

Symantec™ ServiceDesk 8.1 Release Notes



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Technical Support

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

Symantec's support offerings include the following:

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

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

www.symantec.com/business/support/

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

Contacting Technical Support

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

www.symantec.com/business/support/

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

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

- Product release level
- Hardware information

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

Licensing and registration

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

support.symantec.com

Customer service

Customer service information is available at the following URL:

www.symantec.com/business/support/

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

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

Support agreement resources

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

Asia-Pacific and Japan customercare_apj@symantec.com

Europe, Middle-East, and Africa semea@symantec.com

North America and Latin America supportsolutions@symantec.com

ServiceDesk 8.1 release notes

This document includes the following topics:

- [About ServiceDesk](#)
- [What's new in ServiceDesk](#)
- [Installing ServiceDesk](#)
- [Upgrading to ServiceDesk 8.1](#)
- [Migrating to ServiceDesk 8.1](#)
- [Migrating data to ServiceDesk 8.1](#)
- [Fixed issues](#)
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- [Where to get more information](#)

About ServiceDesk

Symantec ServiceDesk improves your infrastructure's service management.

It is ITIL-based and includes all of the primary ITIL Service Management processes. These processes include Incident Management, Problem Management, Change Management, and Knowledge Management. ServiceDesk also includes a Service Catalog that lets your users choose service items. It also includes an Active Directory Self-Service Catalog that lets users easily and securely reset passwords and access network shares.

ServiceDesk uses the Symantec Workflow framework to manage service tickets, provide reports, and integrate with the Configuration Management Database (CMDB).

You can configure ServiceDesk to meet your organization's specific requirements. These configuration options include setting up business hours, rule execution which can perform a variety of actions on incidents, changes, and problems, including routing, automated email generation, and incident messaging. You can implement advanced customizations. These customizations may include creating data types, modifying feeder forms, modifying the Process View page, and adding fields to reports.

For more information, see the following:

[Symantec™ ServiceDesk 8.1 Implementation Guide](#)

[Symantec™ ServiceDesk 8.1 User Guide](#)

For videos and articles, join the Symantec sponsored ServiceDesk user group on Symantec Connect:

<http://www.symantec.com/connect/workflow-servicedesk>

For continuous documentation updates, subscribe to the following forum on Symantec Connect:

<http://www.symantec.com/connect/endpoint-management/forums/endpoint-management-documentation>

See [“What's new in ServiceDesk”](#) on page 7.

See [“Installing ServiceDesk”](#) on page 8.

See [“Upgrading to ServiceDesk 8.1”](#) on page 9.

See [“Migrating to ServiceDesk 8.1”](#) on page 11.

What's new in ServiceDesk

The following new features are introduced in this release of ServiceDesk:

Table 1-1 List of new features in ServiceDesk

Feature	Description
Added Software request process	From this release onwards, you can create Software delivery requests, manage these requests and deliver software to the client computers using computer filters.
Background processing enabled status	In the Workflow install review page a row is added to indicate if the background processing was enabled for an instance.

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

Feature	Description
User Interface improved	The Forms Themes are updated to match the New ProcessManager format
Removed Pervasive.Data.SqlClient.dll from Workflow.	<p>From this release onwards, the Pervasive.Data.SqlClient.dll is removed from the Workflow solution.</p> <p>If you try to create and test a SQL integration connection using the Pervasive Provider, following error is displayed:</p> <p>Connection Test Failed</p> <p>If you have an existing Workflow installation with a database connection component pointing to a Pervasive SQL provider, following error is displayed:</p> <p>Could not load file or assembly 'Pervasive.Data.SqlClient, Version x.xx.x.x, Culture=neutral, PublicKeyToken=c84cd5c63851e072' or one of its dependencies. The system cannot find the file specified.</p> <p>To use the Pervasive SQL library to make connections to PostgreSQL databases, copy the Pervasive.Data.SqlClient.dll from your PostgreSQL Server to the Workflow Server.</p> <p>The DLL file is located in the following location:</p> <p><Install_dir>\Program Files (x86)\Action\PSQL\bin\ADONET4.2.</p> <p>For more information, refer to the following article:</p> <p>TECH240123</p>

Installing ServiceDesk

You can install ServiceDesk as a standalone product. You can also install ServiceDesk and use it along with the other products in the IT Management Suite, as long as ServiceDesk is installed on its own server.

