

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



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

## Legal Notice

Copyright © 2017 Symantec Corporation. All rights reserved.

Symantec, the Symantec Logo, the Checkmark Logo and Altiris are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.

The product described in this document is distributed under licenses restricting its use, copying, distribution, and decompilation/reverse engineering. No part of this document may be reproduced in any form by any means without prior written authorization of Symantec Corporation and its licensors, if any.

THE DOCUMENTATION IS PROVIDED "AS IS" AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID. SYMANTEC CORPORATION SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THE FURNISHING, PERFORMANCE, OR USE OF THIS DOCUMENTATION. THE INFORMATION CONTAINED IN THIS DOCUMENTATION IS SUBJECT TO CHANGE WITHOUT NOTICE.

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/](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)

# IT Management Suite 8.1

This document includes the following topics:

- [About IT Management Suite](#)
- [Changes in IT Analytics Solution](#)
- [What's new in this release](#)
- [System requirements and supported platforms](#)
- [General installation and upgrade information](#)
- [Known issues and fixed issues](#)
- [Where to get more information](#)

## About IT Management Suite

IT Management Suite from Symantec is a comprehensive, integrated suite. It promotes effective service delivery by reducing the cost and complexity of owning and managing corporate IT assets such as desktops, laptops, thin clients, and servers on heterogeneous platforms such as Windows, UNIX, Linux, and Mac.

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

## Changes in IT Analytics Solution

Starting from the 8.1 version of SMP version, the Data Loss Prevention Pack for IT Analytics and Symantec Endpoint Protection Pack for IT Analytics are no longer available.

Specifically this affects the IT Analytics installation using Symantec Installation Manager together with the Symantec Management Platform (SMP). Starting from

8.1 version of the SMP, if you upgrade or perform clean 8.1 version installation, the DLP and SEP content packs for IT Analytics will no longer be available.

If you have DLP and SEP packs for IT Analytics installed in your environment, you will have to uninstall them before upgrading to SMP version 8.1.

For more information, please refer to the following knowledge base article:

<http://www.symantec.com/docs/DOC9718>

## What's new in this release

In IT Management Suite 8.1 release, new features can be categorized into general enhancements in Symantec Management Platform, enhancements in ITMS Management Views (previously known as Enhanced Console View), and enhancements in the IT Management Suite solutions. The solutions are a part of either the Asset Management Suite, Client Management Suite, or the Server Management Suite.

General enhancements and new features of Symantec Management Platform and the solutions of IT Management Suite 8.1 are as follows:

- Symantec Management Platform  
See [“What's new in Symantec Management Platform”](#) on page 8.
- Deployment Solution  
See [“What's new in Deployment Solution”](#) on page 14.
- Inventory Solution  
See [“What's new in Inventory Solution”](#) on page 15.
- IT Analytics  
See [“What's new in ITMS Management Views”](#) on page 16.
- ITMS Management Views  
See [“What's new in ITMS Management Views”](#) on page 16.
- Patch Management Solution  
See [“What's new in Patch Management Solution”](#) on page 17.
- Real-Time System Manager Solution  
See [“What's new in Real-Time System Manager Solution”](#) on page 19.
- Software Management Solution  
See [“What's new in Software Management Solution”](#) on page 19.
- User Documentation  
See [“What's new in User Documentation”](#) on page 20.
- Workflow Solution

See [“What's new in Workflow Solution”](#) on page 21.

## What's new in Symantec Management Platform

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

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

Feature	Description
Expanded list of supported platforms for CMDB.	The following version(s) of Microsoft® SQL Server® are now supported for the Configuration Management Database (CMDB): <ul style="list-style-type: none"><li>■ SQL Server® 2012 SP3</li><li>■ SQL Server® 2014 SP2</li><li>■ SQL Server® 2016</li></ul>



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

Feature	Description
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>■ macOS 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 1-1** 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. <ul style="list-style-type: none"> <li>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> </ul> </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 1-1** 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 1-1 List of new features (*continued*)

