these machines or rely on manual processes or separate tools to try and keep their Macs up to date and protected.

Understanding these growing challenges, Client Management Suite 8.1 extends its existing Mac management capabilities of deployment, inventory, patch management, and software delivery, by adding profile management. Profile management gives CMS administrators the ability to import configuration profiles, target specific devices, apply profiles and ensure they stay applied, and report on compliance. Client Management Suite 8.1 makes it easier than ever before to manage even the most complex environments with a mix of Windows, Mac, and Linux machines using the same infrastructure.

Product integrations with Symantec Endpoint Protection and Control Compliance Suite

Client Management Suite 8.0 introduced integration with SEP Cloud to extend the visibility of endpoints to include modern devices and operating systems including iOS and Android. Client Management 8.1 expands its integration with SEP by adding the ability to monitor the SEP agent (on-prem only) to add an additional layer of protection for SEP customers.

By being able to monitor the SEP agent, Client Management Suite 8.1 provides greater visibility of the SEP agent status to quickly assess overall health, diagnose issues quickly, and be notified should the agent be compromised in some way. In addition, SEP customers using Client Management Suite 8.1 have a range of remediation options to simplify and speed up troubleshooting.
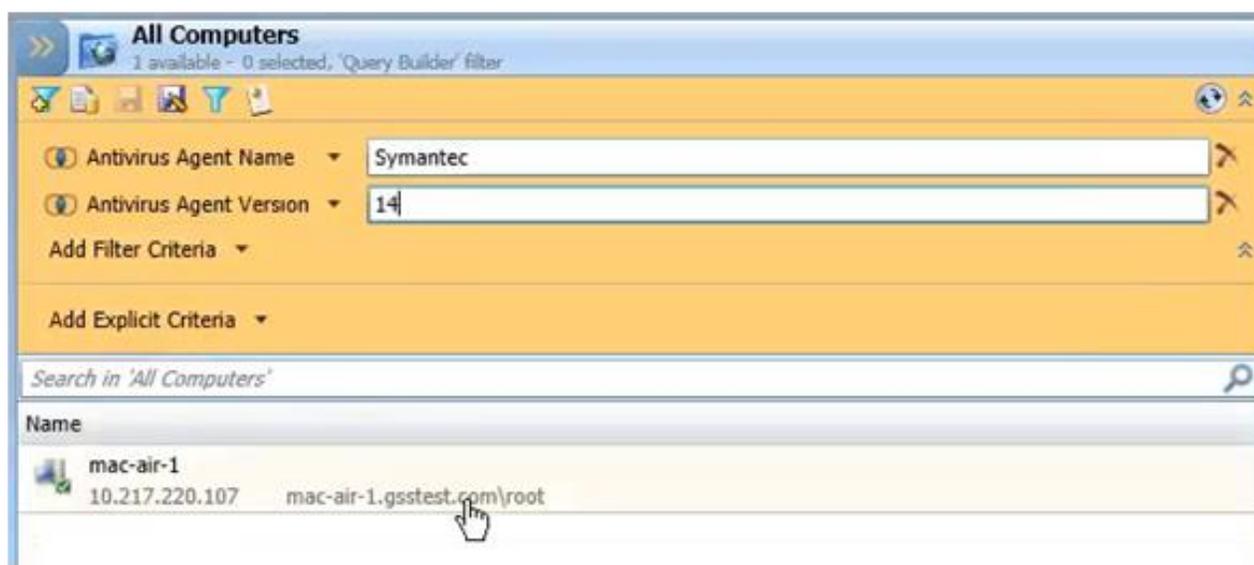

Figure 3: Client Management Suite 8.1 provides in-depth reporting to enable quick remediation of security agents including SEP

Client Management Suite 8.1 also introduces integration with Symantec Control Compliance Suite (CCS) to deliver the first steps toward a complete compliance and remediation solution. Using CCS and CMS together provides a much faster way to find assets that are vulnerable or out of compliance, trigger a ticket, monitor the remediation process, verify compliance, and then close the ticket. This process saves time, reduces errors while offering an audit trail with minimal additional effort.

Amazon Web Services one-click installation

Many businesses are moving their workloads to the cloud for the convenience, speed, and continuity that it offers. The release of 8.1 supports this trend by including the option of hosting your Client Management Suite implementation in the cloud via Amazon Web Services. This provides a quick and easy initial implementation with just one click to set-up Client Management Suite using Amazon Machine Images (AMIs) with pre-defined settings.

There are two primary deployment models based on the functionality you need. Virtual Private Cloud (VPC) Gateway is recommended for those needing the full range of Client Management Suite capabilities and Cloud-enabled management (CEM) Gateway is recommended for those only needing basic capabilities and minimal on-prem infrastructure. For a quick start guide for setting up CMS on AWS, go here.

Client Management Suite key capabilities

In addition to all the exciting new features in version 8.1, Client Management Suite remains strong in key capabilities such as deployment and patch management.

