

# Symantec Installation Manager (SIM) 8.5 Getting Started Guide

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Broadcom  
1320 Ridder Park Drive  
San Jose, California  
95131

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# SIM Getting Started guide

This document includes the following topics:

- [About the Symantec Installation Manager \(SIM\)](#)
- [Types of installations that you can perform using Symantec Installation Manager](#)
- [About IT Management Suite](#)
- [Downloading and installing the Symantec Installation Manager](#)
- [Installing the Symantec product using Symantec Installation Manager](#)
- [Upgrading to higher version of Symantec product using Symantec Installation Manager](#)
- [Adding a product listing file](#)
- [Updating the product listing file](#)
- [Applying licenses to a product](#)
- [Configuring the Configuration Management Database](#)
- [Configuring Notification Server settings](#)
- [Recovering Notification Server settings](#)
- [Installing optional components](#)
- [Installing updates](#)
- [Creating and installing an offline installation package](#)
- [Performing full repair](#)
- [Backing up and restoring Notification Server KMS encryption keys](#)
- [Backing up and restoring Notification Server configuration](#)

- [Reconfiguring an installed product](#)
- [Repairing the installation of an installed solution](#)
- [Creating a support package](#)
- [Delaying an update of the Symantec Installation Manager](#)
- [Uninstalling optional components](#)
- [Uninstalling the product](#)
- [Viewing the Symantec Installation Manager logs](#)
- [Enabling or disabling the creation of verbose Symantec Installation Manager logs](#)
- [Where to get more information](#)

## About the Symantec Installation Manager (SIM)

The Symantec Installation Manager (SIM) is an application that lets you install, upgrade, and configure the Symantec products, such as the IT Management Suite (ITMS). SIM uses an installation wizard that walks you through the installation process. During the installation process, the Symantec Installation Manager verifies hardware and software prerequisites and lets you install additional components such as Microsoft .NET. The installation wizard also helps you perform the initial configuration of Notification Server and the database.

Use the Symantec Installation Manager to perform any of the following tasks:

- Install new products
- Upgrade products to more recent versions
- Install Release Updates
- Install optional components
- Back up and restore Notification Server configuration
- Apply purchased licenses
- Create an installation package to install the products on a computer that does not have an Internet connection
- Create a support package that you can send to Symantec support
- Perform full repair of ITMS installation
- Perform selective repair and reconfiguration of an individual product that did not configure successfully during installation

- Configure the Configuration Management Database (CMDB) settings and Application Identity account of the ITMS instance.

## Types of installations that you can perform using Symantec Installation Manager

You can perform the following types of installations using SIM:

- **First-time installation**  
Installing the product on a computer for the first time, without any previous versions of these installations on the computer.  
During the first-time installation, a new instance of Configuration Management Database (CMDB) is created.
- **On-box upgrade**  
Upgrading from an earlier version of the product to the latest available version using the same hardware, server operating system, and database.
- **Off-box migration**  
Migrating from an earlier version of the product to the latest available version using different hardware and server operating system. This involves installing the latest version of the product on a new computer, but using the existing database. During the installation process, the existing database gets upgraded to the latest version. The custom configurations that are made to the database remain.
- **Creation of offline installation package**  
Installing the product on a computer that does not have an Internet connection.

## About IT Management Suite

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**Note:** Current documentation applies to the most recent version of the product.

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IT Management Suite (ITMS) combines client and server configuration management with IT asset and service management. It promotes effective service delivery and helps reduce the cost and complexity of managing corporate IT assets. These assets may include desktops, laptops, thin clients, and servers in heterogeneous environments running Windows, Linux, UNIX, or Mac operating systems. You can manage all of the features of the suite through a central console on a common platform: the Symantec Management Platform. This common platform integrates management functions to accelerate automation for better service, value, and IT efficiency.

IT Management Suite comprises of the following management capabilities:

- **Server management**

The server management incorporates a variety of wizards and other features that let you automate configuration, stage tasks, and create policies to manage your servers. The server management capabilities support Windows, UNIX, and Linux operating systems. In addition, the same management disciplines are applied to both physical systems and virtual systems, including both Microsoft Hyper-V and VMware.
- **Client management**

The client management helps you discover the resources in your network, and lets you check their state. The reporting tools help you identify problems and take immediate action to fix them. The client management capabilities support Windows, Linux, UNIX, and Mac operating systems.
- **IT asset management**

IT asset management builds upon solid inventory foundations for configuration management. It helps you accurately value both your discoverable and non-discoverable assets, and tracks your assets and your asset-related information. You can manage contracts, software license compliance, and procurement processes as well as the configuration items that are associated with your assets.

## Downloading and installing the Symantec Installation Manager

Except for offline installations, you install SIM on the computer where you plan to install the Symantec product.

### To download and install SIM

- 1 To download the SIM EXE file, do one of the following:

If you have a serial number.

Note that you can find your serial number on the License Certificate that you receive with your initial purchase or on your Version Upgrade notification.

