

Symantec Server Management Suite 8.0

Standardized control for distributed, heterogeneous server environments

Data Sheet: Endpoint Management

Overview

Symantec™ Server Management Suite provides IT administrators with a comprehensive solution for managing physical and virtual servers across a broad array of platforms. The suite provides solutions to provision, control, automate, and monitor servers from a central console. With these tools, organizations gain and maintain control of their servers, reduce service interruptions, and increase uptime. With Server Management Suite, organizations are able to:

- Manage change with confidence by driving predictable and repeatable day-to-day operations.
- Make smarter, faster decisions with real-time conclusions that are data-driven.
- Drive innovation through the adoption of new technologies and implementation of automated processes without adding new tools, people, or methodologies.

Manage change with confidence

Change is a constant factor in managing server infrastructures. While change is a necessity, it is also a major cause of unplanned downtime. Whether an administrator needs to rapidly provision a server or deploy a critical patch, IT administrators require solutions that drive repeatable standards in the fastest time possible without disrupting day to day operations.

Decrease Server Provisioning to hours, not weeks

The fastest route to eliminating unplanned downtime is by implementing a standardized provisioning process. Server Management Suite deployment capabilities ensure consistent configurations across large numbers of servers in an organization.

- Automate new server deployments and technology refresh cycles with zero-touch imaging, scripting, or a combination of the two for bare-metal provisioning or re-imaging.
- Configure basic input/output system (BIOS), redundant array of independent disks (RAID), user/network settings, drives, services, location, and more during the provisioning process.

Minimize duplicate tools with integrated virtual machine management

Organizations effectively leverage virtual infrastructures to provide rapid delivery of services and to maximize use of server hardware. The consequence is that IT now has to manage numerous management tools to effectively support physical and often different virtual technologies. Server Management Suite provides a consistent management framework across VMware® and Microsoft® Hyper-V™ to ease these management burdens.

- View a consolidated mapping of the virtualization infrastructure.
- Understand host-virtual machine relationships with specific drill-downs into host and virtual machine properties.
- Perform tasks such as creating virtual machines, modifying settings, and changing power states.

Simplify compliance with streamlined software management

Organizations typically manage numerous server applications that require dependent applications, routine updates, and tracking for software audit preparation. For many administrators this means making sense of thousands of moving parts to ensure compatibility and compliance. Server Management Suite's software management capabilities enable organizations to

be more intelligent when it comes to software delivery, software license management, and compliance with software management policies.

- Track all aspects of software in one place, including inventory, installations, and dependencies.
- Hands-free remediation in case software has been removed or is not properly installed.

Robust patch management for today's threats

Patching servers often requires longer implementation cycles due to the necessary demands of pre-testing to minimize potential service disruptions. Both IT operations and security are forced into a dilemma of leaving servers exposed or installing potentially disruptive patches. Server Management Suite improves overall security by providing automated, robust patch management for multiple server operating systems.

- Support for all Microsoft® and Linux® updates
- Support for security and non-security related updates
- Patch process automation stages and targets 0-day patches and helps automate patch rollout phases.

Reduce service disruptions with integrated monitoring

Every minute a server is down your business is impacted. The ability to quickly identify an issue and remediate the root cause is critical to maintaining uptime. Server Management Suite provides lightweight server health monitoring and integrated remediation tasks to streamline server troubleshooting.

- Identify infrastructure health by collecting and alerting against detailed data from servers and applications in a centralized event console.
- Analyze trends and isolate recurring issues by collecting comprehensive real-time and historical performance data.
- Context specific flipbooks quickly identify servers that need attention with dynamic, drillable compliance views.

Centralize management for greater control

Every server operations organization is unique; the roles may be segmented by platform or specific administrative functions. The ability to segment responsibilities and aggregate changes is necessary to ensure security and operational efficiency. Server Management Suite provides a global view of IT combined with the ability to model organizational responsibilities.

- Ensure the right people have access to the correct server resources with role and scope based security, and securely store common credentials required for server management.
- Quickly visualize existing change events to minimize the frequency of service disruptions with enterprise calendar and maintenance windows views.

Make smarter, faster decisions

Whether it is a routine change, an unexpected software audit or a broad technology change there are always a range of factors – some simple and others complex – that must be assessed. The only way to achieve optimal results is to leverage better intelligence and decision making at all stages of the process. With the right information, decisions are made with confidence and in a fraction of the time.

