

Symantec Management Platform 7.1 Release Notes

Version 7.1



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Documentation version: 7.1

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- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
 - Error messages and log files
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Asia-Pacific and Japan	customercare_apac@symantec.com
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Europe, Middle-East, and Africa	semea@symantec.com
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North America and Latin America	supportsolutions@symantec.com
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Symantec Management Platform 7.1 Release Notes

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- [About Symantec Management Platform 7.1](#)
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About Symantec Management Platform 7.1

Build number 7.1.5359

The Symantec Management Platform is a group of foundation services that are leveraged by IT-related solutions. Solutions integrate with the platform and take advantage of the shared services, such as security, reporting, communications, package deployment, the Configuration Management Database (CMDB), and more.

What's new in Symantec Management Platform 7.1

The following table lists the features that are new in Symantec Management Platform 7.1.

Table 1-1 New features in Symantec Management Platform 7.1

Feature	Description
Internet-based Client Management	<p>Internet-based client management is a new feature in Symantec Management Platform 7.1. It lets you manage client computers directly over the Internet. The managed computers do not need to use a VPN connection to your organization's network. Your Notification Server and site servers are not directly exposed to the Internet.</p> <p>Common scenarios where Internet-based client management can be implemented are:</p> <ul style="list-style-type: none">■ An organization that has people traveling or working outside of the office (outside the corporate intranet).■ A managed service provider (MSP) managing external companies. <p>Internet-based client management in Symantec Management Platform 7.1 supports Microsoft Windows client computers only.</p> <p>When Internet-based client management is implemented, the Symantec Management Agent communicates with Notification Server and the appropriate site servers through an Internet gateway. Usually two or more Internet gateways are available for each site to maintain reliable management of Internet-based clients and to provide them with failover options. Each gateway can support routing to multiple independent Notification Servers.</p> <p>The Internet gateway is located in the DMZ between two firewalls. It accepts incoming connections from authorized client computers on the Internet and forwards them to the appropriate Notification Servers and site servers inside your network. The gateway blocks any connection attempts by unauthorized clients.</p> <p>Internet-based client management is available on your Symantec Management Platform only when one or more installed solutions support Internet-based client management. Not all Symantec solutions support Internet-based client management in Symantec Management Platform 7.1.</p>

Table 1-1

New features in Symantec Management Platform 7.1 (*continued*)

Feature	Description
Changes to security roles	<p>Symantec Management Platform 7.1 has its own user accounts. Previous versions of Symantec Management Platform used Windows users and groups for user security. Windows users are still used, but they are no longer the only security mechanism.</p> <p>User accounts, which are sometimes referred to as users, are not the same as user resources in Symantec Management Platform. A user resource is an entity that is used to associate managed devices with the owner of the device. The existing user resources and the user accounts that can log on to the Symantec Management Console or run a workflow are separate entities.</p> <p>Each Symantec Management Platform user account contains the credentials that the user needs to access the Symantec Management Console or to run a workflow. The credentials may be internal Symantec Management Platform user names and passwords or Windows accounts.</p> <p>Internal credentials are currently used for workflow integration only. Windows credentials are required to access the Symantec Management Console.</p> <p>The Everyone role is a top-level role that contains all roles and user accounts. This role replaces the Windows built-in groups Everyone and Authenticated Users.</p> <p>Security roles can now be nested. You can add a role to multiple security roles. A member of multiple security roles has the union of all the privileges and permissions that those roles grant.</p>
Windows Server 2008 R2 required	<p>You must install Symantec Management Platform 7.1 on a computer running Windows Server 2008 R2. Windows Server 2008 R2 requires a 64-bit computer. If you upgrade to Symantec Management Platform 7.1, Symantec recommends that you upgrade on a new computer. However, if your current computer is a 64-bit computer, you can upgrade on that computer. Before you upgrade, you must back up all of your data and upgrade your operating system.</p>
Secure server required	<p>You must install Symantec Management Platform 7.1 on a secure server. If you want, you can have Symantec Installation Manager set up your Notification Server as secure server during the installation process.</p>

Table 1-1 New features in Symantec Management Platform 7.1 (*continued*)

Feature	Description
Delegating Network Discovery tasks to non-administrators	<p>The top-level network administrator can now delegate discovery tasks to other users who are not administrators. Admin-level roles in Symantec Management Platform security are Administrator and Symantec Supervisors. These are default, or predefined, security roles. Now the administrator can delegate discovery tasks to non-administrator roles. Some of the predefined security roles are Symantec Level 1 Worker and Symantec Level 2 Worker.</p> <p>To enable users to discover network devices and work with connection profiles and credentials, you set permissions. You also assign privileges to user roles to enable them to create connection profiles and credentials. You set permissions on the items that you want the users to work with: the connection profiles and credentials. Then, you select a non-administrator user role to which you assign users. You then limit or augment the scope of the role by removing or assigning specific privileges.</p>
Policy for remote installation of Pluggable Protocols Architecture (PPA)	<p>Pluggable Protocols Architecture (PPA) includes a policy that can remotely install the Pluggable Protocols Architecture (PPA) client computer component on a site server. You must install this component on a site server before you can add monitor service to the site server. When the Pluggable Protocols Architecture (PPA) client computer component is installed, the credential manager client computer component is also installed. The policy that installs the credential manager client computer component configures the agent to automatically import credentials from Notification Server.</p>
Concurrent package downloading with UNIX, Linux, and Mac	<p>UNIX, Linux, Mac supports concurrent package downloading with Managed Software Delivery if the policy contains more than one package.</p>
Data migration	<p>When you upgrade from Symantec Management Platform 7.0 to Symantec Management Platform 7.1, you can migrate all of the data in the CMDB. You migrate the data in the database by pointing to the database during installation. You can also migrate Notification Server settings and the general settings that are not in the CMDB with the Altiris Notification Server Migration Wizard. For example, you can migrate KMS keys, credential manager keys, and security roles.</p>
Installation of SQL Server Express	<p>If you do not have SQL Server installed, you can let Symantec Installation Manager install Windows SQL Server Express near the beginning of the installation process. You can use SQL Server Express if you manage less than 500 computers.</p>

General installation and upgrade information

You use Symantec Installation Manager to install Symantec Management Platform and all of the products that run on the platform. You also use Symantec Installation Manager to install updates, apply licenses, and repair installations.

The following third-party plug-ins are prerequisites for Symantec Management Platform 7.1:

- Sun Java Runtime 6
Java JRE is required for LiveState and Altiris Package Conversion. Java JRE is also required on any computer that remotely accesses the Symantec Management Console when the Software Library is used as the package source.
- Microsoft Silverlight 3.0
Silverlight is required for the deployment portal of Deployment Solution and the First Time Setup page in the Symantec Management Console.
- Adobe Flash Player 10
The Adobe Flash Player plug-in for Internet Explorer is required for the Resource Association Diagram in the Asset Management Suite.

When you upgrade from Symantec Management Platform 7.0, you can migrate all of the data in the 7.0 Configuration Management Database (CMDB). Because the 7.0 database is compatible with Symantec Management Platform 7.1, you can connect to an instance of the database to migrate the data. Symantec recommends that you connect to the 7.0 database during installation. You can connect to the database on the **Database Configuration** page in Symantec Installation Manager.

However, the following Notification Server data is not stored in the database and must be migrated separately:

- Notification Server security settings and some general settings
You can migrate these settings with the Altiris Notification Server Migration Wizard.
- Windows Server user accounts
You must recreate the user accounts on the new computer.
- Some solution-specific files and settings
You must manually move some solution-specific files and settings.
- Hierarchical relationships
If you use hierarchical relationships, you must recreate them and enable replication.

For more information about upgrading, see the documents at <https://www-secure.symantec.com/connect/articles/altiris-endpoint-management-migrations-and-upgrades-71>.

System requirements

Symantec Management Platform 7.1 requires Windows Server 2008 R2 (64-bit).

The recommended system requirements vary depending on the size of the environment. The size of the environment also affects how you configure the platform.

For more information, see the documents at <https://www-secure.symantec.com/connect/articles/altiris-endpoint-management-migrations-and-upgrades-71>

Known issues

The known issues are separated into the following components:

- Notification Server
See [Table 1-2](#) on page 12.
- UNIX/Linux/Mac
See [Table 1-3](#) on page 26.
- Task Server
See [Table 1-4](#) on page 30.
- Software Management Framework
See [Table 1-5](#) on page 32.
- Credential Manager, Connection Profiles, and the Pluggable Protocols Architecture
See [Table 1-6](#) on page 34.
- Symantec Installation Manager
See [Table 1-7](#) on page 34.
- Data Connector
See [Table 1-8](#) on page 36.

Table 1-2 Known Issues for Notification Server

Issue	Description	Article Link
Restart of Notification Server services is required after reconfiguring the database from the console	When upgrading from DMC 1.1 to DMC 2.0, if you connect to the old database on the Database Settings page in the console, you must restart the Notification Server services before you can execute any tasks.	N/A

Table 1-2 Known Issues for Notification Server (*continued*)

Issue	Description	Article Link
Database reconfiguration failed due to collation conflict	If you upgrade to DMC 2.0 and use a different SQL Server collation with the new instance of the CMDB, the reconfiguration of the database fails. You must use the same SQL Server collation with DMC 2.0 that you used with DMC 1.1.	N/A
You cannot install the SMP Gateway directly from the MSI on a computer with UAC enabled	<p>If you attempt to install the SMP Gateway directly from the MSI file, the gateway does not get fully installed. The gateway service does not get registered.</p> <p>To ensure that the SMP Gateway is installed correctly when UAC is enabled on the computer, you need to do the following:</p> <ul style="list-style-type: none">■ Right-click -> Run as Administrator to open a command prompt.■ Run the MSI from the command prompt.	N/A
Limit new hierarchies to only two levels	Symantec recommends that you limit new hierarchies to two levels. A Notification Server that is a child should not also be a parent.	N/A
Context-sensitive help does not work for Inventory for Network Discovery	With DMC 2.0, the context sensitive help does not work for Inventory for Network Discovery	N/A
You cannot export a policy to a local folder with full permissions on a Windows 2008r2 x64 server computer if you are using a console opened on localhost and if IE ESC (Enhanced Security Configuration) is turned on for Administrators	When you attempt to save such a policy to a local folder with full permissions, the following message is displayed: "You don't have permission to save in this location... Would you like to save in the My Documents folder instead?" This issue occurs only when Internet Explorer ESC (Enhanced Security Configuration) is turned on for Administrators. To work around this issue, turn off Internet Explorer ESC.	N/A
The Manage Computers list sometimes shows duplicate entries of the same computer after SOI task	This is the expected behavior if the name of a computer changes at the same time as its MAC address or BIOS unique identifier. In this scenario it cannot be identified as the same computer. This issue is much more common for virtual machines because by default they use randomly generated MAC addresses, which can change. The workaround for this issue is to ensure that all VM computers have statically-defined MAC addresses before you change the machine name/domain.	N/A

Table 1-2 Known Issues for Notification Server (*continued*)

