Data Sheet

Unicenter® Software Delivery r11

Unicenter® Software Delivery ensures the optimum configuration of devices by delivering critical software resources to laptops, desktops, servers and PDAs in heterogeneous business environments. From automated distribution of software to management of system configurations on multiple platforms, this scalable and secure solution helps ensure compliance, reliable deployment and management of software across the enterprise.

Top Three Key Features

- Policy-Based Software Distribution
- 'Bare-Metal' OS Deployment
- OS Application Patch Distribution

What's New

- Open Source Database Support
- Common Database Schema
- Improved Package Delivery
- Simplified Management Infrastructure

Supporting Environments

- Windows Server and Client Platforms
- PDAs — PocketPC, Palm and Symbian
- Linux x86
- HP-UX, AIX
- Solaris

Managing Software in the Face of Change and Complexity

IT departments are responsible for managing increasingly complex desktop environments during a time of unprecedented change. Today's IT departments are overburdened with daily issues of managing the desired states of multiple hardware platforms and disparate operating system (OS) versions across geographically diverse locations. The result is an inconsistent desktop environment that is difficult to maintain and unaligned with business goals.

If left unmanaged, such complexity and constant change could potentially result in overall productivity loss, in addition to deployment and management costs, that can far exceed the cost of the hardware and software itself. A solution is needed to streamline the process of deploying software across heterogeneous environments.

IT organizations must embrace a desktop management strategy that automates as many of the manual, error-prone and reactive day-to-day maintenance processes as possible. Employing a management infrastructure that can scale efficiently to support the entire business environment, regardless of what changes take place in the future, assures ROI and reduces the total cost of hardware and software asset ownership. Automation, compliance and consistency across disparate platforms and OS versions are the keys to lowering these costs.

Deploying Efficiently Across Your Organization

To help overcome these challenges, CA offers solutions for Managing On-Demand Computing℠. A critical element of Managing On-Demand Computing is automating the processes used to optimize enterprise IT resources.

For this reason, CA's Unicenter® Software Delivery automates every aspect of software management, including compliance aligned to corporate policies (desired state), assessing and automatically resolving intra-software dependencies, and deploying and configuring software for individual users, groups, domains, etc. All of this can be administered through an easy-to-use console that provides real-time reporting on the state of deployment across your enterprise.

Unicenter Software Delivery empowers IT departments to become more agile and cost-effective by delivering consistent desktop environments that are maintained and aligned with business goals.

Distinctive Features and Functionalities

Software Distribution Management. Technology is changing at such a rapid pace that it becomes necessary to deploy new software or updates frequently to keep applications current, useful and secure. Proactive software management through automation is vital to controlling costs and mitigating risk.

- **Automated Software Distribution.** Centrally control and manage software installations, reinstallation, configuration and un-installation of software on IT devices such as PDAs, desktops and laptops, servers and midrange systems, and Linux for zSeries.
- **Administrator Control.** A distribution can be scheduled for a single unit, a group of units or the whole domain. Administrators can view reports on what software is installed where, when and by whom. They can also instantly see the status of all active or scheduled distributions.

User Control. Users can cancel jobs if they are launched at inconvenient times and they can reactivate canceled jobs. In addition, this product lets IT administrators force packages to systems or users, or use Wake-on-LAN technology to start systems completely unattended and receive software distributions during off-peak hours.

- **Reliable Delivery.** Built-in work flows and error controls keep track of what has been delivered and where. Automatic retries and extensive error reporting are available. Blackout periods can be defined for selected or groups of nodes, and a built-in calendar allows jobs to be scheduled to prevent conflict.
- **Support for Microsoft Terminal Server.** A Unicenter Software Delivery Agent automatically detects when it is executing in a Terminal Server environment and arranges software installations correctly.
- **Changes to Computers.** Unicenter Software Delivery automatically handles computers that move between management servers and domains. Changes to computer names are also automatically detected and managed.
- **Secure Distribution.** Through the embedded data transport service, several advanced distribution mechanisms, including multicast and broadcast, are made available. Discrete distribution is provided for remote or dial-in systems that connect occasionally or with low bandwidth, reducing the impact on the system by distributing data with minimal impact on users' work. Unicenter Software Delivery also utilizes checkpoint restart technologies, allowing packages to be transferred over a longer period of time for end-user convenience.
- **Offline Software Distribution.** If you so choose, software items can be distributed via CD. The end user is prompted to insert the CD during the install so that all installation records remain centrally managed.
- **Automatic Rollback.** Unicenter Software Delivery allows sequential jobs to occur only if previously dependent jobs succeed. If an installation in a sequence fails, all steps will be automatically rolled back, returning the system to its previous working state.
- **Handheld Mobile Device Support.** Unicenter Software Delivery manages the distribution and configuration of software on a variety of handheld mobile devices operating on Palm OS, Windows CE, Pocket PC and Nokia 9210.
- **Login Shield.** The administrator can arrange for any logged in user to be forced to log off or cause the install to wait until the user eventually logs off. Login is blocked until the job is complete.