Feature	Description
UI enhancements in <b>Security Role Manager</b> and on the <b>Automation Policies</b> page.	<p>The following changes have been made in <b>Security Role Manager</b>:</p> <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> <p>The following changes have been made on the <b>Automation Policies</b> page:</p> <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.	<p>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:</p> <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> <p>Note that for <b>Defragment Computer</b> task, this option is enabled by default.</p>
Non-English job's conditions now work with localized <b>True/False</b> .	<p>It is now possible to use localized <b>True/False</b> strings in job's conditions and they function as expected.</p> <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.	<p>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> <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 1-1 List of new features (continued)

Feature	Description
The defer dialog box for the tasks is redesigned.	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.
Added ability to assign multiple packages to specific Package Servers.	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.
Altiris Client Task Server Agent plug-in has been optimized.	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.
New <b>Client Task Status Details</b> report is available.	<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>
New reports are introduced on internal health indication.	<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>
Added possibility to generate bootstrap files using the custom configuration XML.	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.
Added possibility to perform actions on multiple items in the search results list.	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.

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

Feature	Description
Redirecting 8.0 HF1 Mac agents to 8.1 Notification Server.	Starting from ITMS version 8.0HF1, you can use Communication Profiles to redirect cloud-enabled Mac agents to Notification Server 8.1.  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> :  <a href="http://www.symantec.com/docs/DOC9500">http://www.symantec.com/docs/DOC9500</a>
Smart Card Authentication for Symantec Management Console.	For more information about how to configure Smart Card Authentication for Symantec Management Console, see the following knowledge base article:  <a href="http://www.symantec.com/docs/DOC9334">http://www.symantec.com/docs/DOC9334</a>

## What's new in Deployment Solution

In Deployment Solution 8.1, the following new features are introduced:

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

Feature	Description
Enhanced Resource Import tool.	The Resource Import tool now lets you import an image as an external package to remote site servers.  <b>Note:</b> Currently, the tool cannot cycle through different drives when there is no disk space.
WinPE 10 (version 1511) support.	Deployment Solution now supports WinPE 10 (version 1511) preboot configuration. For more information, refer to the following article:  <a href="#">INFO3561</a>
Support for 4K drive.	Deployment Solution now supports storing images on external 4K USB hard drives.  <b>Note:</b> Scripted OS install is not supported for a 4K drive.
<b>Deploy Image</b> task is updated.	The default value of the <b>Bypass Driver Validation</b> option is now set to <b>All</b> in the <b>Deploy Image</b> task.
Enhanced image storage on Site servers.	Resource Import Tool on a package server can import images without installing the Deployment Solution Task Service on the same server.
Support for XFS file system on RHEL 7.	Deployment Solution now supports provisioning RHEL 7 computers with XFS file system.

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

Feature	Description
Updated task for uploading files.	<p>For the following deployment tasks, if you want to upload more than one file, you must upload the files only when you include all the files in a folder and compress it into a single zip file:</p> <ul style="list-style-type: none"> <li>■ <b>Copy File</b></li> <li>■ <b>OS Files: Add Files</b></li> <li>■ <b>Driver management</b></li> <li>■ <b>Add Preboot Configuration &gt; Select Mac Preboot Environment to upload</b> <ul style="list-style-type: none"> <li>■ <b>Netboot</b></li> <li>■ <b>NetInstall</b></li> </ul> </li> <li>■ <b>Sysprep Imaging Configuration</b></li> </ul>
Support for Microsoft Office 365.	PC Transplant now supports Microsoft Office 365.
Support for Thin clients.	Deployment Solution now supports creating images and restoring images on Thin client computers.

