



Upgrading to Altiris Client Management Solutions

REDUCING COST AND COMPLEXITY FOR LIVESTATE CUSTOMERS

ALTIRIS: NOW PART OF SYMANTEC



About Altiris

Altiris, Inc., now part of Symantec, is a pioneer of IT lifecycle management software that allows IT organizations to easily manage desktops, notebooks, thin clients, handhelds, industry-standard servers, and heterogeneous software including Windows, Linux, and UNIX. Altiris automates and simplifies IT projects throughout the life of an asset to reduce the cost and complexity of management. Altiris client and mobile, server, and asset management solutions natively integrate via a common Web-based console and repository. For more information, visit www.altiris.com.

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Upgrade to Altiris Solutions from Symantec LiveState

In April 2007, Symantec acquired Altiris, a leading provider of service-oriented management solutions. Because Altiris is a leader in systems management, Symantec decided to discontinue its current line of Symantec LiveState™ products in favor of Altiris® Client Management Suite™ software. Now, many customers have the opportunity to upgrade existing LiveState software to the award-winning Altiris solutions.

Symantec is dedicated to providing LiveState customers with the best service and support through the transition to the new Altiris product line. All LiveState customers who currently have a maintenance agreement will receive comparable Altiris products included in Altiris Client Management Suite. In addition, Symantec will provide custom services to LiveState customers to facilitate the transition.

Going forward, current LiveState customers will be upgraded to Altiris and be given all the functionality they currently have with LiveState in addition to some excellent features that Altiris provides. Altiris technology includes a rich set of solutions for managing your IT assets throughout all phases of their lifecycle—from acquisition to retirement. LiveState customers, once upgraded to Altiris tools, will still get enterprise-class software delivery, OS deployment, hardware and software inventory, application usage metering, auditing and reporting, and much, much more.

This chart represents the upgrade path for customers moving from LiveState to Altiris.

Affected Symantec Product	Previous Version	Upgrade/Replacement Product	End of Life for Previous Version	End of Standard Support and Start of Partial Support for Previous Version	End of Support Life for Previous Version
Symantec LiveState™ Client Management Suite <i>Including components :</i> Symantec Designer pcAnywhere for LiveState Symantec LiveState Delivery Symantec LiveState Patch Manager Symantec Discovery	6.0	Altiris® Client Management Suite™ Level 1	2 Aug. 2007	2 Feb. 2009	2 Feb. 2010
Symantec LiveState Delivery	6.0	Altiris Client Management Suite Level 1	2 Aug. 2007	2 Feb. 2009	2 Feb. 2010
Symantec LiveState Delivery Enterprise Manager	6.0	Altiris Client Management Suite Level 1	2 Aug. 2007	2 Feb. 2009	2 Feb. 2010
Symantec LiveState Patch Manager	6.0	Altiris Patch Management Solution™	2 Aug. 2007	2 Feb. 2009	2 Feb. 2010
Symantec Discovery	6.0	Altiris Inventory Solution®	2 Aug. 2007	2 Feb. 2009	2 Feb. 2010

When considering a migration from any change management system, such as the Symantec LiveState solutions, the associated effort and cost recovery are important factors. This paper discusses how the Altiris approach to system and service management and automation benefits current LiveState customers and why Altiris solutions are known for fast implementation cycles and fast return on investment (ROI).

Altiris supports all of the functions found in LiveState with the addition of many exciting features. All Altiris solutions report into and work off of one central database called the configuration management database or CMDB. The CMDB allows for automation of responses, correction of problems, and unattended repair of corrupted applications. Building a more responsive and dynamic IT environment is enabled through the integration between the Altiris “modules,” such as inventory, patch management, auditing and reporting, all of which exchange information and are tied together with an ITIL/Best Practices process support through the Altiris graphical user interface. In addition, Altiris offers:

- A comprehensive product offering
- Efficiency of use
- Centralized database
- Single administrative console view

Altiris Client Management Suite supports all of these functions and includes many of the modules users will need for complete systems management. In addition, Altiris supports all relevant market standards and is an open solution with a published developer interface (SDK).

To ease the upgrade to Altiris solutions, Symantec will provide documentation and automated tools that will support a fast migration. These tools will extract data from LiveState and place it into the Altiris CMDB. By providing these tools, Symantec is committed to protecting the customer’s investment and configuration of their environment.

Functionality—Advantages for LiveState Customers

SOFTWARE DELIVERY

Altiris has the same software delivery capabilities as LiveState, such as standard push and pull capabilities, targeting, scheduling and reporting. Altiris software delivery also provides:

Policy-based software delivery—Altiris utilizes information from the Altiris CMDB, which includes information from other Altiris solutions to define software delivery targets such as software and hardware inventory, user and location information, active directory information, and so forth. In addition, the user has complete control of who, where, and when the software is delivered based on policies.

