



Client Management Suite Certification Boot Camp

COURSE DESCRIPTION

The Symantec Client Management Suite Certification Boot Camp is designed for the professional tasked with installing, configuring, and maintaining Notification Server and Deployment Solution systems and who wants to obtain Altiris Certified Engineer (ACE) certification. This intense 5-day, instructor-led, hands-on boot camp covers how to manage computers using Client Management Suite. Students will learn how to use reporting features in Client Management Suite to track and monitor their environment, from viewing inventory information to monitoring the status of jobs and tasks they have assigned to computers. Students will also learn how to use the Altiris Console to identify and inventory computers, deploy and configure computers, and perform ongoing computer management using the products in Client Management Suite:

- Notification Server
- Inventory Solution
- Software Delivery Solution
- Real-Time System Manager
- Integrated Component for Microsoft Active Directory
- Deployment Server

Delivery Method

Instructor-led

Duration

5 days

Course Objectives

By the end of this course, you should be able to

- Install and configure a Notification System and select Altiris solutions.
- Discover resources on your network.
- Install the Altiris Agent on discovered resources.
- Gather comprehensive data using the Altiris Agent and inventory scan agents.
- Set up schedules to automatically deliver applications and tasks to client computers.
- Analyze gathered information using predefined reports.
- Create custom reports.
- Troubleshoot a Notification System and its various components.
- Install and configure Deployment Solution 6.8 SP2.
- Manage computers remotely using the Deployment Console and Deployment jobs, including:
 - Creating and restoring unique computer images without visiting each computer.
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- Migrating computer personalities (user files and settings) using PC Transplant®.
- Installing and configuring AClient and DAgent, two of the Altiris Deployment System Agents.
- Installing and configuring Altiris automation to support the Deployment System, which includes installing PXE and embedded automation using WinPE, Linux, and DOS as automation operating systems.
- Using ImageExplorer to edit and update image files.
- Using remote control, chat, and Remote Desktop features to manage computers from the Deployment Console.
- Installing Altiris® Software Virtualization Solution™, and deploying and managing software applications using layers.
- Performing scripted operating system installations.
- Set up and maintain strict Deployment System security.
- Make self-installing image files for no-hassle and rapid computer recovery.
- Create and use hardware independent images for cross-platform use (pre Vista only).
- Create and use custom scripts to perform many custom computer management tasks.
- Understand and use Altiris tokens to enhance and simplify computer management tasks.
- Use Wise Packager to create software installation packages and deploy them using the Deployment Console.
- Pass the Notification System Foundation and Deployment Solution Foundation certification exams to earn ACE on Client Management Suite certification.

Who Should Attend

This course is for anyone who will be installing, configuring, and managing both a Notification System and Deployment Solution system; and anyone working towards their Altiris certification.

Prerequisites

There are no prerequisites for this class. To increase success in class and on the certification exams, we suggest students prepare by

- Reading the following training guides:
 - Notification System Foundation
 - Deployment Solution Foundation
- Viewing and passing the assessments for the following online training courses:
 - Notification System Foundation
 - Deployment Solution 6.1
 - Deployment Solution 6.5 Upgrade
 - Software Delivery Solution
 - Inventory Solution
- Working with Altiris products for at least six months.



Hands-On

This course includes practical exercises, demonstrations, and labs that enable you to test your new skills and begin to transfer them into your working environment.

Course Materials

- Training guides, which you will receive two weeks before class begins. Reading and understanding the material in the training guide is recommended, and will significantly increase your success in class and on the certification exams.
- Online training courses. You will receive an e-mail that contains information and a registration key. The key provides access to the courses and their assessments through the last day of class. Viewing and passing the assessments for each online course is recommended, and will significantly increase your success in class and on the certification exams.
- Exam certification vouchers to use for certification testing during the boot camp.
- Exam study guides that contains tips and details about the exam, and topics to study. You can obtain the study guides on the [Altiris Study Guides Web page](#).
- Practice certification exams that let you test your product knowledge and become familiar with the types of questions that might appear on the actual exam. Access the free practice exams on the [Altiris Practice Exams Web page](#).