## What's new in Inventory Solution

**Table 1-3** List of new features in Inventory Solution

Feature	Description
<p>Enhancement in gathering inventory using stand-alone packages. (Windows only)</p>	<p>During standalone inventory, 64-bit stand-alone inventory packages run on the unmanaged 64-bit Windows computers to guarantee more accurate inventory results.</p>

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

Feature	Description
Inventory Solution gathers information for the Symantec Endpoint Protection Windows and Mac clients (SEP) installed in your environment.  (Windows and Mac only)	<p>Inventory Solution gathers information for the Symantec Endpoint Protection Windows and Mac clients (SEP) installed in your environment, enabling you to report on the health of the SEP agent.</p> <p>You can view the following information in the <b>Computers</b> Management view, in the <b>SEP Agent</b> summary flipbook:</p> <ul style="list-style-type: none"> <li>■ SEP client name</li> <li>■ SEP client version and number of devices that have this version installed</li> <li>■ Number of devices that do not have SEP client installed</li> <li>■ Number of devices where inventory is not yet gathered</li> </ul> <p>To store the gathered SEP data, the new data class <b>SEP Agent</b> is introduced on an inventory policy or task page, at <b>Advanced Options &gt; Data Classes &gt; Software &gt; Common</b>. This data class is enabled by default based on the type of inventory policy or task.</p> <p>You can view the information for this data class in the <b>Resource Manager</b>, by clicking <b>View &gt; Inventory</b>, and then selecting the <b>SEP Agent</b> data class in the right pane.</p>

## What's new in IT Analytics Solution

In IT Analytics Solution 8.1, the following new features are introduced:

**Table 1-4** List of new features

Feature	Description
Identify p2p package downloads.	IT Analytics reports and cubes differentiate peer-to-peer package (p2p) downloads from HTTP downloads.
Outdated dashboards have been removed.	Outdated dashboards, such as, <b>iOS Devices</b> , <b>Mobile Devices</b> and <b>Windows 8 Readiness</b> , have been removed from Symantec IT Management Suite (ITMS) 8.1.

## What's new in ITMS Management Views

In ITMS Management Views 8.1, the following new feature is introduced:



**Table 1-5** List of new features

Feature	Description
Symantec Endpoint Protection (SEP) Agent summary flipbook.	<p>You can now see the information about Symantec Endpoint Protection (SEP) Agents that are installed on your client computers.</p> <p>You can view what SEP Agents have out-of-date versions or what client computers do not have SEP Agent installed, or where the SEP Agent inventory data is not current. You can create targets, tasks and policies to solve these issues by using the custom SEP Agent filter criteria.</p> <p>For more information about SEP Agent summary flipbook, please read refer to the following topic in the Symantec Help Center:</p> <p><a href="#">About the Symantec Endpoint Protection (SEP) Agent summary flipbook.</a></p>

## What's new in Patch Management Solution

In Patch Management Solution 8.1, the following new features are introduced:

**Table 1-6** List of new features

Feature	Description
Support for Microsoft Windows 10 feature updates.	<p>Patch Management Solution for Windows supports Microsoft Windows 10 feature updates.</p> <p>For more information about deploying Windows 10 feature updates with Patch Management Solution software update policies, refer to the following KB article:</p> <p><a href="http://www.symantec.com/docs/DOC9422">http://www.symantec.com/docs/DOC9422</a></p>
Support for Microsoft Windows 7/8.1 monthly rollups and security updates.	<p>Patch Management Solution for Windows supports Microsoft Windows 7/8.1 monthly rollups and security updates.</p> <p>For more information, refer to the following article:</p> <p><a href="http://www.symantec.com/docs/HOWTO125807">http://www.symantec.com/docs/HOWTO125807</a></p>
Support for Microsoft Windows 10 monthly cumulative and delta updates.	<p>Patch Management Solution for Windows supports Microsoft Windows 10 monthly cumulative and delta updates.</p> <p>For more information, see the KB article <a href="#">DOC9705</a>.</p>
Support for Microsoft Office 365 installations that include Office 2016.	<p>Patch Management Solution for Windows supports Microsoft Office 365 installations that include Office 2016 dependent on the availability of the corresponding bulletins in patch data.</p> <p>For more information, see the KB article <a href="#">DOC9673</a>.</p>

Table 1-6 List of new features (*continued*)

