



Unicenter® Asset Management r11

Unicenter® Asset Management r11 is a comprehensive solution for proactively managing IT assets in your business environment and provides instant knowledge of what assets are deployed. It delivers full-featured asset tracking capabilities through automated discovery, hardware and software inventory, configuration management, software usage monitoring, software license management and extensive cross-platform reporting.

Top Three Key Features

- Continuous and Active Discovery
- Hardware Inventory
- Software Inventory

What's New

- Open Source Database Support
- Common Application Framework
- Improved LDAP Directory Support
- Common Server Infrastructure
- Improved Inventory and Detection

Supporting Environments

- Windows Server and Client Platforms
- PDAs
- Linux x86
- HP-UX, AIX
- Solaris

Managing IT Assets in an Enterprise

At the highest level, organizations invest in people and technology to get business done. Similar to managing human resources from cost, availability, skills and productivity standpoints, IT assets must be managed as well. The foundation of any enterprise IT management solution must be the ability to provide factual information of what assets are deployed, how they are configured, where they are located and the ability to completely manage them throughout their life cycle. To efficiently manage assets, IT must be able to:

- View detailed information about existing hardware and software to make informed decisions during migration and deployment of software

- Report on historical changes to critical systems in an IT environment for improved change control
- Discover and inventory systems to optimize usage patterns and aid purchasing decisions
- Have “at a glance” knowledge of assets at the software patch level to mitigate security risks

However, the complexity, volume and diversity of today's assets, combined with constant change, make it difficult to manage assets and, more importantly, improve their availability to lower your cost of ownership. To mitigate this, IT must have the ability to automate the manual, error-prone and reactive day-to-day maintenance processes, or the result will be an inconsistent environment that is difficult to maintain.

Understanding What You Have

Unicenter Asset Management helps IT overcome these challenges and lessen risk, while helping to optimize the decisions that must be made regarding IT assets. With this solution, IT can monitor software usage on desktops, servers and other client devices. In addition, it will automate asset management processes, including discovery of network assets, inventory, maintenance activities, license administration and reporting, all in a heterogeneous environment.

Unicenter Asset Management empowers IT departments to become more agile and cost-effective while supporting various lines of business. For instance, one of the simplest ways to reduce service costs is to enforce standards and policies on asset configurations. Doing so eliminates the possibility of users running unauthorized software, and provides a known environment to speed diagnosis by service personnel. This makes it easier to anticipate and effectively correct problems. Plus, it can help control costs by measuring the usage of IT resources, for both hardware and software, giving different business groups the ability to monitor and measure how IT resources are actually used.

Distinctive Features and Functionalities

Continuous and Active Discovery. New systems constantly enter the corporate network either as completely new systems or systems which have been re-built. It is imperative for IT to automatically discover and proactively manage these new systems in a fully automated fashion; otherwise the foundation starts to break, because it was built with inaccurate information.

