

Symantec™ Asset  
Management Suite 8.1  
powered by Altiris™  
technology Release Notes



# Symantec™ Asset Management Suite 8.1 powered by Altiris™ technology Release Notes

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# Technical Support

Symantec Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering and Symantec Security Response to provide alerting services and virus definition updates.

Symantec's support offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and/or Web-based support that provides rapid response and up-to-the-minute information
- Upgrade assurance that delivers software upgrades
- Global support purchased on a regional business hours or 24 hours a day, 7 days a week basis
- Premium service offerings that include Account Management Services

For information about Symantec's support offerings, you can visit our website at the following URL:

[www.symantec.com/business/support/](http://www.symantec.com/business/support/)

All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policy.

## Contacting Technical Support

Customers with a current support agreement may access Technical Support information at the following URL:

[www.symantec.com/business/support/](http://www.symantec.com/business/support/)

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

When you contact Technical Support, please have the following information available:

- Product release level
- Hardware information

- Available memory, disk space, and NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
  - Error messages and log files
  - Troubleshooting that was performed before contacting Symantec
  - Recent software configuration changes and network changes

## Licensing and registration

If your Symantec product requires registration or a license key, access our technical support Web page at the following URL:

[support.symantec.com](http://support.symantec.com)

## Customer service

Customer service information is available at the following URL:

[www.symantec.com/business/support/](http://www.symantec.com/business/support/)

Customer Service is available to assist with non-technical questions, such as the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and support contracts
- Information about the Symantec Buying Programs
- Advice about Symantec's technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs, DVDs, or manuals

## Support agreement resources

If you want to contact Symantec regarding an existing support agreement, please contact the support agreement administration team for your region as follows:

Asia-Pacific and Japan [customercare\\_apj@symantec.com](mailto:customercare_apj@symantec.com)

Europe, Middle-East, and Africa [semea@symantec.com](mailto:semea@symantec.com)

North America and Latin America [supportsolutions@symantec.com](mailto:supportsolutions@symantec.com)

# Asset Management Suite

## 8.1

This document includes the following topics:

- [About Asset Management Suite](#)
- [Components of Asset Management Suite](#)
- [What's new in this release](#)
- [System requirements and supported platforms](#)
- [Asset Management Suite Known Issues](#)
- [Asset Management Suite Fixed Issues](#)
- [Other things to know](#)
- [Where to get more information](#)

## About Asset Management Suite

Asset Management Suite provides a management console, a database environment, and a set of solutions that let you track assets and asset-related information. It specializes in tracking IT-related assets, such as computers and software. You can also use it to track other types of assets, such as furniture and company cars.

Asset Management Suite is available as a standalone product.

This product is also part of the following suite:

- Altiris™ IT Management Suite from Symantec™

Asset Management Suite 8.1 Release Notes contain information about the following components:

- Symantec Management Platform 8.1
- Asset Management Solution 8.1
- CMDB Solution 8.1

## Components of Asset Management Suite

Asset Management Suite is a collection of solutions and components that run on the Symantec Management Platform. Click the links to view individual user guides of the components.

**Table 1-1** Components of Asset Management Suite

Component	Link to User Guide
Symantec Management Platform	<a href="#">DOC9469</a>
Asset Management Solution	<a href="#">DOC9302</a>
CMDB Solution	<a href="#">DOC9590</a>

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**Note:** Barcode Solution is not part of the Asset Management Suite 7.6 or later.

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## What's new in this release

In Asset Management Suite 8.1, new features can be categorized into general enhancements in Asset Management Suite, Symantec Management Platform and enhancements in ITMS Management Views (previously known as Enhanced Console View).

General enhancements and new features of Asset Management Suite, Symantec Management Platform and the solutions of IT Management Suite are as follows:

- Symantec Management Platform  
See [“What's new in Symantec Management Platform”](#) on page 7.
- User Documentation  
See [“What's new in User Documentation”](#) on page 13.

