



## LANDesk® System Manager

Keep Enterprise Systems Performing at Their Best

## Proactive Problem Prevention

The power of your computing environment depends on how well your systems perform. If the hardware and software are healthy, the systems can perform, and their users can spend time growing your business. If not, your people sit and wait—and so do your profits.

### LANDesk® System Manager: Active Performance Monitoring and Maintenance

LANDesk® System Manager helps you keep your enterprise systems performing at their peak. You enjoy detailed, active system performance monitoring and maintenance and the ability to prevent a single point of failure through the same console you use for systems, server and security maintenance. You can monitor system performance the way you want with an intuitive, browser-independent Web console combined with comprehensive alert options and more.

Leading server manufacturers, including Intel, ship LANDesk System Manager on their servers to help their customers keep systems up and critical services running. You can use it alone to monitor and maintain your systems or take advantage of its seamless integration with LANDesk® Server Manager to assess server health and keep your servers operational. Or use it with LANDesk® Management Suite to proactively see, manage, update and protect your IT systems.

With LANDesk System Manager, your organization accesses the tools needed for proactive health and security management on any of 19 operating systems and can:

- Detect performance problems and remediate them before failures occur by proactively monitoring your hardware and software components in real-time.
- Keep your systems up and running by establishing performance thresholds and configuring alerts as well as leveraging remote connect, Wake-On-LAN and BIOS flash tools.
- Secure your systems by detecting asset changes, chassis intrusion and unauthorized modem use as well as scanning for and remediating vulnerabilities.
- Plan your maintenance needs with historical performance reports and data analysis as well as text and graphical reports with drill-down capabilities.

### Proactively Monitor System Health

LANDesk® System Manager lets you gather health and status information directly from each computer's hardware, software and OS in real-time, so you can ensure that tools and services are running, healthy and available. Using industry-standard data sources, including CIM, WBEM, WfM, WMI, SMBIOS and IPMI, LANDesk System Manager offers a complete view of component-level system health, regardless of configuration.

You can monitor both application availability and hardware components, such as processor temperature, fan speed, bus voltage and more. Automatic ASIC detection and monitoring lets you monitor hardware from almost any system vendor. And you can define custom attributes for each computer to connect your hardware assets with business processes.

With the power to see how your systems are performing in real-time, you can act on potential trouble long before it actually becomes a problem and impacts productivity.

If a problem arises, LANDesk System Manager provides advanced troubleshooting and expanded root cause analysis. You can view recent performance data for key components, then analyze that data to pinpoint the specific component failures that triggered a system failure. You can use that knowledge to plan updates and predict—and prevent—future failures. And support for technologies such as SMBIOS, IPMI and Intel® vPro™ offer out-of-band access and control, so you can quickly recover and restart standards-compliant hardware automatically to ensure maximum system availability.



*“Since implementing LANDesk, we have reduced costs, saved time and enabled our IT staff to focus on more proactive and strategic IT projects.”*

— Steven O’Sullivan  
PC Systems Manager  
Hughes Supply, Inc.

## Keep Systems Secure

LANDesk® System Manager extends the security of both your physical assets and your data. It lets you actively monitor hardware and software configurations and define alerts to notify your IT staff of changes. You can track your fixed assets, such as hard drives or RAM, as well as peripheral devices attached to the USB bus, including printers, removable drives or handhelds. The solution also lets you maintain stronger system security with real-time alerting on hardware or configuration changes.

With LANDesk System Manager, you can monitor a computer's modem usage and log the phone number called by each modem connection. Real-time alerting lets your staff track unauthorized modem use the instant it occurs, so they can stop security breaches and keep enterprise data safe.

LANDesk System Manager authenticates connections between the console and client using certificate-based authentication. And it encrypts traffic using SSL to help ensure that management access and control is secure, helping you maintain device integrity and security.

## Choose How You Stay Informed

LANDesk® System Manager lets you choose what you monitor—whether it's everything or just disk space or available memory, for example. You can even create XML rule sets that are unique for every node managed to gain unlimited insight and control when monitoring system performance. You enjoy efficiencies for yourself while reducing the footprint and resources needed on your end nodes.