Issue	Description	Article Link
Filters do not display the same information for virtual computers and computers	<p>The following information is displayed:</p> <ul style="list-style-type: none"> ■ For filters containing Computers only: full set of columns in grid ■ For filters containing both Computers and Virtual Machines: full set of columns in grid ■ For filters containing Virtual Machines only: Only the Computer Name column is shown 	TECH142534
Windows 2000 clients are not upgraded when you upgrade to SMP 7.1	Windows 2000 clients that have the 6.x Altiris Agent are not upgraded. This is by design: Windows 2000 is not supported in Symantec Management Platform 7.1.	N/A
Resource deletion tracking may not function properly in a Hierarchy	SMP 7.1 has the ability to track certain resource deletions within a hierarchy. However, in the scenario where the Notification Servers in a hierarchy are mixed versions due to a phased upgrade (i.e. the parent is 7.0 SP5 and the child is 7.1) the Resource Type definitions themselves are replicated down during item replication. This causes the Resource Type definitions at the child to be completely overridden with the 7.0 SP5 version of the resource type definitions. This overwrites any new elements that existed at the child. This issue affects the following resource types: Package, Software Package, and Software Command Line. It does not affect the new security resources as these resource types do not exist on SMP 7.0 SP5. Additionally, this is an issue only in a hierarchy that is three or more levels deep. If the hierarchy is only a parent and child, the child does not need to track deletions to lower nodes as none exist. Resource deletion tracking will not function for existing resource types at child > sub-child levels until the parent Notification Server is upgraded to SMP 7.1 and has replicated the correct properties back down again.	N/A
The Symantec Management Agent crashes when Package Server is installed on a computer where the default Web site inside IIS has been removed	Package Server does not support hosting packages within a non-default Web site. If the Publish HTTP(s) codebases option is enabled, the Package Server should be able to function by publishing UNC codebases and ignore the missing Web site.	N/A

Table 1-2 Known Issues for Notification Server (*continued*)

Issue	Description	Article Link
You cannot add domain groups to Symantec Management Platform Security roles	If you attempt to add a domain user to a security role (menu path: Settings > Security > Roles, on the Membership tab) an error message is displayed on the Add User dialog box. This is because adding domain groups directly into a security role is no longer a supported scenario. Symantec Management Platform 7.1 only supports adding an SMP role or an SMP account into a role.	Tech144089
During some hierarchy operations between Notification Servers where the child is 7.1 and the parent is pre-7.1, log errors appear	These error messages say that SMP is Unable to resolve the specified owner of the item being imported. These errors are non-critical and will result in the specific items being owned by the service account of the destination Notification Server. This should not cause any issue and thus can be ignored.	N/A
Database upgrades can not be performed across different collations	Symantec Management Platform does not support upgrading across different collations. If you attempt to do this, the database reconfiguration fails with an error message saying "Cannot resolve the collation conflict". The database and database server collations must match.	N/A
Creating new AP creates error and a warning-level message is logged	When you create a new automation policy on an SP5 computer, an error is generated and warning message are logged. However, after you create the policy you can load it, change settings, and save it without the error recurring. This is a known issue for this release.	N/A
Legacy 6.x SWD tasks sometimes ignore scheduling and execute as soon as they arrive on ULM 7.1 client systems	In some cases the Run once ASAP option is checked in the legacy SWD task. This option supersedes any scheduled time or maintenance window. This is by design. If this option is not deselected, the software delivery task will be executed as soon as a policy arrives on the client systems, overriding any schedule. When you are adding schedules to a Legacy Software Delivery task, you should uncheck the Run Once ASAP option unless you intend the task to execute at the first opportunity.	N/A

Table 1-2 Known Issues for Notification Server (*continued*)

Issue	Description	Article Link
The Create Resource Targets privilege is not currently utilized	Any user that has the permission Apply to Resource Targets can create resource targets. Enabling or disabling the Create Resource Targets privilege (menu path: Settings > Security > Roles, then select the Privileges tab) has no effect. If you want to prevent a user from creating resource targets you need to remove the Apply to Resource Targets permission from that user. Removing this permission means that the user cannot open the resource selector dialog box.	N/A
Attempts to access the Symantec Management Console using the FQDN in the console URL may fail with an error message	If the Symantec Management Console is set up to use a non-default port, when you access a page of the console by FQDN (non-localhost), an exception error occurs. The following error message is displayed: Data for the page you are currently viewing has expired	TECH121988
Altiris Agent icon may not be removed when the Altiris Agent is uninstalled	When you uninstall the Altiris Agent from a Windows 7 computer, the Altiris Agent icon is not removed. The Altiris Agent icon remains listed in the Customize Icons list. To view the Customize Icons list on a Windows 7 computer, do one of the following: <ul style="list-style-type: none"> ■ Right-click the Task Bar and then select Properties > Customize. ■ Click the Show hidden icons button on the toolbar. 	TECH44030
Altiris Agent icon may not appear in the system tray	When you install the Altiris Agent, you can choose to display the Altiris Agent icon in the system tray on the client computer. However, on Windows 7 computers, the Altiris Agent icon does not appear in the system tray.	TECH44034
Incorrect message may be displayed when you save report results as a static filter	When you save the results of a report as a static filter (Save As > Static Filter), you can select the items (rows in the results grid) that you want to include. In the Save As dialog box you specify the new filter name, and choose whether to include all of the report results or just the selected rows. If you did not select any rows in the results grid, and then select the Save 0 selected rows option in the Save As dialog, there are no items to include in the new filter, and hence no filter is created. However, in this scenario, a message is displayed stating that the new filter has been created successfully and giving the location at which the new filter is stored. This message is incorrect and should be ignored.	N/A

Table 1-2 Known Issues for Notification Server (*continued*)

Issue	Description	Article Link
Replicated Altiris Agent Settings - Targeted policy can be edited or deleted on child Notification Servers	If you replicate the Targeted Agent Settings policy (in the Settings tree: Settings > Agents/Plug-ins > Altiris Agent > Settings > Altiris Agent Settings - Targeted) to child Notification Servers, the replicated policy is editable on the children. This is not correct behavior. Replicated system policies should be read-only on child Notification Servers, and you should not be able to modify or delete them. Note that any changes that you make to this policy on a child Notification Server will be overwritten on the next replication schedule, when the same policy is replicated again from the parent.	N/A
The test for Notification Server proxy configuration settings does not detect invalid user names or passwords	When you specify Notification Server proxy configuration settings (Notification Server Settings page, in the Proxy tab) for a protected proxy server, the Test Settings button lets you verify that the specified credential is correct. This test is not functioning correctly, and may not detect invalid credentials. If the correct credentials have been successfully tested, any subsequent changes that you make to the user name and password are also flagged as correct. However, if you attempt to use these invalid credentials to download files, such as patch files, the proxy authentication will fail.	N/A
Incorrect agent installation status is shown when the client time is behind the Notification Server time	If you perform a push install of the Altiris Agent to a computer that has its time behind the Notification Server time (that is, the computer time is in the past relative to the Notification Server time), the install status displayed in the Altiris Agent Install page is incorrect. The install status for a Windows agent is shown as "Starting Altiris Agent install service" and for a ULM agent is shown as "Starting bootstrap." This is an issue with the Altiris Agent Install page, and can be ignored. The Altiris Agent is correctly installed.	TECH46209

Table 1-2 Known Issues for Notification Server (*continued*)

Issue	Description	Article Link
Attempting to add Data Classes to a new Resource Type sometimes fails with a script error	If you create a new resource type (left pane: Settings > Notification Server > Resource and Data Class Settings > Resource Types > Asset Types, then right-click and select New > Resource Type) and then in the Resource Type Edit page, click the Add Data Classes button, a script error message is displayed. Note that you must have CMDB Solution installed to access the New Resource Type page. This issue is related to your Internet Explorer browser configuration which is preventing the necessary ActiveX control from loading. To enable the data class picker (the AexTreeCtrl ActiveX control) to load successfully, you need to enable Automatic prompting for ActiveX controls under the Internet Explorer security settings.	TECH46224
When you upgrade Notification Server to SP3, the option to hide the client tray icon in the Targeted Agent Settings policy always reverts to the default setting (enabled)	You can specify whether to show or hide the Altiris Agent icon in the client tray via the Targeted Agent Settings policy (menu path: Settings > Agents/Plug-ins > Targeted Agent Settings, then in the User Control tab select or deselect the Show client tray icon checkbox). However, when you upgrade to SP3, this setting is always enabled.	N/A
A warning message sometimes appears during differential replication	<p>The warning message “Unable to calculate the specified item's hash during replication...The current User does not have required permission 'read' to load item...” sometimes appears during a differential replication. The items affected include:</p> <ul style="list-style-type: none"> ■ Altiris Reporting ■ Task Server Tasks ■ Inventory Rule Management ■ Directory Connector Installation ■ Altiris Console ■ Notification Server Reports ■ Software Management ■ Task Management ■ Altiris NS Automation <p>The result is that the item gets replicated even if its hash matches (that is, the item was unchanged, and should not be replicated in a differential replication).</p>	N/A

Table 1-2 Known Issues for Notification Server (*continued*)

Issue	Description	Article Link
Non-Latin characters are not displayed correctly when used in custom data class attribute names	When you create a custom data class (via Inventory Solution, in the Manage Custom Dataclass page in the Inventory Solution Setting folder) and specify attribute names that contain non-Latin characters, the characters are initially displayed correctly in the console page. However, when you click Save Changes to save the new data class, the names are replaced with "??". This issue affects only the languages that use non-Latin characters. Inventory Solution must be installed to access the custom data class functionality.	N/A
Drill-down reports fail when the drill-down targets a remote Notification Server that uses a non-default port	If you have a hierarchy of Notification Servers, some reports display summary data for each Notification Server and let you drill down into the results (by clicking on the appropriate row in the results grid) for detailed data on a particular Notification Server. However, if a Notification Server is installed to a non-default Web site and port, its summary data is displayed correctly in the summary report but any attempt to drill down to display the detailed data fails. A new browser window opens to display the report results, but it contains a Server Error message telling you that the resource cannot be found.	TECH46377
Adobe Flash must be installed in order for the Topology Viewer control to function correctly	If you are running Notification Server in secure mode (https), you must ensure that you have Adobe Flash installed.	TECH46641
"Hidden" organizational groups are not displayed in the Security Role Manager	If you use the Filter Visible Groups feature to hide any of the organizational groups in the Default organizational view, the hidden groups are not displayed in the Security Role Manager. If you want to change the permissions on any of the hidden organizational groups, you need to first make them visible in the Default organizational view.	N/A
The Query Builder does not let you add conditions to joins	When you are using the Query Builder to create a report, you cannot add conditions to joins.	TECH41312
Report names are limited to a maximum of 250 characters	The maximum number of characters that you can have in a report name is 250. The maximum number that you can have in a report description is 512. Any extra characters that you enter in the Name or Description field are not displayed.	TECH41315

Table 1-2 Known Issues for Notification Server (*continued*)

Issue	Description	Article Link
The Sort Direction of a Field in a report query is not saved unless a Sort Order is also specified	Setting the sort direction of a field in a report query has no effect unless the sort order is also specified. There is currently no check on this so, if you set a sort direction with no sort order, the sort direction setting is reset to the default.	TECH41316
Importing organizational groups from XML files sometimes gives an “Undefined” error message	An error is logged if you export an organizational group to XML, then delete the parent organizational view and all of its organizational groups, and then re-import the organizational group from XML. The following pop-up message appears: “Error importing item: undefined.” This is because the new (imported) organizational group must be a child of an existing organizational view.	TECH41234
If a new security role has the same name as a deleted role, the membership of the deleted role is automatically applied to the new role	To work around this issue, when you create a new security role, ensure that the new role name is different from any previously deleted security roles.	TECH41287
Legacy data does not have hierarchy replication disabled	Currently, legacy data (items such as reports and collections imported from Notification Server 6.x) do not have replication disabled. You need to disable replication for each imported item manually. You can do this in the item tree by selecting the appropriate item and choosing to disable replication. Legacy data that you import from Notification Server 6.x to Notification Server 7.1 should not be replicated. This is because some of these legacy items may not function properly after being imported to Notification Server 7.1.	TECH41290
The migration wizard does not detect which solutions are installed	The migration wizard automatically enables the exporters and importers of all solutions, whether or not the solutions are installed in Notification Server 6.x or Notification Server 7.1. You need to manually disable the solutions that you don’t want to migrate. Failure to do this gives errors in the log for the product readiness check.	N/A
The data in the Store browser shows only the item GUIDs	In the Diagnostics tool, the Store browser table name contains only the GUID of each item. The item name is not shown, which can make it difficult for you to check which items are being exported.	TECH41293

