FUJITSU

Data Sheet
Fujitsu ManageNow® for Client & Server Automation Software

Your Requirements

Modern data centers are typically dynamic, with an ongoing requirement to provide IT infrastructure configurations to meet current business needs. Faced with the reality of harnessing fast-evolving technologies balanced with tight IT budgets, having the necessary skills and capacity available to ensure that business critical IT infrastructures are optimally managed can be a daunting task.

The main task for administrators in heterogeneous client/server IT environments is to keep their server, desktop and notebook infrastructures available, performant and secure, to enable users to perform their business functions. The spectrum of required administrative functions ranges from hardware and software inventory to software packaging, cascading software distribution, automatic operating system installation and patch management as well as remote maintenance and the complete management of workplace systems, all of which requires a well-integrated set of IT automation tools to bring maximum automation in supporting many systems.

ManageNow® Client & Server Automation

ManageNow® Client & Server Automation simplifies the administration and monitoring of heterogeneous server, client and retail IT infrastructure, comprehensively optimizing IT operations. The spectrum of functions range from hardware and software inventory to software packaging that includes Microsoft standard MSI, cascading

software distribution, automatic operating system installation, and patch management, as well as remote maintenance and the complete management of workplace systems. ManageNow® Client & Server Automation increases productivity and efficiency thanks to highly standardized systems that can be installed and operated automatically. The standardization and automation of lifecycle management in client & server IT infrastructure enables organizations to effectively manage hardware and software solutions.

The ManageNow® Approach

Fujitsu ManageNow® is a portfolio of modular solutions for efficient IT operations management. The solutions are comprised of a package of finely tuned components; software, deployment, customization and support services which utilize market-leading data center management software as a foundation, coupled with best-in-class methodologies derived from more than 10 years' experience in delivering IT operations management solutions. ManageNow® enables highly automated integration of data center management with cost reductions of up to 65% compared to a typical manual installation and customization, and with Fujitsu's deployment service realizes a productive solution in just one week! Due to the high level of automation and consolidation of IT infrastructure management, operating costs can be improved by 40%.

Your Benefits

- Standardized, reproducible automation management of heterogeneous Client & Server environments ensures maximum reliability and flexibility
- High degree of automation combined with rapid Deployment enables maximum efficiency and productivity from week 1
- Considerable implementation costs can be saved (up to 65%)

Software Description of ManageNow® for Client & Server Automation:

Automated installation and configuration of the CA Client Automation Software by ManageNow®:

With ManageNow® for Client & Server Automation we offer a fast and easy way for an efficient Enterprise Data Center Management implementation. Installation and configuration processes are automated, as is customizing. When each step is completed, our consultants conduct the appropriate tests and instruct the customer. All of the installation steps, along with the configuration and fine tuning of the CA Client Automation software suite, are documented in detail.
The software for the IT automation solution (Enterprise / Domain Manager, Database Cluster, Scalability Server, Admin Client, Packaging Workstation and ManageNow® extensions) is stored in a standardized ManageNow® directory structure on a central server. This directory structure is made available to the management servers and administration clients via a network share. It serves as a software library for the automated installation and configuration of the management roles in the CA Client Automation infrastructure environments.

ManageNow® for Client & Server Automation extensions guarantees easy implementation and efficient operation of CA Client Automation infrastructure environments:

■ Automated ManageNow® installation and configuration processes to setup reproducible CA Client Automation infrastructure environments
■ ManageNow® online documentation with graphic representation of the individual processes
■ ManageNow® Plug and Play Driver Database
■ ManageNow® Infrastructure Toolset
■ ManageNow® "COF Starter" (Jobcontainer Offline Installation)
■ ManageNow® Connector between Fujitsu Scout Enterprise Management System for Thin Clients and Client Automation Management Database
■ ManageNow® predefined OS Images
■ Automated ManageNow® integration of Fujitsu's DeskView®

ManageNow® for Client & Server Automation OS Installation Management (OSIM) manages installation without interruption of the production:

ManageNow® for Client & Server Automation OS Installation Management (OSIM) provides an unattended operating system (OS) installation (bare metal installation) for Windows clients (e.g. XP, Vista, Windows 7, Windows 8, etc.) and servers (like Windows Server 2008, Windows Server 2008 R2, Windows Server 2012, etc.) as well as Linux systems (e.g. open SUSE Linux, SuSE Linux Enterprise, etc.). The complete workflow from creating an OS image over distributing the OS image to all boot servers up to the unattended OS installation on the target system is supported and optimized by best-practices enhancements of ManageNow® for Client & Server Automation OS Installation Management. The daily efforts of administrators and operators for unattended operating system (OS) installation will be dramatically reduced by the ManageNow® for Client & Server Automation Plug & Play Driver Database for Microsoft Windows.

