

Symantec™ IT Management
Suite 8.1 RU1 powered by
Altiris™ technology Release
Notes



Symantec™ IT Management Suite 8.1 RU1 powered by Altiris™ technology Release Notes

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Symantec Corporation
350 Ellis Street
Mountain View, CA 94043

<http://www.symantec.com>

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/

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/

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

Customer service

Customer service information is available at the following URL:

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

Europe, Middle-East, and Africa

semea@symantec.com

North America and Latin America

supportsolutions@symantec.com

ITMS 8.1 RU1

This document includes the following topics:

- [About IT Management Suite](#)
- [What's new in this release](#)
- [System requirements and supported platforms](#)
- [General installation and upgrade information](#)
- [Performing post installation tasks for Deployment Solution](#)
- [Fixed issues](#)
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About IT Management Suite

IT Management Suite is a tool for managing corporate IT assets such as desktop computers, laptop computers and servers that have Windows, UNIX, Linux or Mac operating systems.

IT Management Suite is a collection of solutions and components that run on the Symantec Management Platform.

What's new in this release

In IT Management Suite 8.1 RU1, the following new features are introduced:

Table 1-1 New features

Feature	Description
Support for CentOS 6.0-6.8 and CentOS 7.0-7.2.	<p>Patch Management Solution for Linux is supported on CentOS 6.0-6.8 and CentOS 7.0-7.2.</p> <p>Note that only Base and Updates channels for CentOS are supported.</p>
Remediation Management	<p>Remediation Management lets you automate the remediation of compliance issues that are identified in a network.</p> <p>Currently, IT Management Suite supports remediation management for Windows clients. For more information, refer to the following article:</p> <p>http://www.symantec.com/docs/DOC9752</p>
Inventory Solution gathers the software-based usage tracking data on Mac computers.	<p>Inventory Solution lets you track usage of the managed software at the software product level on your managed Mac OS X 10.9 and above computers.</p> <p>To store the gathered usage tracking data, the new data class Product Monthly Summary is introduced. You can view the information for this data class in the Resource Manager, by clicking View > Inventory, and then selecting the Product Monthly Summary data class in the right pane.</p> <p>You can also view gathered usage tracking data for the software product in the Software Management view, in the Software Product Summary flipbook.</p>
New options available for configuring peer-to-peer downloading.	<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. <ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> For example, if the computers are outside of the internal network and use Cloud-enabled Management for communicating with Notification Server or if the download is available from Package Server within the same subnet.
New operating system supported for remote Task Server.	<p>Remote Task Server is now supported on Windows 10 version 1703 operating system. Computers with this operating system appear now in the filters for potential Task Servers.</p>
WinPE support for Windows 10 1607 and 1703 versions.	<p>Deployment Solution now supports WinPE for Windows 10 1607 and 1703 versions with limitations.</p> <p>For more details, refer to the following article.</p> <p>HOWTO126076</p>

Table 1-1 New features (*continued*)

Feature	Description
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. ■ Installation of release updates is significantly faster.
Defining custom success code for a task.	<p>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. You can enter multiple values separated with commas. This option is only available for script task types.</p>
New reports are available.	<p>The following reports are now available in the Symantec Management Console:</p> <ul style="list-style-type: none"> ■ 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.
Using command line to apply Agent Communication Profile to a client computer.	<p>You can now use command line to apply an Agent Communication Profile to the client computer. Use the following new options:</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
Windows and Linux policy pages and the lists of the policies are available on the Patch Management home page.	<p>You can access the lists of the software update policies that you create and the following software update policy pages on the Patch Management home page:</p> <ul style="list-style-type: none"> ■ Windows Policies ■ SUSE Linux Policies ■ Red Hat Linux Policies ■ CentOS Linux Policies <p>You can select a policy from the list and view the details of the policy or edit its settings if necessary on the corresponding policy page.</p>

Table 1-1 New features (*continued*)

