

Symantec™ Asset Management Suite 8.5 Release Notes

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Documentation version: 8.5

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Asset Management Suite 8.5

This document includes the following topics:

- [About Asset Management Suite](#)
- [Components of Asset Management Suite](#)
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- [System requirements and supported platforms](#)
- [Asset Management Suite Known Issues](#)
- [Asset Management Suite Fixed Issues](#)
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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 Symantec™ IT Management Suite

Asset Management Suite 8.5 Release Notes contain information about the following components:

- Symantec Management Platform 8.5

- Asset Management Solution 8.5
- CMDB Solution 8.5

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	DOC11091
Asset Management Solution	DOC11097
CMDB Solution	DOC11098

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

What's new in this release

In Asset Management Suite 8.5, 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 6.

What's new in Symantec Management Platform

In the Symantec Management Platform 8.5, the following new features are introduced.

Note that the list also includes features that have been introduced in Symantec Management Platform 8.1 release updates (RU).

Table 1-2 Time Critical Management

Feature	Description
Time Critical Management portal	<p>The Time Critical Management portal lets you gather inventory on endpoints in real time so that you can perform immediate hardware and software state analysis. You can also perform various actions on endpoints in real time.</p> <p>About Time Critical Management</p>
Symantec Management Agent can use persistent connection to communicate with Notification Server and site servers.	<p>Persistent connection enables real time data transfer from and to Symantec Management Agent and lets you perform tasks on client computers in real time.</p> <p>Real time communication is also possible with the agents that are connected to Notification Server over CEM.</p> <p>About persistent connection</p>
Pushing policies to client computers in real time.	<p>In addition to real time tasks that you can perform in Time Critical Management portal, you can push policies to client computers in real time in the Symantec Management Console.</p> <p>Pushing a policy in real time</p>

Table 1-3 List of new features

Feature	Description
Expanded list of supported platforms for CMDB.	<p>The following version of Microsoft SQL Server are now supported for the Configuration Management Database (CMDB):</p> <ul style="list-style-type: none"> ■ SQL Server 2016 SP1 ■ SQL Server 2016 SP2 <p>Note: The following versions of Microsoft SQL Server are no longer supported for CMDB: SQL Server 2008 (SP2, SP3) and SQL Server 2008 R2 (SP1, SP2, SP3).</p>

Table 1-3 List of new features (*continued*)

Feature	Description
<p>Expanded list of supported platforms for Symantec Management Agent.</p>	<p>The following operating systems are now supported for the installation of the Symantec Management Agent and solution plug-ins:</p> <ul style="list-style-type: none"> ■ Ubuntu (versions (14.04 LTS Trusty Tahr, 16.04 LTS Xenial Xerus and 17.04 Zesty Zapus) http://www.symantec.com/docs/HOWTO127014 ■ Windows 10 Creators Update (version 1703) http://www.symantec.com/docs/HOWTO127016 ■ Windows 10 Fall Creators Update http://www.symantec.com/docs/HOWTO127802 ■ Windows 10 April 2018 Update http://www.symantec.com/docs/HOWTO128230 ■ Windows Server 2016 http://www.symantec.com/docs/HOWTO125454 ■ SUSE Linux Enterprise Server 12 SP2 and SUSE Linux Enterprise Desktop 12 SP2 http://www.symantec.com/docs/HOWTO127018 ■ SUSE Linux Enterprise Server 12 SP3 and SUSE Linux Enterprise Desktop 12 SP3 http://www.symantec.com/docs/HOWTO127910 ■ Red Hat Enterprise Linux 6.9 and CentOS 6.9 http://www.symantec.com/docs/DOC10575 ■ Red Hat Enterprise Linux 7.3 and CentOS 7.3 http://www.symantec.com/docs/HOWTO127035 ■ Red Hat Enterprise Linux 7.4 and CentOS 7.4 http://www.symantec.com/docs/HOWTO127907 ■ macOS High Sierra 10.13 http://www.symantec.com/docs/HOWTO127741 <p>More information: Symantec IT Management Suite Platform Support Matrix</p>
<p>Expanded list of supported platforms for site servers.</p>	<p>Task service and package service are now supported on:</p> <ul style="list-style-type: none"> ■ Windows 10 Creators Update (version 1703) ■ Windows 10 Fall Creators Update (version 1709) ■ Windows 10 April 2018 Update (version 1803) <p>All site services are now supported on:</p> <ul style="list-style-type: none"> ■ Windows Server 2016

Table 1-3 List of new features (*continued*)