ManageNow® Documentation:

For all ManageNow® implementation and configuration steps online documentation is available:
■ ManageNow® installation methods and feature packages
■ The online documentation can be enhanced with customer specific extensions

Features and Benefits

Main features	Benefits
ManageNow® for Client & Server Automation	
■ Unattended installation including tested CA Client Automation product patches ■ Standardized best practice configuration ■ Rollout preparation and configuration of the CA Client Automation infrastructure environment	■ Less implementation effort – shorter time-to-production ■ Less implementation costs - 65% off compared to classic approaches and cuts operational cost up to 40%. ■ Attractive fixed price implementation packages ■ Fast ROI – typically achieved after the build phase ■ Standardization of IT automation ■ ManageNow® support for ManageNow® and CA Client Automation ■ Fast and flexible extendable according to business needs ■ Field proven solution - over 10 years experience
■ Automated Asset inventory import processes between Fujitsu Scout Enterprise Management System for Thin Clients to the Client Automation Management Database	■ The customer has one single view of all assets and a wide set of predefined reports ■ Easy and automated update of the Client Automation Management Database
■ ManageNow® Infrastructure Toolset	■ Tools support client relocation to another Scalability Server ■ Possibility of customer-specific customization of the software delivery agent
■ ManageNow® "COF Starter" (Jobcontainer Offline Installation)	■ Predefined best practice offline installation solution for huge software packages (thousands of clients). ■ Avoids network bandwidth limitations
■ ManageNow® DeskView Integration	■ Customer can use the benefits from CA Client Automation and Fujitsu DeskView without additional effort, from a single point of control.
■ Automatic setup of a standard client automation architecture to support the full feature set of CA Migration Manager and ready to run configuration of the Migration Manager store point	■ Intelligent set of rules fit ambitious requirement of client management and improve the operational efficiency – ready to run.
ManageNow® for Client & Server Automation – OS Installation Management (OSIM)	
■ Installation support for already installed and productive CA Client Automation environments during production ■ ManageNow® standard set of rules for automated hardware analysis, boot image build and unattended deployment for clients and servers. ■ Installation support for Windows XP, Windows Vista, Windows 7 and 8, Windows Server 2008, 2008 R2, and 2012 (x86 und x64) ■ Extended and preconfigured set of OS installation parameters	■ Less implementation effort - shorter time-to-production ■ Pre-tested - less operation risk ■ Standardization ■ Best practice based on field experience ■ No operation down time during installation of ManageNow® OSIM ■ Less operation effort with the ManageNow® concept of universal imaging with flexible parameterization. This enables customers to adopt the OS images to their specific requirements.
■ ManageNow® Plug and Play driver database for Microsoft Windows. Distributed and managed Plug and Play Driver Database on all OS installation servers (Domain or Scalability Servers). ■ Automated Plug and Play Driver Database synchronization in the entire infrastructure. ■ Real-time hardware analysis and aligned provisioning of hardware drivers from the Plug and Play Driver Database to the dedicated OS Images	■ Delivery of the preloaded Plug and Play Driver Database ■ Out of the box installation for most of the existing clients and servers ■ Reduce installation times and required network bandwidth due to optimized and smaller OS images ■ Improvement of the reliability ■ Designed for very large heterogeneous client infrastructures
ManageNow® predefined OS Images for bare metal OS installation	
■ Windows XP, Windows Vista, Windows 7, Windows 8, openSUSE Linux 10.1 and 11.3, Windows Server 2008, 2008 R2 and 2012, SuSE Linux Enterprise 9.0, 10 and 11	■ Less implementation effort - ready for production ■ Less operation risk – tested ■ Best practice from field experience