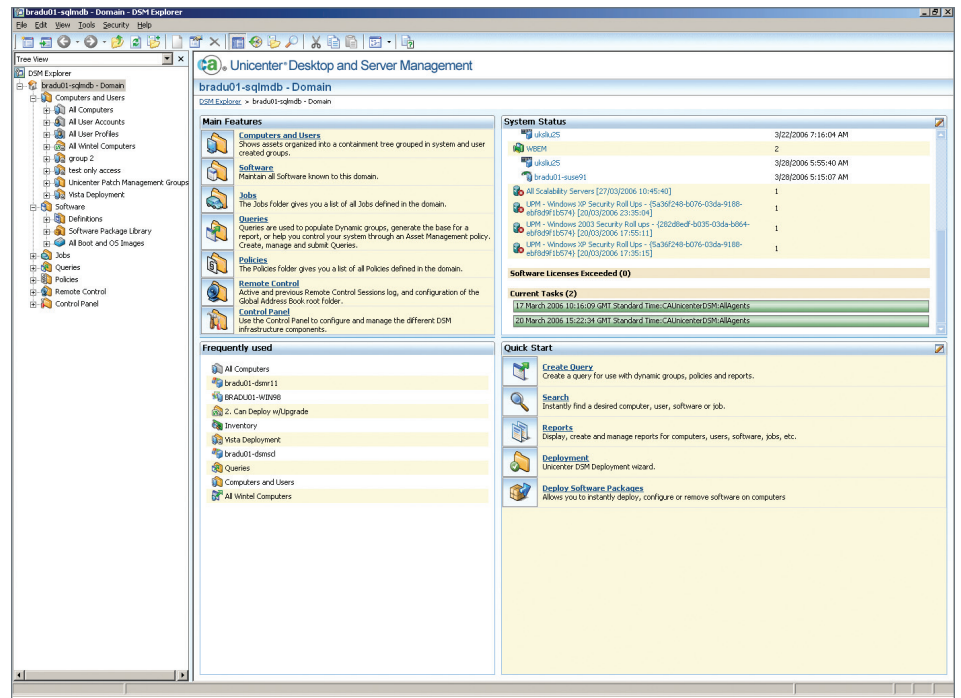


Figure 1. Get an instant view on the status of the IT environment, or quickly access main features and useful task wizards.

- Unicenter Asset Management will discover all connected devices using a combination of traditional IP based discovery process supplemented with a new continuous, active discovery that incorporates “sniffer” technology.
- Newly discovered devices are assigned a proper OS classification and pre-defined policies will determine whether the asset should be fully inventoried by actively scanning the system. WMI settings can be adjusted to gather specific user settings, printer information, etc., allowing custom WMI detection and inventory.

Hardware Inventory. Hardware inventory information is the underpinning for a successful IT management strategy, which includes software distribution, financial asset management, security management and help desk support. Unicenter Asset Management meets these needs by detecting and reporting on detailed inventory factors, such as serial numbers, CPU information, RAM,

internal and peripheral disc drives, OS versions and service packs, network settings, power settings, and more.

- **Hardware and Network Detection Modules.** Accelerate environment scanning by using Unicenter Asset Management’s structured inventory and customizable detection modules, which can detect specific information about PC hardware and network hardware.
- **Windows Management Instrumentation (WMI) Inventory.** Supports the WMI standard for gathering inventory and configuration information.
- **Inventory Change History.** Automatically track changes to assets, such as when software is installed or removed, changes in hardware configuration, and other key events. Unicenter Asset Management shows an asset’s historical information based on the date/time of recorded changes, in addition to its current state. Zero in on asset changes with intuitive visual cues in the easy-to-use user interface.

- Additional Inventory.** Responsive scanning and inventory reporting provides detailed information that can be enabled or disabled automatically for each inventory module. The inventory's quick response time enables scanning to be refined until the results are exactly as they should be for any given enterprise.

Software Inventory. Detect applications and software with intelligent detection. The environment is accurately discovered and reported on by using innovative methodologies with a higher degree of granularity than traditional software inventory scanning solutions.

- Intelligent Detection.** Detection accuracy is improved by using multiple techniques for analyzing whether, or not, applications are installed. The methods used include both file and registry scanning, and Microsoft Installer database look-up.
- Recognition Database.** The Unicenter Asset Management recognition database includes entries for over 13,000 applications, which are categorized into three major groups: applications that are known, applications that are unknown and main applications. This depth of information provides IT administrators a quick overview of which applications are installed and where, right out of the box.
- Research and Information Service.** Dedicated CA content research team responsible for the creation of application definitions (APDEF), which are used to extend the recognition database. Newly available APDEF's are quickly created, enhanced with additional research metadata, validated and made available to the Unicenter Asset Management system.
- OS Inventory.** Delivers detailed and accurate information about the operating system, including version, language settings, service packs, patch level and more. Up to date and detailed information benefits the environment by providing the necessary information for quick patch remediation.