## What's new in Symantec Management Platform

In the Symantec Management Platform 8.1, the following new features are introduced:

**Table 1-2** List of new features

Feature	Description
Expanded list of supported platforms for CMDB	<p>The following version(s) of Microsoft® SQL Server® are now supported for the Configuration Management Database (CMDB):</p> <ul style="list-style-type: none"> <li>■ SQL Server® 2012 SP3</li> <li>■ SQL Server® 2014 SP2</li> <li>■ SQL Server® 2016</li> </ul>
Expanded list of supported platforms for Symantec Management Agent	<p>The following operating systems are now supported for the installation of the Symantec Management Agent:</p> <ul style="list-style-type: none"> <li>■ CentOS 6.0 - 6.8 and CentOS 7.0 - 7.2 For the list of supported solutions and limitations, refer to: <a href="http://www.symantec.com/docs/DOC9725">http://www.symantec.com/docs/DOC9725</a></li> <li>■ AIX 7.1 TL4 For the list of supported solutions and limitations, refer to: <a href="http://www.symantec.com/docs/HOWTO125360">http://www.symantec.com/docs/HOWTO125360</a></li> <li>■ OS X 10.12 Sierra For the list of supported solutions and limitations, refer to: <a href="http://www.symantec.com/docs/HOWTO125347">http://www.symantec.com/docs/HOWTO125347</a></li> <li>■ RHEL 6.7 For the list of supported solutions and limitations, refer to: <a href="http://www.symantec.com/docs/DOC9268">http://www.symantec.com/docs/DOC9268</a></li> <li>■ RHEL 6.8 For the list of supported solutions and limitations, refer to: <a href="http://www.symantec.com/docs/HOWTO125430">http://www.symantec.com/docs/HOWTO125430</a></li> <li>■ RHEL 7.2 For the list of supported solutions and limitations, refer to: <a href="http://www.symantec.com/docs/HOWTO124979">http://www.symantec.com/docs/HOWTO124979</a></li> <li>■ Solaris 11.3 For the list of supported solutions and limitations, refer to: <a href="http://www.symantec.com/docs/HOWTO124985">http://www.symantec.com/docs/HOWTO124985</a></li> <li>■ SUSE Linux Enterprise 12 SP1 For the list of supported solutions and limitations, refer to: <a href="http://www.symantec.com/docs/HOWTO124980">http://www.symantec.com/docs/HOWTO124980</a></li> <li>■ Windows 10 Anniversary Update 1 (Windows 10, version 1607) For the list of supported solutions and limitations, refer to: <a href="http://www.symantec.com/docs/HOWTO125345">http://www.symantec.com/docs/HOWTO125345</a></li> <li>■ Windows Server 2016 For the list of supported solutions and limitations, refer to: <a href="http://www.symantec.com/docs/HOWTO125454">http://www.symantec.com/docs/HOWTO125454</a></li> </ul>



**Table 1-2** List of new features (*continued*)

Feature	Description
Peer-to-peer downloading	<p>The peer-to-peer downloading feature lets you download and distribute the software delivery and patch packages to Windows computers. It minimizes the software delivery time and provides you with a reliable software delivery to all endpoints. The peer-to-peer downloading feature significantly reduces the load on the network and the IT Management Suite infrastructure.</p> <p>For more information about peer-to-peer downloading, see the knowledge base article at the following URL:</p> <p><a href="http://www.symantec.com/docs/DOC9473">http://www.symantec.com/docs/DOC9473</a></p>
Data migration between different versions of Symantec Management Platform	<p>Standalone replication and data export/import is now supported between Notification Servers that have different versions of IT Management Suite installed.</p> <p>Note that you can only replicate or export/import data from IT Management Suite version 7.6 HF7 or version 8.0 HF6 to IT Management Suite 8.1.</p> <p>For more information about data migration, see the knowledge base article at the following URL:</p> <p><a href="http://www.symantec.com/docs/DOC9586">http://www.symantec.com/docs/DOC9586</a></p>
The licenses in SLIC format are now supported	<p>The licensing for ITMS functions now as follows:</p> <ul style="list-style-type: none"> <li>■ The licenses in SLIC format are only supported for ITMS version 8.1. The import of SLIC license files for ITMS versions earlier than 8.1 is rejected.</li> <li>■ Applying new SLIC license overwrites the existing legacy licenses. Note that even valid legacy licenses get overwritten.                      If you need to extend the node count for current legacy license for 8.1 product, Symantec issues a replacing SLIC license with new extending licenses. For example, if you want to extend license from 300 to 400 nodes - you get replacing SLIC license for 300 nodes and additional license for 100 nodes.</li> <li>■ If multiple license files are applied for a single solution, each SLIC license is displayed in a separate row.</li> <li>■ Adding new SLIC license on top of existing valid SLIC license adds nodes to the sum of allowed nodes.</li> </ul> <p>If you have any questions about SLIC licenses, contact the Symantec Customer Care.</p>

