What’s New in HEAT Endpoint Management?

— PRESENTED BY —

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Agenda

- 2016 Focus Areas
- 2016 Product Enhancements
- Roadmap
This presentation includes predictions, estimates or other information that might be considered forward-looking. While these forward-looking statements represent our current judgement on what the future holds, they are subject to risks and uncertainties that could cause actual results to differ materially. You are cautioned not to place undue reliance on these forward-looking statements, which reflect our opinions only as of the date of this presentation.
HEAT DSM Focus Areas

- Continue to build on DSM Endpoint Management capabilities
- Continuing to enhance Patch Management capabilities
- Streamlined installation and configuration experience
- Address feature requests and maintain customer satisfaction
- Relentless focus on product quality
Windows 10 has opened the door for the broad adoption of Endpoint Management practices
Neighbor cast support for poorly connected small sites (peer 2 peer)
Integrate Patch Management for Linux
Packaging capabilities for Office 365/2016
Eliminate restrictions of large http(s) distributions
New eScript commands ReadXML & ModifyXML
Windows 10 configuration management
Enhanced Policy Management
Service Management/DSM - Software Management tasks
Address customers’ requests (321 incidents, 300 issues, 70 features)
Windows 10 Configuration
DSM 2016.2 – Highlights

- **New Migration Manager**
- **SQL Server 2016**
- **HEAT PatchLink Improvements**
- **Improved User-Centric Software Management**
- **Policy Handling Improvements**
- **Easy Setup & Configuration**
- **Advanced Universal App**
- **Adaptive Software Shop**
- **DSM Web UI**
- **Windows Server 2016 support**
- **Usability**
- **Deployment Speed-up**
- **Packaging Automation**
- **OS Deployment Enhancements**
- **New HEAT Remote**
- **Endpoint Management Capabilities**
- **Customer Incidents**
HEAT DSM PatchLink

- **Improve** overall performance by patching specific operating system languages
- **Define** specific distribution targets to speed up deployments and reduce disk space
- **Show** patch installation progress on endpoint to provide transparency to end user
- Move uncategorized patches into category „Update“ automatically
- **Activate** patch policies at a later time option to let admins control the patch installation on endpoints
Wide Range of 3rd Party Application Content

And many more . . .
2016 New Content Vendors and Applications

- Bridge from Adobe Systems, Inc.
- Seamonkey from Mozilla
- AutoCAD from Autodesk, Inc.
- VMware Tools from VMware, Inc.
- RealPlayer Cloud from Real Networks, Inc.
- GoToMeeting from Citrix Systems
- Thunderbird from Mozilla
- TightVNC Server from GlavSoft LLC.
- KeePass Pro from Dominik Reichl
- Visual Basic from Microsoft
- Box Sync from Box, Inc.
- Reader from Foxit Corp.
- iWork from Apple, Inc.
- Picasa from Google
- Dropbox from Dropbox, Inc.
- Winamp from Nullsoft, Inc.
- CCleaner from Piriform, Ltd.
- PKZIP from PKWARE, Inc.
PatchLink - More Than Just Windows . . .
PatchLink Performance

- Scan times down to 30%
- No change time down to 1%
Installation Progress on Endpoint

- Overall software maintenance progress: 0 of 1 software packages
- Patch installation: 3 of 12 software packages
- Reinstalling software package "Update for Microsoft Office 2013 32-Bit Edition (KB3115255)" at 100%

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New HEAT Remote

- VNC protocol
- On-premise
- LAN
- Fast, robust, reliable
- Flexible
- Integrated
- Secure
HEAT Remote – Task Bar
Setup / Configuration Improvements

Evaluation Setup Mode

- Reduced number of wizard pages
- Larger pages for better overview
- Quick Install Guide
- Proof of concepts and evaluations
- Single account model
- Accounts and groups are created automatically
New Personality Migration

- Zero-touch Windows XP through Windows 10 Migration
- Deploy to ten or thousands of PCs quickly
- Configure quickly and easily
- Migration of any application settings
- Migrate cross-version and custom app settings
- Deep support for Microsoft Office (2003-2016)
- Customize Migration process to fit your needs
- Execute automatically and silently through integration
Windows 10 & Office 2016 Support
Adaptive Software Shop

- Customize the look & feel
- User restrictions
- Shopping or Quick Install mode
- Installation progress gives end users transparency
- Undo presentation mode with one click
- Select shutdown endpoint after installation
- Advanced keyboard usage
Enhanced Policy-Based Software Management

- Stop or start rollout of multiple instances via multi select
- Software Policies tab supports LDAP filters
- See installation targets in the context of policy instances
- Span staging down to endpoints over a given time frame
- New tasks on a Policy let admins Reinstall & Repair user portions
- Release new revisions and update policies and software sets immediately
- Customize colors to visualize inactive policies and instances
Improved User Centric Management

- Association of users and their endpoints leads to installation on all associated endpoints
- Create Associations in the console or automatically by eScript running on endpoints.
- Simplify the provisioning process
- Plan hardware changes in advance
- Maintain user / endpoint associations with new commands automatically
- User / endpoint associations are visualized in console
- Same for installed user portions
Endpoint Agnostic