- 1 Go to the following URL:  
<https://fileconnect.symantec.com>
- 2 On the **Serial Number Registration** page, enter the serial number and then click **SUBMIT SERIAL NUMBER**.
- 3 On the **Product Information** page, on the **Product Versions** tab, click the version that you want to install.
- 4 On the **Product Download** page, check the SIM EXE file, and then click **DOWNLOAD SELECTED FILES**.
- 5 In the **Download Manager** window, specify the download folder, and then click **OK**.

If you want to download a trial version.

- 1 Go to the following URL:  
[https://www4.symantec.com/Vrt/offer?a\\_id=92775](https://www4.symantec.com/Vrt/offer?a_id=92775)
- 2 On the **Symantec IT Management Suite powered by Altiris technology** page, click **DOWNLOAD NOW**.
- 3 On the **Terms and Conditions** page, click **I AGREE**.
- 4 On the **SymAccount Login** page, enter your SymAccount credentials, and then click **LOGIN**.
- 5 On the **SOFTWARE DOWNLOAD** page, click **DOWNLOAD NOW**.

- 2 To install SIM, double-click the downloaded SIM EXE file, and then, in the Symantec Installation Manager installation wizard, do the following:
  - On the **Welcome** page, click **Next**.
  - On the **End-User License Agreement** page, check **I accept the terms in the License Agreement**, and then click **Next**.
  - On the **Destination Folder** page, specify the installation folder, click **Next** and then click **Install**.

## Installing the Symantec product using Symantec Installation Manager

A fresh installation is when you install the Symantec products for the first time, without having any previous versions of these installations on the computer.

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**Note:** After you complete installing or upgrading the Symantec products, ensure to close the Symantec Installation Manager (SIM).

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**To install the Symantec product using Symantec Installation Manager**

- 1 Start the Symantec Installation Manager.
- 2 On the **Installed Products** page, click **Install new products**.
- 3 On the **Install New Products** page, select the product that you want to install, and then click **Next**.
- 4 On the **Install Location** page, select the drive on which you want to install the product, and then click **Next**.
- 5 On the **End User License Agreement** page, verify that the correct solutions are selected for installation, select the **I accept the terms in the license agreements** check box, and then click **Next**.
- 6 (Optional) On the **Optional Installations** page, select the optional components for installation and then click **Next**.
- 7 On the **Install Readiness Check** page, verify that the installation prerequisites are met, and then click **Next**.
- 8 On the **Notification Server Configuration** page, specify the account credentials information of the Notification Server administrator.  
  
 Specify the Web location of Notification Server and set the Certificate details.  
  
 From ITMS 8.0 release onwards, Unified Help System (UHS) is introduced. This help system lets you search across online documentation resources such as the knowledge based articles on Symantec support site and the Symantec Connect forum. You must specify an unused and open port number for communication with the server.  
  
 For example: UHS Port: 8080
- 9 Click **Next**.
- 10 On the **Database Configuration** page, specify the SQL Server name or the instance. If you upgrade from an earlier version, specify if you want to use a new database or use an existing database.
- 11 Click **Next**.
- 12 (Optional) You can also configure the ITA Analysis server using SIM. Specify the Analysis Server name and database, and then click **Next**.  
  
 If you do not want to configure it, click **Skip**.

- 13 (Optional) You can also configure the ITA Report server using SIM. Specify the Report Server name and database, and then click **Next**.  
If you do not want to configure it, click **Skip**.
- 14 On the **Review Installation Details** page, review the installation summary, and then click **Begin install**. You can back up Notification Server cryptographic keys or apply licenses during installation. On the **Installation Complete** page, click **Finish**.

## Upgrading to higher version of Symantec product using Symantec Installation Manager

An on-box upgrade is when you upgrade from earlier version of the product to the latest available version using the same hardware, server operating system, and database.

To upgrade to higher version of Symantec product using Symantec Installation Manager

- 1 Start the Symantec Installation Manager.
- 2 On the **Installed Products** page, ensure that product listing file is available, and that upgrades to the currently-installed solutions are available. If required, change the product listing file.
- 3 On the **Installed Products** page, click **Upgrade installed products**.
- 4 On the **Upgrade Installed Products** page, in the **Upgrade to product version** list, click the latest version of the product that you want to upgrade to, and then click **Next**.
- 5 On being prompted to confirm to remove the incompatible solutions and proceed with the upgrade to the latest product, click **Yes**.
- 6 On the **End User License Agreement** page, select the **I accept the terms in the license agreements** check box, and then click **Next**.
- 7 On the **Install Readiness Check** page, resolve the requirements that are marked with a red icon, and then click **Next**.
- 8 On the **Review Installation Details** page, review the installation summary, and then click **Begin install**. You can back up Notification Server cryptographic keys or apply licenses during installation. On the **Installation Complete** page, click **Finish**.

## Adding a product listing file

The product listing file is a platform-neutral XML file that the Symantec Installation Manager uses to install the Symantec products. The product listing file displays the products that are installed on the computer and the products that are available for installation.