Table 1-2 Known Issues for Notification Server (*continued*)

Issue	Description	Article Link
The Database name cannot include special characters	Notification Server 7.1 fails to create a database if the database name includes any special characters (special characters are any of the following: @#\$\$%^&*()_!). Ensure that you specify a database name that does not include any special characters.	TECH41295
There is currently no way to generate the FQDN (Fully Qualified Domain Name) for the UNC codebases	The only way to work around this issue is to either implement WINS in the company infrastructure or disable the UNC codebase generation.	TECH24075
Package Replication Solution will not work on Notification Server 7.1	Package Replication Solution will not work on Notification Server 7.1 because the package replication rules created using this solution on Notification Server 6.0 SP3 cannot be upgraded to the Replication Rules equivalent that exists in Notification Server 7.1. Errors appear when you attempt to use the package replication importer found in the migration wizard .	TECH41330
Newly created filters sometimes disappear from the tree view	A newly created filter will disappear from the tree view on the Filters page if you return to Edit mode before refreshing the page.	TECH41274
The “Select a resource” link sometimes goes missing when you edit a filter	The “Select a resource” link, which is normally located between the number of computers and the import icon, goes missing in some scenarios.	TECH41314
AD import fails if the name of the targeted Organizational Unit is longer than 255 characters	If an AD import rule is targeting an Organizational Unit with a name longer than 255 characters, the import rule will fail. This issue also occurs if the path of the targeted OU (that is, <parent OU>/ <child OU>/<sub child OU> etc.) is longer than 255 characters.	TECH41310
The “Complete Resource Membership Update” schedule updates all filters	The “Complete Resource Membership Update” schedule currently updates the membership of all filters, including filters that have the Update Membership option set to Manual.	TECH41329
Filters cannot be opened through the Resource Manager	The filters displayed in the Filter Summary page of the Resource Manager are not accessible through the context menu. If you attempt to open the context menu on any filter in the grid, a “Data could not be loaded” error message is displayed.	TECH41271

Table 1-2 Known Issues for Notification Server (*continued*)

Issue	Description	Article Link
Substitution parameters are not passed in a right-click action when it opens in a virtual window	If a right-click action (also known as an item task) is set to open in a virtual window, any substitution parameters that are defined for the action are not passed to the virtual window when the right-click action is performed.	TECH41246
In a resource report, when you change the resource type, the context menu and Actions menu become unavailable	When you change the resource type, the query and the list of columns in the report change. This breaks the mapping for the drilldown action that opens the context menu.	TECH41480
Filter pages timeout if left inactive for more than 20 minutes	If you leave a filter page open for a long time (more than 20 minutes) without any activity, when you try to resume work, the page fails with an error message "Object reference not set to an instance of an object."	TECH41482
If the Symantec Management Agent is using a proxy server, the client task agent may fail to register	When the Symantec Management Agent is using a proxy server, it fails to post events to Notification Server correctly. This results in the client task agent not being registered. Note that communication involving configuration updates, basic inventory, downloading package snapshots, and downloading packages is not affected.	TECH41484
The Altiris Agent can only be pushed to small groups of managed computers	When pushing the Altiris Agent to managed computers (Actions > Agents/Plug-ins > Push Altiris Agent), you must select computers by clicking the Select Computers button. If you are pushing to many computers, they will all be added to the selected computers pane. When you press OK, these computers will be added to the List of Computers that can be pushed to, appearing as though the install will proceed for all the listed computers. However, only the computers that are currently displayed will be selected. Therefore, you must scroll through the entire list, 20 computers at a time, pushing to each set.	TECH41485
You cannot push install the Altiris Agent to a computer if you do not have access to the Admin share on that computer	The Altiris Agent push install fails. Currently, no error message is displayed in the Symantec Management Console. An appropriate error message will be added in a future release.	TECH41486
The user name for the Altiris Agent Connectivity Credential cannot include any special characters	The user name for the Altiris Agent Connectivity Credential cannot include any of the following characters: ~!#\$%^&()}. If you attempt to specify an invalid user name in the Global Altiris Agent Settings policy (menu path: Settings > Agents/Plug-ins > Global Settings), an error message is displayed when you click Save Changes.	TECH41492

Table 1-2 Known Issues for Notification Server (*continued*)

Issue	Description	Article Link
In some circumstances the Symantec Management Console displays the Resource Manager portal page	If you open the Resource Manager while the Symantec Management Console is open, and then refresh the Console page, the Console displays the Resource Manager portal page. To restore the original page in the Symantec Management Console, you need to select the appropriate menu option.	TECH41499
NSSetup.aspx is no longer a supported method for reconfiguring the database from a corrupted console	Symantec Installation Manager (SIM) does not handle this scenario either. You need to use the aexconfig /configureall command.	HOWTO9821
Misleading error message displayed in the Add Hierarchy Node Wizard	When using the Add Hierarchy Node Wizard to add a new hierarchy node, the account that you specify in the Access Credentials section must be a member of the Symantec Administrator security role on the target Notification Server. If you specify an account that is not a Symantec Administrator, the Wizard displays an error message indicating that the account does not have the Manage Hierarchy privilege. This is not correct. The message should state that the account that you have specified does not have sufficient rights on the target Notification Server. The Manage Hierarchy privilege is required by the logged-in user (you, the user adding the new hierarchy node) and is irrelevant to the account that the local Notification Server uses to access the target Notification Server (a non-administrator account that has the Manage Hierarchy privilege would still fail - it must be a Symantec Administrator account).	N/A
The Item Selector in the Security Role Manager does not correctly indicate broken security inheritance	When using the Security Role Manager to assign item permissions for a security role, the security inheritance indicated by the Item Selector (accessed by clicking the Edit symbol) may not be correct.	TECH41957
Replication does not remove resource associations from the destination Notification Server when they have been removed at the source	When resource associations are replicated, only Add and Update changes are made at the destination. Only new items and changes to existing items on the source Notification Server are replicated to the destination. If a resource association is deleted from the source, it is not removed from the destination.	TECH41960
Reconfiguring the database does not delete the Agent Upgrade policy	After the database reconfiguration process has completed, two Agent Upgrade policies exist.	TECH41962

Table 1-2 Known Issues for Notification Server (*continued*)

Issue	Description	Article Link
The Save As > Spreadsheet option does not work within drilldown reports	When you view a drilldown report, you can drill down to second-level reports that provide more detailed information. However, if you attempt to save a second-level report as a spreadsheet (using the Save As > Spreadsheet option), the Save dialog box does not appear. The report window closes without saving anything.	N/A
Maintenance windows that have their repeat schedule set to “No Repeat” may not run	If you configure a maintenance window policy (menu path: Settings > Agents/Plug-ins > Maintenance Windows) and set the repeat schedule to “No Repeat”, the maintenance window next activation time and duration values are not passed on to the Altiris Agent.	TECH41964
Whenever a site is edited, a System.NullReferenceException error message is displayed in the log	The error message is related to the Edit a Site dialog box. There is no impact on system performance or functionality.	N/A
A Replication job is not retried or aborted when the “connect back” credentials have insufficient rights	When you set up a stand-alone replication rule you need to specify the credentials for both the destination server (“connect to” credentials) and the sending server (“connect back” credentials). If the account that you specify for the Sending Server Credentials is not a Symantec Administrator, the replication job fails. However, instead of a warning and message saying that the replication job will be restarted, an error is added to the log and no further action is taken. A retry back-off is not initiated and the replication job never completes.	TECH41969
Checking the list of exclusions in the Resource Target Builder clears the list	When specifying a filtering rule in the Resource Target Builder control, if you specify some items to exclude from the target, and then click the drop-down list to check the selection, all of the selected items are cleared from the list. You need to reselect all of the items that you want to exclude, and save the resource target without clicking on the drop-down list. The Resource Target Builder control appears when you click Apply To in a policy or task. It lets you specify the target of the policy or task. The window title of the Resource Target Builder control may be any of the following: Select Computers, Select Users, or Select Resources.	N/A

Table 1-2 Known Issues for Notification Server (*continued*)

Issue	Description	Article Link
When using the Query Builder to create or modify a report, clicking Apply disables some of the functionality of the Fields tab	After you have clicked Apply, an error message appears when you attempt to add any new fields, or edit an existing field. To restore the full functionality of the Fields tab, you need to click Save Changes to save the report, and then click Edit to return to editing mode.	TECH42155
Incorrect message may be displayed when you save report results as a static filter	When you save the results of a report as a static filter (Save As > Static Filter), you can select the items (rows in the results grid) that you want to include. In the Save As dialog box you specify the new filter name, and choose whether to include all of the report results or just the selected rows. If you did not select any rows in the results grid, and then select the Save 0 selected rows option in the Save As dialog box, there are no items to include in the new filter, and hence no filter is created. However, in this scenario, a message is displayed stating that the new filter has been created successfully and giving the location at which the new filter is stored. This message is incorrect and should be ignored.	N/A
Double-clicking a filter in the left pane sometimes makes the Filter tree unusable	If you click a filter in the left pane (the Filter tree) and then, before the filter loads in the right pane, click the filter name again to make it editable, the Filter tree becomes unusable. When the selected filter loads in the right pane, the filter name in the left pane is highlighted and is no longer editable. Clicking any other item in the Filter tree produces an error message (“undefined is null or not an object”) in the browser. You need to refresh the entire page to restore the left pane to normal functionality.	N/A
The Edit option is incorrectly enabled when you select a default (system) resource target	System resource targets are not editable. If you click Edit, the Resource Target Builder window opens, but all options are disabled so you cannot make any changes.	N/A
Report filter conditions are sometimes lost when you edit the report in the Query Builder	When you create a report using the Query Builder, you can specify filter conditions in the Filter Expressions tab. However, when you later edit the report, some filter conditions may be dropped from the report query. This happens whether or not you opened the Filter Expressions tab: when you save the modified report, some conditions may no longer appear in the report query.	TECH42219

Table 1-2 Known Issues for Notification Server (*continued*)

Issue	Description	Article Link
Invalid “Virtual dir Altiris has subkeys” error sometimes appears in the log	You may see a “Virtual dir Altiris has subkeys” error in the log during the full refresh of the package server (which runs at regular intervals). If the Notification Server is installed on the same computer as the package server, this message is invalid. This is a supported scenario in Symantec Management Platform 7.1, so the error message can be ignored.	TECH42267
The DataTable parameter in legacy 6.0 reports is not fully supported in 7.1	The DataTable parameter in 6.0 reports lets you select the appropriate Table Type: Inventory, Event or Database. When you run a legacy 6.0 report that contains the DataTable parameter in 7.1, only the Database option is supported. If you set the DataTable parameter to Inventory or Event, the table cannot be located and an error message is displayed (“you do not have data in your database”). This issue affects only legacy 6.0 reports that use the DataTable parameter type.	N/A
An error and a warning level message are logged when you create an Automation Policy	When you create an Automation Policy, an error and a warning level message are logged. After you create the policy, you can access the policy, changes its settings, and save the policy and no additional messages are logged.	N/A

