Administration of Symantec™ Client Management Suite 7.5
Study Guide

The following tables list the Symantec SCS Certification exam objectives for the Administration of Altiris Client Management Suite 7.5 exam and how these objectives align to the Altiris Client Management Suite 7.5: Administration course.

The recommended course to prepare for this exam is:

Altiris Client Management Suite 7.5: Administration

The product documentation for this course includes the following:

- Altiris Client Management Suite 7.5 from Symantec, version 7.5
- Altiris Deployment Solution 7.5 from Symantec: version 7.5

Examples of Hands-on Experience (Real World or Virtual):

- Deploy software packages to systems or virtual layers
- Configure the Software Catalog
- Install the Altiris Client Management Suite 7.5 components
- Use tasks and policies to deploy applications, endpoint operating systems, and personalities
- Configure the Software Portal to deliver applications
- Download, stage, and deploy software updates
- Inventory managed computers
- Support, manage, and configure managed computers remotely
- View and use reports to assist with managing computers
- Manage and configure CMS 7.5 including plug-ins and policies
- Use Maintenance windows to schedule tasks and policies
- Perform basic troubleshooting
- Image Macintosh/Linux computers with Deployment Solution
- Gather custom inventory
- Create custom reports
- Create personality templates
- Create SVS layers
- Diagnose and troubleshoot problems
- Use advanced deployment technologies
- Use Out-of-Band Management

For more information on the Symantec Certification Program, visit [http://go.symantec.com/certification](http://go.symantec.com/certification).
**EXAM AREA 1**
Overview and Architecture

<table>
<thead>
<tr>
<th>Exam Objectives</th>
<th>Course Topics from Altiris Client Management Suite 7.5: Administration</th>
</tr>
</thead>
</table>
| Describe the technological benefits and components of Altiris Client Management Suite 7.5. | Lesson: Understanding Client Management Suite  
Topics:  
  - Providing IT Services  
  - Benefits of CMS 7.5 |
| Describe how to support a complete management environment with Altiris Client Management Server 7.5 and additional Solutions (e.g., IT Analytics). | Lesson: Understanding Client Management Suite  
Topic: Tailoring and environment with add-on solutions |
| Describe minimum system requirements and installation prerequisites for Altiris Client Management Suite 7.5. | Lesson: Understanding Client Management Suite  
Topic: CMS 7.5 System Requirements  
Lesson: Installing Client Management Suite  
Topic: Installation Requirements |

**EXAM AREA 2**
Installation and Configuration

<table>
<thead>
<tr>
<th>Exam Objectives</th>
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</table>
| Given a scenario, describe installation and configuration procedures for the Altiris Client Management Suite agents and plug-ins.                                                                                                                                                                                                                       | Lesson: Installing Client Management Suite  
Topic: Using Symantec Installation Manager                                                                                                                                                                                                                     |
| Describe how to configure Altiris Client Management Suite 7.5 solutions.                                                                                                                                                                                                                                                                         | Lesson: Installing Client Management Suite  
Topic: Installing Client Management Suite  
Lesson: Software Management Framework  
Topic: Populating the Software Catalog                                                                                                                                                                                                                       |
| Describe how to create or modify security roles within Altiris Client Management Suite 7.5.                                                                                                                                                                                                                                                         | Information is available in the product documentation.                                                                                                                                                     |

**EXAM AREA 3**
Patch Management

<table>
<thead>
<tr>
<th>Exam Objectives</th>
<th>Course Topics from Altiris Client Management Suite 7.5: Administration</th>
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</table>
| Describe the basic information flow for Patch Management.                                                                                                                                                                                                                                                                                             | Lesson: Patch Management  
Topic: Patch Management Workflow                                                                                                                                                                                                                                                   |
| Given a scenario, describe how to deploy patches using a schedule.                                                                                                                                                                                                                                                                                 | Lesson: Software Bulletins and Updates  
Topic: Distributing Bulletins and software updates                                                                                                                                                                                                                                   |
## Exam Objectives