Feature	Description
<p>Improved quality and reliability of Red Hat Linux and SUSE Linux computer patching.</p>	<p>Patch Management Solution for Linux 8.1 supports the client-based dependency resolving that offers you the following benefits:</p> <ul style="list-style-type: none"> <li>■ More stable and precise ability to resolve dependencies on client Red Hat Linux and SUSE Linux computers.</li> <li>■ No delays in software update policy creation because dependency resolving is not required at this stage. Only the updates that are selected for distribution are added to a software update policy.</li> <li>■ Optimization of the network traffic and disk space that is used on Notification Server, package servers, and client computers. During the staging of software bulletins, Patch Management Solution downloads all the updates that are included into the bulletins. However, after the client-based dependency resolving is completed, the additional download occurs only for the dependent software update packages that are required on a specific client computer.</li> </ul> <p>For more information about limitations in the client-based dependency resolving, see the KB article <a href="#">DOC9722</a>.</p> <p>For more information about upgrading the Symantec Management Agent and the software update plug-in to 8.1 and applying scheduled software update policies during one Maintenance window, see the KB article <a href="#">DOC9708</a>.</p>
<p>Enhancement in the <b>Check Software Update Package Integrity</b> task.</p>	<p>The <b>Check Software Update Package Integrity</b> task checks that all software update packages have the correct new settings and values.</p> <p>If some physical files are missing on the file system in the software update package location, this task uses the URL from the latest imported patch metadata to re-download the required files to this location.</p>
<p>Enhanced settings of the software update plug-in. (Windows only)</p>	<p>You can configure the settings that the software update plug-in uses when you install software updates on managed Windows client computers.</p> <p>When you configure the software update installation schedule, you can override maintenance windows settings and let the software update plug-in download required software update packages as soon as a software update policy arrives to the managed Windows client computer.</p> <p>When you choose to notify the user about the restart of the Windows client computer and allow the user to defer the restart, you can benefit from the following options:</p> <ul style="list-style-type: none"> <li>■ On the <b>Default Software Update Plug-in Policy</b> page, on the <b>Restart</b> tab, the option <b>Remind the user about the restart</b> lets you set the maximum interval for the notification dialog box to reappear.</li> <li>■ In the notification dialog box, the user can specify a shorter interval.</li> </ul>

**Table 1-6** List of new features (*continued*)

Feature	Description
Enhanced options for file download.	<p>Patch Management Solution for Windows supports passive mode FTP and the security protocol TLS 1.2 for file download.</p> <p>For more information on how to enable passive FTP download mode for software update packages, see the KB article <a href="#">INFO3604</a>.</p>
Deprecated platforms.	<p>The following platforms are deprecated in the Patch Management Solution for Linux 8.1 release:</p> <ul style="list-style-type: none"> <li>■ Novell SUSE Linux Enterprise Desktop 10 x86/x64</li> <li>■ Novell SUSE Linux Enterprise Server 10 x86/x64</li> </ul>

## What's new in Real-Time System Manager Solution

In the 8.1 release of Real-Time System Manager solution, the following new feature is introduced:

**Table 1-7**

Feature	Description
KVM Viewer performance improvements.	<p>KVM Viewer is now based on HTML5 and supports various internet browsers including Internet Explorer, Edge Chrome, Mozilla Firefox, Safari and Opera.</p> <p>In the KVM Viewer window you can now see the connection status, messages about last run operation and current client computer power state, host name and IP address.</p> <p>You can now perform various actions directly from the KVM Viewer windows:</p> <ul style="list-style-type: none"> <li>■ Activate/deactivate KVM Viewer session</li> <li>■ Run power options</li> <li>■ Run CTRL+ALT+DEL action</li> <li>■ Set image compression and colour mode</li> <li>■ Set the screen presentation mode either to automatically fit the screen size or show the actual image size</li> </ul> <p>For more information, please refer to the following topic in the Symantec Help Center:</p> <p><a href="#">Running a Keyboard-Video-Mouse (KVM) remote control session.</a></p>

## What's new in Software Management Solution

In Software Management Solution 8.1, the following new features are introduced:

**Table 1-8** List of new features

Feature	Description
Reporting of the progress status of a Managed Software Delivery policy.	<p>You can view the progress status of a Managed Software Delivery policy in the Resource Manager, at <b>View &gt; Inventory &gt; Data classes</b>, in the data class <b>Managed Software Delivery Policy Progress Status</b>.</p> <p>The policy progress status is reported if you check the option <b>Enable reporting of a policy progress status</b> in the <b>Reporting</b> section. This section is available at the following locations:</p> <ul style="list-style-type: none"> <li>■ On the <b>Managed Delivery Settings</b> page, on the <b>Run</b> tab</li> <li>■ On the Managed Software Delivery policy page, on the <b>Policy settings</b> tab.</li> </ul> <p>Note that this option is disabled by default.</p>
Improved usability of the Import Software wizard.	Navigation in the Import Software wizard is improved so that you can easily go back and forth while importing a package to create a software resource.
Removal of Java dependency.	Java Runtime Environment (JRE) is not required for working with Software Catalog and Software Library.
Improved usability of the <b>Add or Edit Package</b> dialog box.	<p>When you add a package to a software resource or edit an existing package, you can specify multiple installation files or archive files to a software resource and create custom folders in the target package location.</p> <p>An archive file can be included into the target package content as a single archive file, or it can be extracted into the package contents. The supported archive types for content extraction are ZIP and DMG. When you include an archive file as a single file, the preview of the supported archive file is available.</p>

## What's new in User Documentation

The following new format of documentation is introduced:

**Table 1-9** 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:  <a href="http://www.symantec.com/docs/DOC9706">http://www.symantec.com/docs/DOC9706</a></p>

## What's new in Workflow Solution

In Workflow Solution 8.1, the following new features are introduced:

**Table 1-10** List of new features

Feature	Description
Enhanced ability to design Workflow forms.	Enhanced ability to design forms with the latest Kendo user interface capabilities that AngularJS provides.  Added <b>Show AngularJS Components</b> check box at the global project to turn on or turn off the AngularJSComponents support.
Enhanced Security.	Enhanced security to support TLS encryption.  With this enhancement, new components from Microsoft namespace are used which allow the workflow processes to exchange emails while using TLS encryption
Removed Pervasive.Data.SqlClient.dll from Workflow.	If you are using Pervasive SQL, you must provide a copy of the licensed version of the Pervasive.Data.SqlClient.dll to generate any integration components that need to connect to the Pervasive SQL.  For details, refer to the following article: <a href="#">TECH240123</a>

## System requirements and supported platforms

Before you install IT 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 IT Management Suite 8.1 solutions, see the *Symantec IT Management Suite Platform Support Matrix* at the following URL:

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

## General installation and upgrade information

### Installation of IT Management Suite 8.1

The installation of IT Management Suite 8.1 involves installation of Symantec Management Platform (SMP) 8.1 along with the installation of suites and their solutions using the Symantec Installation Manager.

For more information on how to install and configure the product, see the *IT Management Suite 8.1 Installation and Upgrade Guide* at the following URL:

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

## Upgrade to IT Management Suite 8.1

You can upgrade from the previous versions of IT Management Suite to the latest version using Symantec Installation Manager.

The following upgrade scenarios are supported:

- From IT Management Suite 7.6 HF7 to IT Management Suite 8.1
- From IT Management Suite 8.0 HF6 to IT Management Suite 8.1

For more information on how to upgrade the product, see the *IT Management Suite 8.1 Installation and Upgrade Guide* at the following URL:

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

## Migration of Symantec Management Platform and the IT Management Suite solutions

If you want to migrate from older releases where direct upgrade to the latest version is not supported, do the following:

1. Migrate from older release to IT Management Suite 7.5
2. Apply IT Management Suite 7.5 HF6
3. Upgrade to IT Management Suite 7.5 SP1
4. Apply IT Management Suite 7.5 SP1 HF5
5. Upgrade to IT Management Suite 8.0
6. Apply IT Management Suite 8.0 HF6
7. Upgrade to IT Management Suite 8.1

For detailed instructions on migrating to IT Management Suite 7.5, see the following documentation resources:

- *IT Management Suite Migration Guide version 6.x to 7.5* at the following URL:  
<http://www.symantec.com/docs/DOC5668>
- *IT Management Suite Migration Guide version 7.0 to 7.5* at the following URL:  
<http://www.symantec.com/docs/DOC5669>