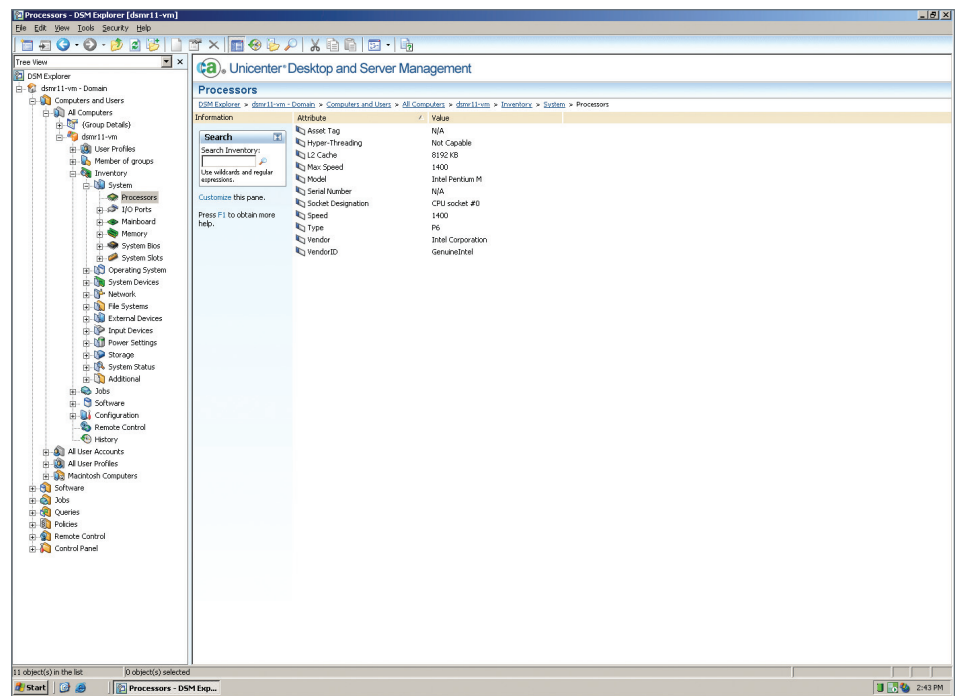


Figure 2. Unicenter Asset Management delivers in-depth information about PC components, such as processors.

- Microsoft Hot-Fixes.** Unicenter Asset Management maintains a complete list of all Microsoft hot-fixes, making it easy to find non-compliant systems and enforce compliance through integration with Unicenter Software Delivery.
- File Manager Information.** Enables full control over every hard drive in your network, improving efficiency and productivity by delivering a complete image of files and directories on any PC. Features a drag and drop capability to delete or copy files across the network.
- Partition Inventory.** Collect detailed inventory about hard drive partitions on systems with multiple partitions.

Software Usage Monitoring. Enterprise organizations must regulate the use of software to keep costs in check and comply with licensing restrictions. Software metering allows total control over specific application use. In addition, by monitoring usage patterns, Unicenter Asset Management can redeploy an

unused software asset instead of purchasing a new license for a user that needs it.

- Software Usage Metering.** Regain control over your software assets by knowing who is using what software, when and how often. In addition, policies can be created and enforced to prevent unapproved applications from being run on the corporate network.
- Application Suite Metering.** Individual applications can be categorized into a suite with other applications. For example Microsoft Word, Excel and PowerPoint can be identified as the Microsoft Office suite. This ensures accurate license tracking and that individual applications are not counted in lieu of the suite they belong to.
- Offline and Online Metering.** Manage applications even if PCs are offline. Passive (offline) metering, logs usage information locally, whereas active (online) metering, will strictly limit the number of users for any application or suite.

- **Queuing.** Users may enter a queue, if their PC is being monitored online and the licensing limit has been reached for an application. A fair, consistent license distribution system is ensured by using a first-come, first-served queue and by notifying users when a license for an application becomes available.
- **VIP Users.** The queue process can be over-riden for key users, so they always have access to critical software.

Configuration Management and Software Maintenance. Increase efficiency and enforce organizational policies and standards with Unicenter Asset Management’s built-in features.

- **Built-in Script Language.** Scripting can be used to change desktop settings, including registry information from a central location. Scripts can also be used to build custom inventory modules for collecting company-specific information.
- **Locking Configurations.** Unicenter Asset Management can detect changes at boot time, and restore the locked files immediately enforcing standards and policies across your organization.

Automate IT Processes. Automation is the key to an effective desktop management strategy that manages IT assets in an increasingly complex environment.

- **Alarms.** Alarm thresholds can be set to alert IT and automatically trigger actions that include sending emails or messages to an external system such as Unicenter Network and Systems Management or Unicenter ServicePlus Service Desk.
- **Dynamic Grouping.** Groups of assets can be defined based on a database query. The query can then be continually evaluated, dynamically updating the members of the group.