**Course Topics from Altiris Client Management Suite 7.5: Administration**

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<tr>
<th>Exam Objectives</th>
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<tbody>
<tr>
<td>Determine which Patch Management software updates are required by managed computers.</td>
<td>Lesson: Software Bulletins and Updates&lt;br&gt;Topic: Patch Management Compliance reports</td>
</tr>
<tr>
<td>Describe how to use Altiris Client Management Suite 7.5 Patch Management to stage and deploy software updates.</td>
<td>Lesson: Software Bulletins and Updates&lt;br&gt;Topic: Patch Management Import and Ochain</td>
</tr>
<tr>
<td>Describe how to troubleshoot the basic information flow for Patch Management.</td>
<td>Lesson: Patch Management&lt;br&gt;Topic: Patch Management Workflow</td>
</tr>
</tbody>
</table>

### EXAM AREA 4

#### Inventory Solution

<table>
<thead>
<tr>
<th>Exam Objectives</th>
<th>Course Topics from Altiris Client Management Suite 7.5: Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Describe how to configure and use Altiris Client Management Suite 7.5 to obtain inventory from managed or non-managed computers including (but not limited to) detailed inventory scans, targeted software scans, stand-alone inventories, creating file baselines, custom inventory, and how to manage application usage.</td>
<td>Lesson: Managing Inventory with Tasks and Policies&lt;br&gt;Topics: Collecting Inventory, Collecting Targeted Inventory, Collecting Standalone inventory</td>
</tr>
<tr>
<td>Describe how to configure inventory and its relationship to software management framework.</td>
<td>Lesson: Custom Inventory&lt;br&gt;Topic: Creating a Custom Inventory Task</td>
</tr>
<tr>
<td>Given a scenario, describe various methods for validating inventory.</td>
<td>Lesson: Managing Inventory with Tasks and Policies&lt;br&gt;Topic: Collecting Inventory</td>
</tr>
</tbody>
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## Exam Objectives

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<td>Describe how to configure inventory and its relationship to software management framework.</td>
<td>Lesson: Custom Inventory&lt;br&gt;Topic: Creating a Custom Inventory Task</td>
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<tr>
<td>Given a scenario, describe various methods for validating inventory.</td>
<td>Lesson: Managing Inventory with Tasks and Policies&lt;br&gt;Topic: Reporting and Basic Troubleshooting</td>
</tr>
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<td>Exam Objectives</td>
<td>Course Topics from Altiris Client Management Suite 7.5: Administration</td>
</tr>
<tr>
<td>----------------</td>
<td>----------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Given a scenario, describe how to gather inventory on a schedule. | Lesson: Managing Inventory with Tasks and Policies  
Topics:  
- Collecting Inventory  
- Collecting Targeted Inventory  
- Collecting Standalone inventory  
Lesson: Custom Inventory  
Topic: Creating a Custom Inventory Task  
Lesson: Using Baselines to manage Computers  
Topics:  
- Performing File Baseline inventories  
- Performing Registry Baseline inventories |

**EXAM AREA 5**

**Software Management**

<table>
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<tr>
<th>Exam Objectives</th>
<th>Course Topics from Altiris Client Management Suite 7.5: Administration</th>
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</table>
| Explain the benefits of managing software with Software Management Solution 7.5. | Lesson: Software Delivery  
Topics:  
- Methods to Deliver Software  
- About Managed Delivery  
- About Quick Delivery |
| Distinguish between the different methods used to populate the Software Catalog. | Lesson: Software Management Framework  
Topic: Populating the Software Catalog |
| Given a scenario, describe how to add a software component to a software product in the Software Catalog. | Lesson: Symantec Management Console  
Topic: Getting to know the Console  
Lesson: Software Management Framework  
Topic: Populating the Catalog |
| Describe the components of the software management framework as they relate to software delivery. | Lesson: Software Management Framework  
Topic: Populating the Catalog  
Lesson: Software Delivery  
Topics:  
- Methods to Deliver Software  
- About Managed Delivery  
- About Quick Delivery |
| Describe how to use the software catalog and deliver software using policies, jobs, and tasks. | Lesson: Software Delivery  
Topics:  
- Methods to Deliver Software  
- About Managed Delivery  
- About Quick Delivery |
### Exam Objectives

| Describe the process for creating and delivering a managed Delivery policy. | Lesson: Software Delivery  
Topics:  
- Methods to Deliver Software  
- About Managed Delivery |

| Given a scenario, determine the appropriate method to deliver software including managed delivery policies, quick delivery tasks, and the software portal. | Lesson: Software Delivery  
Topics:  
- Methods to Deliver Software  
- About Managed Delivery  
- About Quick Delivery  
Lesson: Software Portal  
Topic: Requesting and Managing Software Requests |

| Explain the phases of Managed Delivery execution. | Lesson: Software Delivery  
Topic: About Managed Delivery |

| Describe how to report on the overall status of installed and delivered software. | Lesson: Reporting and Basic Troubleshooting  
Topic: Reports |

| Given a scenario, describe the procedure for delivering applications to layers and managing layers using Altiris Client Management Suite 7.5. | Lesson: Managing and Delivering Software with other tasks  
Topic: Methods for Installing and Managing Virtualized Software |

