



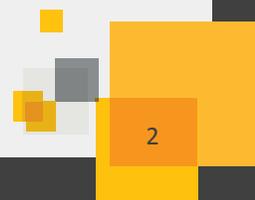
UI Enhancements in ITMS 7.6

Brian Sheedy

Sr. Principal Technical Education Consultant, Endpoint Management

Agenda

1	Introduction
2	New Features
3	Usability Improvements



Agenda

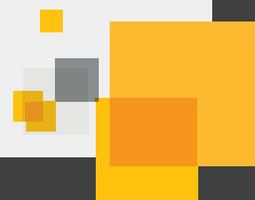
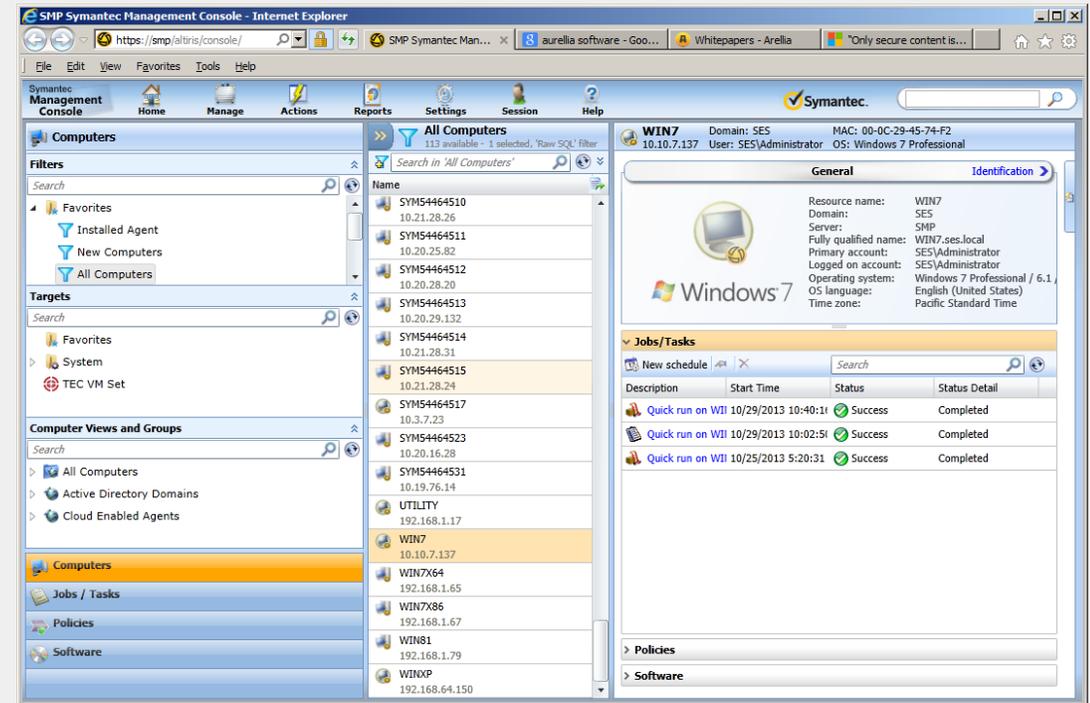
1 ITMS Management Views

2 New Features

3 Usability Improvements

ITMS Management Views

- Enhanced Console Views are now called “ITMS Management Views”
 - UI
 - SIM
 - Help and documentation.
- ITMS Management Views depend on:
 - SMP
 - Inventory Solution
 - Software management Solution
 - Asset Management
- Manage the environment from a single view for:
 - Filters\Targets\Organization views
 - Computers and Software Resources
 - Jobs/Tasks
 - Policies
- Allows you to review summary information in one place