Course Policies

- Class time is 8 a.m. – 6 p.m. daily, with scheduled breaks.
- Lunch is provided.
- There will be assigned reading and study each evening.
- The class day often begins with quiz that covers the assigned evening reading and previous day's material.
- Certification testing occurs in class on the last day of class.
- Bring your training guides to class each day.
- For questions about the online training courses, contact LearningCenter@altiris.com.
- For questions about the boot camp, contact the Training Coordinator in your region:
 - Americas
AltirisEducation@altiris.com
 - Asia Pacific
AltirisEducationAPAC@altiris.com
 - Europe, Middle East, Africa
AltirisEducationEMEA@altiris.com

COURSE OUTLINE

Introduction to Notification System

- Course logistics and objectives

Understanding the Altiris Infrastructure

- Introducing the Altiris infrastructure

Architectural Planning and Installation

- Architectural considerations
- Notification Server capacity guidelines
- Notification System implementation overview
- System configuration options
- Installing the Notification System
- Post installation configuration

Using the Altiris Console

- Introducing the Altiris Console
- Accessing the Altiris Console
- Altiris Console tabs
- Altiris Console navigation

Installing and Configuring the Altiris Agent

- Introducing the Altiris Agent
- Installing the Altiris Agent
- Troubleshooting the Altiris Agent installation
- Configuring the Altiris Agent
- Creating Altiris Agent Configuration Policies
- Basic inventory data
- Multicasting with the Altiris Agent
- Using the Altiris Agent
- Troubleshooting the Altiris Agent
- Altiris Agent data flow
- Altiris Agent diagnostics

Installing Altiris Solutions

- Introducing Altiris Solutions
- The Altiris Solution Center
- Licensing solutions
- Individual solutions settings
- Common elements in solutions

Common Utilities

- Common utilities
- Importing computers from Active Directory
- Using the Altiris Microsoft Active Directory Integration component
- Introduction to network discovery
- Scan group policies
- Network discovery settings
- Introducing Real Time System Manager
- Accessing the Real Time System Manager
- Using the Real Time System Manager Console

Gathering Inventory Data

- Introducing Inventory Solution for Windows
- Viewing Inventory data
- Predefined Inventory tasks
- Inventory collection
- Inventory scan agents
- Machine inventory scan (AeXMachineInv.exe)
- Custom scan (AeXCustInv.exe)

- Exchange user data scan (AeXExchPIs.exe)
- Serial number scan (AeXSNPlus.exe)
- Collector Agent (AeXNSInvCollector.exe)
- Alternate Inventory scan methods
- Troubleshooting Inventory gathering
- Inventory Notification Policies

Software Delivery

- Software Delivery Solution overview
- Software Delivery components
- Software Delivery agent
- Working with collections
- Using Software Delivery Solution
- Understanding packages
- Software Delivery tasks
- Scheduling tasks to run
- Software Portal overview
- Using the Software Portal
- Application Inventory
- Software Delivery configuration options
- Troubleshooting Software Delivery Solution

Building Web Reports

- Overview
- Cloning Web reports
- Creating custom reports
- Advanced Report Builder
- Using collections
- Exporting/importing Web reports
- Custom report views

Configuring the Altiris Notification Server

- Configuration tab
- Notification Policies
- Notification Server infrastructure configuration
- Package Servers
- Site maintenance
- Using Package Servers
- Package Servers-practical scenario
- Notification Server settings
- Incident settings
- Item tasks
- Troubleshooting the Notification Server
- Troubleshooting the Altiris Agent
- Other server options

Securing the Altiris Console

- Role-based security management
- Understanding permissions
- Security Role Manager Console
- Resource reports and security
- Sample multiple access user scenario

Review

- Comprehensive review
- Comprehensive lab

Introduction to Deployment Solution

- Course logistics and objectives

Deployment Solution 6.8 Product Overview

Module 1: Deployment Solution 6.8 Product Overview

- About Altiris Deployment Solution
- About Altiris Deployment Systems
- About Notification Systems
- About RapiDeploy
- About PC Transplant
- About Wise Packager
- About Software Virtualization Solution
- Module 2: Deployment Solution Components
- Deployment System components
- The Deployment Database component
- The Deployment Console components
- The Deployment Share component
- The Altiris PXE Server component
- DHCP Servers
- The Deployment Server component
- Managed devices
- Remote management agents
- Deployment System components working together
- Deployment System requirements