Feature	Description
Added possibility to specify language for Symantec Management Console.	<p>You can now select a specific language that you want to use in the Symantec Management Console instead of the default browser language.</p> <p>To override the browser language, do the following:</p> <ol style="list-style-type: none"> 1 In the Symantec Management Console, on the Session menu, click Override browser language. 2 In the Override Browser Language dialog box, select the language that you want to use, and then click OK. <p>Note: This option is available only if you have Language Packs installed.</p>
Driver Manager lets you upload.CAB archives	<p>From 8.1 RU1 onwards, Deployment Solution lets you upload drivers as .CAB archives. The following procedure lists the steps that you must follow to add drivers to the driver database:</p> <ul style="list-style-type: none"> ■ In the Symantec Management Console, navigate to Settings > Deployment > Driver Manager. ■ In the Driver Database Management dialog box click the Preboot tab or DeployAnywhere tab. ■ Click Add. <p>For the complete procedure, refer to the following URL: http://help.symantec.com</p>
Support for Hyper-V Server 2016	Virtual Machine Management now supports Hyper-V Server 2016.
Localized uninstallers of Process Manager and Workflow Designer	The uninstallers for Process Manager and Workflow Designer are now localized.

System requirements and supported platforms

Before you install IT Management Suite 8.1 RU1, read the section Hardware recommendation in the *IT Management Suite 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 and the IT Management Suite solutions, see the article at the following URL:

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

General installation and upgrade information

The installation of IT Management Suite (ITMS) 8.1 RU1 involves installation of Symantec Management Platform (SMP) 8.1 RU1 and solutions using Symantec Installation Manager.

For more information on how to install and configure the product, see the *Installing the IT Management Suite solutions* chapter in the *IT Management Suite Installation and Upgrade Guide* at the following URL:

<http://www.symantec.com/docs/DOC9500>

Upgrade to IT Management Suite 8.1 RU1

After you install this release update (8.1 RU1), you cannot uninstall it or roll back to the previous version of ITMS. After you install ITMS 8.1 RU1 for Symantec Management Platform, you need to enable upgrade policies for all plug-ins and the Symantec Management Agent to upgrade the client computers.

To avoid issues with cross-dependencies, Symantec recommends to install all available RU1 components at once.

Note: To upgrade to the latest release update, log on to the Notification Server computer with the SMP application identity credentials.

In ITMS 8.1 RU1, Symantec Installation Manager (SIM) automatically creates a registry backup in the support folder before starting the installation, upgrade, or release update installation of SIM and ITMS solutions. The registry backup is available at the following location:

```
<installation_path>\Altiris\Symantec Installation Manager\Support
```

If you encounter any errors because of missing registry entries or corrupted registry file, you can do one of the following:

- Restore the previous registry entries, and then run the installation or upgrade. To restore the previous registry entries, navigate to the registry backup, and then double-click the `AIMRoot.reg` file.
- Uninstall a solution, and then reinstall it, so that the registry entries are recreated. When you encounter the same error, repair the solution using SIM. For more information, see the following KB article:

<http://www.symantec.com/docs/TECH183086>

For more information about creating a support package, see the following article:

<http://www.symantec.com/docs/HOWTO93142>

Upgrading Symantec Management Agent, site servers and solution level plug-ins

After you upgrade IT Management Suite from version 8.1 to this release update, upgrade the Symantec Management Agent, the site servers, and the solution plug-ins.

Table 1-2 Process to upgrade Symantec Management Agent, site servers and solution plug-ins

Step	Action	Description
Step 1	Upgrade the Symantec Management Agent on site servers.	In the Symantec Management Console, on the Actions menu, click Agents/Plug-ins > Rollout Agents/Plug-ins . Then, in the left pane, under Symantec Management Agent , locate and turn on the policies that upgrade the Symantec Management Agent on site servers.
Step 2	Upgrade the site servers.	<p>In the Symantec Management Console, on the Settings menu, click All Settings. In the left pane, expand Notification Server > Site Server Settings, and then locate and turn on the upgrade policies for various site server plug-ins.</p> <p>To upgrade a remote task server, in the Symantec Management Console, on the Settings menu, click All Settings. In the left pane, expand Notification Server > Site Server Settings > Notification Server > Task Service > Advanced, and then locate and turn on the upgrade policies for the remote task servers.</p> <p>To upgrade a remote package server, in the Symantec Management Console, on the Settings menu, click All Settings. In the left pane, expand Notification Server > Site Server Settings > Notification Server > Package Service > Advanced > Windows, and then locate and turn on the Windows Package Server Agent Upgrade policy.</p>
Step 3	Upgrade the Symantec Management Agent on client computers.	In the Symantec Management Console, on the Actions menu, click Agents/Plug-ins > Rollout Agents/Plug-ins . Then, in the left pane, under Symantec Management Agent , locate and turn on the policies that upgrade the Symantec Management Agent on client computers.