The default product listing file is `symantec_v2.pl.xml.zip` file. The product listing file can also be an uncompressed file.

You may be required to add a different product listing file manually in any of the following situations:

- When you install the Symantec products on a computer without Internet connectivity.
- When you purchase a product that has its own product listing file.  
For example, the third-party products that have their own product listing files.

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**Note:** To increase security, SIM accepts signed product listing files starting from SIM version 8.1. If you use a custom unsigned listing or a listing that is signed by another vendor, SIM will display a corresponding warning, allowing to decline or to continue with the installation from this product listing.

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The Symantec Installation Manager accesses a product listing file that lists the products you can install and update. By default, the Symantec Installation Manager updates the product listing file once a day. Alternatively, you can set the time interval of updating the file, or manually update the product listing file at any time. You can also edit how frequently the Symantec Installation Manager gets the latest product listing file.

See [“Updating the product listing file”](#) on page 13.

#### To add a product listing file

- 1 Start the Symantec Installation Manager.
- 2 If the **Install New Products** page appears, click **Cancel**, and then click **Yes** to confirm the cancellation.
- 3 On the **Installed Products** page, click **Settings**.
- 4 In the **Settings** dialog box, click **Change**.
- 5 In the **Manage Product Listings** dialog box, click **Add**.
- 6 In the **Add New Product Listing** dialog box, specify the following information, and then click **OK**:
  - In the **Path** field, browse and specify the path to the new product listing file.
  - In the **Refresh Interval** list, specify the time interval of when the product listing file must be refreshed.  
By default, the product listing file is refreshed daily.
  - (Optional) In the **User name** field and **Password** field, specify the login credentials for the path of the product listing file.

- 7 In the **Manage Product Listings** dialog box, click **OK**.

By default, the product listing file that you specified is displayed as selected in the **Product Listings** list.

- 8 In the **Settings** dialog box, click **OK**.

## Updating the product listing file

The Symantec Installation Manager accesses a product listing file that lists the products you can install and update. By default, the Symantec Installation Manager updates the product listing file once a day. Alternatively, you can manually update the product listing file at any time. You can also edit how frequently the Symantec Installation Manager gets the latest product listing file.

You can also change the default product listing file to a new product listing file, and use the new file for installation or upgrade.

See [“Adding a product listing file”](#) on page 11.

### To update the product listing file manually

- 1 Start the Symantec Installation Manager.
- 2 If the **Install New Products** page appears, click **Cancel**, and then click **Yes** to confirm the cancellation.
- 3 On the **Installed Products** page, click **Settings**.
- 4 In the **Settings** dialog box, click **Update**.

The product listing file gets updated and the updated list of solutions is displayed on the **Install New Products** page.

### To change how frequently an existing product listing file is updated

- 1 Start the Symantec Installation Manager.
- 2 If the **Install New Products** page appears, click **Cancel**, and then click **Yes** to confirm the cancellation.
- 3 On the **Installed Products** page, click **Settings**.
- 4 In the **Settings** dialog box, click **Change**.
- 5 In the **Manage Product Listings** dialog box, select the product listing file, and then click **Edit**.
- 6 In the **Edit Product Listing** dialog box, in the **Refresh interval** list, select the time interval of when the product listing file must be updated, and then click **OK**.

7 In the **Manage Product Listings** dialog box, click **OK**.

8 In the **Settings** dialog box, click **OK**.

The product listing file gets updated per the refresh interval that you specified.

## Applying licenses to a product

When you apply licenses for any of the Symantec products, you can add new licenses or update the existing licenses. If you do not apply the licenses for the solutions, the Symantec Installation Manager applies trial licenses for the solutions.

The Symantec Installation Manager applies a trial license that is valid for 30 days.

After a license is applied for the installed solutions, the license information appears on the **Product Licensing** page of the Symantec Installation Manager.

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**Note:** 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.

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Note that starting from IT Management Suite 8.1, the licenses in SLIC format are supported. The licensing functions as follows:

- The licenses in SLIC format are supported starting from ITMS version 8.1. The import of SLIC license files for ITMS versions earlier than 8.1 is rejected.
- Applying new SLIC license overwrites the existing legacy licenses. Note that even valid legacy licenses get overwritten.  
If you need to extend the node count for current legacy license for the 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.

- Single SLIC license file that contains data related to multiple solutions can be used.
- Multiple SLIC license files that contain data for the same solution or component can be used.  
Note that you cannot use multiple SLIC license files with the same serial number and GUID combination. In this situation, only the license file with later expiration date is used. If the expiration date is the same, the license file with greater quantity is used.
- If multiple license files are applied for a single solution, each SLIC license is displayed in a separate row.
- Adding new SLIC license on top of existing valid SLIC license adds nodes to the sum of allowed nodes.