- **State-based management**—Through integration with Wise Package Studio®, the integrity and health of an application can be protected automatically without user interaction.
- **Self-service provisioning**—By using the software portal for self-service software delivery, costly and unnecessary help desk calls can be avoided by allowing users to install their own pre-authorized applications. This also provides a mechanism to request access to applications users do not have authorization to install.
- **Intelligent software delivery**—Installation logic determines if software is already installed before deploying an application and response codes to automatically determine a course of action when the installation fails.
- **Network traffic control (bandwidth throttling)**—Altiris uses multiple bandwidth management technologies such as bandwidth throttling, delta file distribution and updating, network block-out times, and download checkpoint recovery. Clients also automatically request software from the most bandwidth-effective location.

SOFTWARE PACKAGING

Altiris supports existing packages created by LiveState with basic migration utilities and scripts provided by Symantec. There is, however, much to be gained by using Altiris products for future packaging needs. Altiris supports industry-standard packaging based on Microsoft Windows Installer (MSI) technology. MSI technology is used by most configuration management products, so the packages are more flexible and customers have better control of the software deployment process. Wise Package Toolkit is included in Altiris Client Management Suite, so LiveState customers will have access to excellent software packaging tools that help quickly package software for software distribution in MSI format. Wise Package Toolkit is based on Wise Package Studio's industry-leading technology. This tool helps you create reliable, error-free deployments. More information about Wise Package Studio will be discussed later in this document.

PATCH MANAGEMENT

LiveState Patch Manager currently provides patching through a licensing agreement with Shavlik. Altiris offers the same Windows software patching capabilities. LiveState customers will receive world-class patching solutions created by Altiris and integrated with Altiris Client Management Suite. Additional capabilities include:

- **Linux support**—Altiris Patch Management Solution™ software for Linux provides support for Red Hat Linux.
- **Integration with Wise**—Integration with Wise Package Studio for advanced testing capabilities, such as Wise Pre-flight, that can determine the impact of a patch before it is deployed.
- **Packaging with patch management**—Patches are automatically downloaded and imported into Wise to perform conflict analysis on the impact a patch has on a system before it is deployed.
- **Dell partnership**—Altiris has a partnership with Dell to provide hardware device driver patching and BIOS updates.

APPLICATION METERING

Altiris provides the same application usage data that LiveState tracks, but takes it to the next level. Application usage data is important for determining which software applications and licenses are actually being used and how often so that customers can harvest unused licenses and save money. By matching usage information to purchased license counts as indicated in the software license agreement, organizations can make more informed decisions.

- **Detailed application usage**—More detailed application usage data to help make better informed decisions on license harvesting.
- **Integration with asset**—Altiris Application Metering Solution™ software is integrated with Altiris Contract Management Solution™ software to manage licenses and other content such as contracts, leases, SLAs, and more.
- **Application blocking**—The ability to use specific applications can be denied if there are no licenses available.
- **Application overhead data**—The overhead an application places on a system can be tracked. This includes CPU usage, peak memory usage, and application run time.

VISTA SUPPORT

All Altiris products have either released or will soon release beta support for Windows Vista. In addition, Altiris provides process and tools to help customers migrate to Vista. By using inventory and migration features in Altiris, users can quickly migrate their environment to Windows Vista with no headaches.

CMDB—Single, Integrated Data Storage

At the heart of the Altiris architecture is the CMDB and the Altiris Console. Both the CMDB and Altiris Console are critical in providing customers with a single source for data collection and a single, Web-based management console for administering Altiris solutions. Customers who upgrade from Symantec LiveState Client Management Suite to Altiris Client Management Suite will be able to take advantage of this centralized approach.

In order to meet recommended best practices, the IT Infrastructure Library (ITIL) can utilize a CMDB as a core component of mature, predictable, IT management processes. The CMDB is the cornerstone of service management and provides visibility into the complete IT infrastructure in order to understand the relationships and dependencies between components.

Altiris offers hundreds of out-of-the-box Web reports that are customizable to unique customer environments. All of these reports pull information from the CMDB and can be accessed from any Web browser—rather than multiple consoles from different solutions—that has network access through an Altiris integrated Web console.

Scalability Leads to Cost Savings

Another benefit for customers going forward with Altiris is increased scalability. The largest Altiris deployment on a single large server is about 50,000 managed nodes. Examples of where savings can be seen include:

- **Less hardware**—Existing servers can be consolidated and less hardware will need to be purchased and maintained.
- **Less manpower**—Because there is less hardware to maintain, less manpower may be needed.

Additional Value

Altiris provides many more solutions to help LiveState customers better manage IT environments. Although the following products are not included in the LiveState upgrade, LiveState customers will be able to obtain these solutions by purchasing additional levels of Altiris Client Management Suite.