Table 1-2 Process to upgrade Symantec Management Agent, site servers and solution plug-ins (*continued*)

Step	Action	Description
Step 4	Upgrade solution-specific agents and plug-ins.	<p>In the Symantec Management Console, on the Actions menu, click Agents/Plug-ins > Rollout Agents/Plug-ins. Then, in the left pane, locate and turn on the plug-in upgrade policies.</p> <p>To upgrade the solution-specific plug-ins to the latest version, do the following:</p> <ul style="list-style-type: none"> ■ In the Symantec Management Console, on the Actions menu, click Agents/Plug-ins > Rollout Agents/Plug-ins. Then, in the left pane, under Symantec Management Agent, locate and turn on the upgrade policies for the Symantec Management Agent. ■ In the Symantec Management Console, on the Settings menu, click All Settings. In the left pane, expand Notification Server > Site Server Settings, and then locate and turn on the upgrade policies for the site server plug-ins. ■ In the Symantec Management Console, on the Actions menu, click Agents/Plug-ins > Rollout Agents/Plug-ins. Then, in the left pane, locate and turn on the plug-in upgrade policies.

Symantec recommends that you configure a schedule for the upgrade policies. The default **Run once ASAP** option may not trigger the policy if this is not the first time you perform an upgrade. To speed up the upgrade process, consider temporarily changing the **Download new configuration every** setting on the **Targeted Agent Settings** page to a lower value.

If the upgrade policy is set to **Run once ASAP**, the policy is rolled out just once.

You can also clone the upgrade policies instead of creating additional schedules.

For more information on the post-upgrade tasks, see the chapter *Performing post-upgrade tasks* in the *IT Management Suite Installation and Upgrade Guide* at the following URL:

<http://www.symantec.com/docs/DOC9500>

Post-upgrade versions of Symantec Management Agent and solution plug-ins

The Symantec Management Agent and its plug-in versions after you upgrade to ITMS 8.1 RU1 are as follows:

Table 1-3 Symantec Management Agent and plug-in versions after upgrading to IT Management Suite 8.1 RU1

Agent or plug-in	Windows	UNIX/Linux/Mac
Symantec Management Agent	8.1.5088	8.1.5016
Altiris Client Task Agent	8.1.5088	8.1.5016
Altiris Client Task Server Agent	8.1.5053	N/A
Altiris Base Task Handlers	8.1.5088	8.1.5016
Altiris Pluggable Protocols Architecture Agent	8.1.5012	N/A
Inventory Agent	8.1.5072	8.1.5072
Application Metering Agent	8.1.5072	8.15072
Server Inventory Agent	8.1.5072	8.1.5072
Inventory Rule Agent	8.1.5088	8.1.5016
Monitor Plug-in	8.1.5021	8.1.5021
Package Server	8.1.5088	8.1.5016
Power Scheme Task Plug-in	8.1.4504	N/A
Software Update Plug-in	8.1.5101	8.1.4538
Software Management Framework Agent	8.1.5016	8.1.5016
Software Management Solution Agent	8.1.4504	8.1.4504
Virtual Machine Management Task Handler	8.1.5039	N/A
Deployment Task Server Handler	8.1.5051	N/A
Deployment Package Server	8.1.5051	N/A
Deployment Plug-in for Windows (x64/x86)	8.1.5051	N/A
Deployment Plug-in for Linux (x64)	N/A	8.1.4536
Deployment Plug-in for Linux (x86)	N/A	8.1.4536
Deployment Plug-in for Mac	N/A	8.1.4536
Deployment NBS plug-in	8.1.4536	N/A
Symantec Workspace Streaming Agent	7.6.0.247	N/A