Before you install ServiceDesk on the ServiceDesk server, see the topic "ServiceDesk scalability" in the *Symantec™ ServiceDesk 8.1 Implementation Guide* at:

<http://www.symantec.com/docs/DOC9193>

Things to know about the ServiceDesk installation process:

- ServiceDesk 8.1 is compatible with Symantec Management Platform versions 8.1, 8.0, 7.6, 7.5 SP1, 7.5, 7.1 SP2, and 7.1 SP2 MP1. It is also compatible with

IT Management Suite versions 8.1, 8.0, 7.6, 7.5 SP1, 7.5, 7.1 SP2, and 7.1 SP2 MP1.

- You use the Symantec Installation Manager (SIM) to install the ServiceDesk Solution software.
The ServiceDesk Solution software grants you access to the ServiceDesk Server installer.
- You use the ServiceDesk server installer to install the ServiceDesk application on your new designated server.

For information about installing ServiceDesk, see the *Symantec™ ServiceDesk 8.1 Implementation Guide* at:

<http://www.symantec.com/docs/DOC9193>

For information about installation of Symantec Management Platform 8.1 or IT Management Suite 8.1, see the [Symantec™ IT Management Suite 8.1 Installation and Upgrade Guide](#).

For information about installation of Symantec Management Platform 7.6 or IT Management Suite 7.6, see the [Symantec™ IT Management Suite 7.6 Installation and Upgrade Guide](#).

For information about installation of Symantec Management Platform 7.5 SP1 or IT Management Suite 7.5 SP1, see the [Symantec™ IT Management Suite 7.5 SP1 Installation and Upgrade Guide](#).

For information about installation of Symantec Management Platform 7.5 or IT Management Suite 7.5, see the [Symantec™ IT Management Suite 7.5 Installation and Upgrade Guide](#).

For information about installing the Symantec Management Platform 7.1 SP2 or IT Management Suite 7.1 SP2, see the [Symantec™ Management Platform 7.1 SP2 Installation Guide](#).

See “[About ServiceDesk](#)” on page 6.

See “[Upgrading to ServiceDesk 8.1](#)” on page 9.

See “[Migrating to ServiceDesk 8.1](#)” on page 11.

Upgrading to ServiceDesk 8.1

You can execute an in-place, same-server upgrade to ServiceDesk 8.1.

The supported upgrade paths to ServiceDesk 8.1 are as follows:

- 7.6
- 7.5 SP1

- 7.5
- 7.5 MP1
- 8.0

Warning: After upgrading from ServiceDesk 7.5 or ServiceDesk 7.5 MP1 to ServiceDesk 8.0 or later, an error might occur while working on or resolving an existing problem management ticket.

As a workaround, avoid an upgrade to ServiceDesk 8.1 till the existing problem management tickets are closed.

For more information, see the following article:

<http://www.symantec.com/docs/TECH230875>

The ServiceDesk upgrade process includes the following steps:

1. Upgrade Symantec Management Platform

Use the Symantec Installation Manager to upgrade the Symantec Management Platform. In the Symantec Installation Manager, click **Upgrade installed products** and then choose to install Symantec Management Platform.

ServiceDesk 8.1 is compatible with the Symantec Management Platform versions 8.1 8.0, 7.6, 7.5 SP1, 7.5, 7.1 SP2, and 7.1 SP2 MP1. It is also compatible with the IT Management Suite versions 8.1, 8.0, 7.6, 7.5 SP1, 7.5, 7.1 SP2, and 7.1 SP2 MP1.

