Data Sheet

Unicenter® Desktop DNA® r11.1

Unicenter® Desktop DNA® is a scalable migration solution for the management, movement and maintenance of a PC's "DNA" (including user settings, preferences and data). A PC DNA management solution such as this one is critical for keeping end users productive, reducing the total cost of PC ownership and maximizing investment in current IT assets. Unicenter Desktop DNA increases technician and end-user productivity by managing and preserving PC DNA during hardware refresh, system upgrade, desktop recovery and other change initiatives.

Key Features at a Glance

- Operating System, Settings and Data Migration
- Active Directory Migration
- Open Extensible Architecture

What's New

- Desktop Migration to Windows Vista OS
- Migration to Windows Office 12
- Migration to Internet Explorer 7
- Automated DNA File Verification

Supported Environments

- Windows 95 & 98
- Windows NT & ME
- Windows 2000
- Windows XP
- Windows Vista

PC DNA Management Challenges

PC DNA management challenges are particularly relevant today, as businesses like yours strive to keep their IT systems productive, competitive, up-to-date and secure. If you have ever been involved with moving someone to a new PC or upgrading operating systems, you know how difficult it can be to re-create each user's unique desktop environment. Executing upgrades or enhancements for tens of thousands of PCs compounds the problem.

When a PC is replaced or upgraded, it's unique DNA — that is system and application settings, network and printer settings, data files and folders, email address books, preferences and so on — must be preserved to help ensure uninterrupted end-user productivity.

When performed manually, this process is time-consuming, labor-intensive, error-prone and costly, greatly impeding the adoption of new technology.

Effective PC DNA management provides the foundation for efficient IT change management initiatives, including:

- Hardware refresh
- PC replacement
- Moving desktop and laptop users from NT domains to Active Directory (AD)
- Windows deployments
- Operating system upgrades
- Data migration
- Disaster recovery

Minimizing the negative impacts of these regular events is the responsibility of IT. Numerous maintenance costs, including IT technician time, end-user time, help

desk time and more, are associated with switching out hardware or rolling out a new operating system. In order to minimize these costs, the user's unique PC DNA must be managed properly. Without an effective PC DNA management strategy, it may also be necessary to have overlapping machine leases. These costs can override many of the benefits of adopting new technology.

Save Time and Resources

Unicenter Desktop DNA from CA, helps to rectify these challenges and is one of the most comprehensive, integrated and extensible PC DNA management solutions in the industry. Unicenter Desktop DNA enables organizations like yours to provide an efficient, cost-effective, controlled change management process for specific PC events. With an automated PC DNA management process in place, you can create a tested, repeatable, proven migration methodology with reliable results. This helps to reduce the total cost of ownership, increase technician productivity, decrease end-user downtime, reduce help desk calls and accelerate your return on investment.

Distinctive Features and Functionalities

Flexible Migration Methods. Flexibility is critical to supporting complex migration scenarios. For this reason, Unicenter Desktop DNA is the first of its kind to offer two major system migration methods.

- **Deferred Migration.** A Deferred migration creates a DNA file from the old PC and stores the file on a local machine or server. The DNA file contains each user's unique PC DNA. After capturing and saving the PC DNA, you can apply it to the new PC at any time. In secure environments, the DNA file can be password protected.
- **Real-Time Migration.** Real-Time migration involves moving a PC's DNA over the network from the old PC to the new PC without involving intermediary storage. In secure environments, the source system can be password protected. You can also connect the old PC and new PC directly with an Ethernet crossover cable.

Manage Users During Migration. In today's enterprise environments, users often share machines. When a migration takes place, every user's PC DNA must be migrated to the new machine effectively. Unicenter Desktop DNA provides powerful features for migrating user profiles, migrating from NT domains to AD, account creation, redirection and security.

