

# Unicenter® Software Delivery

Managing eBusiness Infrastructure

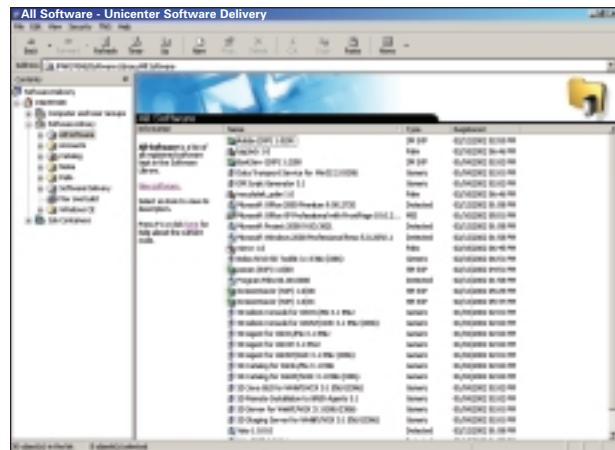
*Unicenter® Software Delivery automates software management and distribution in complex heterogeneous eBusiness environments. This scalable solution provides the functional capabilities and platform coverage needed to support expanding business software initiatives that require constant modifications, while ensuring internal and external consistency.*

## Software Delivery Challenges in Distributed Environments

Today, traditional paradigms for managing and using corporate information systems have been replaced with unpredictable market forces. Regardless of size, corporations are faced with new challenges, placing IT systems and infrastructures at the forefront of business initiatives.

The complexity of today's distributed enterprise creates the need for comprehensive software distribution. IT environments consist of a variety of in-house and "shrink-wrapped" software residing in local and remote locations across numerous platforms and protocols. Manually distributing, installing and administering software in this environment can be extremely costly and inefficient. When such tasks are left to the end user, it can lead to inconsistent configurations, calls to the help desk and loss of productivity. Furthermore, the lack of automation makes it difficult to enforce company policies.

Organizations need a centralized solution to automatically install, upgrade, configure and maintain software in a timely fashion, with minimal impact on production. The solution must scale from simple workgroup environments to large-scale heterogeneous environments, including support for remote clients. Most importantly, it must be a reliable solution offering comprehensive event management and secure data transport.



*All software applications authorized for distribution to the enterprise can be easily viewed.*

## Delivering Business Benefits

Unicenter Software Delivery from Computer Associates International, Inc. (CA) is a comprehensive software management and distribution solution for today's extended enterprise. Software management is an absolute necessity in today's business marketplace, where speed and agility are as critical for success as a well-functioning and standardized software environment. Unicenter Software Delivery meets today's business challenges and offers numerous benefits to IT organizations. This unique solution helps:

- **Reduce the total cost of ownership** by automating all tasks associated with software administration — from operating system (OS) installation and configuration, to delivery, installation, upgrade and de-installation of all necessary application and systems software.
- **Improve service levels** by enabling administrators to establish policies for distribution, automate synchronized time-critical deliveries and standardize configurations throughout the environment. In a preconfigured environment, Unicenter® solutions can identify applications missing from certain machines, and automatically reinitiate software distribution to ensure consistency.



Computer Associates™

- **Support the extended enterprise** by ensuring that employees located anywhere — using any device — have the latest software.
- **Increase availability** by utilizing Intel's Wired for Management (WfM)-compliant PCs and servers. Software installation and maintenance can be performed on systems during non-production hours — even if they are powered off.

## Distinctive Features

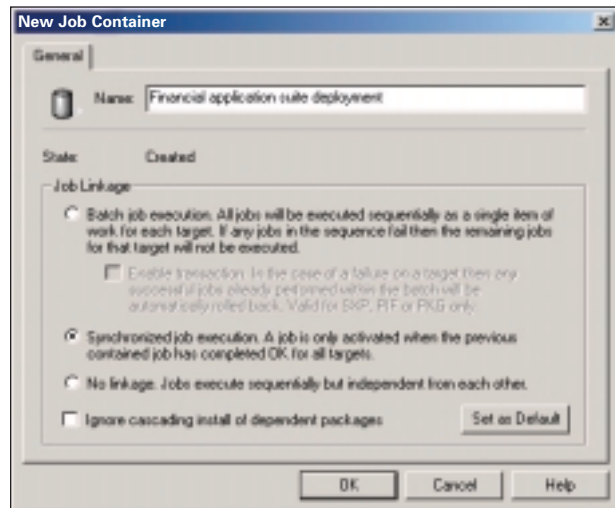
### Comprehensive Software Management

A comprehensive software management system must be an integral component of any software distribution system to ensure consistency, reliability and efficiency of distributions and installations. Without an integrated software management system, it is impossible to ensure compatibility between different versions, applications and server-installed software. It is also difficult to manage the installation sequence of different applications and their prerequisites, and to facilitate de-installation of software, without cluttering the system.