For more information on how to upgrade to Symantec Management Platform 8.1, see the Upgrading to IT Management Suite 8.1 chapter in the *IT Management Suite Installation and Upgrade Guide* at the following URL:

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

2. Use the Symantec Installation Manager (SIM) to upgrade the ServiceDesk Solution software on the Symantec Management Platform.

The ServiceDesk Solution software grants you access to the ServiceDesk server installer.

3. Use the ServiceDesk server installer to upgrade the ServiceDesk application on your ServiceDesk server.

Note: Before you upgrade, close all the Email Monitoring tickets to ensure that the related Incident Management process is created properly.

Warning: Upgrading the ServiceDesk 7.5, 7.5 MP1, or 7.5 SP1 servers with the version of Workflow that is shipped with IT Management Suite 7.6 will break ServiceDesk.

For information about upgrading to ServiceDesk 8.1, see the topic "Process for upgrading from ServiceDesk 7.6 to ServiceDesk 8.1" in the *ServiceDesk 8.1 Implementation Guide* at:

<http://www.symantec.com/docs/DOC9193>

See "What's new in ServiceDesk" on page 7.

See "Migrating to ServiceDesk 8.1" on page 11.

Migrating to ServiceDesk 8.1

Existing ServiceDesk customers using ServiceDesk versions earlier than 7.5 must migrate to ServiceDesk 8.1, which involves migrating to new hardware. This migration includes both the ServiceDesk server and a new Process Manager database instance. You should plan to install ServiceDesk in a new environment, separate from your existing ServiceDesk server. An in-place upgrade path is not available for pre-7.5 versions of ServiceDesk. Symantec does not support attempts to install 8.1 over a pre-7.5 version of ServiceDesk. You must run both systems in parallel until your previous tickets are closed and necessary data is migrated to your ServiceDesk 8.1 environment.

Things to know about the ServiceDesk migration process:

- You must first upgrade or migrate your instance of the Symantec Management Platform (and IT Management Suite if installed) to either of the following compatible versions:
 - 8.1
 - 8.0
 - 7.6
 - 7.5 SP1
 - 7.5
 - 7.1 SP2 MP1
 - 7.1 SP2
- You use the Symantec Installation Manager (SIM) to install or upgrade the ServiceDesk Solution software on the Symantec Management Platform.

The ServiceDesk Solution software grants you access to the ServiceDesk server installer.

- You use the ServiceDesk server installer to install the ServiceDesk application on your new designated server.

For information about migrating to ServiceDesk 8.1, see the topic "Migrating to ServiceDesk 8.1" in the *Symantec™ ServiceDesk 8.1 Implementation Guide* at:

<http://www.symantec.com/docs/DOC9193>

For information about migrating to Symantec Management Platform 7.5, see the [Symantec™ IT Management Suite 6.x to 7.5 Migration Guide](#) or [Symantec™ IT Management Suite 7.0 to 7.5 Migration Guide](#).

For more information about migrating to Symantec Management Platform 7.1 SP2, see the [Symantec™ Management Platform 7.1 SP2 Installation Guide](#).

See "What's new in ServiceDesk" on page 7.

See "[Migrating data to ServiceDesk 8.1](#)" on page 12.

Migrating data to ServiceDesk 8.1

You can use some of the data from ServiceDesk 7.0 MR2, 7.1 SP1, and 7.1 SP2 in ServiceDesk 8.1. You can migrate incidents, change requests, problems, and other data. You can access this historical ticket data from ServiceDesk 8.1 for reporting purposes.

For more information about migrating data to ServiceDesk 8.1, see the topic "About migrating data to ServiceDesk 8.1" in the *ServiceDesk 8.1 Implementation Guide* at:

<http://www.symantec.com/docs/DOC9193>

See "[Migrating to ServiceDesk 8.1](#)" on page 11.