Table 1-3 Known Issues for UNIX/Linux/Mac

Issue	Description	Article Link
Legacy 6.x SWD tasks sometimes ignore scheduling and execute as soon as they arrive on ULM 7.1 client systems	In some cases the 'Run once ASAP' option is checked in the legacy SWD task. This option supersedes any scheduled time or maintenance window. This is by design. If this option is not deselected, the software delivery task will be executed as soon as a policy arrives on the client systems, overriding any schedule. When you are adding schedules to a Legacy Software Delivery task, you should uncheck the 'Run Once ASAP' option unless you intend the task to execute at the first opportunity.	N/A

Table 1-3 Known Issues for UNIX/Linux/Mac (continued)

Issue	Description	Article Link
If you attempt to disable proxy usage by running "aex-configure" from the client, proxy settings are not reset and you may lose connectivity for the client	To avoid this issue, you should disable or change proxy settings from the Symantec Management Console only. If you lose connectivity because of this issue, reinstall the Symantec Management Agent by performing a PUSH install from the Symantec Management Console. When you do this, specify to not save the current configuration by unchecking the "Keep the current Symantec Management Agent settings if possible" option. The Agent will be successfully reinstalled without using proxy settings, and connectivity will be restored.	N/A
PULL install may fail on Mac OS X 10.6 systems if Symantec Management Agent was previously uninstalled from client machine	In some cases the uninstall process does not function correctly and the following files are not removed: <ul style="list-style-type: none">■ /var/db/receipts/com.altiris.AltirisAgent.bom■ /var/db/receipts/com.altiris.AltirisAgent.plist These files cause the pull install to fail. To work around this issue, do one of the following: <ul style="list-style-type: none">■ Perform a PUSH install without saving the current settings.■ Before performing the PULL install, execute the following command line on Mac 10.6 client: 'pkgutil --forget com.altiris.AltirisAgent'	N/A
UNIX/Linux/Mac Service Control Task cannot return the service status on HP-UX systems	When you run a UNIX/Linux/Mac Service Control Task on HP-UX systems, the service status is reported as Unknown. This issue is because the service control scripts on HP-UX usually do not include the option to return the service status. If you want to verify the service status, you should check whether the process is running.	N/A

Table 1-3 Known Issues for UNIX/Linux/Mac (*continued*)

Issue	Description	Article Link
If you select a service action for AIX inittab services in a UNIX/Linux/Mac Service Control task, the task fails with an error message	The AIX inittab service does not support any of the actions that are available in the Service Action drop-down list. When AIX inittab services is checked, the Service Action field should be grayed out and not selectable. At present this field is (incorrectly) functional in the Symantec Management Console. To avoid errors in your Service Control task, you need to set the Service Action field to No action. This prevents any attempt to execute Start, Stop, Restart, or Get Status commands for AIX inittab services. Note that currently the No action setting is incorrectly processed and cannot be used for task creation. As a result, all Service Control tasks that are created for the inittab service control system will be reported as failed, with the error message "Missing or invalid service action" displayed. This is regardless of whether or not the specified process/service was successfully modified.	TECH46454
Support for DMG packages is limited	<p>DMG packages (also known as Disk Images or .dmg files) that have a simple structure are supported. A simple structure is where the installation file (.app, .mpkg, or .pkg) is in the root directory of the DMG package. Examples of these packages include the following:</p> <ul style="list-style-type: none"> ■ Firefox 3.5.2 .dmg ■ ExpressCard_Update.dmg ■ iTunes8.2.1.dmg ■ Messenger702.dmg ■ QuickTime762Tiger.dmg ■ QuickTime762Leopard.dmg ■ VMware-Fusion-2.0.2-147997.dmg ■ vpnclient-darwin-4.9.01.0080-universal-k9.dmg <p>However, complex DMG packages where the installation file is not in the root directory are not supported. Examples of these packages include Adobe Photoshop CS4 and Adobe Creative Suite 4.</p>	N/A
Push-installing the Altiris Agent for UNIX, Linux, and Mac to a computer that has the secondary shell configured in .profile may fail with timeout errors	If you attempt to push install the Altiris Agent for UNIX, Linux, and Mac to a computer system that has a secondary shell configured in .profile, the push install may fail due to a timeout error. The secondary shell is any shell other than the configured shell in /etc/passwd for user root in /etc/profile, .profile, or .bash_profile.	TECH44831

Table 1-3 Known Issues for UNIX/Linux/Mac (*continued*)

Issue	Description	Article Link
RTE Command Line Builder generates an incorrect install command	When you manually create a software package that contains .rte files, and use RTE Command Line Builder to generate the appropriate installation command line (the command to execute the installation file on client systems), the package installation may fail. This is because the generated command line contains the %SIFNAME% token, which is added as a part of the command and is NOT replaced on the client system with the software installation file name. This issue results in a failing installation of the software on client systems. For manually created packages containing .rte files, you need to replace the %SIFNAME% token with the appropriate proper file name.	TECH46206
Upgrading the Altiris Agent for UNIX, Linux, and Mac from SP2 or SP2 HF2 to SP3 using the Upgrade policy is sometimes corrupted and replaced with a forced reinstall	In some scenarios, the heavy load on the system results in the update of the upgrade job status being delayed, which in turn causes a re-launch of the upgrade code. The conflict between two instances of the upgrade corrupts the upgrade process and forces the reinstall. The installation log (aex-nscst-install.log) on a client machine displays the following entry: WARNING! You have two or more versions of Altiris Agent for UNIX, Linux and Mac already installed. This means that the current installation is corrupted and may not be upgraded. Forcing reinstall.	TECH44677
Non-administrator roles cannot access the Altiris Agent Install page	When a non-administrator role attempts to access the Altiris Agent Install page (menu path: Actions > Agents/Plug-ins > Push Altiris Agent) the page fails to load, with the following error message: "The file '/Altiris/NS/Admin/ClientManagement/Error.aspx' does not exist." This error occurs even when the role has all of the necessary security permissions (Read/Write permission to the Altiris Agent Install page, and all Management privileges). This issue occurs only when the Altiris Agent for UNIX, Linux, and Mac is installed.	N/A
Installing the Altiris Agent for UNIX, Linux, and Mac on an HP-UX 11.00 computer produces a "Memory fault (coredump)" error	This is due to a defect in the dynamic linker on the HP-UX 11.00 computer. You need to apply the appropriate patch.	TECH42006

Table 1-3 Known Issues for UNIX/Linux/Mac (*continued*)

Issue	Description	Article Link
You cannot use an upgrade policy to upgrade the Altiris Agent for UNIX and Linux to version 7.1 from version 6.2.1378 on HP-UX computers with IPv6 enabled	The simplest way to work around this issue is to upgrade to Altiris Agent 7.1 using the push install method. Alternatively, you can disable IPv6 on the target computer.	TECH42029
Some configuration policies are not migrated from Notification Server 6.0 to Symantec Management Platform 7.1	Any configuration policies that were created by copying the default UNIX configuration policy ("All UNIX/Linux Computers (excluding 'Package Servers')") are not migrated. However, any new policies that you created are migrated properly.	N/A
Daemons running on Mac 10.6 in root bootstrap context cannot execute commands using the nohup utility	This is a system limitation caused by Mac OS 10.6 OS design and can't be overridden. This limitation may affect commands that are executed by SWD/SMF tasks, or Script tasks.	TECH47689
The Altiris Agent Upgrade and Uninstallation policy pages crash if you attempt to defer the upgrade or uninstallation for more than 32767 minutes	This issue applies to both Windows and ULM upgrade and uninstallation policies. In the Altiris Agent for Windows or UNIX/Linux/Mac - Upgrade policy page, you can defer the action by checking Warn before running and then set the appropriate can defer for XX minutes value. However, if you specify a value higher than 32767, the page crashes when you click Save Changes to save the policy. The page crashes with a Server Error message: Value was too large for an Int16. Note that this field also incorrectly lets you specify and successfully save a negative value.	TECH47696
Managed and quick software deliveries may fail on some HP-UX systems	Managed and quick software deliveries that contain a tar.bz2 or .bz2 related command line may fail on some HP-UX systems.	TECH137859

Table 1-4 Known Issues for Task Server

Issue	Description	Article Link
ATRSHOST service is not always created during Task Service upgrade	Sometimes, after you enable the appropriate Task Server Upgrade policy, the policy runs and the client Task Server appears to be upgraded. However, the ATRSHOST is not registered and installed as a service and the Task Server does not function. The workaround is to reinstall the Task Service. You can either run a manual repair of the MSI or uninstall and reinstall the Task Service on the Site Management page in the console.	N/A

Table 1-4 Known Issues for Task Server (*continued*)

Issue	Description	Article Link
Server tasks do not work when you reconfigure the database from the Database Settings page	When you upgrade and point to the old database on the Database Settings page, you cannot run any server tasks until you manually restart the Altiris, ATRSHOST, and CTDataLoad services. If you point to the old database on the Database Configuration page in Symantec Installation Manager during installation, you do not encounter this issue.	N/A
Upgraded remote Task Server on 64-bit computer does not work until virtual directory is redirected	The virtual directory of an upgraded remote Task Server still references C:\Program Files(x86) after Symantec Management Agent is successfully upgraded to 64 bit. Until the virtual directories are manually re-directed to the new physical location (C:\Program Files\Altiris\Altiris Agent) inside IIS, the upgraded Task Server does not work.	N/A
Inconsistent replication of tasks in a hierarchy	The replication of tasks and task instances within a hierarchy has inconsistent behavior with tasks and instances sometimes being replicated immediately when the task is run, but other times waiting for the hierarchy schedules to be run.	N/A
Task Server unable to run tasks using 7.0 Task Servers after you upgrade to Symantec Management Platform 7.1	After you upgrade to Symantec Management Platform 7.1, you must upgrade your 7.0 Task Servers before you can use them to run tasks.	N/A
Some of the Dell tasks are not running after migration	Some of the tasks are not running on agentless clients after migration from DMC 1.x to DMC 2.0 (for example: BMC configuration task and LC Configuration task). To resolve this issue, run the Update Task Service Assignments task. You can access this task on the Settings menu at Settings > Notification Server > Task Settings > Update Task Service Assignments. If the user doesn't take any action to manually run the task, it runs by default daily at 2 AM.	N/A
System.Net.Sockets.SocketException observed while trying to restart the Task server services (Altiris Object Host service)	In some cases the agent cannot register with task server, preventing users from running tasks on agent computers. For more information see http://support.microsoft.com/kb/960718 .	N/A
Unable to run the Tasks created in 7.0 Task Servers after Network Server is upgraded to 7.1	Tasks created in the 7.0 Task Servers are not supported in 7.1 environment.	N/A

Table 1-4 Known Issues for Task Server (*continued*)

Issue	Description	Article Link
Initial use of '.\username' causes any script tasks specified as Machinename\username) to fail with error 'Unable to open the file' because of Profile loading problem.	This issue applies only to some operating systems, such as Window XP SP2 and Windows 2003. It does not apply to pre-Vista versions such as Windows 7 or Windows Vista Ultimate SP2	N/A
Task Server Task runs even though "Allow other tasks to run while running this task" is checked.		N/A
A window is not displayed when cmd.exe is running in Task Manager as System even though the Show Script in a Normal Window option is selected	A new Windows 2008 security feature called "Session isolation" most likely causes this error. .	N/A
Changing the tickle port in config and UI does not cause the tickle port to actually change.	If you change the tickle port under Site Server settings, or in the config from the default of 50123, the change is not made. The server will continue trying to open 50123 which causes 'unable to connect to tickle server' errors in the log.	
Task Server needs to be restarted after a new database has been created	When you create a new database, you need to restart Task Server (Altiris Object Host Service) from the Windows service console. This is required to make the previously scheduled PM import task run.	TECH45090
Tasks that are contained within jobs must be migrated separately	When you migrate a job from 6.0 to 7.1, you also need to migrate the associated tasks. The tasks that are included in the job are not migrated automatically with the job.	N/A