Deployment

Symantec Client Management Suite helps reduce the cost of deploying and managing servers, desktops, and laptops from a centralized location in your environment. The solution offers OS deployment, configuration, PC "personality" migration, and software deployment across hardware platforms and OS types to reduce end-user downtime and increase IT efficiency through automated, repeatable deployment processes.

For example, you can build a reference system with your standard OS and applications and then mass-deploy a hardware-independent image of the reference system to your new and existing systems. Because every system is unique, you can assign security IDs (SIDs) and configure user names, IP addresses, and other network settings. In addition to supporting a wide variety of hardware types, Client Management Suite also supports multiple operating systems, including Windows®, Mac OS X®, and Linux®. Deploying desktops, thin clients and laptops has never been easier.

Key Deployment features include:

- Scalable, enterprise deployment for desktops, laptops, and thin clients across Windows, Mac, and Linux
- Web console, well suited for distributed access and detailed security models
- Support for Windows PE and Linux pre-boot environments
- Support for hardware independent image deployments
- Hands-free migration
- Ability to configure new systems using imaging, scripting, or a combination of both

Patch Management

An effective patch management strategy is critical for distributing software updates and, more importantly, for detecting and remediating security vulnerabilities. Many successful attacks are perpetrated against previously

known vulnerabilities in which a patch or secure configuration standard was already available from the software vendor. Patches are only effective if they have been deployed.

Symantec Client Management Suite centralizes and simplifies patch management. With this solution you can detect and repair security vulnerabilities for Windows, Mac, and Linux operating systems as well as Microsoft and over 50 non-Microsoft applications. Patch automation can further streamline the process to ensure patches are applied as quickly as possible. Real-time compliance and detailed reports help ensure smart, fast decisions can be made to keep endpoints protected and maximize productivity.

In addition, the Cloud-enabled management functionality in Client Management Suite ensures secure management of Windows and Mac users even when they are disconnected from the corporate network to ensure inventory, patches, software (including Symantec Endpoint Protection), and updates stay current on these machines. Cloud-enabled management utilizes an Internet gateway in the DMZ to provide certificate-based trusted communication over the Internet between remote clients distributed outside the firewall and the Symantec management server inside the corporate firewall. As a result, Client Management Suite is able to ensure that management is "always on" even when remote users are not connected through VPN.

Key Patch Management features include:

- Support for Windows, Mac, and Linux operating systems
- Support for 50+ non-Microsoft applications
- Support for remote and disconnected users
- Complete audit trail and reporting

Summary
Managing an IT environment in today's world continues to become more complex. We have a wider range of devices and operating systems, more vulnerabilities and threats, and users who need to be able to work from any location using any device. This requires IT to have greater visibility in order to securely manage their environment to ensure users are productive and protected. The new capabilities in Symantec Client Management Suite 8.1 such as updating Windows 10 and Office 365, peer-to-peer content distribution, and many others combined with its core functionality offers deeper visibility to securely and efficiently manage and protect the diverse devices and software in your environment.

Try it now for FREE
Try Client Management Suite by downloading a free 30-day trial today:
http://www.symantec.com/client-management/suite

System Requirements

For complete details on platform and OS support, please review the [Platform Support Matrix](#).

Management Server
- NET Framework 4.5.1 or above
- Internet Explorer 10 or 11
- SQL Server 2008 SP2 or above, SQL Server 2012, SQL Server 2014 or SQL Server 2016
- Windows Server 2008 R2 or Windows Server 2012 R2

Site Server
- Windows XP SP3 or later (Package Server), Vista SP2 or later, 7, 8, 8.1 x64/x86, 10
- Windows Server 2008, 2008 R2, 2012, 2012 R2
- Windows IIS
- Microsoft .NET 4.5.1 or above

Windows Agent
- Windows XP SP2 (x64) or SP3 (x86)
- Windows Vista SP2 or later x64/x86
- Windows 7 x64/x86
- Windows 8/8.1 x64/x86
- Windows 10 x64/x86

Mac Agent
- OS X 10.10, 10.11, Sierra

Linux Agent
- Red Hat Enterprise Linux WS\ES\AS 5.10 and 5.11 x64/x86, 6 x64/x86, 7, 7.1, 7.2
- SUSE Linux Enterprise 11 x64/x86, 12 x64/x86
- CentOS 6, 7

More Information

Visit our website

http://www.symantec.com/client-management-suite

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

Call toll-free 1 (800) 745 6054

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

For specific country offices and contact numbers, please visit our website.

About Symantec

Symantec Corporation (NASDAQ: SYMC), the world's leading cyber security company, helps organizations, governments and people secure their most important data wherever it lives. Organizations across the world look to Symantec for strategic, integrated solutions to defend against sophisticated attacks across endpoints, cloud and infrastructure. Likewise, a global community of more than 50 million people and families rely on Symantec's Norton and LifeLock product suites to protect their digital lives at home and across their devices. Symantec operates one of the world's largest civilian cyber intelligence networks, allowing it to see and protect against the most advanced threats. For additional information, please visit www.symantec.com or connect with us on Facebook, Twitter, and LinkedIn.

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