Table 1-3 Symantec Management Agent and plug-in versions after upgrading to IT Management Suite 8.1 RU1 (*continued*)

Agent or plug-in	Windows	UNIX/Linux/Mac
Symantec Workspace Virtualization Agent	7.6.247.0	N/A
Symantec Workspace Virtualization Agent	7.6.247	N/A

Performing post installation tasks for Deployment Solution

The following table lists the upgrade scenarios for which you must recreate the automation folders after you install the ITMS 8.1 RU1:

Table 1-4 Post installation tasks for Deployment Solution

Upgrade	Windows automation folder	Mac automation volume	Linux automation folder
Upgrade from 8.1 to 8.1 RU1	Yes	No	No

Post installation tasks for Deployment Solution

- Recreate the automation folders.
- Deploy automation folders on client computers.

Note: Symantec recommends that you clear the Internet browser cache before running deployment tasks.

To recreate the automation folders

- 1 In the Symantec Management Console, on the **Settings** menu, click **Deployment > Manage Preboot Configurations**.
- 2 On the **Manage Preboot Configurations** page, in the preboot configurations list, select the configuration that you want to recreate and click **Recreate Preboot Environment**.

For Mac, you must recreate all the NetBoot images and the automation folders and create new preboot configurations.

Symantec recommends that you wait for at least half an hour before running any deployment tasks. To see if the automation folder is updated, check the timestamp for the automation folders that are created at the following locations:

- PEInstall_x86
`<install_dir>\Notification`
`Server\NSCap\bin\Win32\X86\Deployment\Automation\PEInstall_x86`
- PEInstall_X64
`<install_dir>\Notification`
`Server\NSCap\bin\Win64\X64\Deployment\Automation\PEInstall_x64`
- LinInstall
`<install_dir>\Notification`
`Server\NSCap\bin\UNIX\Deployment\Linux\x86\Automation\LinInstall_x86`

To verify if the automation folder has been recreated, in the task manager, check if the Bootwiz.exe application has completed recreating the preboot configuration.

After recreating the automation folders, run the following tasks from the Task Scheduler to update the packages on Notification Server:

- NS.Delta Resource Membership Update
- NS.Package Distribution Point Update Schedule
- NS.Package Refresh

To deploy the automation folders on the Windows client computers

- ◆ Run the following automation folder upgrade policies:
 - **Deployment Automation Folder for Windows (x64) - Upgrade**
 - **Deployment Automation Folder for Windows (x86) - Upgrade**

Fixed issues

IT Management Suite 8.1 RU1 contains fixed issues for the following solutions and components:

- Symantec Management Platform
See [“Symantec Management Platform Fixed Issues”](#) on page 16.
- Asset Management Solution
See [“Asset Management Solution Fixed Issues”](#) on page 18.
- CMDB Solution
See [“CMDB Solution Fixed Issues”](#) on page 19.

- Deployment Solution
See [“Deployment Solution Fixed Issues”](#) on page 19.
- Inventory Solution
See [“Inventory Solution Fixed Issues”](#) on page 20.
- ITMS Management Views
See [“ITMS Management Views Fixed Issues”](#) on page 20.
- Monitor Solution
See [“Monitor Solution Fixed Issues”](#) on page 21.
- Patch Management Solution
See [“Patch Management Solution Fixed Issues”](#) on page 21.
- Software Management Solution
See [“Software Management Solution Fixed Issues”](#) on page 22.
- Virtual Machine Management
See [“Virtual Machine Management Fixed Issues”](#) on page 23.
- Workflow Solution
See [“Workflow Solution Fixed Issues”](#) on page 23.

Symantec Management Platform Fixed Issues

The following are the fixed issues for this release. If additional information about an issue is available, the issue has a corresponding article link.

This release contains fixed issues for the following components:

- Symantec Installation Manager
See [Table 1-5](#) on page 16.
- Notification Server
See [Table 1-6](#) on page 17.
- Symantec Task Server
See [Table 1-7](#) on page 18.
- Symantec Management Agent
See [Table 1-8](#) on page 18.