Feature	Description
ITMS binaries for Mac are converted to 64-bit.	<p>The Symantec Management Agent for Mac and all plug-ins for Mac are converted to 64-bit binaries.</p> <p>64-bit transition on macOS</p>
Enhancements of Internet gateway	<p>The following enhancements of Internet gateway are introduced:</p> <ul style="list-style-type: none"> ■ Internet gateway supports WebSocket protocol, allowing to perform real time management tasks on Cloud-enabled agents. ■ One instance now supports 15,000 concurrent client connections. ■ Dependency on Apache HTTP Server and OpenSSL has been removed. ■ Internet gateway can report to multiple Notification Servers. <p>For more information, see the following knowledge base article: https://www.symantec.com/docs/DOC11227</p>
New features and enhancements in SIM.	<p>The following new features and enhancements are available in SIM:</p> <ul style="list-style-type: none"> ■ Symantec Installation Manager now shows the installed products from all defined product listings. You can manage the products that belong to currently selected product listing. ■ You can now edit the credentials of the Appldentity account in Symantec Installation Manager in case the access to Symantec Management Console is not possible due to lockout or expiration of Appldentity. ■ To make the actual validity period of applied licenses more visible, it is no longer possible to apply the licenses that will be valid in the future. ■ A new Recover NS Settings option is displayed on the Configure Notification Server page when the NsConfiguration key is missing in the registry at: HKEY_LOCAL_MACHINE\SOFTWARE\Altiris\AIM\Configuration This option lets you recover Notification Server settings and Configuration Management Database (CMDB) settings without fully reconfiguring your products.
Integrated page for managing certificates.	<p>The Certificate Management page combines both existing capabilities, like replacement of Site Server certificates, and new capabilities like:</p> <ul style="list-style-type: none"> ■ Renewal of CEM agent certificates ■ Replacement of root certificate ■ Replacement of website certificates ■ Viewing and managing communication profile certificates

Table 1-3 List of new features (*continued*)

Feature	Description
(Windows only) Ability to apply a Cloud-enabled Management offline package to multiple organizational groups.	During the creation of the Cloud-enabled Management offline package, you can select multiple organizational groups to which you want to apply the package.
Task Server communication profile.	<p>A Task Server communication profile lets you configure how Task Server communicates with Notification Server.</p> <p>Configuring a Task Server communication profile</p>
New reports added to ITMS providing better visibility over various management aspects.	<p>The following reports are now available in the Symantec Management Console:</p> <ul style="list-style-type: none"> ■ The Agent Connection Status report displays the list of all managed client computers and their connection status. In this report, you can check if an agent is ready to use cloud-enabled management and/or persistent connection. ■ The ITMS Plug-in Status report lists install, uninstall, and upgrade policies of all ITMS plug-ins. The report shows the status of each policy and the number of computers to which the policy is applied. The Enable option in the right-click menu lets you apply this policy from the report. ■ The Subnet to Site assignments report lists the subnets and the sites to which they are assigned. This report lets you make sure that each subnet is assigned to a site. ■ The Packages Distribution by Download Type report shows package information and download count across all subnets or specific subnet. Report provides a drill-down with additional information on exact source for package download along with transport used - HTTP, UNC, or P2P. ■ After initiating the replacement of NS web site certificate, you can use the Computers having (or without) a Certificate report to check how many computers have received the new certificate and how many computers are still missing it. ■ Subnets with Affiliated Sites and Subnets with Affiliated Sites by Computer provide information about the subnets.

Table 1-3 List of new features (*continued*)

Feature	Description
<p>Enhancements in Task Management.</p>	<ul style="list-style-type: none"> ■ A new Clean up Task Schedules task lets you disable or delete the schedules that have no occurrence in the future. ■ In the advanced settings dialog box, on the Task options tab, the new The task is succeeded if its return code is option lets you override the default success return code by specifying a custom value. ■ The Fail Job if this Task fails option lets you fail the job if a specific sub-task or sub-job within this job fails. ■ When you schedule a task, you can now add a custom description to the task instance in the Quick Run section or in the New Schedule dialog box. ■ A new option is added to the Restart Computer task that lets you restart only the computers that are pending restart. ■ Added ability to export content of task-instance details into a XLS or HTML file. ■ The new Update task settings option allows to change Run as settings for a script task type. This option is only available for Symantec Administrators role. ■ In main task details dialogs, you can now press the Esc key to close the dialog.
<p>Ability to use command line for applying Notification Server Communication Profile to a client computer.</p>	<p>You can now use command line to apply an Notification Server Communication Profile to the client computer.</p> <p>You can use the following options with <code>aexnsagent</code> command:</p> <ul style="list-style-type: none"> ■ <code>/importprofile:<path></code> - lets you specify the path to the XML file of the profile ■ <code>/profilepwd:<pwd></code> - lets you specify the decryption password <p>Note that you have to run the command on the client computer.</p>
<p>New options for configuring peer-to-peer downloading.</p>	<p>For peer-to-peer downloading, the following new options are available:</p> <ul style="list-style-type: none"> ■ Maximum upload bandwidth and Maximum download bandwidth options replace the Maximum bandwidth option. The Maximum download bandwidth option lets you specify the throttling value for peer-to-peer downloading which is independent from general throttling value. ■ Don't use peer-to-peer downloading option lets you disable using the peer-to-peer downloading in certain cases. ■ The new File block download progress on peer option lets you configure how often a peer should notify other peers about the package download progress.