**Table 1-2** List of new features (*continued*)

Feature	Description
Mac OS Profile Management	<p>Mac OS Profile Management feature lets you import Mac configuration profiles and enforce them by implementing policies. Configuration profiles let you configure settings such as email settings, network settings, or distribute certificates to Mac computers.</p> <p><b>Note:</b> This feature is only available if you install Client Management Suite 8.1</p> <p>For more information about Mac OS Profile Management, see the knowledge base article at the following URL:  <a href="http://www.symantec.com/docs/HOWTO125782">http://www.symantec.com/docs/HOWTO125782</a></p>
New features in SIM	<p>SIM introduces the following new features:</p> <ul style="list-style-type: none"> <li>■ To increase security, XML signing for PL is implemented. Note that no limitations to functionality apply, only warning is displayed.</li> <li>■ Database configuration has been moved from Symantec Management Console to SIM. This helps to troubleshoot database issues even when the Console is inaccessible.</li> <li>■ Performing full repair is implemented. Full repair verifies the connection to the CMDB, repairs the installation errors, and reconfigures the installed solutions and components.</li> <li>■ Repairing MSI-s and reconfiguring installed solutions is moved to separate pages to simplify the user interface.</li> </ul>
Enhancements of target selector for policies and tasks	<ul style="list-style-type: none"> <li>■ From the <b>Apply to</b> menu, you can access to the recently used targets.</li> <li>■ Saved targets are re-usable and editable by users with the same scope of access.</li> <li>■ It is possible to view and edit the target scoping.</li> <li>■ For computers target, you can include or exclude the unmanaged computers.</li> </ul>
Prerequisites displayed for Task Service and Package Service	<p>In the <b>Add/Remove Services</b> dialog box, you can now right-click the service and view the list of prerequisites for installing this service.</p>
UI enhancements on the <b>Site Server Settings</b> page	<p>The following changes have been made on the <b>Site Server Settings</b> page:</p> <ul style="list-style-type: none"> <li>■ Task Server with version older than the version of Task Management installed on Notification Server has now status <b>Warning/Required Upgrade</b>.</li> <li>■ Major information about the Task Server is now displayed under <b>Task Service</b> section.</li> <li>■ Right-click menu now works similarly to other Symantec Management Console pages.</li> </ul>

