

DELL™ CLIENT MANAGER™ 3.0

FAQ



ALTIRIS

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DO I NEED TO LICENSE DELL CLIENT MANAGER STANDARD EDITION?

Dell Client Manager Standard comes standard with a 30-day license. The customer who wishes to use Dell Client Manager Standard beyond 30 days must contact Altiris to receive a free, unlimited license. The Dell Client Manager Standard product documentation directs customers to a web page (<http://www.altiris.com/Partners/AlliancePartners/Dell/DCMLicensing.aspx>) where they can get the latest contact information depending upon their locale. Dell Client Manager Standard requires a license because Altiris and Dell want to know who is adopting this product so we can better serve our customers. Certain functions, primarily inventory functions, are disabled if the 90-day “built in” license is allowed to expire. Users will see warnings on various Dell Client Manager Standard product pages when their license is expired.

WHAT ARE THE SYSTEM REQUIREMENTS AND PREREQUISITES FOR INSTALLATION?

Dell Client Manager Standard requires that you install and configure the Altiris Notification Server™. Notification Server is included in the Dell Client Manager Standard installation for new customers.

Notification Server Minimum Requirements

- OPERATING SYSTEM: Microsoft Windows 2003 Server (SP1/SP2/R2) x86
 - NET 3.5 Framework
 - Java Runtime Environment
- DATABASE: Microsoft SQL Server 2005 SP2+ Standard/Enterprise, x86 or SQL Server Express Edition SP2
- BROWSER: Microsoft Internet Explorer 7 or later
- Dell Client Manager 3.0 and later requires Notification Server 7.x

Managed Client Supported Operating Systems

- Microsoft XP x64/x86 SP2 or later
- Microsoft 200 Professional SP4 with rollups or later
- Microsoft Vista RTM and SP1

Supported Languages

English, French, German, Japanese, Simplified Chinese, Spanish, Russian, and Portuguese

WHEN INSTALLING DELL CLIENT MANAGER STANDARD 3.0, WHAT HAPPENS IF I HAVE AN OLDER VERSION?

DCM 3.0 will automatically upgrade prior versions of DCM. Customers who already have DCM 2.x can run the DCM 3.0 installer via the Symantec Install Manager which will upgrade the current DCM 2.x installation.

WHICH DELL COMPUTER MODELS SUPPORT ALERT STANDARD FORMAT (ASF) 2.0?

Dell Precision™ 390, Dell Precision 490/690 (with BIOS upgrade), OptiPlex™ 745, OptiPlex 745C, Optiplex 330, OptiPlex 740, OptiPlex 755, OptiPlex 760, Precision M6300, Precision T3400, Precision M4300, Latitude D430, and Latitude XT

WHICH DELL COMPUTER MODELS SUPPORT INTEL vPRO?

Optiplex 745C, 755, 960, 630c
Latitude E-Family and Precision M4400 and 2400.

WHICH DELL COMPUTER MODELS ARE SUPPORTED?

	Dell Precision™		OptiPlex™		Latitude™	
	360	M4300	160L	760	110L	D630 ATG
	370	M4400	170L	960	120L	D630 XFR
	380	M50	210L	FX160	131L	D630c
	390	M60	320	GX270	D400	D631
	450	M6300	330	GX280	D410	D800
	470	M6400	360	GX520	D420	D810
	490	M65	740	GX620	D430	D820
	650	M70	745	SX270	D500	D830
	670	M90	745c	SX280	D505	E4200
	690	R5400	755		D510	E4300
	M20	T3400			D520	E5400
	M2300	T5400			D530	E5500
	M2400	T7400			D531	E6400
					D600	E6400 ATG
					D610	E6500
					D620	X1
					D620 ATG	XT
					D630	

WHAT OPTIONS DO I HAVE FOR GETTING THE DELL CLIENT MANAGER AGENT ON EACH MANAGED SYSTEM?

Notification Server provides the ability to discover manageable resources from the console and push the management agent to each managed resource. Each system that has the base agent installed can then have subsequent sub-agents installed as required (such as the Dell Client Manager hardware management agent).

The quick start web page that is included with Dell Client Manager Standard contains links to the initial discovery and agent rollout policies under the Getting Started section. There are a variety of ways to discover manageable resources using Notification Server. The Network Discovery module, included with Dell Client Manager, provides even more means of discovering network resources. Documentation for both Notification Server and Network Discovery is included with Dell Client Manager Standard.

There are also a variety of ways to install the base management agent on discovered systems. Agents can be pushed out or they can be pulled from the Notification Servers. For a detailed discussion, see the knowledgebase article "Various Options for Deploying the Altiris Agent" at <http://kb.altiris.com/article.asp?article=25396&p=3>

WHAT MANAGEMENT COMPONENTS OR SOLUTIONS ARE INCLUDED IN DELL CLIENT MANAGER STANDARD?