Table 1-3 List of new features (*continued*)

Feature	Description
Peer-to-peer downloading now supports Microsoft Office 365 updates.	The implemented file block downloading functionality allows storing the Office 365 update blocks on a peer computer and making them available for other peers to download using the peer-to-peer downloading feature.
A Targeted Agent Settings policy with initial settings.	The (Initial Settings) policy lets you send the initial set of settings to the agents of client computers that have successfully registered but not yet appeared in the target of any regular Targeted Agent Settings policy. For example, after a re-imaged client computer receives the (Initial Settings) policy with ACC, it can immediately connect to Task Server.
Symantec Management Console notifications.	<p>The bell icon is displayed in the top right corner of the Symantec Management Console in following cases:</p> <ul style="list-style-type: none"> ■ The IT Management Suite GA Product Listing changes ■ A certificate is about to expire in 60 days <p>By default, these notifications are displayed only to Administrator role.</p> <p>The View Console Notifications privilege lets you configure if the notifications are displayed in the Symantec Management Console.</p> <p>Note: The notifications are informational only.</p>
Ability to separately configure time periods for retiring and deleting the computers in CMDB.	The Purging Maintenance policy lets you now configure different time periods for retiring and deleting the computers in CMDB. For example, you can configure the computers to be retired when they have not reported data for 6 months and to be deleted when they have not reported data for 9 months.
UI option for managing Data Class Summary Generator to populate custom data classes.	<p>The Data Class Summary Generator page in the Symantec Management Console lets you manage the Altiris.NS.StandardItems.DataClassSummaryGenerator class. This class lets you aggregate an extensive data set in Configuration Management Database (CMDB) into a smaller data class content.</p> <p>For more information, see:</p> <p>Creating Data Class Summary Generator</p>
Enhancements for managing targets.	<p>The following enhancements have been made for managing targets:</p> <ul style="list-style-type: none"> ■ To avoid situations in which modifications to a re-used target impact previously created policies, you can now clone targets in the target editor. ■ New icon is added to the target selector. When the target icon has a small lock icon next to it, it indicates that the Security Role(s) to which the current account belongs to does not have enough rights for this resource target.

Table 1-3 List of new features (*continued*)

Feature	Description
(Windows only) Enhancements of package delivery.	<p>The following enhancements are implemented in package delivery:</p> <ul style="list-style-type: none"> ■ Block by block downloading Package delivery downloads all files block by block. Package delivery is aware of locally available and valid file blocks and is able to download only the missing file blocks. ■ Block chain hash validation Package delivery uses the block chain hash to validate the file integrity during the file download. Package delivery verifies each block hash as soon as it is received from the server and does not write the block if hash validation fails.
New default schedule for SQL defragmentation.	<p>In previous releases, the NS.SQL defragmentation schedule.{cdcd50e9-1c42-402b-921c-8ad6c9ff0d34} task is set to run only once by default and does not repeat anymore.</p> <p>After upgrading to IT Management Suite 8.5, the NS.SQL defragmentation schedule.{cdcd50e9-1c42-402b-921c-8ad6c9ff0d34} task has a new default schedule and runs as follows:</p> <ul style="list-style-type: none"> ■ If no custom schedule is specified, the task will run weekly every Saturday at 12:00PM. ■ If a custom schedule is specified, the task will run according to the specified schedule. <p>You can configure the schedule for this task in Task Scheduler.</p>
New hierarchy replication rule.	<p>The new default hierarchy replication rule AD import Replication replicates data for users and computers that are imported from Active Directory.</p> <p>By default, this rule is disabled.</p>
Ability to configure hierarchy replication mode.	<p>The Replication mode option lets you configure what kind of data the hierarchy replication rule should replicate.</p> <p>For example, if you replicate Active Directory (AD) import data from parent Notification Server to its children, you can either replicate missing data for the resources that exist on child Notification Servers or replicate the resources that are not present on child Notification Servers.</p>
Item tracking.	<p>Item tracking feature lets you set up a function that saves a record each time when an action is performed on a specified item. Later you can view the history of all actions that are performed on this item.</p> <p>Configuring global settings for item tracking</p>