Software Management. Creating, changing and managing the software packaging process is a critical element of a software distribution solution. Unicenter Software Delivery employs some of the most advanced techniques for making this process easy, yet tightly controlled to ensure high levels of quality and service. These capabilities are available across a broad range of supported Windows, UNIX, Linux and Mac OS platforms.

- **Software Package Creation.** Helps enable administrators to completely automate the packaging process unattended and optionally customize software items through a consistent look and feel across all supported platforms. The packager can automatically create packages for homegrown or customized applications in Windows-centric Microsoft Installer (MSI) format. For UNIX, Linux and Mac OS, the packager can create standard PIF packages. Support for RPM and PKGADD packages is provided as well.
- **Snapshot technology.** Create installation packages automatically, using the AutoScript generator to record the state of a PC before and after installing software. The AutoScript generator file can be converted to a standard MSI package, or left in the SPX format, and distributed for installation.
- **MSI Integration.** Unicenter Software Delivery provides complete support and manipulation of MSI packages and attributes. MSI packages can be registered with Unicenter Software

Delivery by simply dragging the MSI file to the software delivery library. The Microsoft license key property is specifically recognized.

- **Self-Healing.** Leveraging the power of MSI, the Windows systems can react and automatically rectify problems that may occur during the use of MSI-enabled applications. Unicenter Software Delivery allows for MSI admin installs to share and maintain the infrastructure, to help ensure systems can perform installations and reinstallations through source point resiliency. For example, if a system is moved, it is automatically redirected to appropriate MSI shares for self-healing.
- **Built-in Script Language.** A platform independent scripting language allows you to change any setting on a desktop or server, including registry changes, and performs any change to files on a computer. This is available for Windows, Linux, UNIX and Mac OS platforms.
- **Internal Dependencies.** Dependencies between different software items deployed on the same system can be set up, and dependent software can be automatically installed as appropriate. For instance, if a software package requires SP2 to be installed, Unicenter Software Delivery will first install SP2 on systems that do not have it.
- **External Dependencies.** You can set up dependencies between different software items on different computers. If the dependent software is not installed, the job can fail. Dependencies can also be created against the hardware attributes for a system.
- **Automatic Versioning.** Automated versioning of software packages is a very important attribute of the software management system. It allows tracking and manageability, and helps ensure consistency of new or changed software packages.
- **Delta Packages.** The packager automatically creates a delta package that only contains the differences between two versions. If the base version is not available, it is automatically installed before the delta is applied.

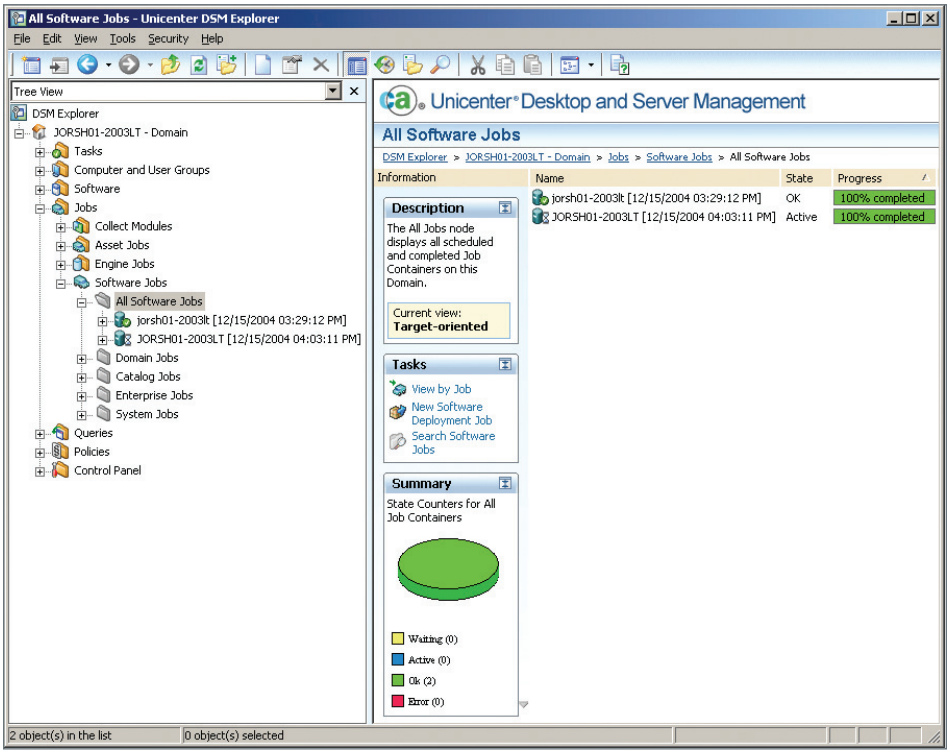

Figure 1. Easily find the status and progress of jobs in Unicenter Software Delivery.