Agenda

1 ITMS Management Views

2 New Features

3 Usability Improvements



Software Navigation

Enhancements to Software Navigation

Folders contain the filters used to organize various types of software

Standard tree structure instead of the previous flat structure

Similar options found in the Computers View

Can create new Folders and Filters

Filter builder presents different Criteria options for each SW category

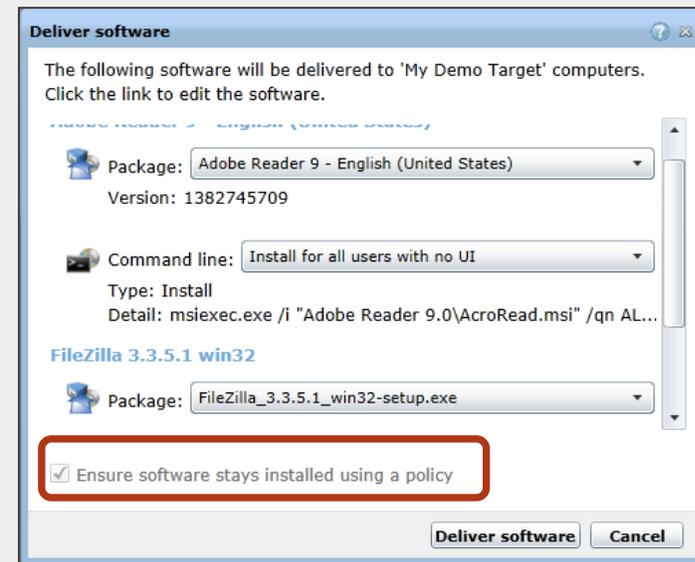
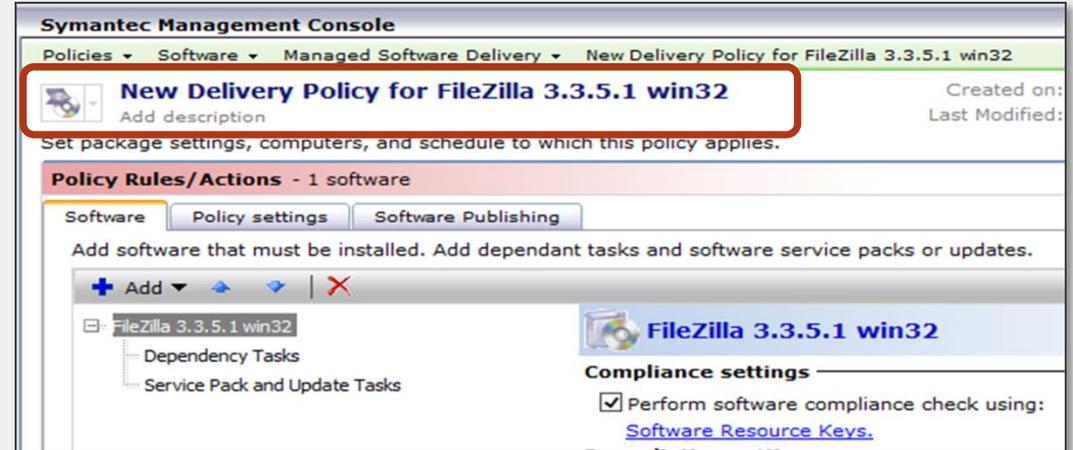
New Filters can be based on Software Product, Component Release, Update or Service Pack

The screenshot displays the Symantec Management Console interface. The left sidebar shows a tree structure for 'Software Filters' with categories like Favorites, All Software, Deliverable Software, and Licensed Software. The main pane shows 'All Software Products' with a list of software items such as '.NET Framework SDK 1', '7-Zip 9.15 (x64 edition) English x64', and 'Access Runtime 2002'. A context menu is open over the list, showing options like 'Import Software', 'Manage Software Catalog', 'Show/Hide Filters', and 'New', with a sub-menu for 'New' containing 'Folder' and 'Software Filter'. A 'Filter builder' dialog is also visible, showing 'Add Filter Criteria' and search options. The bottom right shows a table of software instances with columns for Name, Software, Usage, Last Used, and Install Date.

Name	Software	Usage	Last Used	Install Date
SYM54464507	7-Zip 9.15 (x64 edition) English x64	no		8/23/2010

Additional Software Management Enhancements

- Drag and Drop actions were reviewed and fixed across ITMS Enhanced views.
- Notifications and warning messages were added for invalid Drag and Drop actions.
- SWD policy created by Drag and Drop now contains information about software to be delivered by this policy
- Drag and Drop of multiple software to computers now forbids creation of software delivery task
 - The checkbox is disabled and only the creation of the SWD policy is allowed.