- **Current and Multiple User Migration.** Unicenter Desktop DNA provides the option to migrate the currently logged on user or multiple users on a given PC. When performing a current user migration, all settings migrated from the old PC are selected from the logged-on user to perform the migration. When migrating multiple users, Unicenter Desktop DNA allows you to selectively migrate any or all user profiles that exist on the machine.
- **Password and Security.** Unicenter Desktop DNA will create new accounts on the new PC when migrating multiple users. The product provides three options regarding user passwords: leave the current password; generate a password randomly using rules you define; or require the user to reset his or her password when logging on to the new PC after the migration is complete. Unicenter Desktop DNA also fully supports the option to migrate users' group membership and NTFS (file and folder) security.
- **Migrate Users to AD.** Unicenter Desktop DNA is one of the only migration tools that supports moving user profiles from Windows NT domains into AD. This enables administrators to combine the two processes of desktop and AD migration into one easy-to-execute process. Unicenter Desktop DNA supports redirecting users into AD, renaming them to a new naming convention, migrating file/folder and group security concurrently and defining whether the user is created as a roaming user in the AD (see Figure 1). This lets you migrate only those users who are active, effectively cleaning up your directory system. Migrations from NT domains to NT domains and AD to AD are also fully supported.
- **Create User Accounts.** Unicenter Desktop DNA will create a new user account on a system automatically if the user profile does not already exist or when a user is redirected to a different path. The account is created when you rename or move the user into a different domain regardless of the old and new PC's operating system.
- **Dynamic User Account Selection.** Users can be selected dynamically during an automated migration process by leveraging the command line interface. Unicenter Desktop DNA allows wild cards, explicit include/exclude rules and definition of data ranges of an account's last access date, all of which are specially beneficial when you want to eliminate the migration of obsolete users.

Migrate Settings and Data. Unicenter Desktop DNA migrates one of the most comprehensive sets of user-customized settings and includes advanced data collection capabilities for robust migration.

- **Desktop, System and Application Settings.** System settings consist of all the configuration information for the operating system of a PC. They include, but are not limited to, wallpaper, keyboard configurations, mouse pointers, screen savers, network identification and printers. Unicenter Desktop DNA can migrate thousands of these customized settings across 160 applications, between the same or different versions of these applications. This enables users to remain productive, rather than having to re-create preferences such as custom dictionaries, macros, display properties and so on.

- **Data Inclusion/Exclusion Filters.** Unicenter Desktop DNA provides a powerful filter mechanism using sophisticated methods to migrate files and folders from the old PC. These criteria can include file name, location, modification or creation date, size and file types.
- **Redirection.** File redirection allows the migration process to capture all data from an old PC, regardless of location and save it in a predefined location on the new PC, such as the user's "My Documents" folder. Redirection allows you to clean up the directory structure of data.
- **Unlimited File Size.** Depending on the migration needs, a DNA file can be very large, exceeding four-gigabytes of data. Unicenter Desktop DNA can transfer large files regardless of networking limitations. Additionally, you can save DNA files to a CD-ROM, zip disk or any other form of removable media.

Post Migration Management. A comprehensive logging feature tracks the success of the migration and monitors the overall progress of an enterprise-wide migration process. The option to reverse a migration and examine detailed logs assists in developing an effective scenario for migration refinement.

- **Event Log.** The Event log captures three levels of events that may occur during a migration. Information events contain information that will be useful for the user to have, but rise to the level of an error or warning. Warnings provide information about events that may require the user to take some action, such as resetting the active desktop, but do not prevent a successful migration. Errors are events that prevented a successful migration.
- **Undo and Session Log.** The Undo and Session log shows all items that were migrated from the old PC to the new PC. This allows migration items to be selected and reversed, reverting the PC to the state it was in prior to the migration.