Table 1-5 Known Issues for Software Management Framework

Issue	Description	Article Link
Cannot use the Import Export Utility to import a software resource created with a Detailed Export	If you used the Detailed Export in Software Management Framework to export a software resource, you cannot import the software resource using ImportExportUtil.exe.	N/A
A Legacy Software Delivery fails when run for a specified user	With a Legacy Software Delivery , if you select Logged on user in the Run with rights drop-down list on the Advance tab, the policy fails on the client computer.	N/A

Table 1-5 Known Issues for Software Management Framework *(continued)*

Issue	Description	Article Link
The auto generated TAR extraction command line does not work on some UNIX computers	The command line generator creates the following command line for TAR archives: "tar xvfz <package>". This command will not run on some UNIX and Linux computers that do not support the "z" option. For these computers, create the command line manually.	N/A
A Managed Software Delivery policy that was scheduled to run once runs whenever the user logs on	A Managed Software Delivery policy that targeted a user and was scheduled to run once runs each time the targeted user logged on.	N/A
Applicability check issues with a Managed Software Delivery policy	If a Managed Software Delivery delivers two software resources and the second software resource is dependent on the first software resource, the applicability check for the second resource fails because this check runs before the first software resource is installed.	N/A
Applications with large installation paths fail to execute	With a Managed Software Delivery policy or Quick Delivery task, applications with large installation paths fail to execute.	N/A
A Managed Software Delivery policy is not activated when user logs on	A Managed Software Delivery policy is not activated on a client computer when the target is user-based and the policy is scheduled to run At user login.	N/A
Unable to associate a command line with a Package Delivery task	When you create a Package Delivery task, if you create a command line and uncheck the Command line requires a package option, you end up with a command line that cannot be associated with a Package Delivery package. To avoid this issue, do not uncheck Command line requires a package or edit the package's command line before creating the Package Delivery task.	N/A
Software Catalog and Software Library settings do not replicate with "Replicate now" or "Replicate to" methods	Changes made to any of the settings found in the Software Catalog and Software Library Settings folder are not replicated when a "Replicate now" or "Replicate to" method of replication is invoked.	N/A
Cannot edit a Patch Management Linux rule in the Software Catalog	Normally, you can edit Patch Management rules in the Software Catalog by double-clicking the software resource, clicking the Rules tab, and then clicking the rule to edit. However, when you try to edit a Linux-based rule for Patch Management, an exception error appears.	N/A

Table 1-6 Known Issues for Credential Manager, Connection Profiles, and the Pluggable Protocols Architecture

Issue	Description	Article Link
2008R2 x64 - Impossible to perform monitoring, using WMI, HTTP, SNMP protocols, because it fails to resolve credentials from Credential Manager with Inner exception.	You must enable WCF Activation to allow for using protocols other than HTTPS.	TECH140507
WMI, WSMAN, and other monitoring plug-ins become unavailable if multiple web-service identities are used.	You must ensure that if you choose a custom Web site , you remove multiple identities.	TECH142631
The discovery of devices is slow when VMware protocol is enabled	The discovery of devices is slow and not consistent when VMware protocol is enabled.	N/A

Table 1-7 Known Issues for Symantec Installation Manager

Issue	Description	Article Link
Unable to add optional components to an installation package if components already installed on server	If you have installed optional components(docs, languages, and migration) to a server and then attempt to create an installation package on that server, you will not be able to add those components.	N/A
Unable to uninstall a product without updating Symantec Installation Manager to the latest version	If you do not have the latest version of Symantec Installation Manager installed, you cannot uninstall any product without first installing the latest version of Symantec Installation Manager.	N/A
Symantec Installation Manager attempts to configure two products at the same time	Symantec Installation Manager attempts to configure two products at the same time and the installation or upgrade fails.	N/A
SQL Server name does not populate on the Database Configuration page during installation	<p>When no network is enabled, the SQL Server name does not get populated automatically on the Database Configuration page.</p> <p>To resolve this issue, you can do one of the following:</p> <ul style="list-style-type: none"> ■ Enter the SQL Server name manually. ■ Have SQL Server Browser enabled (Microsoft KB: http://msdn.microsoft.com/en-us/library/ms181087.aspx). ■ Enable Named-Pipe Protocol. 	N/A

Table 1-7 Known Issues for Symantec Installation Manager (*continued*)

Issue	Description	Article Link
Uninstall leaves many files and folders	After uninstalling the Symantec Management Platform products, many files, registry keys and values, and directories are not uninstalled. You can remove these items with the SmpZap command line utility. The Article ID link accesses a knowledgebase article with instructions for using this utility and with the utility's files attached.	N/A
The Symantec Management Agent is not uninstalled when Symantec Management Platform is uninstalled	When you uninstall Symantec Management Platform from Symantec Installation Manager, the Symantec Management Agent is not uninstalled.	N/A
The treeview pane of the management console displays items for uninstalled products	After uninstalling a suite, some items of the suite's products are left in the treeview pane of the management console.	N/A
Problems with SQL Server cause the configuration of a product to fail	If there are problems with SQL Server during installation, Symantec Installation Manager installs the product but the configuration of the product fails.	N/A
Install fails with Symantec Endpoint Protection 11.0 enabled	Symantec Management Platform products cannot be installed when Symantec Endpoint Protection 11.0 is enabled.	N/A
Unable to restart services	When you install products, sometimes Symantec Installation Manager cannot restart Altiris Services. This problem can occur when you run Symantec Installation Manager with an account different from the Notification Server Credential. You don't encounter this problem if you run Symantec Installation Manager with the Application Credentials.	N/A
Relaunching Symantec Installation Manager after canceling the migration wizard opens the Optional Installs page	With an on-box upgrade, if you don't select any of the items on the Optional Installs page and you cancel the installation when the migration wizard starts, Symantec Installation Manager opens to the Optional Installs page the next time it starts. To determine what products are being installed, click Back to access the Install New Products page or click Next to access the End User License Agreement page.	N/A
A non-default Web site with the default SSL port causes errors	On the Notification Server Configuration page, if you select a non-default Web site and bind it to the default SSL port, an error appears.	N/A

Table 1-7 Known Issues for Symantec Installation Manager (*continued*)

Issue	Description	Article Link
Console does not launch when Symantec Management Platform is installed using proxy settings which are bypassed	If you check the IE proxy setting By pass proxy settings and then check Use SSL to access the Management Platform on the Notification Server Configuration page, you encounter problems accessing the console. To access the console you have to use a short name and 'localhost' in the URL. You cannot access the console with a fully qualified domain name or IP in the URL.	N/A

Table 1-8 Known Issues for Data Connector

Issue	Description	Article Link
Transferring data with an Oracle database	Currently you can only use OLEDB and "Directly enter connection string" data source definition types to connect with an Oracle database. If you are connecting using Directly enter connection string, you must use the following string: "Provider=MSDAORA.1;Data Source=ATRS;User ID=system;Password=password" If you try to use the ODBC data source definition type, you will get the following error: "Test failed. ERROR [IM003] Specified driver could not be loaded due to system error 1114 (Oracle in OraClient10g_home1). "	N/A
Cannot connect to SQL Server when using ODBC data source definition	Data Connector cannot connect to a Microsoft SQL Server if you use an ODBC data source definition. Instead, use an OLEDB data source definition to define a SQL Server data source.	N/A
Unable to get child objects from path when using 'Anonymous' Authentication type with an LDAP data source in an Active Directory environment	With an LDAP data source, if you use anonymous authentication and attempt to load the classes, you get the following error: "An operations error occurred" This is not a bug, but a configuration issue. This is caused by the LDAP server not being configured to allow anonymous data retrieval.	N/A
Only the first associated resource returned instead of all of them	When you are editing a column expression in a resource transfer rule, if you select an association from the resource attribute selector that allows for multiple associated resources, the evaluation of this selection returns only one and NOT all of the associated resources.	N/A

Table 1-8 Known Issues for Data Connector (*continued*)

Issue	Description	Article Link
Error sorting Run History data for a data connector rule	For the data connector rule pages in the Symantec Management Console, there is a Run History section that displays information in a table. If you click certain column heading to sort the data by that column, you get an error that results in no data being displayed in the table. The columns that cause this problem are Run Time, Log File, and Test Run. Note that not all rule types have these columns.	N/A
Error sorting Manage Resource Data Classes and Manage Resource Associations data for a bulk resource export rule	For the Bulk resource export rule page in the Symantec Management Console, there are a Manage Resource Data Classes section and a Manage Resource Associations section that display information in a table. If you click a column heading in one of these tables to sort the data, you get an error that results in no data being displayed in the table.	N/A
Error sorting test results of a health check task test	With a few data connector or CMDB rules created, if you run the Connector Rules Health Check Task or CMDB Rule Health Check Task, you will get an error if you click on a column to sort the data in the Output section of the Details dialog box of the task.	N/A
Duplicate entries in the verbose logging page when running a resource import rule	After removing resources and running a resource import rule with “Delete removed resources” selected, a section named “Removed resources” is added to the verbose logging page. If you select or deselect any checkbox in the Display section of the resource import rule page, the page is refreshed. After the page is refreshed, all resources that were previously listed in the “Removed resources” section are duplicated in the section, so the list of resources you removed is duplicated.	N/A
Unhandled exception occurs when testing an incomplete OLEDB data source	If you are configuring an OLEDB data source and the configuration is incomplete and you use the “Test data source” feature before saving the page, the page crashes and displays an unhandled exception message. If you save the page before using “Test data source,” the page properly reports the incomplete configuration without crashing. If the page crashes, changes made in the page might be lost. However, you can re-enter the configuration information by reloading the page.	N/A

Table 1-8 Known Issues for Data Connector (*continued*)

Issue	Description	Article Link
Data imported into a multirow data class does not generate a change history	If you import data into a multirow data class with no key column and use "Update" mode, No change history information is generated.	N/A
Status reported from a test run of an organizational rule is incorrect	If you create an organizational group import rule that can create new groups and resources in the CMDB if they do not exist and you import data that requires the creation of new groups, the number of groups created, as reported by a test run of the rule is not correct and does not match the value reported by the actual running of the rule, which is correct.	N/A
Limitations of the OLEDB data source import query	<p>If you choose to use a direct query, the query string is passed to the selected OLEDB data provider for processing. Data Connector expects the OLEDB data provider to execute the query and return a data table. Data Connector does not process the query in any way. Depending on the data provider, the query syntax and supported operations can vary (see the documentation for the OLEDB data provider for more information).</p> <p>If the OLEDB data provider supports transaction, Data Connector starts a transaction before executing the query. The transaction is rolled back at the end of the execution. This ensures that data is not modified through the processing based on the import query. However, if the selected OLEDB data provider does not support transaction, then the data protection is not available.</p>	N/A
Unhandled exception "Failed to load viewstate" when switching data source transfer direction	When you configure a Resource Import/Export Rule, if there are already data class or association mappings configured on the page and you change the data replication direction (import to export or export to import), the page will crash with an unhandled exception error. You cannot change the data replication direction for a configured and saved rule. You must create a new rule instead.	N/A
Limitation with the bulk resource export test feature	If you are configuring a bulk resource export rule and enable the "Export only the changes between export runs" option, all the subsequent runs after a full run are incremental runs. However, every time you use the "Test run" feature, the feature performs a full, not incremental, test run.	N/A