Other Software Management enhancements

The screenshot displays a software management interface. On the left, a list titled "All Software Products" shows 557 available products, with 1 selected. The list includes entries for Microsoft Project Standard 2003 (Version 11), 2007 (Version 12), and 2010 (Version 14). A callout box labeled "Manufacturer and Version Added" points to the "Microsoft (Version 11)" entry in the list. On the right, a detailed view for "Microsoft Project Standard 2003" is shown, with a callout box labeled "Software Resource Type Added" pointing to the "Software Product" label. This view includes a "Licenses" section with a "Under deployed" gauge and a "Usage" section with a warning icon and a legend for "Installed and u".

Manufacturer and Version Added

Name
Microsoft (version 13)
Microsoft Project Standard 2003 Microsoft (Version 11)
Microsoft Project Standard 2007 Microsoft (Version 12)
Microsoft Project Standard 2010 Microsoft (Version 14)

Software Resource Type Added

Microsoft Project Standard 2003
Software Product

Licenses
Under deployed

Potential savings: **\$0.00**

Usage
Warning icon
Legend: Installed and u



Agent Health

Agent Health

- **Agent Health is now tracked in the console**
- Icons in the computer list indicate if an agent has a status of Healthy, Needs Attention, Untracked, or Unmanaged.
- Agent Health is not a real-time monitoring feature.
- This feature is based on data stored by Notification server when processing events and messages received from agents
- Health status changes may occur with some delay.

Healthy		DC 10.10.7.130
Unmanaged		IG01
Needs Attention		SD7 10.10.7.132
Untracked		SGC-SALES-7 192.168.4.7

Agent Health

- Calculates overall agent health for each computer returned by selected filter.
 - If computer has all criteria in “healthy” status, then overall status is counted as “healthy”
 - If computer has at least one criterion in “attention required” status, then overall status is counted as “attention required”
 - If computer is not targeted by any of TAS policies, then overall status is counted as “untracked”
 - Unmanaged computers don’t have any status icon.
 - Overall agent health icon is also displayed on “General” flipbook page of computer details.

The image displays three individual agent health status windows and one summary dashboard window.

- DC (10.10.7.130):** Domain: SES, User: SES\Administrator, OS: Windows Server 2008 R2 Enterprise. Status: **Healthy** (green checkmark). Agent Communication: Last received: 3/4/2015 4:58:44 AM. Configuration Requests: Last received: [unreadable]. Basic Inventory: Last received: [unreadable].
- SD7 (10.10.7.132):** Domain: SES, User: SES\Administrator, OS: Windows Server 2008 R2 Enterprise. Status: **Needs attention** (red warning icon). Agent Communication: Last received: [unreadable]. Configuration Requests: No connection data. Basic Inventory: Last received: [unreadable].
- SGC-SALES-7 (192.168.4.7):** Domain: SGC, User: SGC\sgc_sales_user, OS: SUSE Linux Enterprise Server. Status: **Untracked** (grey circle with slash). Agent Communication: Last received: 10/25/2013 11:02:53 AM. Configuration Requests: No connection data. Basic Inventory: Last received: 10/25/2013 11:02:53 AM.

