

Symantec Management Platform 7.1: Administration

COURSE DESCRIPTION

The *Symantec Management Platform 7.1: Administration* course is designed for IT specialists tasked with installing, managing, and troubleshooting Symantec Management Platform. This class covers Symantec Management Platform installation and infrastructure, and how to create and configure key items in the Symantec Management Console, such as tasks, policies, organizational groups, targets, and filters. Students also learn how to run reports and replication, create a hierarchy, configure site servers, find and access data in the database, and apply troubleshooting techniques.

Delivery Method

This course is available in the following delivery methods:

- Instructor-led training (ILT) – 5 days
- Virtual Academy (VA) – 5 days

Course Objectives

By the completion of this course, you will be able to:

- Install, configure, and troubleshoot Symantec Management Platform and Symantec Management Agent.
- Populate the database by discovering resources and importing them from Active Directory, and then view resources in Resource Manager.
- Build organizational views and groups, filters, targets, policies, and tasks.
- Assign security, privileges, and permissions to user accounts and roles.
- View, customize, and edit reports.
- Set up and manage sites, site servers, subnets, hierarchy, and replication in your environment.

Who Should Attend

This course is for system administrators responsible for installing, configuring, managing, and troubleshooting Symantec Management Platform.

Prerequisites

Students must have basic working knowledge of Microsoft Windows and networking concepts, including LANs, network adapter cards, drivers, and operating systems. Students must also be familiar with computer hardware components such as hubs, switches, and routers. Experience using VMware is helpful but not required.

COURSE OUTLINE

Understanding the Symantec Management Platform

- Introducing the Symantec Management Platform
- Learning about Symantec Management Platform components
- Symantec Management Platform concepts
- How the Symantec Management Platform works

Installing Symantec Management Platform

- Architecture considerations and installation requirements
- Using Symantec Installation Manager
- Installing Symantec Management Platform
- Accessing the Symantec Management Console
- Configuring settings after installation
- Managing accounts

Symantec Management Console

- Getting to know the Symantec Management Console
- Getting to know the enhanced console views

Discovering Resources

- Importing computers and users from Active Directory
- Performing Network Discovery
- Discovering computers using Domain Membership

Resource Manager

- Understanding resources
- Using the Resource Manager

Installing and Setting Up the Symantec Management Agent

- Understanding the Symantec Management Agent
- Installing the Symantec Management Agent
- Verifying the Symantec Management Agent installation
- Setting Symantec Management Agent installation options

Configuring Symantec Management Agent

- Configuring Symantec Management Agent settings
- Determining when to use unicast and multicast
- Installing and viewing Symantec Management Agent plug-ins

Agent Communication with Notification Server

- Introducing Symantec Management Agent and Notification Server communication
- Looking at the data flow

Creating and Managing Organizational Views and Groups

- Learning about organizational views and groups
- Creating organizational views and groups
- Managing organizational views and groups



Creating and Managing Filters

- Introducing filters
- Managing and working with existing filters
- Building new filters using the Query Builder

Creating and Managing Targets

- Introducing targets
- Working with targets
- Applying resource scoping to filters and targets

Creating and Managing Policies

- Getting to know policies
- Understanding user-based policies
- Understanding how the Symantec Management Agent receives policies
- Understanding maintenance policies
- Configuring automation policies
- Managing shared schedules

Creating and Managing Tasks

- Overview of task management
- Creating and scheduling tasks
- Creating jobs
- Using a workflow
- Task management communication and processing

Security

- Learning about security
- Managing user accounts, roles, privileges, and permissions
- Learning about resource scoping

Reporting

- Introducing reporting
- Introducing IT Analytics Solution
- Creating a custom report
- Working with report results

Site Management

- Introducing site management
- Managing sites, site servers, and subnets
- Working with task service
- Working with package service

Replication

- Understanding replication
- Setting up and configuring replication
- Running replication

Hierarchy

- Understanding hierarchy
- Setting up a Notification Server hierarchy
- Configuring hierarchy replication
- Changing the hierarchy topology

Troubleshooting

- Learning about Symantec Management Platform troubleshooting tools
- Using NSConfigurator
- Using Remote Altiris Agent Diagnostics
- Troubleshooting the Symantec Management Agent
- Troubleshooting Event inboxes

Backing up the Server and Database

- Symantec Management Platform components needed for recovery
- Backing up the IIS default Web Site Virtual Directories
- Backing up the Configuration Management Database

Migrating Versions of Symantec Management Platform

- Migrating Symantec Management Platform
- Migrating from 6.x to 7.0
- Migrating from 7.0 to 7.1