**Table 1-2** List of new features (*continued*)

Feature	Description
UI enhancements in <b>Security Role Manager</b> and on the <b>Automation Policies</b> page	The following changes have been made in <b>Security Role Manager</b> : <ul style="list-style-type: none"> <li>■ Enhanced <b>View</b> and <b>Search</b> options to simplify finding the required item.</li> <li>■ Extended layout to provide more information for the selected item.</li> </ul> The following changes have been made on the <b>Automation Policies</b> page: <ul style="list-style-type: none"> <li>■ The state of each automation policy is indicated more clearly.</li> <li>■ New system messages available.</li> <li>■ New override and filtering options for system messages.</li> </ul>
Added possibility to select multiple tasks when creating a job	When you create a job and add tasks to it, you can now select multiple tasks at once by holding down the <b>Ctrl</b> key.
Possibility to prevent computer from going into sleep mode while task runs	If a computer goes to sleep mode while a task runs on it, the task will fail. To fix this issue, you can now prevent the computer from going to sleep mode by enabling the <b>Prevent the computer from going into sleep mode while the tasks run</b> option at the following locations: <ul style="list-style-type: none"> <li>■ On the <b>Task Agent Settings</b> page (global settings)</li> <li>■ In the advanced options dialog box, on the <b>Task options</b> tab, of a client task.</li> </ul> Note that for <b>Defragment Computer</b> task, this option is enabled by default.
Non-English job's conditions now work with localized <b>True/False</b>	It is now possible to use localized <b>True/False</b> strings in job's conditions and they function as expected. <p>Note that the change affects only the jobs that are created after the upgrade. The jobs that are created before the upgrade will function as previously.</p>
Search in <b>Create New Task</b> and <b>Select Task</b> dialog box	In the <b>Create New Task</b> dialog box and <b>Select Task</b> dialog box, it is now possible to use search.
New configuration option is added to the <b>Cleanup Task Data</b> task	In the environment with high task load, the <b>Cleanup Task Data</b> task may remove the task instances of the recently executed tasks. As a result, some task instances might be missing and the summary information for that task may be incorrect. <p>To avoid this problem, you can now enable the <b>Minimum time period to keep the task instances/summaries</b> option. If you enable this option, the <b>Cleanup Task Data</b> task will not remove the task records that are newer than the defined time period.</p>

Table 1-2 List of new features (continued)

Feature	Description
<p>The defer dialog box for the tasks is redesigned.</p>	<p>After you enable the option <b>Allow the user to defer execution of this task</b> in the Symantec Management Console, a defer dialog box is displayed on the client computer that allows the user to postpone the task. This defer dialog box is now redesigned. The redesign addresses multiple stability and usability issues.</p>
<p>Added ability to assign multiple packages to specific Package Servers</p>	<p>On the <b>Packages</b> page, you can select multiple packages and assign these packages simultaneously to all Package Servers or to specific Package Servers.</p>
<p>Altiris Client Task Server Agent plug-in has been optimized</p>	<p>As a result of optimization, the 32-bit version of the <code>CTServerAgent.dll</code> is not installed on a 64-bit operating system. In the Symantec Management Agent UI, on the <b>Agent Settings</b> tab, under <b>Agents/Plug-ins</b>, only one record is displayed for the Altiris Client Task Server Agent plug-in.</p>
<p>New <b>Client Task Status Details</b> report is available</p>	<p>The new <b>Client Task Status Details</b> report displays details of a specific task or job. For example, you can view the list of computers on which this task or job was launched.</p> <p>To access the report, double-click any task or job item in the <b>Job/Task Status Detail</b> report. The <b>Job/Task Status Detail</b> report is located in the Symantec Management Console, at <b>Reports &gt; Task Server &gt; Status &gt; Job/Task Status Detail</b>.</p>
<p>New reports are introduced on internal health indication</p>	<p>The following new reports are available:</p> <ul style="list-style-type: none"> <li>■ <b>Notification Server Processes Statistics</b> report This report shows the statistics of the Altiris processes for this Notification Server. You can drill down each record to see the detailed resource usage data of an Altiris process within certain time range.</li> <li>■ <b>Client Configuration Policy Statistics</b> report This report shows the history of the policies requests that the managed computers have made on this Notification Server.</li> </ul>
<p>Added possibility to generate bootstrap files using the custom configuration XML</p>	<p>You can now also apply custom settings to ULM agent pull installation packages and to ULM agent Cloud-enabled installation packages using the custom configuration XML.</p>
<p>Added possibility to perform actions on multiple items in the search results list</p>	<p>In the Symantec Management Console, you can now select multiple items in the search results list and perform actions on them. For example, you can select multiple policies in the search results list, and then enable or disable them at once.</p>