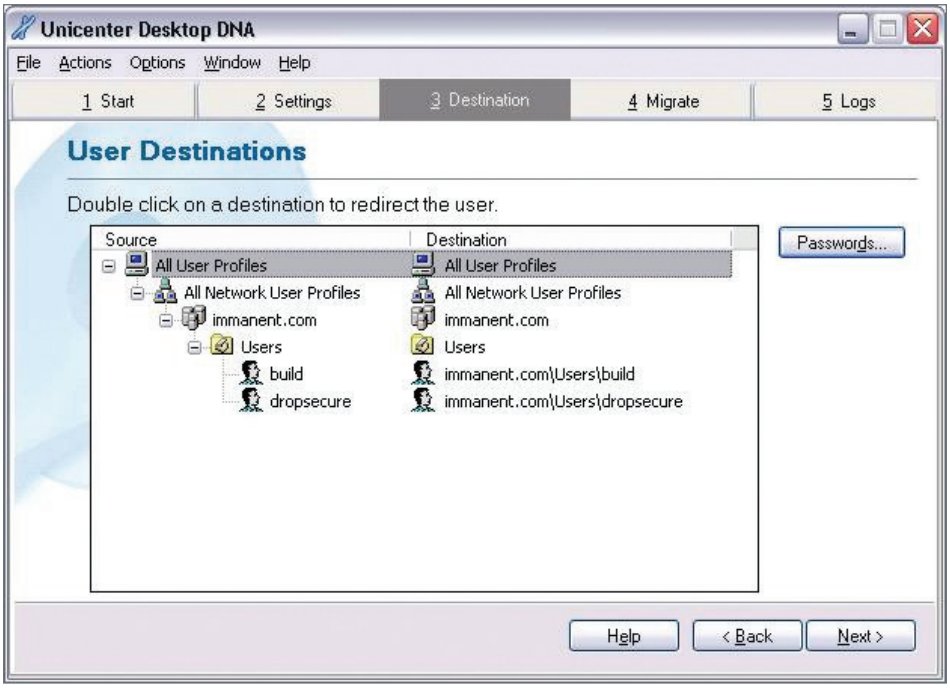

Figure 1. Unicenter Desktop DNA allows you to redirect users from a Window NT domain into Active Directory in the context of a desktop migration.

- **Manifest Log.** The XML Manifest log records the details of a migration. This includes users migrated, the time the migration was started and completed, the location of the DNA file, machine names, migration size, items selected, file names and paths and registry settings migrated. The XML Manifest log can be used to verify migration results programmatically or imported into a database for further processing and data mining.

Redirection. This feature allows you to redirect users, drives, data files and folders and application settings from the location on the old PC to new locations on the new PC. You can also change and manage drive configuration, redirect the application settings to a new location and better organize a user's data files and folders on the new PC.

Fully Automate Migrations. One of the most effective ways to reduce IT costs is to automate the migration process. Large-scale migration projects that span an enterprise may also require integration into a larger overall process. To support both, Unicenter Desktop DNA can be triggered to run from a central location using shared configuration resources, such as option files and templates. Environment variables that are unique to each PC can be used to differentiate homogenous PC DNA. Once the migration process is complete, return codes can be used to trigger the next steps in a larger overall process. All automation can be handled in "Quiet Mode" invisible to the end user.

- **Command Line Interface.** Unicenter Desktop DNA supports robust command line capabilities used to automate a migration and integrate into a large-scale deployment using Unicenter® or third party solutions.
- **Environment Variables.** Environment variables are supported in the command line interface as well as in the user interface. The use of variables enables you to name DNA files and log files uniquely, identify the correct DNA template file to use for the migration, selectively identify and migrate selected users and much more.