Unicenter Software Delivery actively manages the complicated interdependencies and requirements of eBusiness applications. With a wide range of capabilities, it maintains a centralized record of all software installed, identifying when, where, by whom and how it was installed.

- **Software Packager.** This feature-rich tool enables an administrator to completely automate the packaging process — unattended — and optionally customize software items, as well as successfully distribute them to remote users. Packaging is supported for Windows and UNIX systems.
- **Microsoft Installer Integration.** Packages written for the Microsoft Installer (MSI) can be registered by simply dragging the MSI package into the Software Library.
- **Dependency Management.** Today's applications have many hardware and software prerequisites (hardware requirements such as disk space or graphic card resolution, and software requirements such as OS patches or other locally installed applications). Before allowing installation, Unicenter Software Delivery ensures that all requirements and dependencies are met, automatically installing and configuring prerequisites if needed.
- **Versioning and Delta Packages.** For tracking and consistency purposes, new software packages are automatically versioned within the system. The software packager automatically creates delta packages, allowing new installations to receive the complete package, while existing installations receive only the changes.
- **Sequential Installations.** Unicenter Software Delivery allows sequential jobs to occur only if previously dependent jobs are installed successfully. This synchronization ensures that all “pieces” are installed properly, preventing “inoperable” software from existing on a system.

- **Automatic Rollback.** If an installation in a sequence fails, all steps will automatically be rolled back, leaving the system in its previous working state. Extensive error reporting is available.
- **Installation Parameters.** The system allows for installation parameters (user-specific settings) to be resolved locally during installation. This enables easy installation and upgrade of groupware and email systems.



*Unicenter Software Delivery creates internal and external dependencies for scheduled software installations.*

### Safe, Secure Software Delivery

As the powerful capabilities of Unicenter Software Delivery rearrange the IT infrastructure, an integrated security system that defines and enforces restrictions created by individual administrators within the system is necessary.

- **Object-Oriented.** Security can be defined for any object (such as a computer named Server A) or class of objects (such as a set of computers) within the system. Class-level security allows for a high-level default policy applicable to all computers of all groups. The security policies can be defined with a high level of granularity — down to defining who can deliver a particular application package to a single machine.
- **Security Permissions.** On each object or group of objects, several levels of security permissions are available: Full Control, Change, Manage, Read, View, No Access and Special Access. By setting the “View” permission, for instance, administrators can prevent individual users or groups from ever knowing certain objects are available.

### Solutions for the Extended Enterprise

In today's increasingly mobile workforce, a growing number of individuals are utilizing laptops, PDAs and custom-built devices with embedded operating systems. This poses new challenges for

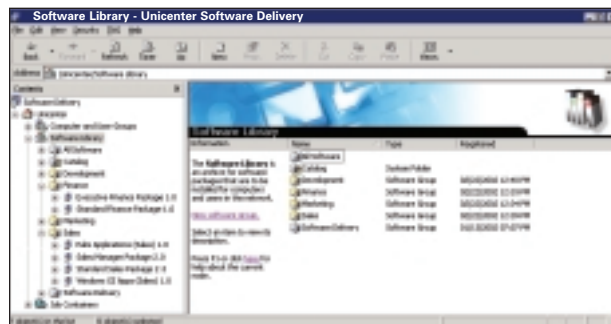
corporate IT departments. Unicenter Software Delivery has built-in capabilities designed to meet these challenges:

- **Discreet Distribution.** Systems connected over fragile or high-cost connections can receive software packages in a cost-effective and user-friendly manner. Distribution happens in the background and is sensitive to both CPU utilization and bandwidth usage. For example, when the end user requires network bandwidth to download emails, the distribution will dynamically throttle back. If the connection breaks, the delivery will automatically continue at the same point through automatic checkpoint restart capabilities.
- **Support for Handheld Devices.** Unicenter Software Delivery fully supports PDAs and other devices built on Palm OS, Windows CE and Linux.
- **Software Catalog.** At times, end users must decide which software packages they need to install. Unicenter Software Delivery provides this flexibility through the Software Catalog. The administrator can define a number of catalogs and assign users to each catalog. Users can then browse the catalog and choose the optional software packages. Unicenter Software Delivery maintains inventory records of what has been installed.