Table 1-5 Fixed issues for Symantec Installation Manager

Issue	Article link
When you create a database manually in advance and during the clean installation of ITMS you select this database, the SIM displays incomplete and misleading warning message.	N/A

Table 1-5 Fixed issues for Symantec Installation Manager (*continued*)

Issue	Article link
After upgrading to ITMS 8.1, the SIM shows Symantec Remote Access Connector as licensable product on Product Licensing page.	N/A
If in SIM, on the Install New Products page, you select the latest hotfix of the product to be installed, then all previous hotfixes get also selected, giving the impression that they will be installed as well.	N/A
SIM fails to perform ITMS upgrade from 7.6 HF7 to 8.1 when Integrated Windows Authentication is used as SQL server login in SIM. The following error is displayed in logs: "Failed to impersonate user 'Domain\username' for database validation."	TECH240726
SIM allows installing SLIC licenses only for ITMS products and not for other Symantec products.	TECH240272

Table 1-6 Fixed issues for Notification Server

Issue	Article link
When you edit a filter with computers, in the Selected resources dialog box, under Selected resources section, empty lines are displayed for the resources that don't exist in the database.	N/A
Maintenance Window policy that is created with No repeat option selected has the starting date in the past and never becomes active.	N/A
When you use AD Import to move users from one security group to another, all users are moved to the new security group properly but some users also remain in the old security group.	TECH240652
Scope collections in the Organizational View > Default tree have the right-click action Replicate Now available. This option is confusing because you can only replicate the scope collection and not the resources under it.	N/A
The right-click menu of the computer resource takes 10-15 seconds to open.	N/A
It is not possible to set custom location for CEM offline package installation.	N/A
The Solution Licensing Web part does not show ServiceDesk licenses.	N/A

Table 1-7 Fixed issues for Task Server

Issue	Article link
When a task contains a token that is not found on the target computer during the task execution, the script might get corrupted and the task will fail.	N/A
User-based targets are visible and can be added to the tasks that do not support these targets.	N/A

Table 1-8 Fixed issues for Symantec Management Agent

Issue	Article link
If the connection string from Client Task Agent to Task Server contains certain strings (for example: 'type', 'id', or 'user'), the job with Allow user to defer option enabled fails to run because the client computer will not be able to report the task status properly.	N/A
During the upgrade to ITMS 8.1, the information related to Altiris Base Task Handlers is not removed from the client computer. In the Symantec Management Console, on the Plug-in Version pane, the old version is displayed for Altiris Base Task Handlers.	N/A
When you apply an Automatic Certificate Rollout policy to a Site Server, a certificate with binding is created on it. After you disable the policy, this binding is deleted. If you then manually create a binding with the same certificate, the binding is deleted again because it is considered as automatically created binding.	TECH240097
If on the Package Server, you only have UNC codebases enabled and you specify the Primary file storage location to be different than the drive where the Symantec Management Agent is installed, then the client computers will not be able to download packages from this Package Server.	N/A

Asset Management Solution Fixed Issues

The following are the fixed issues for this release. If additional information about an issue is available, the issue has a corresponding article link.

Table 1-9 Fixed issues for Asset Management Solution

Issue	Article link
After you create a Location with a name longer, than 128 characters, you cannot edit it, or any computers, that are assigned to a Location .	TECH240355

CMDB Solution Fixed Issues

The following are the fixed issues for this release. If additional information about an issue is available, the issue has a corresponding article link.

Table 1-10 Fixed issues for CMDB Solution

Issue	Article link
The Update Network Resource Location task does not assign the location of an asset.	N/A
On the Update Network Resource Location task page, when you do not select any Include or Exclude filters and check the box Delete invalid asset resource location associations , the task removes location associations for all resources.	N/A

Deployment Solution Fixed Issues

The following are the fixed issues for this release. If additional information about an issue is available, the issue has a corresponding article link.