**Table 1-2** List of new features (*continued*)

Feature	Description
Redirecting 8.0 HF1 Mac agents to 8.1 Notification Server	<p>Starting from ITMS version 8.0HF1, you can use Communication Profiles to redirect cloud-enabled Mac agents to Notification Server 8.1.</p> <p>For more information about restoring Cloud-enabled Management communication on Mac computers after an off-box upgrade, see the <i>IT Management Suite 8.1 Installation and Upgrade Guide</i>:</p> <p><a href="http://www.symantec.com/docs/DOC9500">http://www.symantec.com/docs/DOC9500</a></p>
Smart Card Authentication for Symantec Management Console	<p>For more information about how to configure Smart Card Authentication for Symantec Management Console, see the following knowledge base article:</p> <p><a href="http://www.symantec.com/docs/DOC9334">http://www.symantec.com/docs/DOC9334</a></p>

## What's new in User Documentation

The following new format of documentation is introduced:

**Table 1-3** List of new features

Feature	Description
Mind maps.	<p>The new format of mind maps is introduced to educate users about different aspects of product usage. Mind maps visualize basic content and the structure of our user guides.</p> <p>For more information and to view the maps, please follow the link:</p> <p><a href="http://www.symantec.com/docs/DOC9706">http://www.symantec.com/docs/DOC9706</a></p>

## System requirements and supported platforms

Before you install Asset Management Suite 8.1, read the **Hardware recommendation** chapter in the *IT Management Suite 8.1 Planning for Implementation Guide* at the following URL:

<http://www.symantec.com/docs/DOC9470>

For information about the supported operating systems in Symantec Management Platform 8.1 and the Asset Management Suite 8.1 solutions, see the *Symantec IT Management Suite Platform Support Matrix* at the following URL:

<http://www.symantec.com/docs/HOWTO9965>

# Asset Management Suite Known Issues

The Asset Management Suite Known Issues are as follows:

See [“Asset Solution Known Issues”](#) on page 14.

See [“CMDB Solution Known Issues”](#) on page 15.

## Asset Solution Known Issues

The following table contains the known issues in this release of Asset Management Solution. If additional information about an issue is available, the issue has a corresponding article link.

**Table 1-4** Known issues in Asset Management Solution

Issue	Article link
<p>During upgrade, warnings about changing of imported item's association with a product are seen in the log. These warnings are normal as the internal structure of associations has changed in the 7.6 version.</p>	N/A
<p>During an on-box upgrade of Asset Solution from SMP 7.5 SP1 Hf3, the following warnings might appear in the log:</p> <p>Unable to perform a data class update. The Resource Type Item <i>Item Name (Item ID)</i> already has the associated data class: <i>data class ID</i>.</p> <p>This is a normal behavior because the mentioned resource types already contain the associated data classes that were inherited from the previous release.</p>	N/A
<p>During an on-box upgrade of Asset Solution from SMP 7.5 SP1 Hf3, the following type of warnings might appear in the log:</p> <p>Item reference from <i>Item ID</i> to <i>Item ID</i> and hint='pickerreport' already exists.</p> <p>This is a normal behavior because the mentioned references already exist as they were inherited from the previous release.</p>	N/A
<p>After you reopen the invoice resource or a purchase order, the associated bundle information is not displayed, whereas the catalog information for the particular bundle is displayed for the invoice or purchase order.</p>	N/A
<p>You cannot create a new resource using the <b>New Resource</b> link in the <b>Select a Resource</b> dialog box. The dialog box is displayed after you click the <b>Existing Resource/Stockroom</b> field of a line item entry in the <b>Received Items Line Items</b> table on the <b>Receive Items</b> page. The following error message is displayed:</p> <p>An error occurred saving changes. User does not have permissions to create a resource of the given type.</p>	N/A