### To apply a license to a product

- 1 Start the Symantec Installation Manager.
- 2 On the **Installed Products** page, click **Add/Update licenses**.
- 3 On the **Product Licensing** page, click **Install licenses**.
- 4 In the **Select License Files** dialog box, browse and select the license files to apply, and then click **Open**.  
To select multiple licenses, press **Ctrl** and then select the license files.
- 5 Read the message that explains how the licenses affect the applicable products, and then click **Yes** to proceed.
- 6 On the **Product Licensing** page, click **Close**.
- 7 On the dialog box that appears, click **Restart services** to restart Notification Server services or **Apply without restart** to continue without restarting the services.

If you restart Notification Server services, the licenses are applied immediately. If you do not restart Notification Server services, the licenses might not be applied for 30 minutes or more.

To save the task preference, select the **Always perform this action when installing licenses** check box. The preference of whether to restart services or apply licenses without restarting services gets saved. The dialog box does not appear when you apply additional licenses to any solution.

The license is applied to the specific solution, and the license details are displayed on the **Installed Products** page in the Symantec Installation Manager.

## Configuring the Configuration Management Database

Notification Server has a database, called the Configuration Management Database (CMDB). Both Notification Server and solutions use the CMDB to store configuration items and resource data.

You can use the following configurations for the CMDB:

Local CMDB configuration

In a local CMDB server configuration, you install the CMDB on the same computer as Notification Server. This configuration is acceptable for the environments that have 1,000 to 5,000 endpoints. In these environments there is minimal contention of resources between Notification Server services and the CMDB services.

**Remote CMDB configuration** In a remote CMDB configuration, you install the CMDB on a different computer from the Notification Server computer. This configuration is recommended for most environments. In this configuration the workload of the CMDB is offloaded from the Notification Server computer. The CMDB server and Notification Server computer must have a high-speed network connection between them. Symantec recommends 1GB Ethernet.

When Notification Server is installed, the CMDB is configured as part of the installation process. You do not normally need to make any further changes.

However, there may be occasions when you need to change the CMDB configuration settings. For example, if you upgrade the hardware on which your Microsoft SQL Server runs, or if you are instructed to do so by Symantec Support.

### To configure the Configuration Management Database

- 1 Start the Symantec Installation Manager.
- 2 On the **Installed Products** page, click **Configure settings**.
- 3 On the **Configure Notification Server** page, click **Configure Database Settings**, and then click **Next**.
- 4 On the **Database Configuration** page, configure the following options:

<b>SQL Server name</b>	The name of the SQL server that contains the CMDB. Use the format <i>servername\instancename</i> . For example, <b>SydNS\sql_cp1_cs_as</b> .
<b>Database credentials</b>	The user name and password that are required to access the CMDB. You can also use the Windows authentication.
<b>Database name</b>	You can select an existing database from the list or create a new database.  If you select an existing database, ensure that it has the same version as Notification Server.
<b>Database timeout</b>	Specify the time period during which attempts to process a query, such as running a report or updating a filter.  You may want to change this value for performance reasons, such as a high load on the SQL server causing queries to .  Symantec recommends that you set the ASP Script timeout value in Microsoft IIS to a value equal to or greater than the <b>Database timeout</b> value. Consult your database administrator before making any changes.

- 5 Click **Next**.

- 6 On the **Review Database Settings** page, click **Configure**.
- 7 On the **Configuration Complete** page, click **Finish**.

## Configuring Notification Server settings

The application identity of Notification Server is the account under which Notification Server runs. You specify the appropriate user name and password when you install Notification Server, and you only need to update it when necessary. For example, if the Altiris Services are not running and cannot be started because the account is expired or disabled.

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**Warning:** You cannot use special characters in the application identity user name or password. You may use only alphanumeric characters.

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The user ID that you define requires the following permissions:

- Local administrator permissions on Notification Server and any remote Windows computers to which you want to install the Symantec Management Agent.
- Permission to act as part of the operating system and log on as a batch job and a service.
- Permission to log on to the SQL server.  
If the user ID does not have this permission, you can specify a different user name and password to log on to the CMDB.
- Permission to connect to any SQL server to which Notification Server may attach.  
For example, an SMS database for Web Administrator for SMS or Lease database for Contract Management Solution.

**To configure Notification Server settings**

- 1 Start the Symantec Installation Manager.
- 2 On the **Installed Products** page, click **Configure settings**.
- 3 On the **Configure Notification Server** page, click **Configure NS Settings**, and then click **Next**.
- 4 On the **Notification Server Configuration** page, configure the settings, and then click **Next**.
- 5 On the **Review Notification Server Settings** page, click **Configure**.
- 6 On the **Configuration Complete** page, click **Finish**.

## Recovering Notification Server settings

The **Recover NS Settings** option lets you restore Notification Server settings and Configuration Management Database (CMDB) settings without fully reconfiguring your products.

The **Configure Notification Server** page displays this option when both application identity and CMDB configuration get lost or corrupted. For example, the **[HKEY\_LOCAL\_MACHINE\SOFTWARE\Altiris\AIM\Configuration\NsConfiguration]** key is missing in the Registry.