Fixed issues

The following are the issues from the previous releases that are fixed in this release:

Table 1-2 Fixed issues for ServiceDesk

Issue	Article link
When you try to put an incident on hold after you edit the incident, the incident breaks.	N/A
Changing the ticket status from Resolved to Closed in IM fails when IncidentTicket datatype is extended.	TECH212326

Table 1-2 Fixed issues for ServiceDesk (continued)

Issue	Article link
Some Delegated Planning tasks do not close when a Change Plan is Approved.	N/A
A response email body is added to a ticket only after the attachments are added properly.	N/A
When attachments fail to attach to an email, the notification is displayed before the mail is deleted.	N/A
The resolution, SLA does not update when you change the priority using the Work Incident link on an Incident.	N/A
The forms in <code>SD.ChangeManagementsimple.RelatedProcesses</code> need to be externalized.	N/A
Edit Incident does not save the modified status (Assigned) properly into <code>IMIncidentTicket</code> .	N/A
The <code>AssetViewProject</code> is not able to handle if CMDB resources deleted. An error message is displayed.	N/A
From this release onwards, the Incident, Change and Problems are locked.	N/A
Setting priority with Impact/Urgency matrix in problem feeder does not work.	N/A
An error is displayed when you assign a Group to the Implementer in the <code>SD.ChangeManagement.Templatemanagement</code> .	N/A
Cannot put an incident on hold in default ServiceDesk installation if the Reasons field is empty.	N/A
Permissions are not added to the Incident Owner before you open the main Incident Work/Resolution task.	N/A
Cannot open the resolution confirmation form after you resolve an Incident .	N/A
After the Workflow component times out, the following is stated in the Process History , but the task is not created: The <code>ServiceDesk Managers</code> will be added to this task.	N/A
The Software Request window does not open properly.	N/A
Incorrect date and time are displayed in the Pause Delivery Authorization Task option in the	N/A
The rule to check if an Incident is in specific queue displays an error when the Assigned Queue is not set on the incident.	N/A

Table 1-2 Fixed issues for ServiceDesk (*continued*)

Issue	Article link
Change Request page displays the attached file size in KB whereas, the file size is in bytes.	N/A

Known issues

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

For the most up-to-date information, latest workarounds, and other technical support information about this solution, see the [Technical Support knowledge base](#).

Table 1-3 Known issues

Issue	Article link
ServiceDesk Installer upgrade option that offers All Settings to be left intact, does not keep the settings intact.	N/A
On the Reports > Service and Asset Management > ServiceDesk > Find Servicedesk Changes For Asset page the URL listed in the URLtoChange column does not open a webpage. Workaround: Manually copy the URL and paste it in a new browser window.	TECH230728

Table 1-3 Known issues (*continued*)

Issue	Article link
<p>Characters or symbols such as apostrophe, which are included in the text that is submitted through ServiceDesk forms are displayed as html-encoded in the Process View page, and in any subsequent form control where the Remove HTML option is not selected. In the latter case, an application error can occur because HTML that is detected in a form raises a security-related exception in the workflow engine when the form is submitted.</p> <p>This issue has two symptoms:</p> <ol style="list-style-type: none">1 Some characters or symbols that were captured in ServiceDesk forms appear encoded in the process header Web Part on the Process View page. For example, the apostrophe symbol becomes &#39;. This is caused by the fact that the Web Part itself is configured to ignore the HTML content. The content itself is fine.2 All text controls have a configurable option to ignore HTML content (here it is called Remove HTML). This option should be selected every time, but there are a few places in Problem Management forms where it is not. This means that the encoded characters display in the text box on that form and when you attempt to submit the form, the workflow engine detects illegal characters, and throws an error. <p><i>continued</i></p>	N/A

Table 1-3 Known issues (continued)