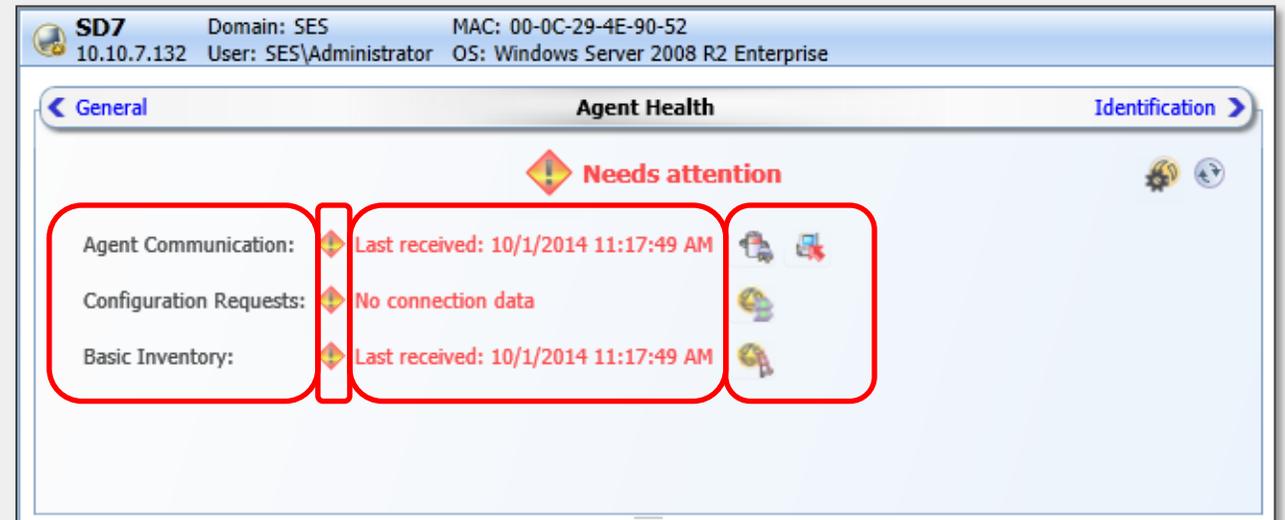
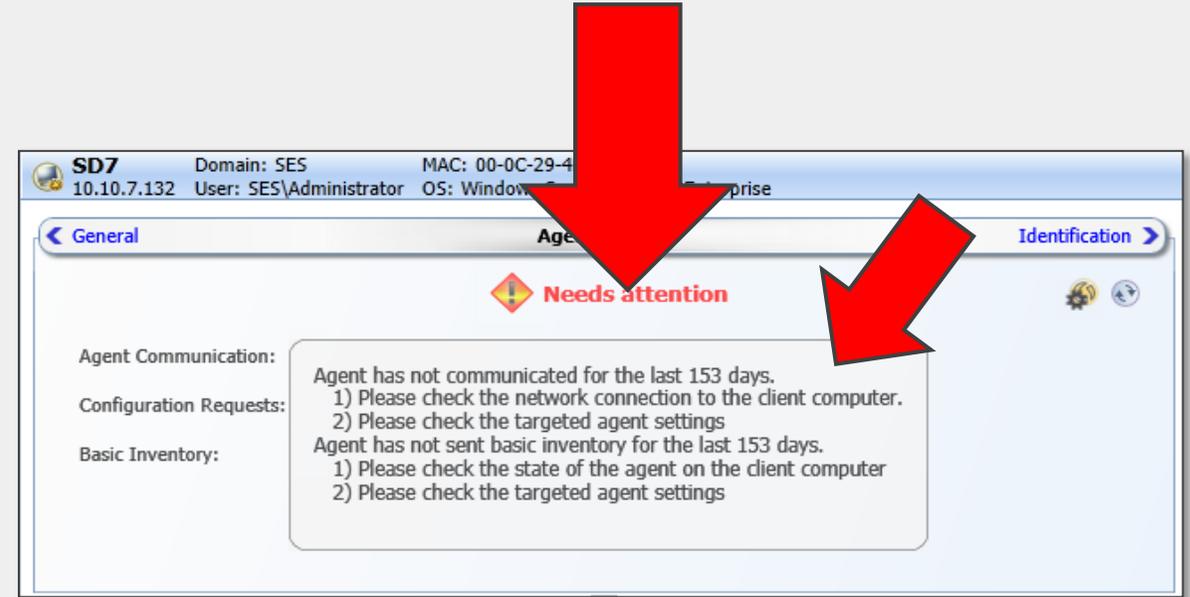
The **Live Demo Systems** dashboard shows the overall health status for operating systems. It includes a pie chart and a table of health by category.

Category	Healthy	Needs attention	Untracked	Unmanaged
Agent Communication	43%	14%		
Configuration Requests	43%	14%		
Basic Inventory	43%	14%		

Legend: Healthy (green), Needs attention (red), Untracked (grey), Unmanaged (yellow).