Table 1-11 Fixed issues for Deployment Solution

Issue	Article link
Deployment Solution fails to import Sysprep image with Resource Import tool on a package server from a standalone web server.	N/A
Extract SSL certificate fails when Notification Server is installed to a non-default website.	N/A
Driver Manager fails to download additional drivers if the download fails for one of the drivers.	N/A
Predefined computers which are imported through the ASDK with name and serial number are assigned the same GUID.	N/A
If you deploy an image that is captured without the registered owner and registered organization in the software registry hive, DeployAnywhere fails and displays following error: Registry key %1 not found on system. target_software\\Microsoft\\Windows NT\\CurrentVersionRegisteredOwner	N/A
Predefined computers fail to run the Boot to PXE task.	N/A
A computer booted into automation environment fails to download package server certificate from a site server if task service is also installed on the same site server.	N/A

Table 1-11 Fixed issues for Deployment Solution (*continued*)

Issue	Article link
DeployAnywhere fails to unload a hive with a missing registry value.	N/A
The Extract SSL policy fails due to PKGMGR deprecation window.	N/A
DeployAnywhere fails when you add the PMC-Sierra_Sierra.HPPSA.62.12 driver to the driver database.	N/A
The Import Computers option of the Predefined Computers page does not work.	N/A
Running a command with -dcrypt fails if you do not include the User, password and @ symbol.	N/A

Inventory Solution Fixed Issues

The following are the fixed issues for this release. If additional information about an issue is available, the issue has a corresponding article link.

Table 1-12 Fixed issues for Inventory Solution

Issue	Article link
When you open the How current is my inventory? Web Part and drill down into the red column that lists client computers that have never reported basic inventory, the report shows an error instead of the list of computers.	N/A
In some cases after the upgrade, large memory leaks in Inventory Solution can cause the Symantec Management Agent to stop working on client Windows computers with Application Metering plug-in installed.	TECH240151
Inventory scan does not report the amount of Video RAM larger than 4GB because of limitations of the Microsoft methods that the scan currently uses for collecting Video Controller information.	N/A

ITMS Management Views Fixed Issues

The following are the fixed issues for this release. If additional information about an issue is available, the issue has a corresponding article link

Table 1-13 Fixed issues for ITMS Management Views

Issue	Article link
When you enable, disable, or rename a policy in the navigation pane, the changes are not displayed on the policy page. When you enable, disable or rename a policy on the policy page, then the changes do not appear in the navigation pane.	N/A
When you click a Managed Software Delivery Policy in the Summary View flipbook, or when you click a policy, assigned to a computer on the Computers view page, a last viewed policy opens instead of the one you clicked.	N/A

Monitor Solution Fixed Issues

The following are the fixed issues for this release. If additional information about an issue is available, the issue has a corresponding article link.

Table 1-14 Fixed issues for Monitor Solution

Issue	Article link
When you create or edit a rule that checks operation status in W3C logs, the sc-substatus property is not available from the list of properties.	N/A
Unable to use Log Event metrics with web server (IIS) log type for monitoring IIS version 8 and newer.	N/A
Unable to view or add tokens in the Send Email task.	N/A
Import Monitor Pack page does not load properly and multiple errors occur in the logs.	N/A
When you view real-time performance data for a large number of client computers, several Registered Metrics are not available. For example, you cannot check the Network Bandwidth % Utilization (Windows) , Network Interface - Bytes Total/sec (All) and Network Interface - Current Bandwidth (All) metrics in the Registered Metrics dialog box.	N/A

Patch Management Solution Fixed Issues

The following are the fixed issues for this release. If additional information about an issue is available, the issue has a corresponding article link.

Table 1-15 Fixed issues for Patch Management Solution

Issue	Article link
If the software update is installed during a maintenance window but the required computer restart occurs after the maintenance window closure, the update status on the client computer is Installed . However, on Notification Server, the update status is Pending reboot and changes to Installed only when the next maintenance window opens.	N/A
After you specify the restart settings for the software update plug-in on the Restart tab of the Default Software Update Plug-in Policy page, the enabled option Allow user to defer the restart does not work, and the managed computer restarts at the scheduled time.	N/A

Software Management Solution Fixed Issues

The following are the fixed issues for this release. If additional information about an issue is available, the issue has a corresponding article link.