### EXAM AREA 6

Remote Management and Assistance

<table>
<thead>
<tr>
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<th>Course Topics from Altiris Client Management Suite 7.5: Administration</th>
</tr>
</thead>
</table>
| Given a scenario, describe how to use Altiris Client Management Suite 7.5 to perform remote assistance and systems diagnostics with Real Time System Manager and pcAnywhere. | Lesson: Remote Assistance  
Topic: Managing a pcAnywhere session / Real-Time System Manager |

| Describe the protocols for managing remote systems as well as the hardware and software requirements for each protocol. | Lesson: Remote Assistance / Including Knowledgebase articles |
# EXAM AREA 7
Deployment Solution within Altiris Client Management Suite 7.5

<table>
<thead>
<tr>
<th>Exam Objectives</th>
<th>Course Topics from Altiris Client Management Suite 7.5: Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Given a scenario, describe the benefits of using Deployment Solution.</td>
<td>Lesson: Deployment Solution 7.5 Overview</td>
</tr>
<tr>
<td></td>
<td>Topic: Deployment Solution Overview</td>
</tr>
<tr>
<td></td>
<td>(From the Deployment Solution 7.5 Administration course)</td>
</tr>
<tr>
<td></td>
<td>Lesson: Deployment Solution Overview</td>
</tr>
<tr>
<td></td>
<td>Topic: All topics</td>
</tr>
<tr>
<td>Describe how to configure Deployment Solution including, but not limited to, PXE, automation folders, sysprep.</td>
<td>Lesson: Deployment Solution 7.5 Overview</td>
</tr>
<tr>
<td></td>
<td>Topic: Deployment Solution Overview</td>
</tr>
<tr>
<td></td>
<td>(From the Deployment Solution 7.5 Administration course)</td>
</tr>
<tr>
<td></td>
<td>Lesson: Configuring Deployment Solution 7.5</td>
</tr>
<tr>
<td></td>
<td>Topic: All topics</td>
</tr>
<tr>
<td>Describe how to use jobs and tasks for the deployment and configuration of operating systems.</td>
<td>Lesson: Deployment Solution 7.5 Overview</td>
</tr>
<tr>
<td></td>
<td>Topic: About Jobs and Tasks</td>
</tr>
<tr>
<td></td>
<td>(From the Deployment Solution 7.5 Administration course)</td>
</tr>
<tr>
<td></td>
<td>Lesson: Computer Migrations and Deploying Operating Systems</td>
</tr>
<tr>
<td></td>
<td>Topic: All topics</td>
</tr>
<tr>
<td>Given a scenario, describe how to deploy and configure new or in-place operating systems.</td>
<td>Lesson: Deployment Solution 7.5 Overview</td>
</tr>
<tr>
<td></td>
<td>Topic: Creating and Deploying Images</td>
</tr>
<tr>
<td></td>
<td>(From the Deployment Solution 7.5 Administration course)</td>
</tr>
<tr>
<td></td>
<td>Lesson: Computer Migrations and Deploying Operating Systems</td>
</tr>
<tr>
<td></td>
<td>Topic: All topics</td>
</tr>
<tr>
<td>Describe how to use PC Transplant.</td>
<td>Lesson: PC Transplant with Deployment Solution</td>
</tr>
<tr>
<td></td>
<td>Topic: All topics</td>
</tr>
<tr>
<td>Describe basic troubleshooting techniques for Deployment Solution.</td>
<td>Lesson: Reporting and Basic Troubleshooting</td>
</tr>
<tr>
<td></td>
<td>Topic: Using the Log Viewer / Troubleshooting event inboxes / Also see knowledgebase articles.</td>
</tr>
</tbody>
</table>
About Symantec

Symantec is a global leader in providing security, storage and systems management solutions to help consumers and organizations secure and manage their information-driven world. Our software and services protect against more risks at more points, more completely and efficiently, enabling confidence wherever information is used or stored.

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