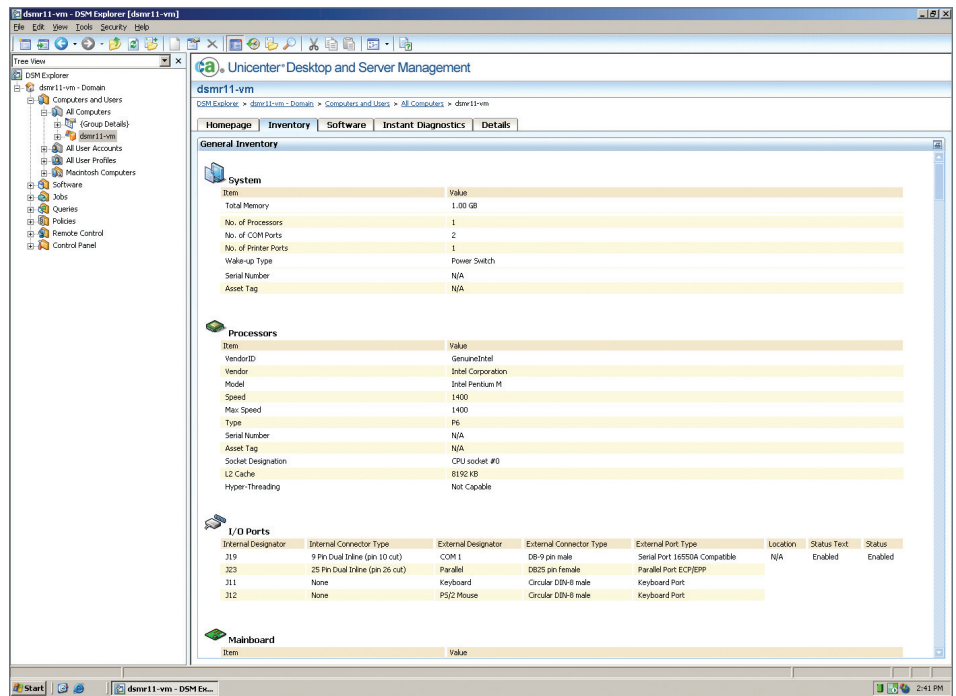


Figure 3. Make informed decisions by quickly viewing detailed information about PCs in the enterprise.

Enterprise-Ready. Unicenter Asset Management scales easily to support any network topology, from one location with thousands of nodes, or thousands of locations with only a few nodes in each. Once implemented it can grow and adapt to the changing needs of any environment.

- **Scalability.** Unicenter Asset Management components are designed for flexibility during deployment and ongoing operations. All services can all be installed on one server or distributed across multiple servers. A scalable tiered architecture ensures support for even the largest environments.
- **Broad Platform Support.** Unicenter Asset Management offers the broadest range of support for desktops and servers including Windows, UNIX, and major Linux distributions. In addition to desktops and servers it can also manage PDAs and other mobile devices.
- **Portal Integration.** Integration with the Unicenter Management Portal delivers role-based, dynamic and personalized management securely over the Web.

Data can be consolidated from many different data sources while providing unified querying and reporting and that suits each user’s unique needs.

Ease-of-Use. Technology is useless unless it’s easy to use. Today’s business climate demands that less time be spent on learning new software and applications and more time spent on leveraging the benefits of the investment.

- **Task Wizards.** Wizards assist administrators with initial deployment and periodic maintenance activities, including database housekeeping, job handling and policy configuration, minimizing the learning curve.
- **Tutorials.** Unicenter Asset Management provides in-depth tutorials, guiding new administrators through daily maintenance tasks. Through the use of step by step comprehensive tutorials, learning curves are reduced.

- **Web Admin Console.** Assets and their properties can be monitored and managed anywhere by using the lightweight Web Admin Console.

Informed Decision Making. You cannot manage what you don't know you have. Making management decisions about enterprise assets can and must be done, but only after all information about the asset(s) is known. Unicenter Asset Management delivers this knowledge by providing a robust reporting infrastructure.

- **Unicenter Asset Management Reporter.** Information about software inventory, hardware inventory, software usage and configuration can be combined for a multifaceted view of the enterprise environment.
- **Out-of-the-Box Reports.** Prefabricated reports can be modified based upon the needs of the enterprise.
- **Publishing and Exporting Reports.** Automatically publish reports to standard web servers in standard file formats such as CSV and XML, or save the results in a database to easily integrate with third-party applications.

