

HP™ Remote Assistance Essentials from Symantec™

Automated hardware, security, and power management for HP business desktop computers

Overview

HP™ Remote Assistance Essentials from Symantec™ activate the advanced hardware capabilities of Intel vPro™ technology for secure, agentless management of HP client PCs—including remote recovery of PCs that fail to boot.

Fully compatible with both the free HP Client Manager download and the powerful Altiris Client Management Suite from Symantec, HP™ Remote Assistance Essentials dramatically reduce the costs of hardware, security, and power management.



Symantec HP Client Manager Essentials offer management solutions compatible with both HP Client Manager and Altiris Client Management Suite

Key benefits

- Agentless inventory, even when systems are powered off, supports fast, complete asset inventory
- Integration with Altiris Client Management Suite provides end-to-end visibility and simplified client management, even in complex networks
- Support for Microsoft Windows Management Instrumentation (WMI), Alert Standard Format (ASF), Desktop and Mobile Architecture for System Hardware (DASH), and Intel Active Management Technology (AMT) allow in-depth remote management of individual computers, from protected BIOS and boot functions through application execution
- Agentless management includes alerts, power control, and provisioning, even for clients that are out of band or lack a functional operating system
- Real Time System Manager (RTSM) remotely diagnoses, reboots, and repairs unbootable clients, reducing deskside visits and time to repair
- Agent assessment and repair restores clients with missing, disabled, or broken agents to compliance with management and security policies
- Intel vPro hardware filters, isolation and separate remediation channel protect networks from viruses spread by infected clients
- Policy-driven discovery and advanced management improves infrastructure visibility and security at much lower administrative overhead

Notification Server (Console)

- Processor—Pentium III 800 MHz or faster
- Memory—1 GB RAM
- Hard drive—20 GB
- Operating system—Microsoft Windows Server 2003 SP1, Windows 2000 Server SP4 or later
- Database—Microsoft SQL Server 2000 SP3 or SQL Server 2005
- Browser—Microsoft Internet Explorer 6 SP1 or later

Client Agent

- Operating system—Microsoft Windows 95 or later
- Available disk space—5 MB
- Memory—64 MB RAM
- Browser—Microsoft Internet Explorer 4 or later
- Intel vPro platform, including Intel:
 - Core™ 2 Duo processors
 - Q965 Express Chipset
 - 82566DM Gigabit Network Connection
 - Active Management Technology
 - Virtualization Technology
 - Platform Software and Ecosystem Solutions

More information

Visit our website

www.symantec.com/business/client-management-suite

To speak with a Product Specialist in the U.S.

Call toll-free 1 (800) 745 6054

To speak with a Product Specialist outside the U.S.

For specific country offices and contact numbers, please visit our website.

About Symantec

Symantec is a global leader in providing security, storage, and systems management solutions to help businesses and consumers secure and manage their information. Headquartered in Cupertino, Calif., Symantec has operations in more than 40 countries. More information is available at www.symantec.com.

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