Agent Health

- The overall health indicator is on the top center
- An Untracked status can be remedied by pressing the “TAS Icon” to determine if the Computer is targeted with an agent policy
- If the agent health is needing attention:
 - Click on the health indicator to view more detailed information about the agent health problems and what actions to take to resolve them:
- Overall health status indicator are categorized by agent health status rows.
 - Agent health category status name
 - Category agent health indicator
 - Agent health category information message
 - Action buttons to help to resolve the problem



Additional Enhancements

- General flipbook page now shows agent health information and information about task server the agent is currently bound to.
- By clicking on agent health icon user will be redirected to “Agent Health” flipbook page.

WIN7 Domain: SES MAC: 00-0C-29-45-74-F2
10.10.7.137 User: SES\Administrator OS: Windows 7 Professional

General [Agent Health](#)

Resource name: WIN7
Domain: SES
Server: SMP
Fully qualified name: WIN7.ses.local
Primary account: SES\Administrator
Logged on account: SES\Administrator
Operating system: Windows 7 Professional / 6.1 / Business / Service Pack 1
OS language: English (United States)
Time zone: Pacific Standard Time
Task server: SMP

Jobs/Tasks

Description	Start Time
Quick run Send Basic Inv	2/27/2013 10:25:31 PM
Quick run on WIN7	10/29/2013 10:40:16 AM
Quick run on WIN7 (Rest	10/29/2013 10:02:50 AM
Quick run on WIN7	10/25/2013 5:20:31 PM

WIN7 Domain: SES MAC: 00-0C-29-45-74-F2
10.10.7.137 User: SES\Administrator OS: Windows 7 Professional

Agent Health

Healthy

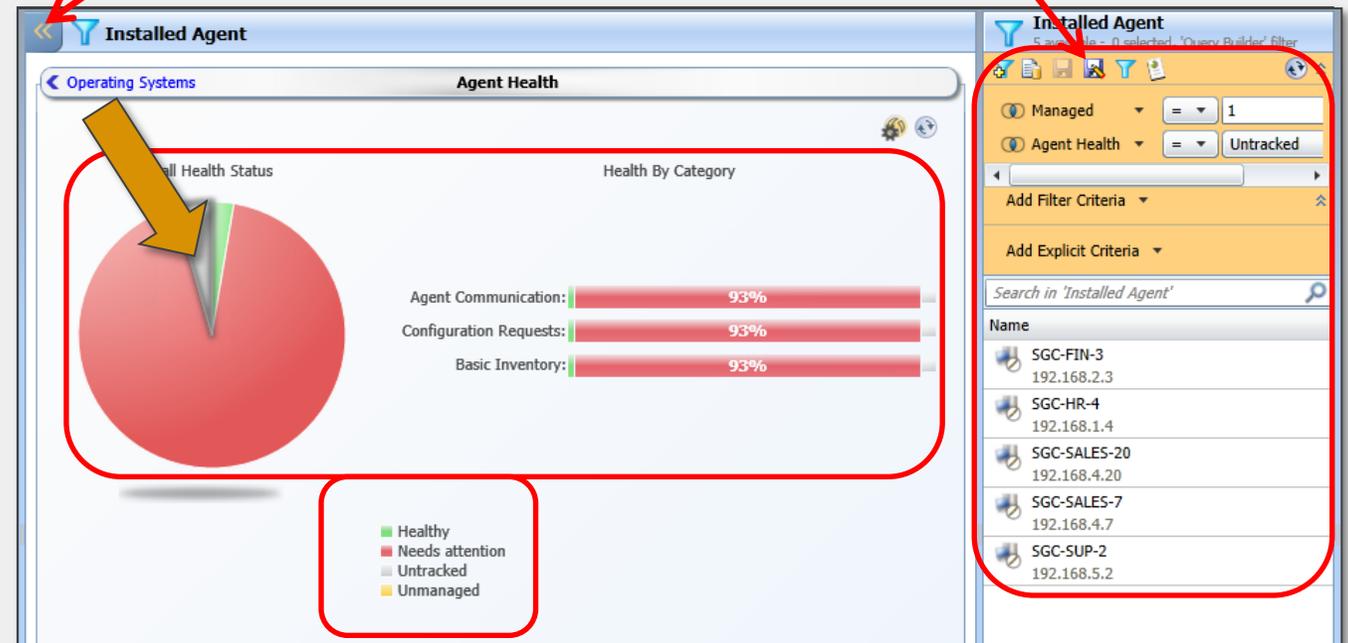
Agent Communication: Last received: 3/3/2015 6:24:55 AM
Configuration Requests: Last request: 3/3/2015 6:24:43 AM
Basic Inventory: Last received: 3/3/2015 6:19:42 AM