Issue	Article link
<p><i>continued</i></p> <p>Workaround:</p> <p>For each of the custom Process View pages that are provided with ServiceDesk, open the Process Info Web Part editor and disable HTML escaping. To do this action, complete the following steps:</p> <p>Step 1</p> <ol style="list-style-type: none"> 1 Log in as administrator. 2 Go to Site Actions and select Page List. 3 On the left navigation pane, expand Process View pages and click SD Incident View. 4 Click Go to Page. 5 Go to Site Actions and select Modify Page > Edit Page. 6 On the Ticket Overview Web Part, click Edit to open the Web Part configuration screen. <p>Note: The Process Info Web Part may be titled differently on other pages.</p> <ol style="list-style-type: none"> 7 Select to clear the Escape check box. 8 Click OK. <p>Repeat for any other instances of Process Info Web Part on the affected page and then repeat for all the affected Process View pages.</p> <p>Step 2</p> <ol style="list-style-type: none"> 1 Open the package SD.Forms.ProblemManagement in the designer. 2 Open the following forms and for all text boxes ensure that Remove HTML option is selected in the Functionality tab. <ul style="list-style-type: none"> ■ Review Rejection Reason. ■ Verify Problem. ■ Create Fix for Problem. ■ Approve Proposed Fix/Workaround. ■ Schedule Request. 3 After completing all the forms, publish the project. 	
When a change is rejected, the CabApprovalStatus remains as Pending .	N/A
There is no option to add or modify a Business Service association with a Change or an Incident .	N/A

Table 1-3 Known issues (continued)

Issue	Article link
While upgrading to ServiceDesk 8.0 HF3, the <code>Symantec.ServiceDesk.Licensing.dll</code> is not updated.	N/A
The status of an incident on hold is displayed in localized language.	N/A
Problem Management extended data breaks the ruleset components in <code>SD.ProblemManagement</code> .	N/A
Changes made to a Service Queue are displayed in the Active Service Queues page even when the Edit Incident Queue page is closed.	N/A
An application error occurs when you click the back option of the Software Request form.	N/A
IM stays at 80% resolved status after the confirm task for several minutes.	N/A
An exception occurs while modifying an Incident using Work incident or Resolve incident or Edit incident if the Incident title is too long.	N/A
While creating a change ticket, incorrect page titles are displayed for Change Management.	N/A
When a group is added or modified in the portal, it cannot be added to a Service Queue before cache times out.	N/A
The ServiceDesk Reset Password fails while getting user details.	N/A
While using the Remove Problem Smart task, following text is displayed: You can edit or replace this file in the project directory.	N/A

Other things to know

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

Table 1-4 Things to know

Issue	Article link
The session timeout for Process Manager is changed from number of days to number of minutes. Additionally, the default session timeout is changed from 90 days to 90 minutes. After the configured session timeout in minutes, the user needs to log on to access Process Manager.	N/A

Table 1-4 Things to know (continued)

Issue	Article link
<p>Incident Management requires setup and is not fully functional out-of-the-box.</p> <p>See the <i>About configuring ServiceDesk</i> topic.</p>	<p>See the Symantec™ ServiceDesk 8.1 Implementation Guide or the Symantec™ ServiceDesk 8.1 User Guide.</p>
<p>Change Management requires setup and is not fully functional out-of-the-box.</p> <p>See the <i>About configuring ServiceDesk</i> topic.</p>	<p>See the Symantec™ ServiceDesk 8.1 Implementation Guide or the Symantec™ ServiceDesk 8.1 User Guide.</p>
<p>The default Open Process... reports in Process Reports and Process Admin Reports require modification to filter out closed ServiceDesk tickets.</p> <p>For an example of how to modify a report, see the <i>My Open Tickets report in ServiceDesk 7.1 displays Closed and Resolved tickets</i> knowledge base article.</p>	<p>TECH1598786</p>
<p>The Send Email link on the Change Management's Process View page is hidden until an email template is created.</p> <p>See the <i>Creating email templates for Change Management</i> topic.</p>	<p>See the Symantec™ ServiceDesk 8.1 User Guide.</p>
<p>Symantec has improved security controls on the Workflow Server. The improved security can potentially block the ability to deploy from a local Workflow Designer to a remote Workflow Server. If you cannot deploy to a remote Workflow Server, change the following setting on the remote Workflow Server before attempting to deploy.</p> <p>To allow remote connections:</p> <ul style="list-style-type: none"> ■ On the Workflow Server, right-click on the Task Tray Tool and click Settings. ■ In the Workflow Server section next to Workflow Server Configuration, click the ellipsis. ■ In the General section, check Allow Remote Connections. <p>Please note that the Symantec security best practice is to revert this setting after you are finished deploying. For more information on Symantec security best practices, see the article <i>ServiceDesk/Workflow General Security Best Practices</i>.</p>	<p>DOC6160</p>
<p>The <i>ServiceDesk Solution Software User Guide</i> has been deprecated.</p> <p>The instructions that were in this guide are now in the <i>ServiceDesk Implementation Guide</i> and <i>ServiceDesk User Guide</i>.</p>	<p>See the Symantec™ ServiceDesk 8.1 Implementation Guide or the Symantec™ ServiceDesk 8.1 User Guide.</p>

