

Dell™ OpenManage™ for Notebooks and Desktops



Dell's OpenManage™ client management products and services are designed to empower IT professionals with easy-to-use tools that can help automate both hardware and software management tasks. Traditionally focused on hardware management capabilities, the Dell OpenManage tools for client systems have been recently updated to address the growing need for software management as well. Hardware management capabilities allow administrators to remotely perform many routine IT functions such as monitoring system status and configuring system settings. Dell's new software management capabilities are delivered through an integrated suite supporting deployment of drivers, operating systems and applications, and migration of system settings and user data from one client system to another. Built on industry standards and interoperable with leading enterprise management products, the Dell OpenManage tools and the rest of the OpenManage portfolio are ideal for managing client systems throughout their life-cycles.

Deployment and Migration

With responsibility for hundreds to tens of thousands of client systems, you are potentially challenged with hours and hours of software deployment and system migration every quarter. You need tools that make these tasks easier, secure and as automated as possible. OpenManage™ for client systems provides cloning, configuration, software packaging, software deployment and PC personality migration for Windows®-based client systems. The tools support scripted operating system and application installations with conditional events that run only if the target system matches the desired configuration. The deployment technology automates these processes with special emphasis on unattended installations, eliminating the need to visit each system.

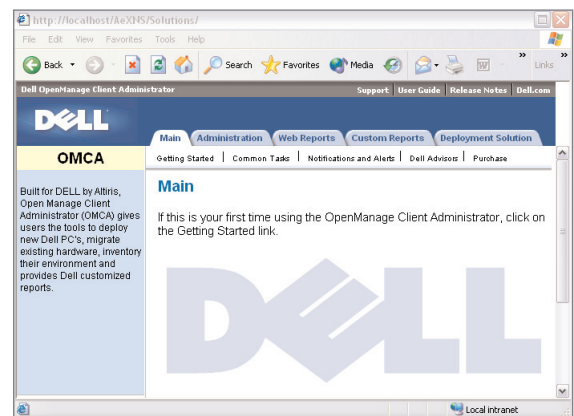
— **Managed Software Delivery:** Often the challenge in client software management is ensuring timely, consistent and appropriate software delivery. Dell OpenManage offers ongoing, policy-based software delivery for both connected and mobile/remote users. Administrators can determine for each user which software is mandatory and which is optional and schedule when it should be delivered. Flexibility is enhanced through automating the delivery of software packages – software can be distributed to authorized users on demand, delivering new or updating existing functionality while helping to reduce the number of “touches” administrators must make to the systems, adding value to the bottom line.

— **Image Management:** Creating and maintaining multiple software images for different users can be a complex effort, especially across a large base of clients. Dell OpenManage provides capabilities to clone existing images by capturing from one system and deploying to another, creating new images and updating existing images with the latest service packs and drivers. These capabilities also distribute images to multiple clients simultaneously. When used in conjunction with the managed software capabilities, administrators have a complete solution for keeping client system software up-to-date.

— **Data and Personality Migration:** One of the barriers to moving users from an older system to a new one is the problem of maintaining system and application customizations that each user may have made to his or her individual system. Dell OpenManage can streamline hardware refresh cycles by allowing the data and “personality” of an existing system to be captured and then migrated to a new system. This reduces the amount of time a user has to spend setting up a new system, and locating his or her data can help minimize downtime incurred during new system deployment.

Configuration and System Health

What makes a system manageable? Whether your goal is to manage 10 or thousands of systems, keeping them healthy and safe requires an easy, consistent way to monitor and maintain those systems. The OpenManage instrumentation ships standard on all Dell OptiPlex™ desktops and is a factory-installed option on Dell Precision™ workstations and Latitude™ notebooks. The instrumentation communicates key configuration and system status information that can be accessed through industry standard interfaces by Dell and third-party management consoles and supports the updating of parameters, such as system BIOS.