SOFTWARE PACKAGING WITH WISE PACKAGE STUDIO

Wise Package Studio is the industry standard software packaging tool for creating Windows Installer packages or MSI packages. By using Wise Package Studio software, customers will realize the following capabilities that LiveState does not have:

- **Easy software repackaging**—Wise Package Studio provides easy software packaging that re-packages vendor-provided installations into customized software packages, giving you better control over the lifecycle of the application. Rather than trust vendor-supplied packages, customers can easily repackage conflict-free applications customized to their environment.
- **Visibility**—Wise provides visibility into the MSI file to allow the administrator to see what the package is going to install and the logic behind the installer.
- **Conflict testing and remediation**—Currently, LiveState customers use packaging based on the vendor's installation. Re-packaging software with Wise gives the customer more control over the software delivery process. Vendor packages can be problematic because they replace .dll files and registry settings of other applications without IT's knowledge. Wise Pre-flight and Conflict Analysis technology automatically detect and eliminate conflicts between new Windows installer packages and installed applications before they are deployed. This can save a considerable amount of time and money that manual software testing requires.
- **Control fraud**—Fingerprinting technology helps the administrator ensure that only authorized software packages are installed. This helps to prevent the installation of unauthorized software to which the company does not have licenses to install.

- **Packaging integration with Altiris Software Virtualization Solution™ (SVS™) software—** Create and edit “smart” virtual software packages that include WiseScript logic to ensure the target system is configured to the virtual application’s requirements.

SOFTWARE VIRTUALIZATION

Altiris Software Virtualization Solution uses a patented technology to host applications virtually, abstracting them from the system’s baseline configuration and from other applications on the same computer to provide maximum stability, while preserving transparency to the end user and maintaining interoperability with the operating system and other applications. Applications in these virtual layers are not only portable, but they can easily and quickly be reset back to their initially installed state. This helps to reduce desk calls and operation costs.

The virtual software packaging utility captures the application installation. Captured files and registry settings are contained in an abstracted layer called a Virtual Software Package, which is isolated from the file system and operating system. The Virtual Software Package can be used to create an archive that can be remotely distributed to other systems and activated. Activated virtual applications can interact with the operating system and other applications. The integrity of applications in such layers is protected in multiple ways. For example:

- Because it is isolated from other layers and the operating system/file system, there are no potential file conflicts to deal with.
- An application can be repaired instantly by simply resetting it.

Changes to the registry and file system configuration of the virtual application can be stored in the virtual software package or thrown away (reset). To de-provision a virtual application, virtual applications can be deactivated, which cleanly uninstalls the virtual application without touching the base operating system or other applications.

RECOVERY

Altiris Recovery Solution™ software protects your organization's desktops, notebooks and servers with scheduled backups, allowing you to recover lost data or roll back to a known good state. Protection is automatic and doesn't require user intervention. Patented technology minimizes bandwidth and storage usage, making Altiris Recovery Solution an excellent choice for protecting remote and disconnected users.

INTEL VPRO PROCESSOR TECHNOLOGY

LiveState customers switching to Altiris will gain access to Intel vPro processor technology, Intel's next generation technology. Altiris Out of Band Management Solution™ software and Real-Time System Manager Solution™ software utilize Intel vPro processor technology to provide support for hardware inventory management, power management, remote problem resolution, remote control, network filtering, and agent monitoring in a form of out-of-band communication called Intel Active Management Technology (AMT). This means that even if a computer is in an unbootable state, it can still be managed.

Intel vPro processor technology helps businesses save money by optimizing the management of desktop computers by focusing on four areas:

- Built-in manageability
- Strengthened security
- Energy-efficient performance
- Broad industry support

ADDITIONAL SOFTWARE FROM ALTIRIS

Altiris offers many other solutions to manage virtually any IT asset, including servers, handhelds, and clients. LiveState customers have the advantage of adding additional Altiris software to benefit even more from their IT investment.

Altiris Total Management Suite™ software has all the features included in Altiris Client Management Suite with the addition of asset management, contract management, end-point security, service desk, and much more. All Altiris solutions plug into the CMDB and the common Web interface for easier control and even greater function.

LiveState Customers Upgrade for *Free*

Current LiveState customers with an annual maintenance contract can now upgrade to Altiris. Altiris offers best-in-class operations for comprehensive IT lifecycle management. In fact, Altiris offers many of the same features currently offered in LiveState, but also provides customers with the advantages of a CMDB, a central Web console, and many, many other features.

Companies looking to maximize ROI, automate and streamline IT operations, and increase administrator effectiveness should consider the free upgrade to Altiris as the best fit for their organization. For more information, visit www.smartupgradenow.com.