Works with Other Unicenter Desktop Management Solutions. Extend the capabilities of Unicenter Asset Management by seamlessly including Unicenter® Software Delivery, Unicenter® Remote Control and Unicenter® Service Desk. Including one or more of these solutions in addition to Unicenter Asset Management delivers an effective desktop management strategy, essential for managing today's complex business environments. Unicenter® Desktop Management enables easy deployment of new hardware, software and patches, Unicenter Service Desk allows helpdesk departments to efficiently support end-users and Unicenter Remote Control helps troubleshoot PCs or guide users without visiting the workstation.

- **Software Distribution Management.** Centrally control and manage software on IT devices such as PDAs, desktops and laptops, servers and midrange systems, and Linux for zSeries. Automatically create software distribution packages by recording the state of a PC before and after installing and configuring software. Distribution groups and templates, plus integration with directory services, make it easy to schedule and automate software package deliveries for a specific group, or to set up policies to ensure compliance. In addition to deploying software, self-service software catalogs can be set up so that individuals can order software that they are authorized to install.
- **Remotely Support Users.** View and/or control host computers using different connection modes. Bandwidth aware connections adjust the color depth of the viewer to optimize the connection. Simplify the access to remote computers by using global and local address books that organize computers in a business environment. Remote sessions can be recorded and played back at a later time.
- **Automate Service Requests.** Unicenter Asset Management policies can automatically generate requests or change orders, or launch Unicenter Service Desk within the context of a specific asset. Unicenter Service Desk provides access to all Unicenter Asset Management functionalities with enforceable security policies.

What's New in r11

CA continues to innovate by delivering new features that make the product more robust and easier to use. Release 11 continues to deliver software aligned with the customer's business objectives, which is important when providing a comprehensive Desktop Management strategy.

- **Simplified Management Infrastructure.** A simplified infrastructure means less maintenance allowing quicker and easier deployments of a comprehensive

desktop management strategy. It does this by replacing disparate management servers with a set of common servers, the health of which can be shown in the common WorldView component. In addition, multiple databases and agents are replaced with a common open-source database foundation and single agent.

- **Improved Agent Delivery.** The agent can be delivered automatically to systems throughout the enterprise by defining policies that evaluate each system and deploy the agent when necessary.
- **Improved User Interface.** A new application framework for all Unicenter Desktop Management products makes it easier to manage an ever-more complex enterprise by providing all management tools at your fingertips. Performance is increased within the user interface by employing intelligent management lists, while the updated discovery mechanism provides continuous, active auto-discovery of enterprise assets.
- **Embedded Asset Viewer.** The asset viewer provides a common interface for viewing more information about a purchased and discovered asset. The information that can be viewed includes asset types, model definitions, asset families, classes, status and GL codes.
- **Better LDAP Directory Support.** Access any LDAP directory on Windows and Linux/UNIX to utilize organized asset information that is contained to the directory's hierarchy. LDAP directory support has been updated to allow queries and deployments to be applied to only those systems within a LDAP source or directory container.
- **Linux Support.** The Manager Component of Unicenter Asset Management may be installed on Linux.
- **Improved Inventory and Detection.** A new inventory module will report on minimum, maximum and average machine utilization over configurable time periods. A more granular software

detection mechanism now reports down to the software patch level, which has been optimized for better performance over a network. In addition, signatures are now shared between CA products providing access to an existing, comprehensive set of software signatures.

- **Enhanced Security Model.** Incorporates peer to peer mutual authentication with digital certificates. Site specific certificates may be used to guard against the potential threats of Spoofing, Byte-Stream Messaging (Reverse Engineering) and Hacking attempts. All authentication data, user credentials and traffic between client and server and communication streams are encrypted using RSA, DES or 3DES algorithms. Easily assign user-based permission through a 3-tier access control model covering default permissions, group level permissions and individual object level permissions. Assign different sets of permissions for different roles of user which may be identified from Windows or Linux user or group accounts or from and LDAP directory hierarchy.

Supported Environments

- Windows Server and Client Platforms
- PDAs
- Linux x86
- HP-UX, AIX
- Solaris

For more information,
call 1-888-864-2368
or visit ca.com

