

## LANDesk® Server Manager

Instantly Assess Server Health and Keep Servers Available

# Instantly Assess Server Health and Keep Servers Available and Running at High Performance Levels

*“LANDesk® Server Manager gives us greater insight on how our servers are running and allows us to be more productive. It makes it easier for us to ensure application availability and that servers are up and will stay up and running all the time.”*

— **Luke Doherty**  
IT Manager  
Intercontinental Hotels Group

*“The sensible combination of useful tools—a LANDesk hallmark—should ease many system management chores without adding a lot of training time.*

*“We like LANDesk® Server Manager[’s]... approach to system management because it places so little burden on the managed system. During our tests, even when the agents were active, they were quite good at using only a minimum of CPU cycles and memory.”*

— **Cameron Sturdevant**  
eWeek Labs Technical Director  
“LANDesk’s Server Management Tool Is a Solid First Effort,” eWeek, March 2005

Your business depends on the strength of your information services infrastructure for maintaining its competitive advantage and optimizing revenue and agility. While it’s impossible to guarantee 100% server uptime, with the right server management solution you can substantially reduce downtime.

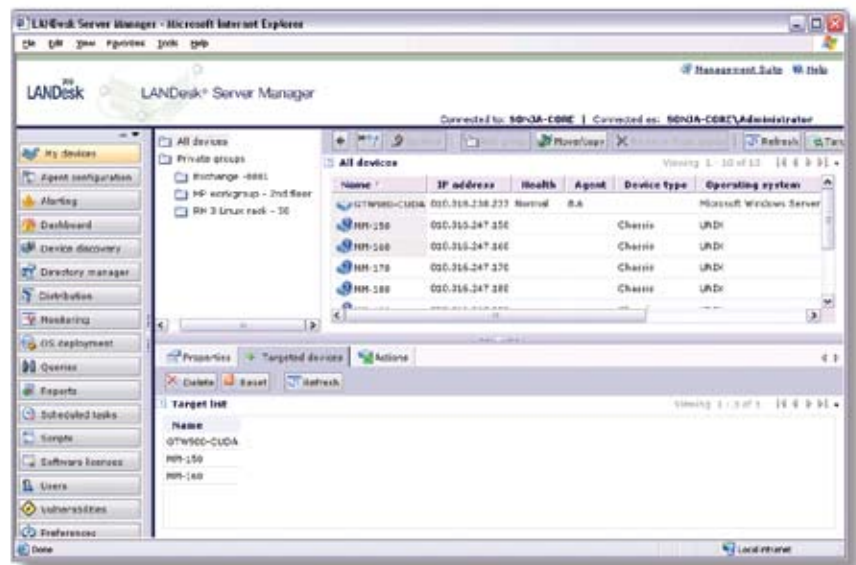
## LANDesk® Server Manager: Comprehensive Server Management

Help your staff better ensure uptime and become more efficient at making real decisions by using a mixture of historical and real-time data in LANDesk® Server Manager. It lets your staff intelligently control the levels of automation required for patches, images and updates. And it allows them to use a single console for hardware and operating systems from different vendors for decided advantage when negotiating pricing.

LANDesk Server Manager can further help you and your staff:

- Save time by proactively planning for capacity and upgrades and accessing usable data through log consolidation, grouping and software license monitoring.
- Remain in control of the patch management process with user-defined degrees of automation.
- Gain immediate return on your investment with intuitive alert, agent and dashboard configurations that provide immediate value.
- Improve customer satisfaction and better meet company service levels with broad platform support.
- Maintain high server performance with access to high levels of insight and control with minimal intrusion on the server operating environment.

LANDesk Server Manager supports your enterprise servers, commodity servers and blade servers with low-impact management services that let you choose your level of management coverage—from simple information gathering to extended performance analysis, security and configuration control.



LANDesk® Server Manager’s centralized log consolidation and software licensing and hardware monitoring capabilities support better decision-making for usage and capacity planning and give you a broad picture of your operating environment.

## Save Time and Maximize Availability

LANDesk® Server Manager's dashboard lets you access real-time server health anytime, anywhere. If a server needs attention, drill down instantly to see detailed information and run remote problem resolution tools. Or launch the full management console directly from the dashboard for easy access to remote diagnosis, repair and configuration tools. Active monitoring lets you predict and repair many issues before they become problems, so you can ensure maximum server availability.

## Control Your Level of Automation

Integrated active vulnerability scanning, patch selection and patch distribution tools help you keep up with critical updates and maintain performance and security for each server, regardless of operating system or hardware configuration. The Patch Management Scheduler and on-demand technology let you validate and deploy patches and custom scripts. You control the degree of automation used while minimizing impact on your critical server resources and services.

## Realize Immediate Value

LANDesk® Server Manager's advanced problem resolution capabilities let you identify and repair performance issues before they become problems. Launch an application-layer remote control session to resolve configuration issues immediately, deploy software and control services on each individual server as well as store recent performance data for key components. Then use reports to analyze data to identify trends and pinpoint component failures that trigger system failures.

Built-in Intel® vPro™ capabilities let you discover, heal and protect Intel-based hardware assets for reduced downtime and minimized desk-side visits. And with the industry's most comprehensive support of the Intelligent Platform Management Interface (IPMI), you can access hardware health and get out-of-band access and remote power controls. IPMI lets you cycle server power over the network to restore services quickly and ensure maximum availability and gather hardware information even if a processor isn't functioning.