**Table 1-4** Known issues in Asset Management Solution (*continued*)

Issue	Article link
<p>In the Symantec Management Console, the Asset Manager user can modify and delete the filters that are created by the Symantec Administrator or any other user. The user with Asset Manager role can move and delete the filters using the context menu options.</p>	N/A
<p>When you run the Asset cost evaluation task, the Contract summary page of resource manager does not display the addition of Early Term Fee, Contract Rates (Base Cost, Labor Rate) in the cost calculation field in the Contract Payment table.</p>	N/A
<p>When you try to edit the available list of default filters from the <b>Add to Filter</b> dialog box, the following error message is displayed:</p> <p>You do not have write permission over the following filter:            &lt;Name of the Filter&gt;.</p>	N/A
<p>After logging in as Asset Manager, a user is able to view Computers, Users, or Resources in the <b>Edit Group</b> dialog box that are only created by the Asset Manager user role. Any Computers, Users, or Resources created by the Symantec Administrator user role are not displayed in the <b>Edit Group</b> dialog box when you log in as Asset Manager.</p>	N/A
<p>An error appears when a user with <b>Asset Manager</b> role tries to save a <b>Software product</b> with added or edited software license.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"> <li>1. In the Symantec Management Console, on the <b>Settings</b> menu, click <b>Security &gt; Security Role Manager</b>.</li> <li>2. On the <b>Security Role Manager</b> page, in the <b>Role</b> drop-down list, select the <b>Asset Manager</b> role.</li> <li>3. In the left pane, click the <b>Show Hidden Items</b> icon on the toolbar and select <b>Data Classes &gt; Inventory &gt; Application metering&gt; Software Product License</b>.</li> <li>4. In the right pane, under <b>Item permissions</b>, check <b>Write Resource Data</b>.</li> <li>5. Click <b>Save changes</b>.</li> </ol>	N/A

## CMDB Solution Known Issues

The following table contains the known issues in this release of CMDB Solution. If additional information about an issue is available, the issue has a corresponding article link.

**Table 1-5** Known issues in CMDB Solution

Issue	Article Link
<p>During upgrade, warnings about changing of imported item's association with a product are seen in the log. These warnings are normal as the internal structure of associations has changed in the 7.6 version.</p>	NA
<p>During an on-box upgrade of CMDB Solution, the following warnings might appear in the log:</p> <p>Unable to perform a data class update. The Resource Type Item <i>Item Name (Item ID)</i> already has the associated data class: <i>data class ID</i>.</p> <p>This is a normal behavior because the mentioned resource types already contain the associated data classes that were inherited from the previous release.</p>	NA
<p>During an on-box upgrade of CMDB Solution, the following type of warnings might appear in the log:</p> <p>Item reference from <i>Item ID</i> to <i>Item ID</i> and hint='pickerreport' already exists.</p> <p>This is a normal behavior because the mentioned references already exist as they were inherited from the previous release.</p>	NA
<p>When you run the <b>Inventory to Asset Synchronization</b> task, the <b>System Number</b> field of an inventoried computer resource is not updated. However, the <b>Serial Number</b>, <b>Manufacturer</b>, and <b>Model</b> fields are updated correctly.</p>	<a href="#">TECH186918</a>
<p>You cannot merge computers if you are logged in as a CMDB Manager user.</p> <p>Under <b>Reports &gt; All Reports &gt; Service and Asset Management &gt; Merge</b>, when you select the <b>Merge assets with duplicate Serial Numbers</b> report, a list of assets with duplicate serial numbers is displayed. When you double-click the asset and in the <b>Merge Duplicate Resources</b> dialog box select the resources to merge, the following error message is displayed:</p> <p>The specified resources could not be successfully merged.</p> <p><b>Note:</b> This issue does not occur for assets such as mobile phone or monitors.</p> <p>This issue does not occur for the <b>Merge Assets with duplicate Barcode</b> and <b>Merge Assets with duplicate System Numbers</b> reports.</p>	N/A
<p>As a CMDB Manager user when you create a new Service Level Agreement resource and right-click that Service Level Agreement resource, the <b>Contract Functions</b> option is not displayed.</p>	N/A

## Asset Management Suite Fixed Issues

The Asset Management Suite Fixed Issues are as follows:



See “[Asset Solution Fixed Issues](#)” on page 17.

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**Note:** The issues that were fixed within hot fix releases for ITMS version 8.0 are not included in this document.