- **Shared Configuration Resources.** Unicenter Desktop DNA does not need to be installed in the traditional sense. It can be run from a network share, a local drive or even directly from the installation CD. Any migration type can be performed by accessing resources (such as the executable, template files, configuration files and DNA files) from a centralized location by multiple systems simultaneously.
- **DNA Options File.** The DNA Options file is an XML-based file that allows you to customize the configuration of the product. You can customize every aspect of how the product is configured to perform efficiently in any environment.
- **Return Codes.** Unicenter Desktop DNA returns codes upon completion of a migration. The return codes can be captured by a larger overall process and used to determine the next step in the process systematically.
- **Limited User Interaction in an Automated Migration.** You can use the wizard user interface to limit end users' or technicians' access to specific pages or functions. This provides complete control over an automated migration process, with the flexibility to allow technicians or end users to select certain items for migration, such as specific files or folders.
- **Dynamic Drive Exclusion.** Unicenter Desktop DNA lets you define whether migration processing should distinguish between drive types (local, removable, or network) and perform dynamic exclusion of specified drive types from the migration processing. It migrates files and folders designated by filter processing and script processing, even if those files and folders reside on mapped network drives, removable drives and so on. Dynamic Drive Exclusion gives you more control over which network or removable drives will be supported during a migration, giving you more control over the migration results.

Schedule Incremental and Recurring Capture of PC DNA. Because PC life cycle events cannot always be planned, it is wise to keep your enterprise-wide PC DNA in an always-current state, thereby significantly reducing the effort and cost of change at the desktop level. You can now schedule the storage of a PC's DNA to take place on a recurring basis. The recurring capture will only collect the changes that have taken place since the last time the DNA was stored. Additionally, you can apply the stored DNA to a new or reconfigured machine and apply any iteration of the DNA file (or apply individual files, if necessary, using DNA Explorer) to return the user to a fully productive state.

Migration Management Toolkit. Unicenter Desktop DNA features a flexible collection of automation tools that dramatically reduce the time required for an operating system upgrade, PC software/hardware refresh or desktop recovery.

- **DNA Director.** This tool provides top-level command and control for streamlined enterprise migrations. The wizard asks you key questions that facilitate the automation of your migration process, creating the necessary elements for a smooth execution of the migration. DNA Director then logs the entire process automatically.
- **DNA Template Editor.** Save time and increase control over your migration process by creating custom templates that can be tailored to any user, department or organization. The DNA Template Editor provides the ability to customize a migration regardless of the user environment.
- **DNA Explorer.** This management tool lets you easily examine the contents of DNA files, including revisions to the individual files and folders contained in the DNA file. You can also extract individual files or folders from DNA Explorer in case of a disaster recovery event. The DNA Explorer allows administrators to streamline, analyze, reference, troubleshoot, catalog and fine-tune the automated process.
- **DNA Options Editor.** Easily update and configure custom DNA Options files without having to know or understand the XML file format. The DNA Options Editor provides improved control over your migration by creating customized XML configuration files that meet your specific migration needs.
- **DNA Studio.** Unicenter Desktop DNA has built-in support for the migration of today's most popular business applications. With its streamlined user interface, DNA Studio creates scripts to migrate your in-house or custom applications. Scripts can be developed to fit any situation or migration need.
- **DNA Deployment Setup.** Save time creating and deploying an automated migration process using Unicenter Desktop DNA and Unicenter Software Delivery. This tool allows you to create an automated process and deploy it to the software delivery catalog. You can then schedule the migration to run automatically or enable users to start their own migration.

What's New in r11.1

- **Desktop Migration to Windows Vista.** With the support of Windows Vista as a destination system, Unicenter Desktop DNA r11.1 will provide you with a way to automate and integrate a migration process ultimately reducing the overall cost and resources necessary to adopt this new technology.
- **Migration to Office 12 and Internet Explorer 7.** Unicenter Desktop DNA r11.1 supports migration from older versions of Microsoft Office and Internet Explorer to the latest Microsoft releases.

- **Automated DNA File Verification.** Ensure the integrity of your DNA files in an automated process by using this new feature which allows you to validate the DNA file prior to wiping and reloading a machine, or when recycling the old machine in a replacement scenario.

Supported Environments

- Windows 95, 98
- Windows NT
- Windows ME
- Windows 2000
- Windows XP
- Windows Vista

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