Table 1-16 Fixed issues for Software Management Solution

Issue	Article link
When you create the Package Delivery task, the following options do not work: <ul style="list-style-type: none"> ■ Create a new package ■ Edit selected package 	N/A
Software resource publishing to the Software Portal does not work for the users and groups of non-Notification Server domains even if a registry value <code>IncludeDomainList</code> in the <code>HKEY_LOCAL_MACHINE\SOFTWARE\Altiris\SWM</code> registry key contains these domains.	N/A
Incorrect package name and download status are reported for some software delivery packages in the <code>Evt_AeX_SW_D_Package</code> event table and in the Symantec Management Agent UI.	N/A
A Managed Software Delivery policy and all its tasks execute twice within one maintenance window.	N/A
A detection rule with the registry key value Wow6432Note does not work. A Managed Software Delivery policy that contains a software release with this rule stops working. The following error appears in the logs: <pre>"GetExpressionRegistryKeValues(). Invalid reg key specifier : ''"</pre>	N/A

Table 1-16 Fixed issues for Software Management Solution (*continued*)

Issue	Article link
Peer-to-peer downloading fails if you change targeted agent settings after the start of the software delivery or patch package download process. The following errors appear in the logs: "Operation 'Get File' failed" "Download Package failed: Operation aborted" "refreshPackageStatusVerbose(): Package does not exist for update"	N/A
The Software Management Framework agent can cause 100% CPU usage when processing a Managed Software Delivery policy with already deleted tasks.	N/A
The following issues may appear to Managed Software Delivery policies that are scheduled to run during maintenance windows: <ul style="list-style-type: none"> ■ A Managed Software Delivery policy does not start execution when the scheduled maintenance window opens. ■ A Managed Software Delivery policy with two software components does not proceed execution for the second component if the first component that requires a computer restart is executed in the scheduled maintenance window and the window stays open for some time after the computer restart. 	N/A
On a child Notification Server, a scroll bar is not available for a replicated Managed Software Delivery policy with multiple software releases.	TECH236875

Virtual Machine Management Fixed Issues

The following are the fixed issues for this release. If additional information about an issue is available, the issue has a corresponding article link.

Table 1-17 List of fixed issues

Issue	Article link
CPU utilization information for Guest Hyper-V virtual machines is not displayed on the Virtual Machine Management window.	N/A
When a virtual machine under a host is booted after Network Discovery and Inventory is done, the OS value is blank on the page.	N/A

Workflow Solution Fixed Issues

The following are the fixed issues for this release. If additional information about an issue is available, the issue has a corresponding article link.

Table 1-18 Fixed issues for Workflow Solution

Issue	Article link
SLA calculations are affected as the SLA Start Date is stored as local time and not UTC.	N/A
The Menu Select Component does not re-evaluate the Root Node Label in a form post.	N/A
The corrected timezone for SLA Email Template is inconsistent.	N/A
Groups with appropriate permissions cannot view process attachments. Following error is displayed: You don't have permission to modify this document category's permissions.	N/A
Adding attachments through the Send Email Form does not work.	N/A
Workflow support for all versions of TLS is missing.	N/A
The web service page does not display its methods on CommentAdded event Input Data.	N/A
Workflow fails to load profile properties if the password field includes the tilde (~) character.	N/A
When you export a rule set in Workflow or ServiceDesk 7.6 that has an "Any" condition in any of the associated rules, an error is generated and the rule set is not exported successfully.	TECH240273
The ArticleEntryScrollerViewerPart Web Part setting for Hide Web Part When No data option does not automatically hide when data is removed or changed.	N/A
In Workflow 8.1, the mapping an array to parameter in Code (Script) Component does not work.	N/A
Workflow web service does not work properly if the Process Contact and UserInfo are used as input variables.	N/A
English strings appear on the Add Email template.	N/A

Known Issues

IT Management Suite 8.1 RU1 contains known issues for the following solutions and components:

- Symantec Management Platform
See [“Symantec Management Platform Known Issues”](#) on page 25.

- Deployment Solution
See [“Deployment Solution Known Issues”](#) on page 26.
- Inventory Solution
See [“Inventory Solution Known Issues”](#) on page 26.
- ITMS Management Views
See [“ITMS Management Views Known issues”](#) on page 26.
- Monitor Solution
See [“Monitor Solution Known Issues”](#) on page 27.

Symantec Management Platform Known Issues

The following are the known issues for this release. If additional information about an issue is available, the issue has a corresponding article link.