ManageNow® for Client & Server Automation Features and Functionality

CA Client Automation Software Suite	ManageNow® for Client & Server Automation Features and Functionality
CA Asset Management (AM)	**ManageNow® for Client & Server Automation Asset Management (AM)**
■ Automated discovery of hardware and software inventory ■ Detailed inventory of physical and virtual assets Serial numbers, CPU information, total RAM, internal and peripheral disc drives, OS versions and service packs, network settings, power settings, software inventory, including virtualized applications ■ Option of agent less inventory ■ Software usage monitoring ■ Automated and scheduled reporting functionality	■ Unattended installation including tested CA Client Automation product patches ■ Standardized best practice configuration ■ Automated Asset inventory import processes between Fujitsu Scout Enterprise Management System for Thin Clients to the CA Client Automation Management Database
CA Asset Intelligence (AI)	**ManageNow® for Client & Server Automation Asset Intelligence (AI)**
■ Intelligent analytics (reports) to analyze IT asset data ■ Support of strategic planning for business decisions ■ Support of company policy compliance check ■ Identify opportunities for efficiencies and cost savings ■ Support of Green IT assessment management with predefined policies	■ Unattended installation including tested CA Client Automation product patches ■ Standardized best practice configuration
CA Software Delivery (SD)	**ManageNow® for Client Automation Software Delivery (SD)**
■ Software Management – policy based distribution of software, updates and patches to traditional and virtual clients ■ Centralize the control and management of installing, reinstalling, configuring and uninstalling software across a full range of enterprise devices. ■ Create packages for homegrown or customized applications in Windows-centric Microsoft Installer (MSI) format, or standard packages for UNIX, Linux and Mac operating systems. ■ Group software by business function, application, vendor, or other categories for easy, standardized distribution by business and computer groups. ■ Manage the deployment of virtualized applications, including VMWare ThinApp and Microsoft App-V technologies.	■ Unattended installation including tested CA Client Automation product patches ■ Standardized best practice configuration ■ Rollout preparation and configuration of the CA Client Automation infrastructure environment – ready for production ■ ManageNow® "COF Starter" (Jobcontainer Offline Installation) best practice offline installation solution for huge software packages (thousands of clients). Avoids network bandwidth limitations ■ ManageNow® DeskView Integration
CA Remote Control (RC)	**ManageNow® for Client & Server Automation Remote Control (RC)**
■ Configure and maintain systems from a centralized management console. Reliably and securely access, control, view, manage and modify remote desktop and mobile systems. ■ Manage remote systems using features for exclusive control, shared control, web viewer and classroom sessions. ■ Transfer files, chat with the host user, and record remote sessions for later playback or reboot the host system. ■ Enforce authenticity by aligning different security methods, encryptions and access permissions to specific user and connection types. ■ Cross-platform remote management support allowing connections from Windows to Linux or Windows to Mac OS X.	■ Unattended installation including tested CA Client Automation product patches ■ Standardized best practice configuration

