Division of Information Technology
Policies and Standards

Section: **LANDesk**
Chapter: **General**
Policy: **Client Deployment Standard**
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PURPOSE

This Standard supports Client Deployment Policy and provides the additional detail necessary to implement the policy. This standard ensures consistent function and delivery of the LANDesk client applications.

SCOPE

This policy applies to all instances of LANDesk client software installed on Creighton-owned hardware that are connected to JAYNet.

STANDARD

Initial Client Configuration
Components:
   1) Common Base Agent
   2) Enhanced Software Distribution
   3) Inventory Scanner
   4) Local Scheduler
   5) Targeted Multicast
Settings:
   All options for the initial client configuration are defaults.

Full Client Configuration
Components:
   1) Application Policy Management
   2) Bandwidth Detection
   3) Common Base Agent
   4) Custom Data Forms
   5) Enable Migration Tasks
   6) Enhanced Software Distribution
   7) Inventory Scanner
   8) Local Scheduler
   9) Remote Control
   10) Software Monitoring
   11) Targeted Multicast
   12) Vulnerability Scanner
Agent Authentication:
   - A trusted Certificate is used for network encryption.
   - Remote Control uses the 'Windows NT/Local Template' option.
Remote Control:
   - Permission is required to establish a connection.
   - Permission is asked at one time.

Internal Use Only

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- *Client Error Messages are logged but not displayed.*
- *'Beep when remote control is established' is not enabled.*
- *Clients are not allowed to changes settings.*
- *Data compression is enabled.*
- *Remote Control indicators:*
  - *Floating Icon is visible during remote session.*
  - *System Tray Icon is always visible.*
- *Remote Control is enabled.*
- *Remote Chat is enabled.*
- *Remote Reboot is enabled.*
- *Remote File Transfer is disabled.*
- *Remote Execute is enabled.*
- *Remote Control Operators are defined by the blue\landeskadmins and blue\landesksupportadmins groups.*

Inventory Scanner:
- *Set for Automatic Update via HTTP.*
- *The scanner runs manually from the client.*
- *Scopes are defined by the Active Directory (BLUE).*

Custom Data Forms:
- *Set for Manual Update.`*
- *Forms are displayed in the LANDesk progam folder.*
- *No forms are sent by default*

Local Scheduler:
- *Poll for 'ready to run' every hour.*
- *Poll for 'bandwidth' every half-hour.*

Bandwidth Detection:
- *Detection method is ICMP.*
- *Threshold is 262144 bits per second.*
- *Dynamic Bandwidth Throttling is enabled.*

Application Policy Management:
- *APM Shortcut is not added to the LANDesk Management Start menu group.*
- *APM client launches and runs silently whenever a user logs on.*
- *APM is scheduled to run once per day.*

Client Status TCP Port:
- *The port uses the default of TCP 12175.*

Task Completion:
- *Task completion is launched each time a client logs on.*
- *Task completion is scheduled to launch once per day.*
- *Task completion runs silently.*

Client Reboot Settings:
- *Client is set not to reboot after configuration.*

Full Client Prerequisites
All computers must have the following before the Full Client can be deployed to them.

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1) The Remote Registry service must be enabled.
2) Administrative Shares must be enabled.
3) Exceptions must be defined in the Windows Firewall for LANDesk.
4) Computer must be joined to the BLUE domain and placed in the proper organizational unit.
5) The Remote Admin service account must be a member of the local administrators group.

DEFINITIONS

Deployment
Deployment refers to the installation of software, typically over a network. Software must be packaged and/or scripted before installation can be initiated. The installation of packaged or scripted software can be initiated remotely by a LANDesk Support Administrator or locally by the user of the computer. The LANDesk client is packaged or scripted through the LANDesk system.

Initial Client
The initial client is a vehicle for collecting hardware and software inventory information about the body of computers supported by the LANDesk system via the inventory agent. Because the initial client is a non-invasive application, and can in no way present a privacy risk to the user, it is available for any support administrator or end-user to install. Deployment of the Full client replaces an Initial client installation.

Full Client
The full client includes support for remote assistance, patch management, software deployment as well as the basic inventory agent. These tools designed to increase the level of service and support available to the Creighton community.

Scope
LANDesk Scopes determine the range of devices a Support Admin can see and manage through LANDesk. Scopes can be defined by attributes in our device inventory. We are using the pre-existing structure defined in our Blue domain to scope devices.

Support Administrators
LANDesk Support Administrators are authorized users of the LANDesk system. These people are technology support professionals (i.e. service desk analysts, desktop technicians and network administrators) who use the tools in LANDesk to assist the customers that they are responsible to serve. Support Administrators are able to access specific tools and resources for which are authorized.

System Administrators
LANDesk System Administrators are the custodians of the LANDesk System. These people are technology support professionals who support and maintain the tools and resources in

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LANDesk. They are responsible for all parts of LANDesk including, but not limited to, system maintenance and upgrades, maintaining the security and integrity of the system, and providing assistance to Support Administrators. System Administrators may also serve in a Support Administrator capacity by using the tools in LANDesk to assist the customers which they are responsible to serve.

Technology Support Professionals
University employees whose position descriptions include technology support responsibilities are referred to as Technology Support Professionals. This term is used since position titles that include technology support responsibilities (i.e. PC/Network Technician I, Help Desk Technician, etc.) may vary among this group of employees.

RESPONSIBILITIES

Support Administrators are responsible for adhering to the standards outlined in this policy when working with client installations on computers which they support.

System Administrators are responsible for adhering to the standards outlined in this policy when using Creighton University's desktop support system.

ADMINISTRATION AND INTERPRETATIONS

This policy shall be administered by the Executive Director of Customer Service and Support. Questions regarding this policy should be directed to the Executive Director of Customer Service and Support.

AMENDMENT/TERMINATION OF THIS POLICY

The University reserves the right to modify, amend or terminate this policy at any time. This policy does not constitute a contract between the University and its faculty or employees.

REFERENCES TO APPLICABLE POLICIES

LANDesk Client Deployment Policy

EXCEPTIONS

Servers
Servers are not required to have the initial client installed on them.

Minimum Hardware Requirements

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Computers that fall below the minimum technical requirements for LANDesk are not required to have the initial client installed on them.

Exception Process
Additional exceptions will be granted on a case by case basis. All exception requests must be submitted with appropriate documentation and approval from a VP/Dean/Administrator prior to being reviewed by the Division of Information Technology.

VIOLATIONS/ENFORCEMENT

Any known violations of this policy should be reported to the LANDesk System Administrators at 402-280-1162 or via e-mail to landeskadmins@creighton.edu. Violations of this policy by LANDesk Support Administrators can result in immediate withdrawal or suspension of LANDesk access privileges and/or disciplinary action in accordance with University procedures.