The known issues are listed for the following components:

- Task Server
See [Table 1-19](#) on page 25.

Table 1-19 Known issues for Task Server

Issue	Article link
<p>During off-box upgrade, the Task Server policies are not migrated properly from old database. The migrated Task Server policies still reference to the old Notification Server.</p> <p>Workaround: Edit the Preferred host for all Task Server policies as follows:</p> <ol style="list-style-type: none"> 1 On the new Notification Server, in the Symantec Management Console, on the Settings menu, click All Settings. 2 On the left pane, expand Notification Server > Site Server Settings > Task Service > Settings, and then click Task Service Settings. 3 On the Task Service Settings page, under Advanced settings, edit the Preferred host option to refer to the required Notification Server. <p>To enable the Advanced settings section on the Task Service Settings page, run NSConfigurator.exe utility, expand Task Management, and set the value of TaskServiceAdvancedSettingsAllowed to Enabled.</p> <p>The NSConfigurator.exe is located at:</p> <pre><installation_path>\Altiris\Notification Server\Bin\Tools</pre>	N/A

Deployment Solution Known Issues

The following are the known issues for this release. If additional information about an issue is available, the issue has a corresponding article link.

Table 1-20 Known issues for Deployment Solution

Issue	Article Link
After you deploy a disk image of CentOS 7.3, the computer does not get an IP address. Workaround: You must manually configure Network Interface.	N/A

Inventory Solution Known Issues

The following are the known issues for this release. If additional information about an issue is available, the issue has a corresponding article link.

Table 1-21 Known issues for Inventory Solution

Issue	Article link
When software product filter criteria are modified, and new Mac software components become associated with the software product, the following warning is displayed on the Meter / Track usage tab for these components: "No program associated." You can disregard the warning. Next time you view the software product in the Software Product dialog box, no warning will appear on the Meter / Track usage tab.	N/A
The purging settings for application metering data located at Settings > Discovery and Inventory > Inventory Solution > Application Metering Configuration do not apply to the application metering data sent from managed Mac computers.	N/A

ITMS Management Views Known issues

The following are the known issues for this release. If additional information about an issue is available, the issue has a corresponding article link.

Table 1-22 Known issues for ITMS Management Views

Issue	Article link
Software products with enabled metering and tracking and one or more Mac software components, appear in the Missing program associations filter.	N/A

Monitor Solution Known Issues

The following are the known issues for this release. If additional information about an issue is available, the issue has a corresponding article link.

Table 1-23 Known issues for Monitor Solution

Issue	Article Link
Domain Controller Synchronization or Logon failure error events and Domain Controller Synchronization or Logon failure warning events rules are not available for Windows Server 2008 R2 and newer.	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 1-24 Other things to know

Issue	Article link
The performance of several reports, such as the Assets by Type, Status, Department, Cost Center and Location , and the Asset Search Web Part was optimized.	N/A

Where to get more information

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

Table 1-25 Documentation resources

Document	Description	Location
Release Notes	Information about new features and important issues.	The Supported Products A-Z page, which is available at the following URL: https://www.symantec.com/products/products-az Open your product's support page, and then under Common Topics , click Release Notes .

Table 1-25 Documentation resources (*continued*)

Document	Description	Location
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"> ■ The Documentation Library, which is available in the Symantec Management Console on the Help menu. ■ The Supported Products A-Z page, which is available at the following URL: https://www.symantec.com/products/products-az Open your product's support page, and then under Common Topics, click Documentation.
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 Help 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"> ■ Click the page and then press the F1 key. ■ Use the Context command, which is available in the Symantec Management Console on the Help menu.

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

Table 1-26 Symantec product information resources

Resource	Description	Location
SymWISE Support Knowledgebase	Articles, incidents, and issues about Symantec products.	Knowledge Base
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.	Unified Help System

Table 1-26 Symantec product information resources (*continued*)

Resource	Description	Location
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"> ■ Deployment and Imaging ■ Discovery and Inventory ■ ITMS Administrator ■ Mac Management ■ Monitor Solution and Server Health ■ Patch Management ■ Reporting ■ ServiceDesk and Workflow ■ Software Management ■ Server Management ■ Workspace Virtualization and Streaming