Many organizations start their asset management projects by taking a manual approach to inventory and build out a hardware and software inventory spreadsheet. The challenge is that the information is automatically stale, requires considerable human effort to maintain, and may miss hidden servers on the network. Server Management Suite gets you started on the right foot with network discovery and inventory tools that provide real-time access to what's in your environment.

- Centralize inventory across Windows®, Linux®, UNIX, VMware® and Hyper-V™ in a single management database.
- Access hardware and software configuration details to help plan for technology upgrades and software license audits.
- Utilize custom inventory to augment existing data for homegrown applications or custom environments.

Optimize your hardware and software assets

A large percentage of IT budgets are spent on maintaining software licenses and purchasing new hardware. By accurately tracking, analyzing, and optimizing existing assets organizations can save a valuable IT dollars by keeping existing hardware through longer refresh cycles, reallocating underused software, and renegotiating existing contracts. Server Management Suite integrates with Symantec™ Asset Management Suite to provide a single reporting view into both existing assets and contracts.

- Tackle software compliance with a single view of software installations against license entitlements with Asset Management Suite integration.
- Leverage pre-built reports to assess technology upgrades, such as hardware applicability for physical to virtual machine migrations.

Measure and improve IT performance

Most decisions are based on highly formatted reports that can help you answer predetermined questions with little interaction or analysis. When new questions arise or more information is required, organizations often require technical expertise to properly mine and analyze the information. Server Management Suite contains advanced analytics and reporting that allow IT organizations to easily explore data and answer their own questions.

- Create professional reports using familiar pivot tables without advanced knowledge of databases or third-party reporting tools.
- Measure critical success factors and quickly assess trends of how these measures are changing over time.
- View reports that provide a representative view of all IT assets including the ability to aggregate data from multiple databases.

Drive Innovation

Organizations increasingly expect real-time access to new services, regardless of complexity, necessary to deliver the service. Cumbersome manual processes often impede IT's ability to rapidly deliver support and satisfy their needs. Server Management Suite not only provides a framework to ease the introduction of new services, but also improves automation and self-service to drive greater efficiencies.

More automation, less headaches

Why spend time on routine tasks that require valuable IT resources or dead-end in an inbox queue? Organizations can improve end-user satisfaction and reduce resource drains by implementing automated, repeatable processes. Server Management Suite helps you define, design, and deliver automated IT processes and workflows that drive business.

- End to end automation with operational, productivity, and event-based decision rules.
 - Visual drag-and-drop design interface that does not require coding.
 - Manage and report on running processes and their current status
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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 or SQL Server 2014
- Windows Server 2008 R2 or Windows Server 2012 R2

Site Server

- Windows Server 2008, 2008 R2, 2012, 2012 R2
- Windows IIS
- Microsoft .NET 4.5.1 or above

Workflow Server

- Windows Server 2008 R2 SP1 or Windows Server 2012 R2, SP2
- SQL Server 2008 SP2 or above, SQL Server 2012, SP2 or SQL Server 2014
- Windows IIS
- Microsoft .NET 4.5.1 or above

Windows Agent on Server OS

- Windows Server 2003 SP2 or later
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- Windows Server 2008 or later
- Windows Server 2012 or later

Mac Agent

- OS X Server 10.9, 10.10, 10.11

Linux Agent

- Red Hat Enterprise Linux WS\ES\AS 5.10 x64/x86, 6 x64/x86, 7, 7.1
- SUSE Linux Enterprise Server 10 x64/x86, 11 x64/x86
- VMware ESX Server 4.0 (Agentless), 5.0 (Agentless), 6.0 (Agentless)

UNIX Agent

- IBM AIX 6.1, 7.1
 - Oracle Solaris 10 (SPARC/x86/x64), 11
 - HP-UX 11i v3 (PA-RISC /IA-64)
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More Information

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<http://enterprise.symantec.com>

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Symantec Corporation (NASDAQ: SYMC) is the global leader in cybersecurity. Operating one of the world's largest cyber intelligence networks, we see more threats, and protect more customers from the next generation of attacks. We help companies, governments and individuals secure their most important data wherever it lives.

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