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For more information about the fixes in hot fix releases, see the following release notes:

- [ITMS 8.0 HF1](#)
- [ITMS 8.0 HF2](#)
- [ITMS 8.0 HF3](#)
- [ITMS 8.0 HF4](#)
- [ITMS 8.0 HF5](#)
- [ITMS 8.0 HF6](#)

## Asset Solution Fixed Issues

The following table contains the fixed issues in this release of Asset Solution. If additional information about an issue is available, the issue has a corresponding article link.

**Table 1-6** Fixed Issues in Asset Solution

Issue	Article Link
Users, that are assigned to a security role with limited privileges, are unable to create software licenses for their permitted locations.	<a href="#">TECH239882</a>

## Other things to know

The following are things to know about this release. If additional information about an issue is available, the issue has a corresponding article link.

**Table 1-7** Other things to know

Issue	Article link
The old license model is part of Asset Management Solution for some time, but it will no longer be supported and developed, and might be removed in the future.	N/A
Membership of authorization filters is updated only once in a day because of performance considerations.	N/A

**Table 1-7** Other things to know (*continued*)

Issue	Article link
An option is available to control the keep history period and the default history is decreased from 27 years to 7 years.	N/A

## Where to get more information

Use the following documentation resources to learn about and use this product.

**Table 1-8** Documentation resources

Document	Description	Location
Release Notes	Information about new features and important issues.	<p>The <b>Supported Products A-Z</b> page, which is available at the following URL:</p> <p><a href="https://www.symantec.com/products/products-az">https://www.symantec.com/products/products-az</a></p> <p>Open your product's support page, and then under <b>Common Topics</b>, click <b>Release Notes</b>.</p>
User Guide	Information about how to use this product, including detailed technical information and instructions for performing common tasks.	<ul style="list-style-type: none"> <li>■ The Documentation Library, which is available in the Symantec Management Console on the <b>Help</b> menu.</li> <li>■ The <b>Supported Products A-Z</b> page, which is available at the following URL:  <a href="https://www.symantec.com/products/products-az">https://www.symantec.com/products/products-az</a></li> </ul> <p>Open your product's support page, and then under <b>Common Topics</b>, click <b>Documentation</b>.</p>
Help	<p>Information about how to use this product, including detailed technical information and instructions for performing common tasks.</p> <p>Help is available at the solution level and at the suite level.</p> <p>This information is available in HTML help format.</p>	<p>The Documentation Library, which is available in the Symantec Management Console on the <b>Help</b> menu.</p> <p>Context-sensitive help is available for most screens in the Symantec Management Console.</p> <p>You can open context-sensitive help in the following ways:</p> <ul style="list-style-type: none"> <li>■ Click the page and then press the F1 key.</li> <li>■ Use the Context command, which is available in the Symantec Management Console on the <b>Help</b> menu.</li> </ul>

In addition to the product documentation, you can use the following resources to learn about Symantec products.

**Table 1-9** Symantec product information resources

Resource	Description	Location
SymWISE Support Knowledgebase	Articles, incidents, and issues about Symantec products.	<a href="#">Knowledge Base</a>
Cloud Unified Help System	All available IT Management Suite and solution guides are accessible from this Symantec Unified Help System that is launched on cloud.	<a href="#">Unified Help System</a>
Symantec Connect	An online resource that contains forums, articles, blogs, downloads, events, videos, groups, and ideas for users of Symantec products.	<p>The links to various groups on Connect are as follows:</p> <ul style="list-style-type: none"> <li>■ <a href="#">Deployment and Imaging</a></li> <li>■ <a href="#">Discovery and Inventory</a></li> <li>■ <a href="#">ITMS Administrator</a></li> <li>■ <a href="#">Mac Management</a></li> <li>■ <a href="#">Monitor Solution and Server Health</a></li> <li>■ <a href="#">Patch Management</a></li> <li>■ <a href="#">Reporting</a></li> <li>■ <a href="#">ServiceDesk and Workflow</a></li> <li>■ <a href="#">Software Management</a></li> <li>■ <a href="#">Server Management</a></li> <li>■ <a href="#">Workspace Virtualization and Streaming</a></li> </ul>