Installing and Configuring a Deployment System

Module 1: Preparing for a Deployment System Installation

- Pre-installation steps
- Licensing
- Altiris management modes
- Deployment Solution security
- IP address requirements
- Selecting a database and server name
- Installing Microsoft .NET framework and SQL
- Selecting an installation option

Module 2: Installing a Deployment System

- Installing a Deployment System using the custom install method
- Installing a Deployment System using the simple install method
- Pre-boot operating systems
- Configuring domain accounts options

Module 3: Installing Additional Components and Options

- Installing additional components
- Managing pre-boot automation operating systems

Module 4: Managing Deployment System Licenses

- Viewing license information
- Installing additional licenses
- AClient and HP computers
- Detecting an expired license
- Automatically replacing expired licenses

The Altiris Automation Process

Module 1: Introduction to Altiris Automation

- Accessing automation from an Altiris PXE Server
- Accessing automation from a hard drive
- Accessing automation from a removable device

- About Intel's Wired for Management
 - Understanding PXE
 - How PXE works
- Module 2: Configuring and Managing PXE Servers
- PXE architecture
 - Altiris automation configurations
 - Using the PXE Configuration utility
 - Configuring automation boot menus
 - PXE Server settings
 - Deployment Server settings
 - PXE MAC filtering
 - PXE multicast options
 - PXE data logs
 - PXE status logs
 - Redirecting local configurations
- Module 3: Using the Boot Disk Creator
- Boot Disk Creator basics
 - Running the Boot Disk Creator
 - Creating configurations
 - Editing automation configurations
- Module 4: Creating Automation Boot Types
- Installing automation to a PXE Server
 - Installing automation to a managed computer's hard drive
 - Automation installer options
 - The hard drive automation boot process
 - Hard drive automation and imaging
 - Creating a network boot device
 - Removing embedded automation
- Module 5: Using a Local Image Store for Disk Caching
- Disk caching using automation partitions

Deployment System Basics

Module 1: Console Components and Basic Functions

- Deployment Console components
- The Computers pane
- The Jobs pane
- The Details pane
- The Shortcuts and Resources pane
- Managing multiple Deployment Systems

Module 2: Using Chat, Remote Control, and Remote Desktop

- Altiris chat
- Altiris remote control
- Altiris remote desktop

Module 3: Creating and Scheduling Jobs and Tasks

- Defining jobs and tasks
- Creating jobs using right-click options
- Creating jobs with a wizard
- Creating jobs with the Lab Builder
- Creating drag-and-drop jobs
- Creating jobs manually
- Importing/exporting jobs
- Creating jobs and tasks using copy and paste
- Assigning jobs
- Scheduling computers to run jobs

Module 4: Managing Jobs and Computers

- Managing jobs
- Rejecting or accepting computers
- Refreshing managed computers

Module 5: Using Deployment Console Filters

- About console filters
- Creating and using filters

Module 6: Adding Computers to a Deployment System

- Adding computers to the database
- About predefined computers
- Adding new computers using a wizard
- Using import files to add new computers

Module 7: The Deployment Web Console

- About Deployment Web Console
 - Deployment Web Console components
 - Deployment Web Console basic tasks
 - Managing multiple Deployment Systems
 - Deployment Web Console options
- #### Module 8: Configuring Deployment Console Security
- About Console security
 - Security level 1 – users and passwords
 - Security level 2 – rights
 - Security level 3 – permissions
 - How Console users locate their object permissions
 - Permission rules
 - Using security groups
 - Evaluating rights
 - Troubleshooting rights and permissions

Module 9: Deployment Solution Program Options

- Program options
- Available program options

Module 10: Managing VMware VirtualCenters

- Managing a VMware VirtualCenter
- Managing ESX Virtual Servers
- VMware sample jobs

Deployment System Agents

Module 1: Introduction to the Deployment System Agents

- About the Deployment System agents
- Agent AClient features

Module 2: Deployment System Agent Settings

- Windows and Linux Agent settings
- Agent Server connection options
- Agent access options
- Agent security options
- Agent log files options
- Agent proxy options
- Agent startup/shutdown options

Module 3: Installing AClient

- Installing AClient
- Installing AClient from a Deployment Console
- Setting installation paths and default settings
- Modifying AClient properties
- Installing AClient from a target computer
- Automating the AClient installation