Table 1-8 Known Issues for Data Connector (*continued*)

Issue	Description	Article Link
Connector rules health check task reports a healthy status even after data classes are deleted	If you configure a rule with some data classes and subsequently delete some of these data classes from the CMDB and run the Connector rules health check task, the task reports that the rule is healthy. This is because when the health check task runs each rule as a test, missing data classes are ignored.	N/A
Script errors with connector rules opened from "Connector rules health check Task"	After running "Connector rules Health Check Task," if you select "Task Instance Details" to view the details of running the task and then click on a rule to open the rule configuration page, you get the error "top.windowManager is null or not an object" and you will not be able to modify the rule.	N/A
Avoid running rules concurrently	Stagger rule schedules to avoid contention and performance problems.	N/A
Exported rows number is greater than the total number of rows	The bulk resource export rule's run status exported row count is currently calculated as the sum of the number of resources added or updated, plus the number of resources removed since the last run. As a result, the message "x out of y rows of data have been exported" can be misleading in cases when there were removed resources.	N/A
LDAP authentication caching	On the LDAP data source configuration page, when you successfully authenticate to an LDAP server, the authentication persists until the page is reloaded. Because of this behavior, if the user name and password are changed after the initial successful authentication, the page does not re-authenticate and continues to use the same connection. The security risk is minimal because the connection is re-authenticated when the page is reloaded or when any import operation is performed.	N/A

Table 1-8

Known Issues for Data Connector *(continued)*

Issue	Description	Article Link
Collection migration issue	Data connector v6.x could have CMDB Rules, Resource Export Rules, and Bulk Resource Export Rules which use “Collections”. During the migration process, the “Collections” used by those rules are converted to “Resource Targets”, and “Resource Targets” that are converted from the “Collections” should contain the same memberships as the legacy “Collections”. In this release, the converting process is not functioning properly; the “Resource targets” converted from the legacy “Collections” do not contain memberships. To work around, you need to recreate the “Resource Targets” for those rules by using the legacy “Collections” to make them work properly.	N/A

Table 1-8 Known Issues for Data Connector (*continued*)

Issue	Description	Article Link
Virtual data class documentation missing	<p>The help and user guide documentation is missing the information for virtual data classes. Virtual data classes let you integrate 3rd party system data with the Symantec Management Platform CMDB without the need to import the data into the CMDB.</p> <p>External data that is mapped to a virtual data class appears as a normal resource data class in the CMDB. Virtual data classes provide seamless integration with the Symantec Management Platform reporting features; you can create resource reports based on virtual data classes using the report builder just like reports with any other resource data classes. The report queries the data directly from the external data source at the time you run the report.</p> <p>The following provides some brief information on using virtual data classes. More information will be made available in an updated version of the Data Connector documentation.</p> <p>The virtual data class feature uses the Microsoft SQL Server Linked Server functionality to connect to 3rd party system data. Linked servers to these systems must initially be set up in SQL Server before you can use virtual data classes.</p> <p>To create an editable virtual data class do the following:</p> <ul style="list-style-type: none">■ In the Symantec Management Console, on the Settings menu, click All Settings.■ In the left pane, click Settings > Notification Server > Resources and Data Class Settings > Data Classes.■ Right-click Data Class, and click New > Virtual Data Class.■ In the right pane, configure the virtual data class.■ Click Save changes.	N/A

Fixed issues

The fixed issues are separated into the following components:

- Notification Sever
See [Table 1-9](#) on page 42.
- Task Server
See [Table 1-10](#) on page 48.

- Software Management Framework
See [Table 1-11](#) on page 48.
- Network Discovery
See [Table 1-12](#) on page 51.
- Credential manager, Connection Profiles, and the Pluggable Protocols Architecture
See [Table 1-13](#) on page 52.
- Symantec Installation Manager
See [Table 1-14](#) on page 53.
- Data Connector
See [Table 1-15](#) on page 55.

Table 1-9 Fixed Issues for Notification Server

Issue	Description	Article Link
Saving a report as a spreadsheet now functions properly when column values include commas	This issue has been fixed with proper CSV escaping of the column names and the column values when the CSV file is generated. Previously the Save As Spreadsheet option did not save correctly when any data values included commas. The resulting spreadsheet contained jumbled column data.	N/A
When you perform an on-box upgrade from SMP 6.x, the Add Licenses link is missing	This is by design. The Add Licenses link was removed for security reasons.	N/A
Reports that contain non-English characters now display correctly when they are saved in spreadsheet, HTML, or XML format	Previously, when you saved a report that contained non-English characters as a spreadsheet, HTML, or XML file, the non-English characters did not display correctly. This issue has been resolved by correcting the UTF8 encoding so that CSV files are loaded properly.	N/A
You can now specify a raw SQL query as the data source in an automation policy	Previously if you attempted to specify a raw SQL query as the data source for an automation policy, the query was not saved correctly. This issue also affected some SQL queries in filters and reports: in some cases the changes that you made when editing a query were not saved.	N/A
The list of Symantec Management Agent Policies in the Targeted Agent Settings page now displays correctly	Previously the list was restricted to only 10 items and the scroll bars appeared when more items were available. The list did not resize correctly and part of the page was left empty.	N/A

Table 1-9 Fixed Issues for Notification Server (*continued*)

Issue	Description	Article Link
The Notification Server Web is now installed as a subdirectory of the Notification Server installation folder	Previously the Notification Server Web root was the Notification Server installation directory, which was a potential security issue.	N/A
NICs without DNS in a multi-NIC environment are now correctly reported as not having DNS entries	Previously, if you had a multi-NIC environment and some NICs did not have DNS entries, Basic Inventory would incorrectly identify them as having DNS.	N/A
The path names for UNC codebase in package servers are now fully qualified	Previously only the computer name was stored in the package server as part of the codebase cache, so you were unable to use the FQDN. This issue did not affect HTTP codebase: the FQDN was fully recorded in package servers.	N/A
Users that belong to multiple security roles can now access reports reliably	Previously, in some cases where a user belonged to many security roles and only one of those roles had access to a report, the user may have been unable to access the report. Multiple security role IDs were passed to the report: if the list of IDs exceeded a particular threshold, some IDs were lost. Linked to Known Issue KB #49971.	N/A
Packages are now downloaded to package servers if the timestamp does not match the current snapshot	Previously, packages that had file dates newer than those in the snapshot were not downloaded. This scenario sometime occurred when files inside a package on a package server were modified by an out of scope operation such as a virus scanner updating them. Those files were given a file date that was greater than what was expected in the snapshot for that package.	N/A
The Symantec Management Agent now correctly shows the Agent version	Previously, on some operating systems, the Agent version was not reliably reported to Basic Inventory, so did not appear in the Resource Summary page in the Resource Manager.	N/A
NSE priority is now recognized and handled correctly	Previously, the NSE priority was ignored when an NSE was delivered to Notification Server, causing an unacceptable delay in the delivery of critical alerts.	N/A

Table 1-9 Fixed Issues for Notification Server (*continued*)

Issue	Description	Article Link
A warning is displayed when you attempt to assign any site service to an IIS7 computer	<p>Site services such as package server and task server require certain conditions to be met to work correctly on IIS7.</p> <p>The following conditions must be met:</p> <ul style="list-style-type: none"> ■ IIS6 compatibility modules are installed (to allow creating virtual directories) ■ The default Web site works in the "Classic .NET Application Pool" mode <p>The warning message alerts you to the additional configuration requirements and gives you the option to proceed or cancel the site service rollout process.</p>	N/A
The Search feature now operates correctly on custom SQL reports	Previously, if you attempted to search on a custom SQL report and did not specify any search text, the Edit report page appeared. Only the user-created reports were affected. The predefined reports were not affected.	N/A
Resources are now merged correctly when duplicate GUIDs are created in Hierarchy replication	Previously, in some cases the GUID synchronization at the child Notification Server failed and the resource flip-flopped between two GUIDs. When the resource flip-flopped, both GUIDs were blacklisted, including the currently active one. The result was that the affected agent cannot communicate with the Notification Server. Attempt was made to create a new resource for the blacklisted item but was given the same GUID again.	N/A
In the NS Configurator, the default values in the description fields are now correct	<p>Previously, the default values displayed in the description fields for the following items did not match the actual default values:</p> <ul style="list-style-type: none"> ■ MaxConCurrentConfigRequests ■ ReplicationProcessorActivityInterval ■ ReplicationMaxJobThreadCount ■ ReplicationMaxEventRows 	N/A
The reporting grid now supports the column names that are integers	Previously, when you created a report based on a raw SQL query and named one of the columns as a number, none of the data in that column was displayed.	N/A
Partitioned resources can now be deleted only by users who have appropriate security roles	Previously partitioned resources can be deleted by any user. There was no check on the user's security permissions. This presented both an administration threat, as resources can be lost from the console, and a security threat, as an unregistered user can attack all partitioned resources.	N/A

Table 1-9 Fixed Issues for Notification Server (*continued*)

Issue	Description	Article Link
Hierarchy Rules now have read-only sections where appropriate	For Replication rules with System attributes set, specific controls instead of whole sections are disabled. This also allows links to the resources and data classes to be clickable but prevents modifications. For Relocation rules, the Verification section is hidden. Previously all sections of hierarchy rules were editable, even for the predefined rules that had System attributes set.	N/A
New languages that were introduced in IE8 are now correctly displayed in the Symantec Management Console	Previously the new languages that were introduced in IE8 were not supported and were not defaulting back to standard EN-US. No text strings were displayed in the console. Only the icons were visible. This issue affected the following languages: <ul style="list-style-type: none"> ■ English (India) [en-IN] ■ English (Malaysia) [en-MY] ■ English (Singapore) [en-SG] 	N/A
The Symantec Management Agent now reliably downloads any new files that have been added to a package before running it	Previously, any files that were added to a package were not downloaded to an agent if the agent had already downloaded the package previously. Once a package had been downloaded to an agent, the agent was not getting any updates to that package properly when the package was run at subsequent times.	N/A
Performance enhancement: Notification Server no longer sends multiple Kerberos ticket requests to the Domain Controller	Previously, when you performed a Managed Software Delivery rollout, the Domain Controller received a large number of Kerberos TGT (ticket granting ticket) requests. This sometimes caused the DC to stop responding to other clients on the network that were trying to map network drives, which also requires a TGT from the KDC.	N/A
Item state sizes are now configurable and can be limited to a reasonable size	The Item state size is now controlled by the CoreSettings.config setting ItemStateMaxSizeInKB. The default is 65536 (64MB). You cannot create or save an item that exceeds the maximum size. Previously the item framework allowed the Item State size to grow in an unconstrained manner. These large items could get too large to be loaded and could cause other issues.	N/A
The Resource Explorer Summary Pages now operate correctly	Previously, in some scenarios the Summary page failed to open for a newly discovered resource.	N/A

Table 1-9 Fixed Issues for Notification Server (*continued*)