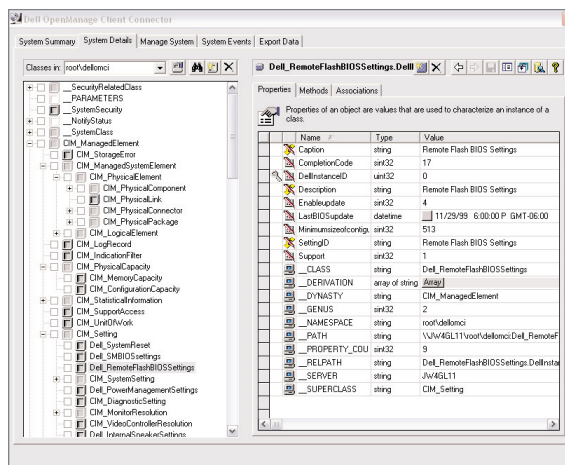


Deployment, Migration, Inventory and Software Delivery Solutions

IT organizations, traditionally burdened with numerous management protocols and tools to effectively manage the enterprise, can now leverage a common data model across the entire enterprise. In keeping with the evolution of management standards, the OpenManage client instrumentation moves beyond the legacy Desktop Management Interface (DMI) standard to the Common Information Model (CIM) standard, which enables management of a wider variety of components in the enterprise. In addition, with the integration of greater instrumentation capabilities in the Windows operating systems through the Windows Management Interface (WMI), the Dell instrumentation has been streamlined to utilize the native OS capability. This enables Dell to reduce the number of proprietary features requiring the use of a vendor-specific console. Dell OpenManage also supports the Alert Standard Format (ASF), which allows client systems to notify administrators of problems that may occur without requiring the operating system to be running.

— **Remote Configuration and Monitoring:** The heart of hardware systems management for clients is the ability to reach out across the network and access and control key system attributes without having to visit the client. OpenManage enables administrators to: get basic system information such as processor, memory and hard disk information; perform remote BIOS updates; modify system settings like boot order and port settings; and monitor system health attributes like disk space utilization. Hardware configuration can also be used to enhance system security through support of features such as chassis intrusion detection, locking BIOS passwords, disabling functions and even remote system shut-downs. System monitoring functions can also permit the early identification of potential system problems and give administrators the opportunity to proactively solve them before critical data is lost or productivity is impacted.

— **OS-Independent Alerting:** How do you monitor the health of a system that is not running? How do you automate problem resolution without engaging separate tools for each part of the process? Standards, such as the Alert Standard Format (ASF), help minimize the number of console products required to effectively manage the enterprise and provide a common interface for remote access and manageability in OS-absent environments. With ASF, you can quickly identify potential health and security issues when the system is in various states: active, inactive or off. Your IT department can be alerted to a fan failure and take action by issuing a remote shutdown and dispatching a technician with the correct replacement part, all before the system board or internal components are damaged. ASF can also help improve security by alerting for potential system tampering regardless of operating system state.



Remote Configuration and Monitoring

— **Management Consoles:** Responsibility for thousands of client systems demands the flexibility to both manage systems remotely from a central location and to troubleshoot individual systems quickly and easily. Dell OpenManage provides solutions to address both needs. One OpenManage console can monitor and manage thousands of client systems remotely by providing system discovery, event logging and alerting and BIOS flashing through a simple, browser-based user interface. It also provides complete event management, including logging and filtering of events based on user-defined criteria. The proactive event notification includes alphanumeric paging and e-mail, as well as the ability to build custom notification for applications such as Remedy™ for trouble ticketing. For local systems, Dell offers an express management tool that enables a mobile administrator to quickly connect to and perform the same management functions on individual systems.

Asset Management

Knowing what IT assets you have in your enterprise is the first step in making sound business decisions about retiring old assets and deploying new ones. Performing a manual inventory can be highly resource-intensive and subject to inaccuracies. Dell OpenManage™ enables you to automate the collection of detailed hardware and software information from Windows®-based client systems across the enterprise, including system configuration, installed operating system and applications, and asset tracking details. Powerful reporting capabilities then enable you to turn the raw information into useful inventory reports that you can use to help plan the introduction of new technologies with less disruption, to maximize the efficiency of IT resources and to maintain accurate records for tax and accounting purposes.

Remote Access

How will you deal with problems that may occur on client computers? With Dell OpenManage, you can take control of a remote system and resolve problems without physically being at the system. The remote control tool helps make technicians more efficient by reducing the time spent at desk side. Integrated security features mean these tools can be safely deployed in virtually any environment.

Training and Certification

The Dell Certified Enterprise Engineer (DCEE) Program is designed to ensure maximum value from your Dell hardware and software purchase. Our vision is to become the world leader in helping system administrators increase performance and return on investment with Dell enterprise solutions. Dell now offers two levels of systems management certification. The first level, for basic knowledge of OpenManage, is the Foundations certification. The second level, for more advanced systems management knowledge and hands-on experience, is the Associate certification. The highest levels for DCEE, Master and Master Instructor, are currently in development and will enable the participants to engage in a solution-oriented learning experience on complex architectures and systems.

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