



June 2004

LANDesk Link



Whoever said ignorance is bliss
never endured a software audit.

LANDesk® Inventory Manager 8

Inventory Manager Launched

The new LANDesk® Inventory Manager enables customers to achieve significant cost savings through accurate inventory, software license and usage tracking while providing an easy upgrade path to the full capabilities of LANDesk® Management Suite... [Click here to read the full press release.](#)

Take Command of Your IT Asset Lifecycle



LANDesk® **Asset Manager** extends the power of **LANDesk® Management Suite** with extensive physical, financial and contract management tools that enable IT support of business best practices for asset management across the enterprise.

It enables you to:

- ✦ Track both computer and non-computer assets, including contracts, maintenance agreements, telephones, office equipment and more
- ✦ Access all stored asset data from a single asset repository
- ✦ Automatically discover computers on the network and create detailed inventories of installed hardware and software
- ✦ Monitor and report on software license usage
- ✦ Control access to asset data based on the user's role in your organization

LANDesk Asset Manager puts you in command of your entire IT asset lifecycle to control costs, support business best practices and improve service throughout the enterprise.

Control Costs

LANDesk Asset Manager enables you to control IT asset costs by letting you know what you have, where it is and how it's being used. It facilitates your ability to comprehend the relationship between contracts, service agreements and tangible assets. It makes it easy to use that knowledge to understand how assets are used— or not used— so you can plan updates and replacements, and negotiate contracts so you only pay for what you really need.

Support Business Practices

LANDesk Asset Manager doesn't attempt to replace your tested processes; instead, it extends your access to information and services so you can do your job the best way possible— your way. It enables you to implement standards like the IT Infrastructure Library (ITIL), designed to help companies develop best business practices for IT asset management and accountability. It gives your business management, financial and IT staff access to data entry, administration and asset tracking tools through definable role-based accounts that give each user access only to the features they need to do their jobs.

Improve Service

You can access LANDesk Asset Manager's Web-based console from anywhere on the corporate network to enable anytime, anywhere asset maintenance. It helps you track costs, purchase dates, lease expiration, vendor contacts and more. LANDesk Asset Manager combines with LANDesk Management Suite to help you improve service levels for both internal and external customers.

Read the LANDesk Asset Manager **data sheet** or talk to your local **LANDesk Expert Solution Provider** to learn how LANDesk Asset Manager combines with LANDesk® Management Suite to provide effective IT asset management across your entire enterprise.

LANDesk Software Named Top 100 Technology Company



Business technology magazine, Red Herring, listed LANDesk Software as one of the top 100 private technology companies with the ability to succeed in today's challenging technology marketplace... [Click here for the full article.](#)

Single Year IT Savings of \$285,000



Lane County, Oregon's Information Services department achieved a 90-day ROI on its initial investment in LANDesk® Management Suite and experienced \$285,000 total savings in a single year. Read the entire customer story [here.](#)



Technical Articles

Correcting "http header not found" Errors

With LANDesk® Management Suite 8, if you receive the error "http header not found" when trying to deploy a package via an http share that exists on a Microsoft® Windows 2003 Server, it happens because Windows 2003 requires additional configuration in order to work with software distribution.

Do the following to resolve this condition:

1. Follow the directions for configuring the COM+ Applications on page 112 of the LANDesk Management Suite 8.1 Installation and Deployment Guide [link: <http://www.landesk.com/support/downloads/detail.php?rid=223>].
2. Follow the directions for configuring the MIME types on the web package share on page 170 of the LANDesk Management Suite 8.1 User's Guide [link: <http://www.landesk.com/support/downloads/detail.php?rid=224>].
3. Make sure the package folder is a virtual directory and not a web application.
4. Make sure that Directory Browsing and Read rights are set.
5. Make sure that Execute Permissions is set to Script Only.
6. Make sure that the local IUSR account has NTFS read rights to the package folder.
7. Make sure that the Directory Security is set for anonymous access.

Thanks to Lynn Shaw for this Technical Tip.

Product Availability and Support Life-Cycle Notice

On May 4th, 2004 LANDesk® announced the release of version 8.1 of **LANDesk® Management Suite 8**. In accordance with LANDesk Product Availability and Support Policy Timelines, this notice serves as a reminder for continued product availability and support life-cycle for LANDesk® Management Suite 8, version 8.0x.

Purchase availability and product support for LANDesk® Management Suite 8, version 8.0x will continue as follows:

- ✦ LANDesk® Management Suite 8, version 8.0x will remain available for purchase until July 6th, 2004. After that, only orders for LANDesk® Management Suite 8.1 or newer may be placed.
- ✦ Full support for LANDesk® Management Suite 8, version 8.0x— including correspondence via phone, chat, email, and regularly monitored forums— will continue through July 6th, 2005.
- ✦ Web-based support for LANDesk® Management Suite 8, version 8.0x— including knowledge base, available hot patches, and past forum content— will continue through July 6th, 2006.
- ✦ Product support and availability for LANDesk® Management Suite 8, version 8.0x will then end July 7th, 2006.

General Availability Patch Released

General Availability Patch 2 for LANDesk® Management Suite 7 that fixes a variety of issues has been released and is available for [download](#).

Technology for Business Today Seminar Series

LANDesk Software will be participating in the Technology for Business Today Seminar Series presented by Intel Corporation and PC Magazine. For times and locations visit our [Tradeshov and Events area](#).

Gartner Events

Come visit LANDesk Software at booth 14 at the Gartner IT Asset Management Summit Sep 20-Sep 22, 2004 and at booth PS 2 at the Gartner Fall Symposium ITxpo Oct 17 - Oct 22, 2004, both in Orlando, Florida. Join us at these two events to see firsthand the capabilities of **LANDesk® Management Suite 8** for automated system task management and proactive control of desktops, servers, and mobile devices—all from a single console.

LANDesk® Management Suite Training Classes

The following is a schedule of the LANDesk® Management Suite Core and Advanced training classes being offered in the next two months:

June Roster			
Location	Dates	Class	Class Update
Seattle	June 15-18th	V8 Advanced	Confirmed
NYC	June 29th - July 1st	V8 Core	Confirmed

July Roster			
Location	Dates	Class	Class Update
Washington	July 20-22nd	V8 Core	In Process
NYC	July 27-30th	V8 Advanced	In Process

For more information on classes.

Or contact Angie Nuckols at 801-208-1664 or angie.nuckols@landesk.com.

If you have suggestions for the LANDesk® ESP newsletter or you have problems accessing the LANDesk channel website, please e-mail steve.hirschak@landesk.com.

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