## Designed for Automation

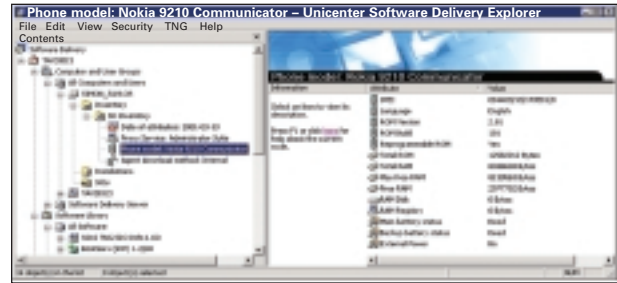
Unicenter Software Delivery provides the highest level of manageability and automation available for today's distributed environment with the intelligent use of groups, templates, integration and comprehensive event management.

- **Computer/User Groups.** Computer/user groups can be created and maintained dynamically or manually. The dynamic groups can be based on hardware or software inventory information, information residing in Windows NT Domains, Active Directory, NDS or any LDAP-compliant directory.



*The Software Library allows administrators to view software that can be placed into logical groups, such as vendor or department.*

- **Software Groups.** Software packages can be grouped together to reflect organizational standards. For example, a basic package can exist for most users while special packages can be provided for the sales teams.



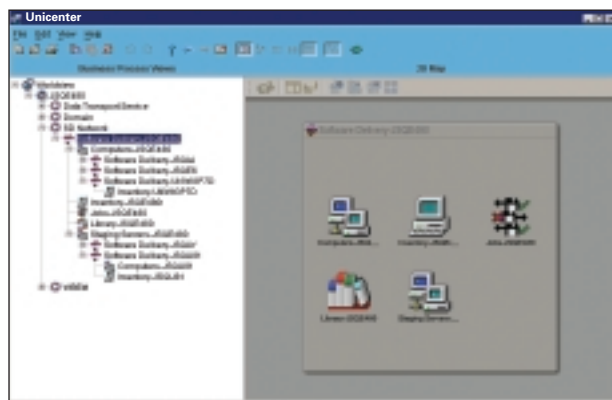
*An intuitive view of inventory information and applications can be delivered to any system, including wireless mobile devices such as the Nokia 9210 Communicator Phone.*

- **Template Groups.** The combination of a software and computer group results in the formation of a template group. The system will dynamically evaluate all the computers/users in the group and ensure installation of the required software. Computers not conforming to the policy will be automatically updated to the required software/release levels.
- **Nested Groups.** When managing numerous computers, groups can be nested into smaller groups. This hierarchical structure simplifies the targeting of new software releases to the right computers/users. For example, there may be a group named "United Kingdom." Beneath that, there may be cities, such as, "London," "Oxford" and others. Within each city, one can designate groups representing individual offices.
- **Event Monitoring and Management.** All software delivery events are monitored, and a response can be automated to correct any problems. For example, if an incomplete delivery is detected, a software distribution rollback can be initiated automatically and the administrator is notified.
- **Reduced Complexity.** Parameters can be substituted at runtime, and the administrator can define software packages where some decisions (for example: install on drive C:\ or D:\) are made at the target system.
- **Reduced Chance of Error.** An administrator can force users to log off, block users from logging in or even allow users to postpone software installations.
- **Integration.** When Unicenter® Asset Management is installed in the same deployment, the advanced, rich asset information collected by Unicenter Asset Management can fine-tune the targeting of software updates and patches.

## Automatic Desktop Deployment With ManagedPC

Unicenter Software Delivery standardizes and automates the installation and configuration of an OS through its ManagedPC functionality, which performs the task over the network. Simply plug the machine into the network and power it up.

Based on policies, individual groups can obtain different operating systems, or users can select from a menu of systems and configurations. Administrators can define, maintain and deploy these configurations and policies from one console. The Unicenter Software Delivery agent is automatically deployed in the same process, readying the machine for complete management.



*2-D visualization shows the status of IT resource components and their impact on a business.*

If a machine needs to be rebuilt from scratch, ManagedPC works with standard network installations or OS images, allowing for an automated, unattended redeployment of the system and all previously installed applications. This feature can also be used on a regular basis to keep a computer free of clutter. ManagedPC supports installation of Linux, Windows 95, 98, NT and 2000.

## Unicenter®: Managing eBusiness Infrastructure

Unicenter integrated management solutions ensure the health and performance of all aspects of the eBusiness infrastructure. These scalable, modular solutions leverage a flexible architecture, innovative intelligence and visualization, enabling superior, high-impact business enablement.



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## Supported Environments

### Managers:

- Windows NT, 2000, XP
- Various UNIX Systems
- Various Linux Systems
- NetWare

### Agents:

- MS-DOS
- Windows 3.x, 95, 98, Me, NT 3.5.1, NT 4.0, 2000, XP
- Various UNIX Systems
- Various Linux Agents
- NetWare
- OpenVMS
- IBM OS/2
- Windows CE
- Palm Desktop 3.0+
- Nokia 9210

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