Jobs/Tasks

Description	Start Time	Status	Status Detail
Quick run on WIN7	10/29/2013 10:40:16 AM	Success	Completed
Quick run on WIN7 (Restar	10/29/2013 10:02:50 AM	Success	Completed
Quick run on WIN7	10/25/2013 5:20:31 PM	Success	Completed

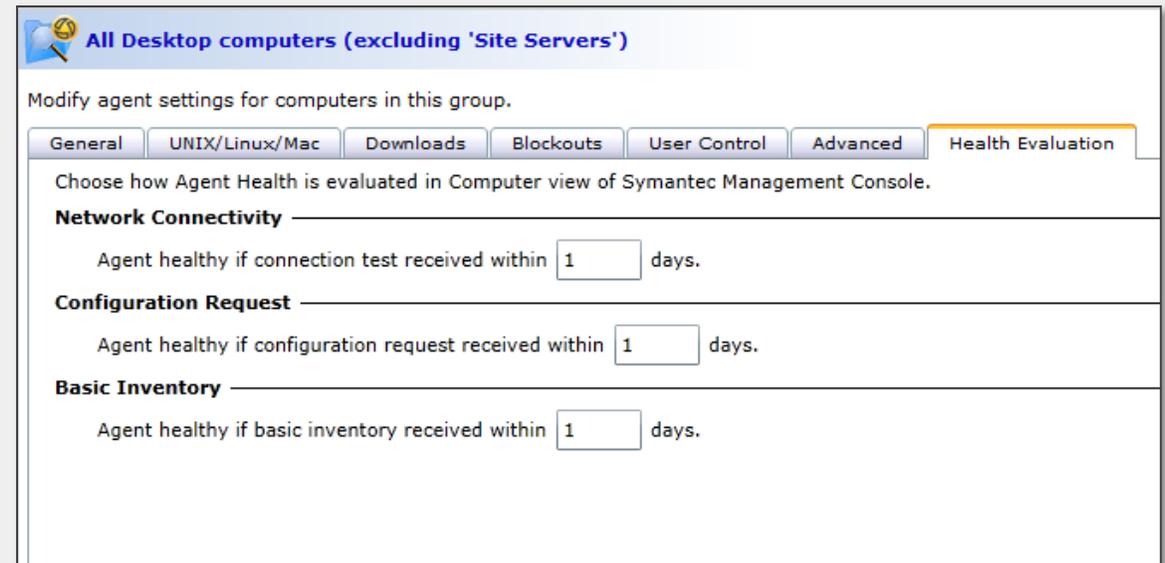
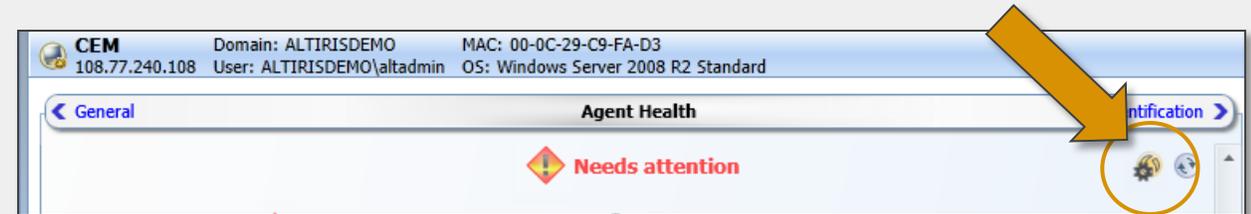
Agent Health Summary