CA Patch Manager (PM)	ManageNow® for Client & Server Automation Patch Manager (PM)
■ Deliver a consistent, reliable software patch management across the major platforms (Windows, Linux, …) ■ Employ a simple, task-oriented user interface that combines with a web-based reporting portal to provide the controls and information needed to administer each step in the patch process. ■ Implement a formal patch testing phase that assesses patch packages—and metadata—against the required system configurations. ■ Initiate package deployments automatically, using defined policies, and apply pre- and post-requisites, dependencies, and roll-up structures during installations. ■ Monitor all patches and packages to ensure they remain valid and in effect and that new or crashed systems are automatically restored to the most up-to-date patch level. ■ Utilize monthly delta roll-ups of new patches to enable administrators to deploy a single patch package each month.	■ Unattended installation including tested CA Client Automation product patches ■ Standardized best practice configuration
CA Migration Manager	**ManageNow® for Client & Server Automation Migration Manager**
■ Supports Client migrations ■ CA Client Automation preserve and transfer unique end-user settings, data, and preferences during a system migration, hardware refresh, operating system upgrade, new installation, or recovery process ■ Save unique data and settings to a local machine for later migration, or transfer them in real-time via a connection between the old and new PCs. ■ Leverage powerful features for account creation, redirection and security, as well as tools for migrating user profiles and transferring data from NT domains to Active Directory (AD). ■ Utilize advanced data collection capabilities to migrate comprehensive system and application settings.	■ Unattended installation including tested CA Client Automation product patches ■ Standardized best practice configuration ■ Automatic setup of a standard client automation architecture to support the full feature set of CA Migration Manager and ready to run configuration of the Migration Manager store point
CA OS Installation Management (OSIM)	**ManageNow® for Client & Server Automation OS Installation Management (OSIM)**
■ Bare metal OS system installations and reinstallations after crashes (Windows and Linux) ■ Install and configure Windows 7/8 and Windows 2008/R2, 2012 operating system by WinPE 3.0 boot images ■ Support of Microsoft ImageX by running it from WinPE to capture images from FAT 32 and NTFS installations ■ Detect, rebuild and restore the most recently known configuration automatically in the event of a crash	■ Unattended installation including tested CA Client Automation product patches ■ Standardized best practice configuration ■ Installation support for already installed and productive CA Client Automation environments during production ■ ManageNow® standard rule sets for automatic hardware analysis, boot image build and unattended deployment for clients ■ Installation support for WinPE 3.0 from Windows XP, Windows Vista, Windows 7, Windows 8,Windows Server 2008, 2008 R2 and 2012 (x86 and x64) ■ Extended and preconfigured set of OS installation parameters ■ ManageNow® Plug and Play driver database for Microsoft Windows. ManageNow® Plug and Play driver database can be distributed and managed on all different OS installation servers Automated Plug and Play Driver Database synchronization in the entire infrastructure ■ Real-time hardware analysis and aligned provisioning of hardware drivers from the Plug and Play Driver Database to the dedicated OS Images
	ManageNow® for Client & Server Automation predefined OS images – ready for production
	■ Windows XP ■ Windows Vista ■ Windows 7 and 8 ■ openSUSE Linux 10.1, 11.3 ■ Windows Server 2008, 2008 R2, 2012 ■ SuSE Linux Enterprise 9.0, 10, 11

Technical Details

Installation Specification	ManageNow® for Client & Server Automation
Technical requirements	For use of ManageNow® for Client & Server Automation, the following software products are required: **EITM Software:** • CA Client Automation r12.8 and the required Management Database (MS SQL Server 2008/R2 or 2012) **Enterprise/Domain Manager:** • Microsoft® Windows® 2012 Server • Microsoft® Windows® 2008 Server R2 SP1 • Microsoft® Windows® 2008 Server SP2/SP3 x86/x64 • Microsoft® SQL2012 Server SP1 • Microsoft® SQL2008 R2 Server SP1/SP2 • Microsoft® SQL2008 Server SP2/SP3 x86/x64 **ADMINISTRATION CLIENT:** • Microsoft® Windows® 8 x86/x64 • Microsoft® Windows® 7 SP1 x86/x64 **SOFTWARE PACKAGING CLIENT:** • Microsoft® Windows® XP Professional SP3 x86 • Microsoft® Windows® Vista SP2 x86/x64 • Microsoft® Windows® 7 SP1 x86/x64 • Microsoft® Windows® 8 x86/x64 • Microsoft® Windows® 2008 Server R2 • Microsoft® Windows® 2008 Server SP2 x86/x64 • Microsoft® Windows® Server 2012 **SCALABILITY SERVER:** • Microsoft® Windows® 7 SP1 x86/x64 • Microsoft® Windows® 8 x86/x64 • Microsoft® Windows® 2012 Server (No boot server support) • Microsoft® Windows® 2008 Server R2 • Microsoft® Windows® 2008 Server SP2 x86/x64 • Microsoft® Windows® 2003 Server SP2 x86/x64. **Minimal recommended hardware for the EITM Servers** • PRIMERGY dual processor server • 16 GB RAM main memory • 2 hard disks with 500 GB each (plus space for the CA software library) • DVD-ROM • >= 1000 MBit LAN
Deliverables	• ManageNow® software and documentation on data media. • ManageNow® support and software patches / updates for a minimum of 1 year.
User Interface	English and German
Installation	The installation and integration services have to be provided by ManageNow® certified consultants only.
Documentation	Detailed online documentation in English is included within the package.
User Skills	• Administration and operation knowledge of CA Client Automation • Installation, configuration and operation require understanding of the working of CA Client Automation, ManageNow® scripts, operating systems and MS-SQL servers.
Guarantee	Class C
Service provided	To license the ManageNow® for Client & Server Automation modules a ManageNow® support and updates subscription for a minimum of 1 year1 is necessary. The services provided are detailed in the datasheet "Fujitsu ManageNow® for Client & Server Automation Support"
Media	"ManageNow® for Client Automation" contains the ManageNow® software including the documentation
Ordering and delivery	This Professional Service is available from your local Fujitsu sales office. There is one order code for the Package, for Software and for Support Extensions but the price depends on the amount of monitored systems.