### To recover Notification Server settings

- 1 Start the Symantec Installation Manager.
- 2 On the **Installed Products** page, click **Configure settings**.
- 3 On the **Configure Notification Server** page, click **Recover NS Settings**, and then click **Next**.
- 4 On the **Notification Server Configuration** page, add the missing information, and then click **Next**.  
See [“Configuring Notification Server settings”](#) on page 17.
- 5 On the **Database Configuration** page, verify the current settings, and then click **Next**.  
See [“Configuring the Configuration Management Database”](#) on page 15.
- 6 On the **Review Notification Server Settings** page, click **Configure**.
- 7 On the **Configuration complete** page, click **Finish**.

## Installing optional components

You can install optional components, such as documentation, language packs, or the migration wizard at a later time or during the first-time installation of Symantec products.

### To install the optional components

- 1 Start the Symantec Installation Manager.
- 2 On the **Installed Products** page, click **Install optional components**.
- 3 On the **Optional Installations** page, select the optional components that you want to install and then click **Next**.

Note that if your Notification Server computer (or the computer from which you access the Symantec Management Console) has Internet access, the cloud help content is available even if you do not install on-premise documentation. This feature is available starting from IT Management Suite 8.5 RU3.

- 4 If an optional component is already installed, the option to install that component is disabled. If all optional components are installed, the **Optional Installations** page is not displayed.
- 5 On the **End User License Agreement** page, select the **I accept the terms in the license agreements** check box, and then click **Next**.
- 6 On the **Review Installation Details** page, verify the installation details, and click **Begin install**. SIM starts installing the selected optional components.
- 7 (Optional) On the **Product Licensing** page, apply licenses for the solutions, and then click **Next**.
- 8 On the **Installation Complete** page, click **Finish**.

## Installing updates

Product updates address specific issues with the shipping solution, such as software bug fixes. Product updates may also contain new features.

### To install updates

- 1 Start the Symantec Installation Manager.
- 2 On the **Installed Products** page, click **Install updates**.  
The **Install updates** option displays the available updates for currently installed solutions in green text.
- 3 On the **Install Updates** page, do the following:

View available updates.

By default, only the latest versions of updates are displayed on the **Install Updates** page.

To see all versions of updates that are available for download, select the **Show all update versions** check box.

Select the updates that you want to install.

To select all the latest available updates for installation, select the **Select all latest update versions** check box.

If you do not want to install all the latest applicable updates, clear the **Select all latest update versions** check box and select the updates manually.

- 4 On the **End User License Agreement** page, select the **I accept the terms in the license agreements** check box, and then click **Next**.
- 5 On the **Review Installation Details** page, verify the installation details, and then click **Begin install**.

The Symantec Installation Manager starts installing the available updates for the currently-installed solution.

## Creating and installing an offline installation package

To install Symantec products on a computer that does not have an Internet connection, you must create an offline installation package. SIM lets you create the installation package in the form of a compressed executable file.

The installation package that can be used for offline installation contains the following types of files:

- **Solution installer files**  
The .msi files are all the installation files that are required to install the solutions and optional components that you selected when you created the package.
- **License files**  
The installation package includes any licenses that you purchased for the solutions that are currently installed on the computer.
- **Product listing file**  
The product listing file, .pl.xml file is a platform-neutral XML file that SIM uses to install SMP.
- **SIM installer file**  
The SIM installer file, `SymantecInstallationManagerSetup.exe` file, lets you install the Symantec products.

### To create and install an offline installation package

- 1 You create an offline installation package using a computer that has Internet connectivity and the required Symantec products installed on it.

To create an offline installation package, do the following:

- In SIM, on the **Installed Products** page, click **Create installation package**.
- On the **Products** page, check the products that you want to include in the offline installation package, specify the output location of the package, and then click **Next**.
- On the **Optional Installations** page, select the optional components, and then click **Next**.

- On the **End User License Agreement** page, check **I accept the terms in the license agreements**, and then click **Next**.
  - On the **Contact Information** page, update the contact information if necessary, and then click **Next**.
  - On the **Product Licensing** page, add or edit the licenses if necessary, and then click **Next**.
  - On the **Review Package Details** page, verify the package details, and then click **Begin build**.
- 2 To install the offline installation package, you download or copy the entire installation package to a computer that does not have an Internet connection, and then perform the installation.

## Performing full repair

Full repair checks the issues and errors in your system and repairs them automatically.

Full repair does the following:

- Verifies the connection to the database that Notification Server uses
- Repairs the installation errors of the solutions and components
- Reconfigures the installed solutions and components

You can also perform these tasks separately and select the solutions and components that you want to repair.

See [“Configuring the Configuration Management Database”](#) on page 15.

### To perform full repair

- 1 Start the Symantec Installation Manager.
- 2 On the **Installed Products** page, click **Repair installed products**.
- 3 On the **Repair Product** page, click **Perform full repair**, and then click **Next**.
- 4 (Optional) On the **Contact Information** page, update the information if required, and then click **Next**.
- 5 On the **Database Configuration** page, configure the database settings, and then click **Next**.  
  