Issue	Description	Article Link
The Item to delete schedule has had its shared schedule changed from Daily to Quarter Hourly	If you use multiple replication schedules, your SQL disk size will grow rapidly. The replication schedules are generally spaced out during the day so it does not make sense to perform the clean up only at one point during the day. Performing this clean up more often can save SQL disk space. It also means less work in regular chunks, rather than one large delete during the Daily schedule.	N/A
Hierarchy performance has been improved	Previously Hierarchy replication did not scale to more than about 200,000 resources. Large amounts of SQL disk space was used and in some cases replication job items were created that could not be loaded, causing OutOfMemory exceptions. Those exceptions had the knock-on effect of leaving behind the data containers and manifests which never get cleaned up.	N/A
The Licensing Refresh schedule has been modified to improve performance	Previously the Licensing Refresh schedule checked security permissions for every action that is taken. When this was first implemented this was not an issue because these security checks would take place against a cache on the Notification Server. However with Windows 2003 Active Directory the local security cache is only checked as a backup. This means that the AD is being flooded with security checks every time that a new security context is requested. In the case of the Licensing Refresh policy this is happening more then a 1000 times a minute. This is causing issues by overloading the AD.	N/A
Messages that contain % signs are now logged correctly	Previously, the Symantec Management Agent sometimes crashed when it attempted to log a message that included a % sign. This issue was caused by the % sign not being escaped correctly.	N/A
The Agent Push page now operates reliably	Previously the Agent Push status grid failed to load correctly when two push events were present for the same computer with the same _eventTime. This issue effectively disabled the entire push functionality.	N/A
Multiple Active Directory security and distribution groups with the same name are now supported	Windows 2003 domains allow multiple groups (security and distribution type) to have the same name within different parts of the AD tree. Previously, if these "duplicate" groups were present, AD connector would fail to import them.	TECH140499

Table 1-9 Fixed Issues for Notification Server (*continued*)

Issue	Description	Article Link
Package changes in a hierarchy environment are now reflected at child package servers in a reasonable time	Previously changes to replicated packages could take 24 hours to trickle down. During this time the package was not available to site servers and therefore did not make it to endpoints. When package folder content has been modified, once the parent has replicated the package, the child's Notification Server's package server will reflect the changes the next time the agent updates its configuration.	N/A
Symantec Management Platform installs correctly on international operating systems (Spanish, French, German, etc.)	Previously you were unable to install Symantec Management Platform on non-English operating systems. This was due to a localization issue in the MSI file.	N/A
LDAP queries are now filtered to explicitly request the groups that the import rule is configured for	The previous method of importing groups was very inefficient, as the LDAP query simply requested objects of a specific type and then filtered the results. If Active Directory contained a large number of groups, some queries caused Out of Memory exceptions. The LDAP query method has been modified to explicitly request the groups that the import rule is configured for. This results in speed improvements, lower CPU and memory requirements and improved scalability.	N/A
The Delta Update schedule now detects circular references in filters and cancels the update if necessary	Previously only the Complete Update schedule checked for circular references in filters. Circular references in filters were not detected or handled by the Delta Update schedule. This sometimes caused delta updates to consume memory until the service failed.	N/A
The Symantec Management Agent Push Install page now lets you load computers reliably	Previously, in some cases when you attempted to add computers to the grid, a message "Data Could Not Be Loaded" appeared.	N/A
"Unspecified Dataloader Exception encountered for event data class AeX SWD Package" error message is logged to NS log during plug-ins rollout	If this error occurs, incorrect or incomplete information about agents or packages may be stored. This is a known issue for this release. N/A	N/A
The Symantec Management Console did not provide a way to purge old Audit Inventory information from the database	The Inv_Audit table continued to grow as resources were added. To remove old and unwanted data from this table, you had to follow the manual process described in the linked knowledgebase article.	TECH41981

Table 1-9 Fixed Issues for Notification Server (*continued*)

Issue	Description	Article Link
The Purging Maintenance page did not let you purge data from Notification Server 7.0 reports	The Purging Maintenance page only allowed the purging of legacy Notification Server 6.x saved reports. It did not provide the ability to purge Notification Server 7.0 data snapshots.	TECH41488
When the ULM Agent was upgraded from Unix Agent 6.2 to ULM Agent 7.0 SP4 on AIX systems, the \$PATH variable had no defined value (paths) in the agent's environment	If no absolute path was allocated, the execution of commands under the agent's environment would fail.	N/A

Table 1-10 Fixed Issues for Task Server

Issue	Description	Article Link
Command Scripts that contained Cyrillic characters now work	The CTA library code caused this issue. Now, the true agent SDK call is used to write the script file as it honors all platforms correctly.	N/A
CTA logging messages with % signs now do not cause the agent to crash	A script that had %, caused an access violation in the agent and an error message was displayed. The problem was caused by CTA.	N/A
Now you can schedule script tasks that include reserved characters	Previously, a script task that included reserved characters would not execute on the client machine and an error message was displayed. The issue is fixed.	N/A
Now Advanced options for all tasks can not be edited on the child Notification Server after complete replication	If you create a hierarchy between two Notification Servers, then after complete replication, the advanced options for all tasks were editable.	N/A
Job or Task Status Detail report now return results	This was a generic problem. The issue is fixed.	N/A

Table 1-11 Fixed Issues for Software Management Framework

Issue	Description	Article Link
Scroll bar in the Software Finder Web part did not work	The scroll bar in the Software Finder Web part did not work.	NA
When a Symantec Software Librarian user first logged into the Symantec Management Console they could not access the My Portal page	The necessary security rights were not given to the Symantec Software Librarian user to view the My Portal page. Now, the user can access the My Portal page.	NA

Table 1-11 Fixed Issues for Software Management Framework (*continued*)

Issue	Description	Article Link
Some software types were not created for the Software Catalog Data Provider	When the Software Catalog Data provider was configured, some of the new software types were not created.	NA
A Managed Software Delivery policy that was scheduled to run when a computer starts up could fail	With a Managed Software Delivery policy, if you selected the scheduling option, At computer startup, the policy would fail to run when the computer restarted.	NA
A user initiated Managed Software Delivery policy could consume large amounts of CPU	When a user initiated Managed Software Delivery policy ran, the policy would go into an endless loop if the start date for the policy was in the past and if the policy was stuck within a reboot defer. When the policy went into an endless loop, it consumed large amounts of CPU.	NA
With a Managed Software Delivery policy, you could not download a package without specifying a command line for the package	If a Managed Software Delivery policy downloaded a package that did not have a specified command line, the package did not download successfully.	NA
Detection rules of Managed Software Delivery Policies that had the same schedule run at the same time	If two Managed Software Delivery policies were scheduled to run at the same time and both policies had detection rules, the detection rules for both policies ran at the same time. This caused issues if the detection rule of one policy was checking to see if the software of the other policy was installed.	N/A
Add button for transforms was disabled in MSI Command Line Builder window	When adding a command line in MSI Command Line Builder for a package that was added using "Access package from a directory on the Notification Server," the Add button for adding a transform was disabled	N/A
A legacy software delivery failed if you selected the "Run with rights" option	When the "Run with rights" option within a Legacy software delivery policy was set to "Specified user" the password was encrypted incorrectly, and this caused the execution of the program to fail .	N/A
Unable to change the default time that a Managed Software Delivery policy ran before it terminated	With a Managed Software Delivery policy, it was not possible to change the default maximum execution time of 30 minutes. You set the execution time in the Advanced options dialog box on the Results-based actions tab in the Terminate after option.	N/A
Invalid cast in SMFAgent caused crash when OLE Automation string caching was disabled	If you were tracking down the memory leak and disabled the OLE Automation string cache by setting the system variable OANOCACHE=1 and then restarted the computer, your computer crashed.	N/A

Table 1-11 Fixed Issues for Software Management Framework (*continued*)

Issue	Description	Article Link
Issues with importing very large packages into the Software Catalog	When you tried to import a very large package into the Software Catalog, the import could or take a very long time.	N/A
A deferred Managed Software Delivery installation failed if the deferral expired while the user was logged off	If you created a Managed Software Delivery policy that let the user defer the installation and the user deferred the installation, logged off, and logged on after the deferral expired, the defer dialog was not shown to the user when they logged back in and the installation did not run.	N/A
Multiple detection and applicability rules could have the same name	In the Software Catalog, you can create multiple detection and applicability rules with the same name, which created confusion. A check is now performed to prevent the creation of rules with the same name.	N/A
An Installed Software Filter created from a software resource included the resource's dependencies	If a software resource had dependencies and you created an Installed Software Filter from the right-click menu of the software resource, the filter included the dependencies.	N/A
A Managed Software Delivery policy did not resume after a reboot task	If a Managed Software Delivery policy included a server reboot task, the job item that followed the reboot task tried to execute immediately instead of waiting until after the reboot.	N/A
Users could select software resources from the Quick Delivery Task dialog box that they did not have permission to view	In the Quick Delivery Task dialog box, the software resources that were listed in the software resource drop-down were not scoped. Consequently, a user can select software resources when they did not have permission to view those resources.	N/A
Unable to modify a software package using a French console	If you tried to edit a software package on a French console everything was grayed out and you could not change the settings.	N/A
A software resource was not updated when key values were changed	In the Software Catalog, when the name, version, or company of a software resource was changed, the resource key of the software resource was not updated with these new key values.	N/A
Changes to software package did not get downloaded by the Software Management Framework agent	With a Managed Software Delivery, when the contents of a software package changed, the Software Management Framework agent did not download the new files before a subsequent execution of the policy.	N/A

Table 1-11 Fixed Issues for Software Management Framework (*continued*)

Issue	Description	Article Link
Export of a software package can sometimes fail	When a software package is exported, any files that were within the root directory of the package were being created as software installation files, which is not correct and in some cases caused the export to throw an exception.	N/A
Unable to add File Inventory when using fr-FR as IE Language	If you used fr-FR as the IE language and you edited a software resource on the File Inventory tab in the Software Catalog, an error occurred when you tried to add a file.	N/A
Under certain conditions, Software Discovery was not able to complete	When different threads accessed the software cache at the same time, the SoftwareCache.xml was reset to a size of 0 which caused Software Discovery not to be able to complete.	N/A
Unable to delete a package from a Managed Software Delivery policy	If you created a software resource that had a package and assigned it to a Managed Software Delivery policy and then created a new package for the same software resource, disassociated the original package from the Managed Software Delivery policy and assigned the new package to the policy, the old package could not be deleted. It still appeared as associated to the policy. Even if you removed the software resource from the policy you could not delete the package.	N/A

Table 1-12 Fixed Issues for Network Discovery

Issue	Description	Article Link
VM created in the ESX server is now getting discovered	VM created in the ESX server was not getting discovered. This issue is fixed.	N/A
Discovery and Inventory now correctly handle the command sets that have multiple commands	Discovery and Inventory cannot correctly handle the command sets that had multiple commands. This issue is fixed and now the command-set option can be set for both Discovery and Inventory in the common Discovery engine.	N/A
Network Discovery now supports new VMware MIBs.	The VMware MIBs used previously did not find relevant information. This issue is fixed.	N/A
Dataclass 'Device Identification' now uses nvarchars	The dataclass 'Device Identification' used varchars instead of nvarchars. This created issues with the connector as the connector handles nvarchars for import. This issue is fixed.	N/A

Table 1-12 Fixed Issues for Network Discovery (*continued*)

Issue	Description	Article Link
Embedded ESX servers are now classified as Virtual Servers	Embedded VMware ESX servers were not classified as the Virtual servers and the virtual machines associated with the VMware ESX servers were not discovered. This issue is fixed.	N/A
Incorrect session attribute now does not cause hyper discovery to fail	Incorrect session attribute now caused hyper discovery to fail. This issue is fixed.	N/A

Table 1-13 Fixed Issues for Credential Manager, Connection Profiles, and the Pluggable Protocols Architecture