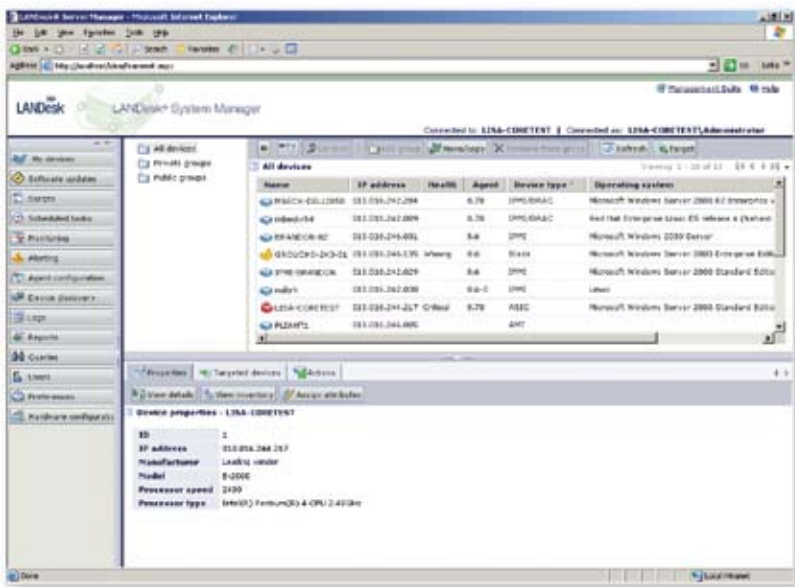
LANDesk System Manager also supports the latest alerting standards and technologies to ensure your IT staff always knows when system intervention is needed. You can configure alerts to be sent by email, pager, fax or console message and even customize alerts to multiple distribution lists. Different messages can be sent to various recipients and even based on time of day. You can also automatically write alert messages to log files and even launch software utilities or batch files to respond instantly to recurring problems, or to perform standard maintenance tasks.



## Complete System and Server Management

LANDesk® System Manager can be added on to or upgraded to LANDesk® Management Suite to deliver effective IT system and configuration management across the entire enterprise. LANDesk Management Suite lets you proactively see, manage, update and protect your IT systems through a single console. LANDesk System Manager added to LANDesk Management Suite brings all the pieces together in a consistent, extensible package that supports your business processes.

LANDesk System Manager is also fully integrated with LANDesk® Server Manager, offering an easy upgrade path to comprehensive server management from a single install and console—whenever you're ready.



Use LANDesk® System Manager's administrative Web console for role-based administration; to create storable customized list views; for unmanaged device discovery via ping sweep, IP fingerprinting, CBA, IPMI or Intel AMT; and for querying and reporting.

# Key Features

## Performance Monitoring

- Active monitors that extract information directly from the hardware, software and OS through industry-standard interfaces, including CIM, WMI, SMBIOS, WBEM, WfM and more, provide complete, accurate performance management and troubleshooting capabilities.
- Browser-independent Web console includes role-based administration; customized list view; unmanaged device discovery using ping sweep, IP fingerprinting, CBA, IPMI and vPro; a robust query engine; and text, graphical and drill-down reporting capabilities.
- Specialized monitoring provider runs even when an instrumented provider fails.
- Componentized providers let you choose what to monitor—everything or only selected items—reducing the footprint and resources required on the end node.
- Customizable alert management system sends alerts by email, fax, pager, console pop-up or as an SNMP trap; email alerts can be customized by recipient and time of day; generates log file entries and triggers automatic events, such as running an application or launching a batch file for instant response.
- Task scheduler and custom scripts let you create, edit and delete any console group operation, including unmanaged device discovery, client deployment, custom scripts and software update checks, to one or all machines once or on a recurring schedule.
- Configurable alert thresholds define informational, caution and warning thresholds and integrate with the LANDesk® alert management system to inform staff when performance declines and when it improves.
- XML alert rule sets are easily created and deployed and can be unique for every managed node if desired.
- Group operations enable configuration settings or dynamic operations to be applied to multiple client computers at once.
- Event log is automatically saved or cleared based on your settings.
- Intel vPro support lets you remotely perform discovery, problem resolution and security on Intel vPro-based systems regardless of the OS or server state.

## Asset and Data Security

- Change control alerting informs you when hardware, software or OS configurations change; monitor USB ports to track storage and other peripherals to support configuration integrity and security.
- Scan for and remediate vulnerabilities using LANDesk® Updates, Intel platform updates as well as updates from participating system manufacturers.
- Modem View monitors and alerts on modem use; logs the phone number dialed by each modem connection to maintain data security.
- Secured console/client connections use certificate-based authentication to help ensure that agents only communicate with their trusted console; communication is SSL-encrypted to increase overall security of management communications.
- User-defined attributes enable administrators to create information fields for each client and store that data in the core database for easy searching and access.

## Remote Node Installation and Maintenance

- BIOS flash utility performs low-level maintenance over the wire to increase IT efficiency and reduce visits to the desktop.
- Push or pull agents to end nodes from a central administration.
- Use the default configuration for fast out-of-the-box deployment or create and schedule custom configurations; platform checker ensures that the agency is delivered based on OS and hardware platform.

## Integration

- Full integration with LANDesk® Management Suite lets you add real-time performance monitoring, alerting, configuration management and maintenance tools.
- Full integration with LANDesk® Server Manager gives you an easy upgrade path to comprehensive server management from a single install and console—whenever you're ready.

Visit [www.landesk.com](http://www.landesk.com) for more information.

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