- **Synchronized Installations.** Allow multiple distribution jobs to be linked so that the subsequent job will not start until all targets of the previous job return a successful state.
- **Software Groups.** Software can be grouped by business function, application vendor and so on for easy application of standard software by business/computer groups. Software groups support cascading; that is, groups within groups.

Automation. Automation is the lifeblood of Unicenter Software Delivery. Much of the automation is done via advanced grouping and query mechanisms, but a significant and more sophisticated amount of automation can also be driven by outside events from help desk, human resource systems and so on through the extensive command line interface.

- **Command Line Interface.** All major functions that can be performed from the Unicenter Software Delivery GUI can be driven from the command line in order to avoid manual intervention of routine and predictable events.
- **Distribution Groups.** Any number of computers and/or users can be grouped together in a distribution group, making it easy to schedule a software package for a certain group. Any system or user can be a member of multiple groups.
- **Policy Groups.** Previously known as template groups, these allow software packages to be linked to a computer group. When a system that does not have the software package is detected, a distribution is dynamically scheduled.
- **Integration with Directory Services.** Unicenter Software Delivery features built-in knowledge of Active Directory, NDS and simple LDAP directory schemas. Administrators can run queries that match a list of users or computers in a node of the directory

tree, and use this list to determine targets for software distribution.

- **Self-Service Software Catalog.** Contains a list of all the applications a user is authorized to install based on policies. It can be accessed from a web browser and wizards make it easy for users to install at their own convenience. In addition, the catalog can be easily customized and localized by administrators. Centrally controlled self-service software installation eliminates much of the manual and potentially error prone one-offs in software distribution.

Ongoing System Deployments. Deploying and re-deploying new systems is a continuous activity for IT departments. Unicenter Software Delivery has a complete management system for OS installation management. Moreover, when integrated with other CA solutions, it can restore data and personalities of the system, bringing it back to good working order.

- **Operating System (OS) Installation Management: "Bare Metal Installs."** The OS Installation Management functionality utilizes PXE to build up a new machine "from bare metal" to install, configure an OS and download a predefined application set.
- **Utilize Standard Images.** In addition to installing fresh operating systems, the OS installation management system can read, manage and deploy standard images made with Symantec Ghost or PowerQuest DeployCenter.
- **Rebuild After Crash.** Unicenter Software Delivery can automatically detect, rebuild and restore the most recently known configuration on a system in the event of a crash. This can also be combined with BrightStor® ARCserve® Backup for Laptops & Desktops to restore data and with Unicenter® Desktop DNA® to restore personal settings and configurations.

Enterprise-Ready. Managing software deployments in large distributed and heterogeneous environments often presents challenges. Yet, Unicenter Software Delivery has been designed with these environments in mind.

- **Independent of Network OS.** Unicenter Software Delivery relies on a multitude of protocols and is independent of the network OS. This independence is desirable for companies with heterogeneous environments and provides the flexibility to run virtually any operating platform.
- **Multiplatform Support.** Unicenter Software Delivery supports heterogeneous environments including Windows, Unix, Linux and even handheld platforms.
- **Scalability.** Unicenter Software Delivery leverages a hierarchy of servers. The Domain Servers are the workhorses of the system. Domain Servers can deliver software to end points or use intermediate servers known as Scalability Servers to make software packages available to the target computers. For added scalability, Unicenter Software Delivery has an Enterprise Manager that can manage multiple Domain Servers. Administrators can deploy hop nodes or fan out servers for improved network utilization.
- **Securing the Software Distribution System.** Security permissions can be set to varying degrees of granularity—down to defining who can deliver a particular application package to a single machine. Security permissions can range from Full Control, Change, Manage, Read and View to No Access and Special Access.
- **Reporting.** A built-in reporter provides standard reports that can easily be customized for repeat use. Graphical reporting is embedded in the user interface to assist you in making informed decisions.

Automation through Integration. As mentioned, automation is the lifeblood of Unicenter Software Delivery. Through integration with other solutions, policy-based automation can be driven even further.