Marketing Group

Members

Install on Associated Endpoints

Assign Software

owns

owns

owns

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Maintain Associations Automatically

If not CheckInstallMode(mnUninstall)

If HasComputerAssociatedUser

RegDeleteKey("HKEY_LOCAL_MACHINE\SOFTWARE\DetermineUser","")
ExitProcEx(Done, "Computer already has a main user")
Set("CurrentTime","%time.parse(\{%time.system\}%")")
Set("LastCheckTime","")
Set("DolnIncCount","%CurrentTime% > %LastCheckTime% + (1 MAX %InstallationParameters.TimeBetweenIncrements% * 60)")
If DolnIncCount%="1"

RegModify("HKEY_LOCAL_MACHINE\SOFTWARE\DetermineUser","%UserId-%LastTime","%time.system",mrReplace)
RegModifyDWORD("HKEY_LOCAL_MACHINE\SOFTWARE\DetermineUser","%UserId-%Count",1,mrWrite)
Set("IsNewMainUser","")
Set("IsNewMainUser","")
If IsNewMainUser%="1"

ChangeAssociatedUsers(cauAddUser)
RegDeleteKey("HKEY_LOCAL_MACHINE\SOFTWARE\DetermineUser","")
ExitProcEx(Done, "%CurrentUser ObjectName is now the main user of the computer %CurrentComputer ObjectName")

sBeginUninstallScript
The commands between the sBeginUninstallScript label and the end of the script will (only) be executed during an uninstallation of the package.
Here you can add commands to undo installation commands that cannot be reversed automatically.
RegDeleteKey("HKEY_LOCAL_MACHINE\SOFTWARE\DetermineUser",")
DSM Web – Experimental Support

- Html 5
- Optimized for mobiles and desktops
- Search first, filters, deep links
- Bread crumbs instead of org tree
- Same APIs – rights / roles
- Server side paging, performant
- Reports, dashboards, drilldowns
- Delegation of basic software tasks
DSM Web – Experimental Support

Loaded 50 of 27433 objects

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Stop Staging Packages on Endpoints

Allow user to disable staging of software packages if poorly connected
Further Endpoint Management Capabilities

- Specify max. number of installation retries per package
- Check why the Installer has been started using CheckStartTrigger
- Search for keywords in registry-changing commands in Packaging Workbench
- DSM Office 365/2016 template supports uninstallation
- Package Universal Apps AppxBundles in Packaging Workbench
- Easier plug & play driver packaging in the device-manager-like dialog
- Consolidated message box UI for Service and Auto Installer
- Perform tasks such as reinstall computer while long-run task are still running
- Better support of Unicode files (Chinese and Cyrillic characters)
Unicode Support

InstallFileList('%ProgramFilesDir%\最喜欢的节目\最喜欢的节目.exe')
If Exist('%ProgramFilesDir%\最喜欢的节目\最喜欢的节目.exe')
   MsgBox 'Datei existiert'

If FileDate('C:\Program Files (x86)\最受欢迎的节目\最喜欢的节目.exe')<01.01.2010
   MsgBox 'Datei wurde vor dem 1.1.2010 erstellt'

If FileVersion('C:\Program Files (x86)\最受欢迎的节目\最喜欢的节目.exe')>5.1
   MsgBox 'Dateiverion ist höher als 5.1'
DSM Console Usability

- Export computers & users and import it into a separate environment
- Customize views to hide / show groups, containers and objects
- Refined access rights to delete object more detailed
- Advanced filters only show latest data of infrastructure tasks
- Show actual installation time of packages in minutes & seconds
- Possibility to set the “operation mode” for Auto Insert rules.
Today, DSM has three patch add-ons:
- Basic Patch (scan.cab)
- APM (Shavlik)
- PatchLink (strategic)

Microsoft to Change Windows Update Model:
- HEAT Community
- DSM Forum

Based on PatchLink technology – three add-ons become one:
- APM customers migrate to DSM PatchLink
- Basic Patch customers might migrate over to DSM PatchLink
DSM Product Roadmap 2017 (subject to change)

- Patch Add-ons consolidation
  - Focus on PatchLink technology

- Quality Improvements
  - DSM/SM/Discovery/Patch Management/Remote
  - net Framework 4.6

- EOL
  - DSM APM (Shavlik)
  - HEAT MDM (Fancyfon)

- Embrace Windows 10 technology
- Web UI
- Audit Log
- HEAT Remote Improvements
- Linux Patch RH 5&6, Ubuntu
- Enhanced Linux support
- IPv6 Support
- Unicode
- Azure Appliance / Azure market place
- Virtual Desktop Infrastructure
DSM Suite – Why Does It Matter

- Ease of user packaging and scripting engine
- Unified Endpoint Support
- Infrastructure / Enterprise ready
- Self Service Integration & Automation
- User Centric Management
- Automation
The HEAT Community

https://community.heatsoftware.com/welcome
Thank You