For detailed instructions on upgrading from IT Management Suite 7.5 SP1 HF5 to IT Management Suite 8.0, see the following documentation resource:

- *IT Management Suite 8.0 Installation and Upgrade Guide* at the following URL:  
<http://www.symantec.com/docs/DOC8650>

## Known issues and fixed issues

For information about the known issues and fixed issues of the solutions and components of IT Management Suite 8.1, refer to the corresponding chapters in the following suite's Release Notes:

- Symantec Management Platform Release Notes  
<http://www.symantec.com/docs/DOC9472>
- Asset Management Suite Release Notes  
<http://www.symantec.com/docs/DOC9303>
- Client Management Suite Release Notes  
<http://www.symantec.com/docs/DOC9591>
- Server Management Suite Release Notes  
<http://www.symantec.com/docs/DOC9584>
- Deployment Solution Release Notes  
<http://www.symantec.com/docs/DOC9583>
- Workflow Solution Release Notes  
<http://www.symantec.com/docs/DOC9624>

## Where to get more information

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

**Table 1-11** 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: <a href="http://www.symantec.com/business/support/index?page=products">http://www.symantec.com/business/support/index?page=products</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="http://www.symantec.com/business/support/index?page=products">http://www.symantec.com/business/support/index?page=products</a></li> </ul> <p>Open your product's support page, and then under <b>Common Topics</b>, click <b>Documentation</b>.</p>

**Table 1-11** Documentation resources (*continued*)

Document	Description	Location
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 1-12** Symantec product information resources

Resource	Description	Location
SymWISE Support Knowledgebase	Articles, incidents, and issues about Symantec products.	<a href="https://support.symantec.com/en_US.html">https://support.symantec.com/en_US.html</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="http://help.symantec.com/Welcome?context=ITMS8.1">http://help.symantec.com/Welcome?context=ITMS8.1</a>



**Table 1-12** 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><a href="http://www.symantec.com/connect/endpoint-management/forums/endpoint-management-documentation">http://www.symantec.com/connect/endpoint-management/forums/endpoint-management-documentation</a></p> <p>The links to various groups on Connect are as follows:</p> <ul style="list-style-type: none"><li>■ Deployment and Imaging <a href="http://www.symantec.com/connect/groups/deployment-and-imaging">http://www.symantec.com/connect/groups/deployment-and-imaging</a></li><li>■ Discovery and Inventory <a href="http://www.symantec.com/connect/groups/discovery-and-inventory">http://www.symantec.com/connect/groups/discovery-and-inventory</a></li><li>■ ITMS Administrator <a href="http://www.symantec.com/connect/groups/itms-administrator">http://www.symantec.com/connect/groups/itms-administrator</a></li><li>■ Mac Management <a href="http://www.symantec.com/connect/groups/mac-management">http://www.symantec.com/connect/groups/mac-management</a></li><li>■ Monitor Solution and Server Health <a href="http://www.symantec.com/connect/groups/monitor-solution-and-server-health">http://www.symantec.com/connect/groups/monitor-solution-and-server-health</a></li><li>■ Patch Management <a href="http://www.symantec.com/connect/groups/patch-management">http://www.symantec.com/connect/groups/patch-management</a></li><li>■ Reporting <a href="http://www.symantec.com/connect/groups/reporting">http://www.symantec.com/connect/groups/reporting</a></li><li>■ ServiceDesk and Workflow <a href="http://www.symantec.com/connect/workflow-servicedesk">http://www.symantec.com/connect/workflow-servicedesk</a></li><li>■ Software Management <a href="http://www.symantec.com/connect/groups/software-management">http://www.symantec.com/connect/groups/software-management</a></li><li>■ Server Management <a href="http://www.symantec.com/connect/groups/server-management">http://www.symantec.com/connect/groups/server-management</a></li><li>■ Workspace Virtualization and Streaming <a href="http://www.symantec.com/connect/groups/workspace-virtualization-and-streaming">http://www.symantec.com/connect/groups/workspace-virtualization-and-streaming</a></li></ul>