- **Integration with Unicenter® Asset Management.** Dynamic groups allow you to create distribution groups based on relevant criteria. They can be built using search arguments presented to Unicenter Asset Management. These arguments can contain queries to Active Directory and NT Security groups. Unicenter Software Delivery also automatically notifies Unicenter Asset Management when new software is registered so the software inventory can be updated.
- **Integration with Unicenter® Patch Management.** Provides a complete patch management solution that combines vulnerability identification and assessment, patch and configuration change remediation deployment, and ongoing compliance analysis and assurance. This scalable and secure solution helps to make certain that enterprise assets are patched correctly.
- **Unicenter Desktop DNA Integration.** Extend capabilities to include the management, movement and maintenance of a PC's DNA. A PC DNA management solution is critical to keeping end users productive, reducing the total cost of PC ownership and maximizing investment in current IT assets. Unicenter® Desktop DNA increases technician and end-user productivity by managing and preserving PC DNA (user settings, preferences and data) during hardware refresh, system upgrade, desktop recovery and other change initiatives.

What's New in r11

Unicenter Software Delivery continues to innovate by providing 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 in important when providing a comprehensive Desktop Management strategy.

- **Simplified Management Infrastructure.** A simplified infrastructure means less maintenance and allows quicker and easier deployments of a Unicenter Desktop Management strategy. Unicenter® Software Delivery Release 11 replaces disparate management servers with a reduced number of common management servers, the health of which can be shown in the common WorldView component. In addition, multiple databases and clients are replaced with a common open-source database foundation and a single client (agent) across all Unicenter Desktop Management products.
- **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.

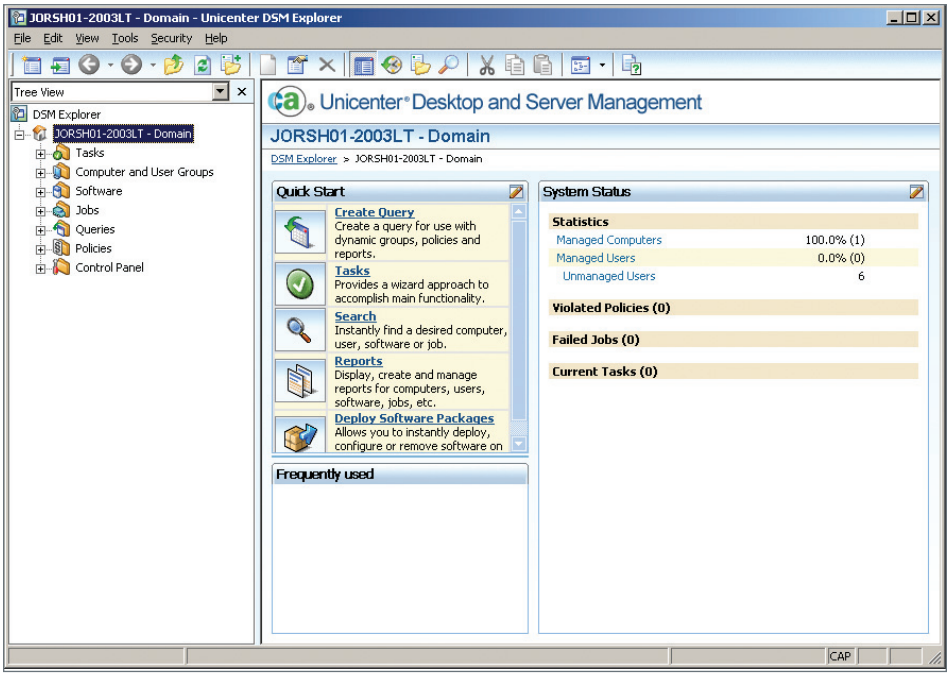

Figure 2. A Management Task Wizard increases productivity and lessens the learning curve.

- **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.
- **Improved package and OS delivery.** Package delivery between management servers is improved by analyzing the package delivery queue and automatically removing duplicate items, even when packages are scheduled using the new calendar-based delivery method.
- **Deploy Linux Servers.** Linux servers and desktops can be built automatically by providing responses to system set-up questions. Linux systems can be deployed from scratch on 'bare-metal' hardware, or be re-deployed if an OS is already installed.
- **Reporting.** Information is now easier to access for both skilled and casual users by using familiar names and terminology to create reports. Pre-built report templates, which are organized in a file-system-like folder structure, can be used as-is to run common queries or they may be customized to generate more specific reports.
- **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.

- **UNIX Packaging.** Packaging for non-Windows operating systems has been improved with the enhanced PIF installer. Changes include the option to compress files in a package, setup software dependencies and pre-requisites, better support for versioning, and progress reporting.

Supported Environments

- Windows Server and Client Platforms
- PDAs – PocketPC, Palm and Symbian
- Linux x86
- HP-UX, AIX
- Solaris

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