Note that this page is displayed only when the database connection check fails.
- 6 On the **Review Repair Details** page, click **Repair**.
- 7 On the **Repair Complete** page, click **Finish**.

# Backing up and restoring Notification Server KMS encryption keys

Notification Server uses the Key Management System (KMS) encryption keys to protect sensitive data.

You can take a backup of Notification Server KMS encryption keys at any time in the Symantec Installation Manager (SIM).

## To back up and restore Notification Server cryptographic keys

- 1 Start the Symantec Installation Manager.
- 2 On the **Installed Products** page, click **Repair installed products**.
- 3 On the **Repair Product** page, click **Back up or restore Notification Server configuration**, and then click **Next**.
- 4 On the **Back up or Restore Notification Server Configuration** page, do one of the following:

To back up KMS encryption keys.

- 1 Select **Back up KMS encryption keys**.
- 2 Browse and select the location where you want the backup file to be stored.  
  
Symantec recommends to store the backups on a different server.
- 3 Provide a password for the cryptographic keys backup file.  
  
You need this password for decrypting the backup file during the restore process.
- 4 Click **Back Up**.

Note that alternatively, you can back up the Notification Server KMS encryption keys during the first-time installation of the Symantec products. The **Back up Notification Server Cryptographic Keys** page appears after the installation is completed.

To restore KMS encryption keys.

- 1 Select **Restore KMS encryption keys**.
- 2 Browse and select the KMS encryption keys backup file.
- 3 Enter the password to decrypt the backup file, and then click **OK**.
- 4 Click **Restore**.

# Backing up and restoring Notification Server configuration

Notification Server configuration includes root certificates of Notification Server and site servers, Notification Server Web configuration, core settings, registry, and Software Library content. In SIM, you can back up Notification Server configuration after the installation finishes or any time later.

## To back up and restore Notification Server configuration

- 1 Start the Symantec Installation Manager.
- 2 On the **Installed Products** page, click **Repair installed products**.
- 3 On the **Repair Product** page, click **Back up or restore Notification Server configuration**, and then click **Next**.
- 4 On the **Back up or Restore Notification Server Configuration** page, do one of the following:

To back up Notification Server configuration.

- 1 Select **Back up NS configuration**.
- 2 Browse and select the location where you want the backup file to be stored.  
  
Symantec recommends storing the backups on a different server.
- 3 Provide a password for the backup file.  
  
You need this password for decrypting the backup file during the restore process.
- 4 Under **Select data to back up or restore**, select the items that you want to back up, and then click **Next**.
- 5 On the **Review Backup Details** page, review the data that you want to back up, and then click **Back Up**.

To restore Notification Server configuration.

- 1 Select **Restore NS configuration**.
- 2 Browse and select the backup file.
- 3 Enter the password to decrypt the backup file, and then click **OK**.
- 4 Under **Data available for backup or recovery**, select the items that you want to restore, and then click **Next**.
- 5 On the **Review Restore Details** page, review the data that you want to restore, and then click **Restore**.

## Reconfiguring an installed product

Generally, the Symantec Installation Manager configures the installed products without any problems. However, sometimes the Symantec Installation Manager can install a product but cannot configure the installed product.

The failure to configure an installed product can be because of many different issues. For example, a Web communication problem can cause the configuration to fail. If the Symantec Installation Manager cannot configure an installed product, a list of installed but unconfigured solutions appears at the end of the installation. You can then access the unconfigured solutions on the **Installed Products** page and attempt to reconfigure them.

If you reconfigure a solution and it is still not properly configured, you can uninstall and reinstall the solution to resolve the configuration error. If reinstalling a solution does not resolve the problem, create a support package and send the package to Symantec Support team for verification.

See [“Creating a support package”](#) on page 25.

### To reconfigure an installed products

- 1 Start the Symantec Installation Manager.
- 2 On the **Installed Products** page, click **Repair installed products**.
- 3 On the **Repair Product** page, click **Reconfigure installed products**, and then click **Next**.
- 4 On the **Reconfigure Product** page, select the products that you want to reconfigure, and then click **Next**.
- 5 On the **Review Configuration Details** page, click **Configure**.
- 6 On the **Repair Complete** page, click **Finish**.

## Repairing the installation of an installed solution

You can repair the installation of Symantec products using SIM. All installation files are `.msi` format files. Therefore, SIM starts the Windows Installer to repair a solution installation. You can repair the installation errors of the Symantec products and the optional components that are installed on the computer

### To repair the installation of an installed product

- 1 Start the Symantec Installation Manager.
- 2 On the **Installed Products** page, click **Repair installed products**.
- 3 On the **Repair Product** page, click **Repair MSI-s**, and then click **Next**.