Dell Client Manager Standard is a suite of free management solutions and modules. The Dell Client Manager Standard installation includes:

- NOTIFICATION SERVER – base management platform
- TASK SERVER – enables task sequencing
- ACTIVE DIRECTORY CONNECTOR – enables the creation of collections from AD data
- OUT-OF-BAND MANAGEMENT COMPONENT – contains functionality to configure Intel vPro technology-based desktops into a centralized management environment so customer can perform vital IT functions such as utilizing collection-based power on/off tools. The component supports Intel vPro technology computers with Intel Active Management Technology (Intel AMT). By using Out of Band Management Solution with Intel vPro technology, IT can take advantage of a secure communication link using authentication and encryption.
- SNMP MANAGEMENT – captures and provides reporting on alerts generated by ASF 2.0 – capable systems
- REAL-TIME SYSTEM MANAGEMENT – provides ability to connect directly to individual systems in real time
- DELL CLIENT MANAGER STANDARD – contains the core Dell client management capabilities (such as hardware inventory, BIOS management and hardware monitoring)

Most of these solutions and components are also accompanied by individual documentation, report, and localization packs making the actual list of the installed executables (which new customers do not see when installing Dell Client Manager Standard) around 20 total.

CAN I INSTALL DELL CLIENT MANAGER STANDARD IN AN OFFLINE ENVIRONMENT OR MUST I BE CONNECTED TO THE INTERNET?

When new customers click the link from the Dell OpenManage™ web page or Altiris website to install Dell Client Manager, they are asked if they want to download and install or download only and install later. This allows them to download and copy to a CD or flash drive and move the install program to an environment without Internet connectivity if they wish.

Existing customers who wish to upgrade a previous version of Dell Client Manager or wish to add Dell Client Manager to their collection of existing solutions must have their Notification Server connected to the Internet and follow the instructions given in the answer to “What if I have an older version of Dell Client Manager?”

WHAT'S THE DIFFERENCE BETWEEN DELL CLIENT MANAGER STANDARD, PLUS, AND ALTIRIS CMS?

Dell Client Manager provides three levels of capability to fit the varying needs and types of organizations. Each level—Standard, Plus, and Altiris Management Suite for Dell Clients—builds upon the previous level; each simply “snaps” additional management capability into the Dell Client Manager unified management architecture, adhering to and utilizing the same familiar interface, the same database and same management agent. With Dell Client Manager you outfit yourself with sufficient capability to produce the outcomes you want in the near term and easily adopt additional capability—and the associated benefits—when you’re ready to take the next step.

WHAT DOES THE NEW OUT-OF-BAND MANAGEMENT CAPABILITY ALLOW ME TO DO?

Out-of-Band Management Solution lets you perform the following tasks:

- Discover and identify Broadcom ASF and Intel AMT capabilities of client computers.
- Collect hardware inventory about computers even if they are not powered on or if the operating system is not running.
- Perform power management functions such as turning on a computer before delivering a software or performing a remote BIOS management task.
- Enables Intel Fast Call for Help which allows the client to initiate a call to management console from in or outside the firewall”

WHAT IS ASF?

ASF (Alert Standards Format) is an industry standard developed by Distributed Management Task Force (DMTF). ASF provides alerts and power management functionality despite the power status or OS status of the client computer, as long as the computer is plugged in with an Ethernet connection.

ASF functionality is accomplished through hardware on the network card or system board, a software agent on the client computer, and management software on the server.

HOW CAN I ENABLE ASF 2.0 FUNCTIONALITY?

To use ASF 2.0, client computers must be ASF-capable. To be ASF-capable, a computer must have a network adapter and computer BIOS that supports ASF 2.0. Some Dell computers may have Broadcom network adapters that support ASF 2.0 while the computer BIOS does not. For information on supported system, see the Dell Client Manager Release Notes. Dell Client Manager supports ASF version 2.0.

WHAT DOES INTEL IAMT FUNCTIONALITY PROVIDE?

Intel Active Management Technology (Intel AMT) provides the following technology capabilities:

- Remote manageability – With Intel AMT, you can remotely inventory, diagnose, and repair computers—even those that are powered off—reducing costly desktside visits and increasing user uptime.
- Security – Intel AMT helps third-party security software identify more threats before they reach the operating system. You can isolate infected systems more quickly and update computers regardless of their power state.

Despite the power or operating system status of the client computer, Intel AMT provides alerts, hardware inventory, power management, system defense, “agent presence,” and virtual management partition functionality as long as the computer is plugged in with an Ethernet connection.

