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Welcome to CA IT Client Management Products

The CA IT Client Management solution provides IT departments with the foundation to transition themselves from cost centers to value centers. It automates the processes that support an organization's end-user computing needs, helping to ensure the optimum configuration of desktop computing devices by distributing software, maintaining and tracking hardware and software inventory, configuring machines and managing remote systems.

This product media contains the Generally Available release for the Multi-Language version of the CA IT Client Management r12.0 products. Select your desired installation language when prompted at the start of the installation process.

A Note About Installation

CA IT Client Management products deliver significant benefits when deployed as modular components. These benefits increase exponentially when the components are deployed together as an integrated solution. Because of this, the CA IT Client Management installation disc contains the following products:

- CA Asset Management
- CA Software Delivery
- CA Remote Control

You may choose to install only the products that you have licensed, or you may install the integrated solution. If you choose to install the integrated solution, you will be able to use the unlicensed portions for a 30-day trial period. After 30 days, you will have the option to license any or all of the additional software, and continue to use it. If you choose not to license the software after the trial period, the unlicensed software will stop functioning. The software that you had licensed at the time of the installation will continue to function normally.

To license your software you will need to install the Execution Key located in your ALP Key Certificate. Your ALP Key Certificate was sent in an email to your purchasing agent, and it contains the instructions for its use. If you do not have access to the email that contained the ALP Key Certificate, you may obtain a copy of the ALP Key Certificate by visiting support.ca.com.

You will need to enter your username and password to log into Support Online. Once you have logged in, access the Total Licensing Care (TLC) site by clicking the **License Keys** link in the left-hand navigation area. On the TLC site, click the **ALP keys** link under the **View Site Licenses/Obtain Keys** heading and follow the instructions for obtaining the ALP Key Certificate. If you have trouble obtaining your ALP Key Certificate, please contact the Total Licensing Care (TLC) group by clicking on the **Contact TLC** link on the Total License Care web site.

Thank you for using CA IT Client Management r12.0.