Table 1-3 List of new features (*continued*)

Feature	Description
Editing core settings in Symantec Management Console.	Core settings in NS Configurator can now also be viewed and configured in the Symantec Management Console. To access the settings, in the Symantec Management Console, on the Settings menu, click Notification Server > Core Settings .
Added ability to specify language for Symantec Management Console.	You can now select a specific language that you want to use in the Symantec Management Console instead of the default browser language. Note: This option is available only if you have Language Packs installed.
The full version number of Symantec Management Platform is displayed.	The full version number of Symantec Management Platform is displayed in the dialog box that opens when you click Help > About Symantec Management Console... in the Symantec Management Console.
New features of ASDK.	The following enhancements are introduced in ASDK: <ul style="list-style-type: none"> ■ On a server side, ASDK is able to run tasks and policies over the WebSocket protocol. ASDK is extended with methods specific to Time Critical Management: TaskManagement.ExecuteTCMTask, TaskManagement.GetTCMTaskStatus, TaskManagement.GetTCMTaskResults, TaskManagement.GetTCMTaskResult, and ResourceManagementLib.PushPolicy. ■ CreateResourceTarget method can now create a target in a custom folder if the parentFolderGuid element with custom folder's Guid is in target's source XML. If the parentFolderGuid element is not in source XML, the target is created in the root target folder.

System requirements and supported platforms

Before you install Asset Management Suite 8.5, read the **Hardware recommendation** chapter in the *IT Management Suite 8.5 Planning for Implementation Guide* at the following URL:

<http://www.symantec.com/docs/DOC11101>

For information about the supported operating systems in Asset Management Suite 8.5, 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 15.

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>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 New Resource link in the Select a Resource dialog box. The dialog box is displayed after you click the Existing Resource/Stockroom field of a line item entry in the Received Items Line Items table on the Receive Items 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
<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 Add to Filter dialog box, the following error message is displayed:</p> <p>You do not have write permission over the following filter: <Name of the Filter>.</p>	N/A
<p>After logging in as Asset Manager, a user is able to view Computers, Users, or Resources in the Edit Group 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 Edit Group dialog box when you log in as Asset Manager.</p>	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>When you run the Inventory to Asset Synchronization task, the System Number field of an inventoried computer resource is not updated. However, the Serial Number, Manufacturer, and Model fields are updated correctly.</p>	<p>TECH186918</p>
<p>You cannot merge computers if you are logged in as a CMDB Manager user.</p> <p>Under Reports > All Reports > Service and Asset Management > Merge, when you select the Merge assets with duplicate Serial Numbers report, a list of assets with duplicate serial numbers is displayed. When you double-click the asset and in the Merge Duplicate Resources 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>Note: This issue does not occur for assets such as mobile phone or monitors.</p> <p>This issue does not occur for the Merge Assets with duplicate Barcode and Merge Assets with duplicate System Numbers reports.</p>	<p>N/A</p>
<p>As a CMDB Manager user when you create a new Service Level Agreement resource and right-click that Service Level Agreement resource, the Contract Functions option is not displayed.</p>	<p>N/A</p>

Asset Management Suite Fixed Issues

The Asset Management Suite Fixed Issues are as follows:

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

Note: The issues that were fixed within release updates (RU) for ITMS version 8.1 are not included in this document.

For more information about the fixes in release updates, see the following release notes:

- [ITMS 8.1 RU1](#)
- [ITMS 8.1 RU2](#)
- [ITMS 8.1 RU3](#)
- [ITMS 8.1 RU4](#)
- [ITMS 8.1 RU5](#)
- [ITMS 8.1 RU6](#)
- [ITMS 8.1 RU7](#)

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
When you edit advanced settings of a software license on the Edit configuration item page, under Covered Software Product click the edit icon. In the Select a Report dialog box that opens, a non-functional Create new software link appears	N/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
An option is available to control the keep history period and the default history is decreased from 27 years to 7 years.	N/A