Service Details

Service Conditions

The customer agrees to the following conditions as pursuant to the delivery of the service defined:

- Access to the data center and required systems
- The system has been ordered (and is delivered) pre-installed
- Provision of all information necessary for the installation on or before the delivery date
- LAN/SAN connectivity and physical infrastructure (e.g. electricity, facilities, cabling etc.) are available.
- A customer contact available for the duration of the service to clarify questions and provide information, access and passwords when required
- Additional ManageNow® Integration Services have to be ordered separately. Installation and integration services have to be provided by ManageNow® certified consultants
- ManageNow® support and software patches / updates for a minimum of 1 year.
- Administration and operation knowledge of system management. Installation, configuration and operation require understanding of ManageNow®, operating systems and MS-SQL servers.
- The software support has been described in the data sheet ManageNow® for Client & Server Automation – Support.

Terms and Conditions

Unless expressly agreed otherwise the Fujitsu IT Services as set out in this datasheet will be performed based on the Fujitsu *"General Terms on Consulting and Technical Assistance"* or alternatively - where the main emphasis of the services is on the performance of works - based on the Fujitsu *"General Terms for IT Integration Services, IMAC/D Services and other works and services subject to acceptance"*.

Ordering & Delivery

This Professional Service is available from your local Fujitsu sales office. There is one order code for the Package, for Software and for Support Extensions but the price depends on the amount of monitored systems. When ordering please quote the information below:

The software is part of the basic solution package:

Title:	**Fujitsu ManageNow® Client & Server Automation Solution Package**
Order code:	CPS:IT-MNS-00007FD

Additional licenses can be ordered via:

Title:	**Fujitsu ManageNow® Client & Server Automation Software Extension**
Order code:	CPS:IT-MNS-00009FD

Additional software extensions can be ordered only together with additional support extensions:

Title:	**Fujitsu ManageNow® Client & Server Automation Support Extension**
Order code:	CPS:IT-MNS-00008FD

Additional Services

Fujitsu offers the following complementary Professional Services for ManageNow:

ManageNow for Client & Server Automation – Deployment
ManageNow for Client & Server Automation – Integration
ManageNow for Client & Server Automation – Training

Fujitsu Professional Services can assist you in every phase of the ManageNow lifecycle.

More Information

Fujitsu OPTIMIZATION Services

In addition to ManageNow® Services Fujitsu provides a range of platform solutions. They combine reliable Fujitsu products with the best in services, know-how and worldwide partnerships.

Dynamic Infrastructures

With the Fujitsu Dynamic Infrastructures approach, Fujitsu offers a full portfolio of IT products, solutions and services, ranging from clients to datacenter solutions, Managed Infrastructure and Infrastructure as a Service. How much you benefit from Fujitsu technologies and services depends on the level of cooperation you choose. This takes IT flexibility and efficiency to the next level.

Computing Products

www.fujitsu.com/fts/products
- PRIMERGY: Industry Standard Server
- SPARC Enterprise: UNIX-Server
- BS2000/OSD Mainframes
- PRIMEQUEST: Mission Critical IA Server
- ETERNUS: Storage Solutions
- ESPRIMO, LIFEBOOK: Workplaces

Software

www.fujitsu.com/fts/products/software
- Operating Systems
- Middleware
- Applications
- Partner Software

Services

www.fujitsu.com/fts/services
- Managed Services
- Infrastructure as a Service
- Consulting & Integration Services
- Maintenance & Support Services

More information

To learn more about ManageNow® and other related services please contact your Fujitsu sales representative, email us at expert@ts.fujitsu.com, or visit our website at www.fujitsu.com/fts/managenow

Fujitsu green policy innovation

Fujitsu Green Policy Innovation is our worldwide project for reducing burdens on the environment. Using our global know-how, we aim to resolve issues of environmental energy efficiency through IT. Please find further information at: www.fujitsu.com/global/about/environment/