Issue	Description	Article Link
Memory leak in Altiris Event Receiver service does not happen now	You were unable to use event receiver for more than several hours. The Memory leaks resulted in the system not responding in about five hours.	N/A
The WSMAN plugin used to take long time for Enumerate Instances command	WSMAN plugin took 25 to 30 seconds for enumerating instances of certain classes.	N/A
Certain characters that are valid as AMT password characters were not accepted in the Altiris AMT credential dialog	The Notification Server error appeared for password containing some special characters. This issue is fixed.	N/A
PPA used to install some files into default location when Symantec platform is installed into custom path	If you installed Symantec platform into custom installation path such as drive letter:\somecustomfolder\altiris still certain files were found in the default C:\Program Files\Altiris\Altiris Agent\Agents\Pluggable Protocols Agent folder. Ideally, all the files and folders should install into custom installation path.	N/A
Now you can specify valid certificate file to WS-MAN protocol in Connection Profile settings	By default, Windows generates a certificate with .cer extension, while Connection Profile dialog did not accept such extensions. This issue is fixed.	N/A
Memory Leaks were observed in Windows 2008 after discovering 500 devices	After discovering 500 devices, memory leaks were observed in Windows 2008. After few days the CPU would stop responding.	N/A

Table 1-13 Fixed Issues for Credential Manager, Connection Profiles, and the Pluggable Protocols Architecture (*continued*)

Issue	Description	Article Link
EqualLogic inventory task runs successfully but inventory was not displayed	EqualLogic device inventory was not displayed in the Hardware summary page. The inventory task runs successfully but tables were not displayed in the Hardware Summary page. Now, the Hardware Summary page of an EqualLogic device displays the inventory of the device.	N/A
The Hardware Summary page for the VM status of the Hyper V server displayed incorrect status	Even if the VM was turned off, the Operational Status of the VM was shown as turned on. The Enabled State appeared blank. The column Operational Status is renamed as VM Power State. The column Enabled State is removed. A column Guest OS State is added. However, this info is only obtained through the SNMP and VMware protocols. When WS-MAN or WMI is used, this column is always set to unknown.	N/A

Table 1-14 Fixed Issues for Symantec Installation Manager

Issue	Description	Article Link
SQL server information is now updated in the Help	SQL server information was not updated in the Help.	N/A
Offline installations were not supported.	Any suite could not be installed on 64 bit OS if at least one product has 32-bit package. This issue is fixed.	N/A
Add recommendation to install SQL Server 2008 in the dialog box	When you run installation of Symantec Management Platform, and choose SQL Express DB Server, a dialog box appears with the message, You should install on SQL Server 2005. Now the dialog box text is changed to You should install Notification Server on Microsoft SQL Server 2005 or Microsoft SQL Server 2008 for best performance.	N/A

Table 1-14 Fixed Issues for Symantec Installation Manager (*continued*)

Issue	Description	Article Link
Need to export KMS data before installing 7.1	<p>SIM now lets you install the migration wizard and build migration packages before Notification Server is installed.</p> <p>To create migration packages and install the migration wizard before Notification Server is installed, do the following:</p> <ul style="list-style-type: none"> ■ Install SIM version 7.1 or greater on the new computer. ■ Run SIM ■ Choose Install option components on the Installed Products view. ■ Check the Install Migration Wizard components for migrating Notification Sever six data. ■ Follow the rest of the prompts. <p>This process provides you a migration package that you can take to the old computer and get the KMS data to put on the new computer before installing the Notification Server. If Notification Server is already installed or if the PL does not contain the correct migration product, SIM may indicate to you that nothing is available to install after step 3.</p>	N/A
The check box Use SSL to access the Management Platform is not enabled in the SSL settings of IIS Web Site	The check box Use SSL to access the Management Platform was not enabled in the SSL settings of IIS Web Site. The issue is fixed.	N/A
Install Readiness check panel shows Windows 2003 as the recommended operating system	Install Readiness check panel now shows Windows 2008 R2 as the recommended operating system.	N/A
The hyperlink for Microsoft IIS in Install Readiness check panel opens an irrelevant page	The hyperlink for Microsoft IIS in Install Readiness check panel opens an irrelevant page. This issue is fixed.	N/A
Unable to install SIM with SMP on OS with localized Administrators localgroup	SIM Installation failed due to SID errors. This issue is fixed.	N/A

Table 1-15 Fixed Issues for Data Connector

Issue	Description	Article Link
Now you can create an OLEDB or an ODBC Data Source in x64	<p>Previously, you were not able to create an OLEDB or an ODBC Data Source in x64. An error message was displayed when you tried to create an OLEDB or an ODBC Data Source in x64.</p> <p>You have to download a component from http://www.microsoft.com/downloads/en/details.aspx?displaylang=en&FamilyID=c06b8369-60dd-4b64-a44b-84b371ede16d for the data sources to work.</p>	N/A
Cannot add columns to a Virtual Data Class	This is by design. You cannot add columns to a virtual data class because it is a representation of an external data source. If you want to add a column, then go to the datasource and either add a column to the base table or create a view.	N/A

Other things to know

The other things to know about this release are separated into the following components

- Notification Server
See [Table 1-16](#) on page 56.
- Task Server
See [Table 1-17](#) on page 56.
- Software Management Framework
See [Table 1-18](#) on page 57.
- Network Discovery
See [Table 1-19](#) on page 58.
- Symantec Installation Manager
See [Table 1-20](#) on page 58.

Table 1-16 Things to know about Notification Server

Issue	Description	Article Link
You must configure web controls to support ActiveX	Typical error: Pop-up dialog box is blank when selecting Edit/New icon on "Update summary data" dialog. This is just one example of errors that can occur if Internet Explorer settings prevent the ActiveX control from running. For Notification Server to run properly, you must be able to install (or be prompted to install) ActiveX objects. Otherwise, you may see errors with jobs and task, among other functions. (This is by design.)	N/A
Take care when using the Query Builder in Basic mode	When you modify a report query using the Query Builder in Basic mode, be careful when you change the first condition of a Filter expression. When you change the first condition, the operator drop-down list reloads its contents. You might need to re-select the correct operator in order to successfully resolve the report query. Note that such unresolvable filter expressions are shown as "Blue" in the Query Builder.	N/A
ULM agent cannot be installed onto HP-UX if CSH is set as root shell	When you push-install the ULM agent onto HP-UX machines that have CSH set as boot-shell for root, links to the agent's binaries location (commands) are created. However, on some systems such as HP-UX ia64 11.23-11.31, these binaries/commands cannot be executed in user sessions. The absolute path needs to be specified.	TECH133272
Symantec Management Platform 7.1 does not support Windows 2000 clients	Because Symantec Management Platform 7.1 does not support Windows 2000 clients, these clients are not upgraded when you upgrade to Symantec Management Platform 7.1.	N/A

Table 1-17 Things to know about Task Server

Issue	Description	Article Link
Pop-up dialog box is blank when selecting Edit/New icon on "Update summary data" dialog	For Notification Server to run properly, you must be able to install (or be prompted to install) ActiveX objects. If your IE settings prevent the ActiveX control from running, you will see errors when working with jobs and tasks. This is by design.	N/A

Table 1-18 Things to know about Software Management Framework

Issue	Description	Article Link
Terminology	A list of terminology used in Software Management Framework.	DOC1717
Software Discovery policy enabled by default	By default, the Software Discovery policy is scheduled to run two times per week on all the computers that contain the Software Management Framework agent.	N/A
Java runtime required for importing packages into the Software Management Framework	If you do not have JRE 1.6 or higher installed, you get an error message when you try to import or add a package into the Software Management Framework.	HOWTO9940
Accessing the Symantec Management Console remotely can cause some Software Catalog functionality not to work	If you access the Symantec Management Console remotely from a computer that is not part of the Notification Server admin domain, some of the functionality in the Software Catalog does not work.	TECH127274
Replicating a single resource does not replicate dependent resources	When you replicate a single resource, any dependent resources are not automatically replicated. If you want dependent resources to be replicated, you must replicate them as well. For example, if you replicate a Managed Software Delivery policy that has a detection rule, you must also replicate the detection rule or the policy will fail.	TECH46168
Powering on a computer with a Managed Software Delivery	When you schedule a Managed Software Delivery, the Power on if necessary option only powers on a client computer when the policy is initially enabled and saved. It does not wake up a client computer after the policy is on the client computer.	N/A
When a data provider task is identified by its description	If you create a new schedule for a data provider task that includes a description and you schedule the task to run in the future, the task is not identified by the description until the task runs.	N/A
A Quick Delivery task does not execute in hidden mode for an EXE	If you deliver an EXE with a Quick Delivery task and you select Hidden in the Display window drop-down list on the Run Options tab of the Advanced options, the task may not get executed in the hidden mode. Whether the installation is hidden depends on whether the EXE obeys the request to hide the installation.	N/A
Symbolic links are lost if TAR/TAR.GZ/TAR/Z packages are unzipped or repackaged on a Windows computer	To preserve symbolic links, do not unzip or repackage these packages on a non-UNIX computer.	N/A

Table 1-19 Things to know about Network Discovery

Issue	Description	Article Link
Using Connection Profiles Network Discovery tasks use	Connection Profiles to configure the protocols that are used to communicate with network devices.	HOWTO9348
Importing .MIB files on Symantec Management Platform 7.0		HOWTO9709
Symantec Management Platform Security Privileges		DOC1740
Scheduling a Network Discovery task	If you schedule a Network Discovery task to run on a recurring basis, you won't be able to stop that task unless you either delete the task or cancel the schedule by deleting the next scheduled occurrence of it in Manage > Jobs and Tasks.	N/A

Table 1-20 Things to know about Symantec Installation Manager

Issue	Description	Article Link
User requirements for migrating Notification Server data to Symantec Management Platform 7.1	If the logged in user is not a member of the Local Administrator group, the data migration wizard does not work.	TECH41187
Installation requirements for installing Symantec Installation Manager	You cannot install Symantec Installation Manager if the computer does not have a Temp folder.	TECH41182
Modify button on the Installed Products page is disabled	The ability to modify an installation is not supported in the current release of Symantec Installation Manager.	TECH41306
Number of applied licenses cannot be reduced	You cannot reduce the number of licenses that are applied to a product.	TECH41584
Symantec Installation Manager rejects some 6.x licenses	Symantec Installation Manager does not support license files that contain multiple certificates.	TECH41323
Maximum computer name length for the Notification Server	The maximum length of the name for the Notification Server computer is 64 characters.	N/A
Inaccurate "In use" count on the Product Licensing page	On the Product Licensing page, the "In use" count can display a number that is smaller than the actual number of licenses that are in use for a product if the client computers are in sleep mode or turned off.	N/A

Documentation that is installed

Table 1-21 The product installation includes the following documentation:

Document	Description	Location
Symantec Management Platform Help	<p>Information about how to use the Symantec Management Platform</p> <p>This information is available in HTML help format and as a PDF.</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">■ The F1 key when the page is active■ The Context command, which is available in the Symantec Management Console on the Help menu.

Other information

Table 1-22 For more information, you can use the following resources:

Document	Description	Location
Product support documents	The Supported Products page list all supported products with links to additional documentation.	Product support page
Upgrade and migration documents	This site contains articles about upgrading to Symantec Management Platform 7.1 and about migrating your data during the upgrade.	Endpoint Management Migration page
SymWISE Support Knowledgebase	This site contains articles, incidents, and issues about this product.	SymWISE Support page

Table 1-22

For more information, you can use the following resources:
(continued)

Document	Description	Location
Symantec Connect (formerly the Altiris Juice)	An online magazine that contains best practices, tips, tricks, and articles for users of this product.	Symantec Connect page