In-band monitoring capabilities also let you gather extensive performance information directly from the server's hardware, software and OS using standard data sources, such as CIM, WBEM, WfM, WMI, IPMI and SMBIOS.

## Maximize Value, Minimize Intrusion

A stable, lightweight on-demand management agent lets you maximize server performance and reliability while minimizing impact on network resources. It loads services only as needed and immediately unloads them when management tasks are complete. And most tasks, including remote control and software distribution, run in the application layer to reduce impact on server processes and ensure overall reliability and performance.



LANDesk® Server Manager tightly integrates with Dell servers for even easier management of your Dell hardware and environments. Dell capabilities include: 1) performing inventory on OpenManage systems and Dell Remote Assistant Cards (DRACs), 2) performing PowerEdge and other Dell software updates and patch management, 3) launching a DRAC session and performing Dell functionality directly from the LANDesk® console, 4) accessing DRAC log information without launching a DRAC session, 5) and Dell-specific reports.



## Secure Server Management—Anytime, Anywhere

Imagine receiving an alert about a server at 2:00 a.m., and not having to drive to the office to fix it. What if you could leave the office and go home instead of staying behind to keep your eyes on a server that had been acting up?

You can, with the LANDesk® Management Gateway appliance.

Using remote agents that communicate through corporate firewalls and your security infrastructure—without compromising your corporate security—the LANDesk Management Gateway appliance uses patent-pending technology to let you contact your core server anytime, anywhere using the Internet—no LAN required. You can perform inventory, software distribution, remote control and patch management on your servers at any time and from any location—as though you were at the office.

# Key Features

## LANDesk® Management Gateway Appliance

- Secure anytime, anywhere management across the Internet lets you manage servers from outside the corporate firewall just as you do those inside the corporate firewall.
- Patent-pending technology gives you a secure transport to your corporate environment—no leased line or expensive VPN required.

## Blade Support and Device Discovery

- Support for IBM BladeCenter includes discovery, chassis detection, inventory, software distribution and patch management capabilities; group blades by function, chassis, rack or any other criteria for effective data-gathering.
- Unmanaged device discovery gathers basic information on all your servers for greater control and faster agent deployment.

## Security and Performance Monitoring

- Stable, lightweight management agent uses on-demand technology to load resources only when called from the management console.
- Web-based console runs on Microsoft Internet Explorer and Mozilla-compatible browsers for anytime, anywhere access.
- Dashboard view enables quick, graphical access to server health and status data, and direct drill-down and console access.
- Active performance monitors extract information from hardware, software and OS through CIM, WMI, SMBIOS, WBEM and WfM for accurate performance management.
- Integrated, on-demand vulnerability scanner and patch deployment tools optimize patch and security management for Windows, Unix and Linux servers.

## Predictive Failure Analysis

- Centralized log management combines all logs in one for easy, convenient planning and analysis.
- Alert management system lets you configure performance thresholds and send alerts, generate log file entries and trigger automatic events for instant response.
- Historical performance logs track server performance and enable predictive failure detection and root cause analysis
- Server uptime analysis, application performance tracking and server health reporting increase your view.

## Remote Problem Resolution, Software License Monitoring and Software and OS Deployment

- Intel® vPro™ Processor Technology support lets you remotely perform discovery, problem resolution and security on Intel vPro-based systems regardless of the OS or server state.
- Intel vPro Agent Presence monitors to ensure agents are still present and active and Circuit Breaker that scans for viruses and worms and isolates or restricts infected machines.

- On-demand, application layer remote control enables fast remote problem resolution and maintenance for Windows-based servers.
- Integrated SSH and SFTP support makes remote problem resolution for Linux-based servers possible.
- Process status view lets you start and stop individual processes and services to quickly restore capability and troubleshoot problems.
- IPMI 1.5/2.0 support enables out-of-band hardware monitoring and autonomous health monitoring even if the processor has crashed. Remote power control lets you restart/recover crashes on IPMI-enabled servers for greater server availability.
- The highest level of IPMI support available gives you real-time board information, SEL log access, log event storage in the database even when firmware is full, the ability to set Baseboard Management Controller (BMC) passwords and configure Serial-over-LAN.
- Software license monitoring lets you compare software used versus software purchased and deny access to unauthorized applications.
- OS deployment lets you quickly and easily provision servers using PXE to speed the process with minimal bandwidth requirements.

## Tight Integration with Dell OpenManage, Dell Hardware and Dell Remote Assistant Cards (DRACs)

- Dell attributes, such as OpenManage product version and service tag, are displayed.
- OpenManage version, supported OpenManage components and DRAC data inventory can be gathered.
- Dell PowerEdge and other software updates give you a centralized way to manage Dell patches and updates straight from the LANDesk® console; Dell updates can be stored and scanned for locally; scans can be run whenever the administrator chooses.
- Detailed DRAC data is displayed and DRAC sessions can be launched directly from the LANDesk console for access to all DRAC functionality.
- DRAC log information is available without launching a DRAC session; DRAC trace log information is also available.
- Ready-to-run Dell-specific reports are available as is the ability to create custom reports based on any information stored in your database.

## Broad Platform Support

- Support for Intel Bensley server platforms; HP-UX 11i; SUSE 9 and 10; Red Hat Linux; Windows 2000, 2003 and XP.
- Support for Windows PE enables a 32-bit environment, faster OS deployment and eliminates the use of DOS CDs.
- Support for Linux enables a 32-bit environment for faster performance.

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