- Using the AClient template file
- Forcing Deployment System agent settings on new computers

Module 4: AClient Desktop Icon Options

- AClient desktop icon options

Module 5: Key-based authentication

- About AClient key-based authentication
- Enabling key-based authentication
- Backup and restoration of the Server security key
- Deployment Server configuration settings

Module 6: Deployment System Agent

- Installing the Deployment Agent for Vista—DAgent
- Configuring DAgent on Vista computers
- Using the Service Control tab for Vista

Module 7: Deployment System Agent for Linux

- Installing the Deployment Agent for Linux
- Configuring the ADLagent
- ADLagent agent options
- Troubleshooting ADLagent

Creating, Deploying, and Managing Images

Module 1: Creating Computer Image Files

- About computer image files
- Creating a job to capture an image of a computer
- Using return codes
- Customizing return code options
- Creating run script tasks

Module 2: The Altiris ImageExplorer

- About Altiris ImageExplorer
- Viewing image and volume information
- Manipulating folders and files
- Changing ImageExplorer configuration settings
- Creating self-extracting image files
- Converting old image files
- Splitting images

Module 3: Deploying Images

- Deploying computer image files—basics
- Unicast and multicast imaging
- Multicast in-depth
- Multiple IP multicast address sets
- Creating a job to deploy images
- Image deployment methods

Module 4: Using Deployment System Conditions

- About conditions
- Using multiple conditions

Module 5: Using the Initial Deployment Job

- Using the Initial Deployment job to manage new computers
- How the Initial Deployment job works
- Configuring the Initial Deployment job
- Running the Initial Deployment job manually

Module 6: Altiris Tokens and Token Replacement

- About altiris tokens
- Using token replacement
- Creating a Token Replacement Deployment job
- Custom tokens

Hardware Independent Imaging

Module 1: SID Management with Sysprep

- Microsoft Security Identifiers—SIDs overview
- Configuring Sysprep

Module 2: Installing and Configuring Windows

- Windows scripted installations
- Creating a scripted install job

Module 3: Hardware Independent Imaging Preparation and Capture

- Hardware independence needs
 - Collecting drivers and HALs
 - Locating HALs and kernel files for Windows
 - Preparing device drivers registry path
 - Working with mass storage devices
 - Creating a hardware independent image
- #### Module 4: Deploying Hardware Independent Images
- Deploying hardware independent images
 - Deploying drivers and HALs
 - Using FIRM injection

Wise Packager

Module 1: SetupCapture

- About repackaging and MSI technology
 - About SetupCapture
 - Using SetupCapture
- #### Module 2: Wise MSI Editor and Deploying MSI Packages
- Using the Wise MSI Editor
 - General editing needs
 - Editing feature details
 - Editing target system pages
 - Editing package options
 - Editing user interface options
 - SOURCELIST
 - About transforms
 - Deploying .MSI packages from the Deployment Console
 - Repairing or uninstalling MSIs

Module 3: Managing SVS Layers

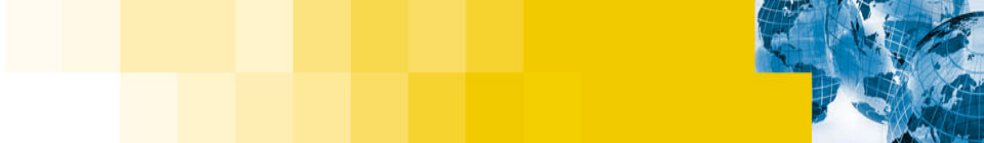
- Software Virtualization Solution overview
- SVS benefits
- SVS and Deployment Solution
- SVS trinket

Migrating Computers with PC Transplant

Module 1: Capturing a Computer's Personality

- About personality packages
 - Capturing a personality with a custom job
 - Capturing a personality using the New Job wizard
- #### Module 2: Building Template Files with the Template Builder

- About templates
- Starting the template builder
- User capture options
- PC Transplant settings
- Filters
- Prioritize rules
- Priority definitions
- Prioritizing steps
- Advanced options



- Capture options
- Deploy options
- Saving the new template
- Using templates with Deployment jobs

Module 3: Editing and Deploying PC Transplant Packages

- Editing personality packages
- Changing PC Transplant package options
- Deploying PC Transplant packages

Review and Certification

- Review
- Certification testing