- 4 On the **Repair Product MSI-s** page, select the products that you want to repair, and then click **Next**.
- 5 On the **Review Full Repair Details** page, click **Repair**.
- 6 On the **Repair Complete** page, click **Finish**.

## Creating a support package

The Symantec Installation Manager (SIM) lets you create a support package that you can send to the Symantec Support team for the team's intervention. You can create the support package when you encounter problems with the installation, configuration, or execution of the Symantec products. The name of the support package is **Support**, with the date and the time that is appended to the package folder. Support package is a .zip file containing all the logs generated by SIM, registry backup, and history product listing file. By default, the support package is created in the `C:\Program Files\Altiris\Symantec Installation Manager\Support` directory on the server.

Symantec recommends that you send the following information to the Support team:

- Operating system version that is installed on the host server and the virtual machine.
- Virtual machine version, if any.
- Memory that is allocated to the server or the virtual machine.
- Screen capture of the error or the error message that was displayed after an error was encountered.
- Support package that is created using the Symantec Installation Manager.

### To create a support package

- 1 Start the Symantec Installation Manager.
- 2 On the **Installed Products** page, click **Settings**.
- 3 In the **Settings** dialog box, click **Create support package**.
- 4 To access the support package, in the dialog box that appears, select the **Open containing folder** check box, and then click **OK**.

Alternatively, you can navigate to the following location on the computer to view the support package files:

```
C:\Program Files\Altiris\Symantec Installation Manager\Support
```

# Delaying an update of the Symantec Installation Manager

The Symantec Installation Manager prompts you to update to the latest version of the Symantec Installation Manager, as and when the latest version is available. You can choose to update the Symantec Installation Manager immediately or you can choose to delay the update. For example, the latest version of Symantec Installation Manager must pass change control before you can use the Symantec Installation Manager. In such cases, you can choose to delay the update of the Symantec Installation Manager. You can delay the update until the new version of Symantec Installation Manager is approved.

If you delay the update of the Symantec Installation Manager, you do not lose any of the current functionality. However, the Symantec Installation Manager cannot update the product listing file, which contains the latest products and updates. When you do not update the Symantec Installation Manager, any features in the updated product versions are not available.

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**Note:** Symantec recommends that you update the Symantec Installation Manager when an updated version is available.

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See [“To delay the update of Symantec Installation Manager”](#) on page 26.

When you delay updating the Symantec Installation Manager, you can specify when the Symantec Installation Manager must remind you to perform the update. If you then start the Symantec Installation Manager after the specified time has elapsed, you are again prompted to perform the update. Each time the prompt appears, you can update the Symantec Installation Manager or delay the update. If the specified time to delay the update has not elapsed, you can update the product listing file to begin the update process.

See [“Updating the product listing file”](#) on page 13.

You can update the Symantec Installation Manager installer to the latest available version even after you have specified to delay the update. In such case, you can modify the Symantec Installation Manager settings such that the application ignores the previously-selected option to delay the update, and prompts you to install the latest available version.

## To delay the update of Symantec Installation Manager

- 1 Start the Symantec Installation Manager.

- 2 When the **Update Symantec Installation Manager** dialog box appears, select when you want to be reminded to perform the update.

This dialog box appears only when an updated version of the Symantec Installation Manager is available. If you previously selected to delay the update, the dialog box does not appear until the delayed time expires.

You can select to be reminded about the Symantec Installation Manager update in one day, three days, one week, or one month.

- 3 Click **OK**.

The update of the Symantec Installation Manager is postponed until the delayed time has expired.

#### To update the Symantec Installation Manager after you have delayed the update of the application

- 1 On the computer, click **Start**, in the **Search** field, type **regedit**.
- 2 On the **Registry Editor** page, click **HKEY\_LOCAL\_MACHINE > SOFTWARE > Altiris > AIM > Configuration > ProductListings**.
- 3 In the right pane, note the value of the **Current** registry value.  
By default, the value of the **Current** registry value is **0** which means that the **0** product listing file is in use. If you are using a different product listing file other than the default one, you may have the **Current** registry value as **1**, and so on.
- 4 Under the **ProductListings** folder, click the folder per the value of the **Current** registry.  
For example, if the **Current** registry value is **0**, then you must click the **0** folder under the **ProductListings** folder. If the **Current** registry value is **1**, then you must click the **1** folder under the **ProductListings** folder, and so on.
- 5 In the right pane, right-click the **NextPIUpdateTime** registry value, and then click **Modify**.
- 6 In the **Edit String** dialog box, in the **Value data** field, change the value of registry key to the current date, and then click **OK**.
- 7 Restart the Symantec Installation Manager. If there are any available updates, you will be prompted to update the Symantec Installation Manager.

## Uninstalling optional components

If you have installed any optional components, you can use SIM to uninstall them.

### To uninstall optional components

- 1 To display the optional components that are installed, in SIM, on the **Installed Products** page, press `Ctrl+Shift+O`.  
  
If you press `Ctrl+Shift+O` again, the optional components are removed from the **Installed Products** list.
- 2 In the list of installed products, select the optional component that you want to uninstall, and then click **Uninstall**.  
  