Table 1-4 Things to know (*continued*)

Issue	Article link
<p>The <i>ServiceDesk Portal User Guide</i> has been deprecated.</p> <p>The instructions that were in this guide are now in the <i>ServiceDesk User Guide</i>.</p>	<p>See the Symantec™ ServiceDesk 8.1 User Guide.</p>
<p>The <i>ServiceDesk Customization Guide</i> has been deprecated.</p> <p>Because of the changes to ServiceDesk, most of the customizations can be accomplished in the Process Manager portal. Some advance customizations can still be accomplished by editing the workflow processes.</p> <p>See the <i>Configuring ServiceDesk</i> and <i>Advanced ServiceDesk customizations</i> topics.</p>	<p>See the Symantec™ ServiceDesk 8.1 Implementation Guide or the Symantec™ ServiceDesk 8.1 User Guide.</p>

Where to get more information

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

Table 1-5 Documentation resources

Document	Description	Location
Release Notes	Information about new features and important issues.	<p>The Supported Products A-Z page, which is available at the following URL:</p> <p>http://www.symantec.com/business/support/index?page=products</p> <p>Open your product's support page, and then under Common Topics, click Release Notes.</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"> ■ The Documentation Library, which is available in the Symantec Management Console on the Help menu. ■ The Supported Products A-Z page, which is available at the following URL: <p>http://www.symantec.com/business/support/index?page=products</p> <p>Open your product's support page, and then under Common Topics, click Documentation.</p>

Table 1-5 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 Help menu.</p> <p>Context-sensitive help is available for most screens in the Symantec Management Console.</p> <p>You can open context-sensitive help in the following ways:</p> <ul style="list-style-type: none"> ■ Click the page and then press the F1 key. ■ Use the Context command, which is available in the Symantec Management Console on the Help menu.

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

Table 1-6 Symantec product information resources

Resource	Description	Location
SymWISE Support Knowledgebase	Articles, incidents, and issues about Symantec products.	http://www.symantec.com/business/theme.jsp?themeid=support-knowledgebase
Cloud Symantec Help Center	All available IT Management Suite and solution guides are accessible from this Symantec Help Center that is launched on cloud.	http://help.symantec.com/Welcome?context=ITMS8.1

Table 1-6 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>http://www.symantec.com/connect/endpoint-management/forums/endpoint-management-documentation</p> <p>Here is the list of links to various groups on Connect:</p> <ul style="list-style-type: none"> ■ Deployment and Imaging http://www.symantec.com/connect/groups/deployment-and-imaging ■ Discovery and Inventory http://www.symantec.com/connect/groups/discovery-and-inventory ■ ITMS Administrator http://www.symantec.com/connect/groups/itms-administrator ■ Mac Management http://www.symantec.com/connect/groups/mac-management ■ Monitor Solution and Server Health http://www.symantec.com/connect/groups/monitor-solution-and-server-health ■ Patch Management http://www.symantec.com/connect/groups/patch-management ■ Reporting http://www.symantec.com/connect/groups/reporting ■ ServiceDesk and Workflow http://www.symantec.com/connect/workflow-servicedesk ■ Software Management http://www.symantec.com/connect/groups/software-management ■ Server Management http://www.symantec.com/connect/groups/server-management ■ Workspace Virtualization and Streaming http://www.symantec.com/connect/groups/workspace-virtualization-and-streaming