Choosing the Right Dell Client Manager Solution

Standard Plus MSDC

CENTRALIZED HARDWARE MANAGEMENT

Identify, inventory, and add computers to the pool of managed resources	•	•	•
Configure or update the BIOS of multiple computers simultaneously	•	•	•
Monitor the health of key computers	•	•	•
Enable out-of-band technologies	•	•	•

CENTRALIZED HARDWARE AND SOFTWARE MANAGEMENT

Migrate users to a new computer or OS		•	•
Image new computers or re-image existing computers		•	•
Create, distribute and install software packages		•	•
Scan computers for detailed operating system & application information		•	•

ADVANCED CENTRALIZED HARDWARE AND SOFTWARE MANAGEMENT

Help ensure compliance with published security patches			•
Track the distribution and usage of software licenses			•
Establish and enforce system configuration and software usage policies			•
Take control of a remote computer on a WAN			•
Centrally manage backup and recovery			•

HOW CAN I ENABLE IAMT?

Intel AMT functionality is accomplished through hardware on a system board, and management software on the server. Intel AMT functionality does not require a software agent. To use AMT functionality, client computers must be AMT-capable. For information on supported system, see the Dell Client Manager Release Notes.

IF I HAVE PURCHASED ALTIRIS CLIENT MANAGEMENT SUITE, HOW DO I OBTAIN THE FUNCTIONALITY IN STANDARD AND PLUS?

The installation of Altiris Client Management Suite will install the functionality in Dell Client Manager Plus as well as the additional functionality in Altiris CMS; the Dell Client Manager Standard functionality is not bundled by default in the Altiris CMS install, however. The Altiris CMS customer who wants to install the functionality in Dell Client Manager Standard can go to the Solution Center section of Altiris Notification server (on the Configuration tab), select Segments, Partner Solutions, and click on Dell Client Manager Standard. This will begin the installation of the Dell Client Manager Standard functionality. See the question "Do I need to license Dell Client Manager Standard Edition?" for information on obtaining a free, unlimited license for Dell Client Manager Standard.

WHAT IF DELL OPENMANAGE CLIENT INSTRUMENTATION IS ALREADY

INSTALLED ON THE SYSTEMS I WANT TO MANAGE WITH DELL CLIENT MANAGER STANDARD?

The Dell Client Manager agent includes the Dell OpenManage Client Instrumentation (OMCI) v7.6 agent embedded within it. If a target system is encountered that already has an older version of Dell OpenManage Client Instrumentation, when attempting to install the Dell Client Manager agent, Dell Client Manager will upgrade earlier versions of Dell OpenManage Client Instrumentation. For Dell OpenManage Client Instrumentation versions 7.x, an automatic upgrade will occur. For Dell OpenManage Client Instrumentation versions 6.x, the Dell OpenManage Client Instrumentation agent will be uninstalled first and then the Dell Client Manager agent (containing the latest Dell OpenManage Client Instrumentation) will be installed. For Dell OpenManage Client Instrumentation versions older than 6.x, the customer must first uninstall the agent manually. Note that the upgrade operation typically requires a reboot of the client system. These reboots happen automatically and the administrator has control over reboot options.

WHERE CAN I FIND THE LATEST DOCUMENTATION AND RELEASE NOTES FOR DELL CLIENT MANAGER STANDARD?

The latest documentation is installed when Dell Client Manager Standard is installed and can be accessed using the online help system.

Dell Client Manager Standard also installs a quick start page which contains links to the most common tasks and some getting started information.

The latest documentation is also posted on the Altiris website at:

<http://www.altiris.com/Support/Documentation.aspx>

WHAT ACTIONS REQUIRE A CLIENT REBOOT?

- Agent rollout and install
- BIOS upgrade
- BIOS settings change

Note that the administrator can control the reboot options by scheduling, deferring, or allowing the reboot to occur immediately for BIOS operations. However, the admin currently cannot control required reboots associated with the agent rollout.

WHAT'S NEW SINCE DELL CLIENT MANAGER 2.2?

Dell Client Manager 3.0 added additional Out of Band management features to support Intel vPro and Broadcom TrueManage technology. DCM 3.0 also added Flat Panel Display management.

DCM v3.0 now supports AMT 4 and AMT 5 in addition to AMT 3.

Broadcom TrueManage technology is offered on some Dell Precision Workstations and Laptops. DCM enables this technology. The combined strengths of Broadcom TrueManage technology and DCM help IT mitigate more threats, increase user uptime, and reduce the overall costs of managing and securing your organization's desktops. Functionality includes:

- Management via DMTF DASH standards.
- System health alerting
- Out of Band system inventory

DCM v3.0 also added support for inventory asset information of Dell Flat Panel Displays, such as manufacture name, date and product model. It also added control functions to the displays such like power on/off and adjust contrast.

WHERE CAN I OBTAIN DELL CLIENT MANAGER STANDARD?

Dell OpenManage website, **www.dell.com/dcm** or from the Altiris website.

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