An optional component has **(Optional component)** displayed below the component's name.  
  
Note that if your Notification Server computer (or the computer from which you access the Symantec Management Console) has Internet access, the cloud help content is available even after you uninstall on-premise documentation. This feature is available starting from IT Management Suite 8.5 RU3.
- 3 (Optional) On the **Uninstall** page, select additional items that you want to uninstall, and then click **Next**.
- 4 On the **Uninstall summary** page, verify the products that you have selected to be uninstalled, and then click **Begin uninstall**.
- 5 On the **Uninstallation Complete** page, click **Finish**.

## Uninstalling the product

You can uninstall the previously-installed Symantec products and SIM from the computer where these applications are currently installed.

### To uninstall the product

- 1 On the **Installed Products** page, in the **Installed Products** list, click the product that you want to uninstall, and then click **Uninstall**.
- 2 On the **Uninstall** page, select the solutions and components that you want to uninstall, and then click **Next**.
- 3 On the **Uninstall summary** page, verify the products that you have selected to be uninstalled, and then click **Begin uninstall**.
- 4 On the **Uninstallation Complete** page, click **Finish**.  
  
After the product is uninstalled, it no longer appears in the console and all entries in the database are deleted.

## Viewing the Symantec Installation Manager logs

SIM creates logs during installation, repair, and uninstallation of any Symantec products. The log entries help to view the record of the tasks that were executed on the computer.

Following are the types of log files that SIM creates:

- **Verbose logs**  
Verbose logs contain detailed information about events and are more useful for troubleshooting purposes. But the verbose logs can affect the computer's performance by creating large log files.
- **Non-verbose logs**  
Non-verbose logs contain less information such as the event's timing and a minimal description. The non-verbose logs contain less information as compared to the verbose logs.

By default, the verbose logging is enabled. When you create a support package, the log files are included in the package to facilitate troubleshooting.

### To view SIM logs before the installation of IT Management Suite

- ◆ On the computer, navigate to the `C:\Users\\AppData\Local\Temp\SIM Logs` directory.

The user name refers to the user credentials through which SIM was installed.

### To view SIM logs after the installation of IT Management Suite

- ◆ On the computer, navigate to the `C:\ProgramData\Symantec\SMP\Logs` directory.

## Enabling or disabling the creation of verbose Symantec Installation Manager logs

Verbose logging is turned on by default in Symantec Installation Manager. Verbose logging contains detailed information and is useful for troubleshooting purposes. However, the verbose logging can create large log files which can effectively slow down the computer's performance.

### To enable or disable the creation of verbose logs

- 1 Start the Symantec Installation Manager.

2 On the **Installed Products** page, click **Settings**.

3 Do one of the following:

To enable the creation of verbose logs. Check **Enable Windows Installer logging**.

To disable the creation of verbose logs. Uncheck **Enable Windows Installer logging**.

## Where to get more information

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

**Table 1-1** Documentation resources

Document	Description	Location
Release Notes	Information about new features and important issues.	<p>The <b>Supported Products A-Z</b> page, which is available at the following URL:</p> <p><a href="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:</li> </ul> <p><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>Documentation</b>.</p>

**Table 1-1** 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 1-2** 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 1-2** 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 data-bbox="548 326 1170 378"><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 data-bbox="548 395 1063 421">The links to various groups on Connect are as follows:</p> <ul style="list-style-type: none"> <li data-bbox="548 439 1217 491">■ 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 data-bbox="548 508 1217 560">■ 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 data-bbox="548 578 1150 630">■ ITMS Administrator <a href="http://www.symantec.com/connect/groups/itms-administrator">http://www.symantec.com/connect/groups/itms-administrator</a></li> <li data-bbox="548 647 1150 699">■ Mac Management <a href="http://www.symantec.com/connect/groups/mac-management">http://www.symantec.com/connect/groups/mac-management</a></li> <li data-bbox="548 716 1217 769">■ 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 data-bbox="548 786 1163 838">■ Patch Management <a href="http://www.symantec.com/connect/groups/patch-management">http://www.symantec.com/connect/groups/patch-management</a></li> <li data-bbox="548 855 1063 907">■ Reporting <a href="http://www.symantec.com/connect/groups/reporting">http://www.symantec.com/connect/groups/reporting</a></li> <li data-bbox="548 925 1110 977">■ ServiceDesk and Workflow <a href="http://www.symantec.com/connect/workflow-servicedesk">http://www.symantec.com/connect/workflow-servicedesk</a></li> <li data-bbox="548 994 1190 1046">■ Software Management <a href="http://www.symantec.com/connect/groups/software-management">http://www.symantec.com/connect/groups/software-management</a></li> <li data-bbox="548 1064 1170 1116">■ Server Management <a href="http://www.symantec.com/connect/groups/server-management">http://www.symantec.com/connect/groups/server-management</a></li> <li data-bbox="548 1133 982 1185">■ 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>