- There is a new summary view for Agent Health
 - via the double chevrons in the center list of computers
- Status types include: Healthy, Needs attention, Untracked, and Unmanaged.
- Clicking on any category or health status in the summary view will automatically modify the resulting computer list.
- Clicking the grey portion of the Pie Chart will cause the filter definition to change on the right pane
- Client computers with a status of Untracked are now the only computers listed in the computer list pane.
- Note: This is a temporary change. To modify a filter's definition permanently, the user would click the Save button.



Agent Health Alert Thresholds

- Alert thresholds are set within the agent's assigned Targeted Agent Settings policy.
- An icon has been added in the upper right corner of the Agent Health flipbook page
- The Targeted Agent Settings policy contains a new tab for agent Health Evaluation to specify custom thresholds in number of days for:
 - Network Connectivity
 - Configuration Requests
 - Basic Inventory
- These thresholds are only used to calculate agent health on the management server and not the Agent
- Different thresholds can be set for desktops versus laptops or servers



Redesigned Symantec Management Agent User Interface

Symantec Management Agent windows are now combined into one

Administrator account Exposes additional options

The screenshot displays the Symantec Management Agent (Administrator) window. The title bar reads "Symantec Management Agent (Administrator)". The main window is titled "Agent Settings" and features a green status bar at the top indicating "Status: OK". Below the status bar, there are navigation tabs for "Agent Settings", "Software Delivery", "Task Status", "Software Updates", and "Logs". The "Agent Settings" tab is active, showing a left-hand navigation pane with three expandable sections: "User Options", "Global Options", and "Logging Options". The "User Options" section includes "Show popup notific..." and "Enable tray icon". The "Global Options" section includes "Enable bandwidth c...", "Disallow mainten...", and "Block network activi...". The "Logging Options" section includes "Errors", "Warnings", "Informational", and "Trace". The main content area is divided into several sections: "Identification" (Notification Server: SMP, Computer ID: {C8AD41C6-7663-45B1-97E9-7151ABB6194C}, Computer Name: WIN7.ses.local), "Configuration" (Requested: 3/2/2015 7:18:48 PM, Changed: 3/2/2015 6:52:40 PM, Interval: 5 minutes), "Basic Inventory" (Sent: 3/2/2015 7:12:50 PM, Interval: 10 minutes), "Network Status" (Notification Server: Connected via HTTPS, CEM Mode: Cloud-enabled Management mode is enabled but inactive, Network Usage: Unrestricted), "Maintenance Windows" (No maintenance windows configured), and "Agents/Plug-ins" (a table listing various agents and their versions and install paths).

Agents/Plug-ins	Version	Install Path
Altiris Power Scheme Task Plug-in	7.5.3219	C:\Program Files\Altiris\Altiris Ager
Symantec Workspace Virtualization Agent	7.5.770	C:\Program Files\Symantec\Worksp
Altiris Base Task Handlers	7.6.1383	C:\Program Files\Altiris\Altiris Ager
Altiris Client Task Agent	7.6.1383	C:\Program Files\Altiris\Altiris Ager
Inventory Rule Agent	7.6.1383	C:\Program Files\Altiris\Altiris Ager
Software Management Framework Agent	7.6.1383	C:\Program Files\Altiris\Altiris Ager
Symantec Management Agent	7.6.1383	C:\Program Files\Altiris\Altiris Ager
Altiris Application Metering Agent	7.6.1395	C:\Program Files\Altiris\Altiris Ager
Altiris Inventory Agent	7.6.1395	C:\Program Files\Altiris\Altiris Ager

Redesigned Symantec Management Agent User Interface

Symantec Management Agent windows are now combined into one

Administrator account Exposes additional options

The screenshot displays the Symantec Management Agent (Administrator) interface. The main window is titled "Symantec Management Agent (Administrator)" and shows the "Agent Settings" section. The status is "OK" (green bar). Below the status bar, there are two informational messages: "No new configuration is available on the server" (dated 3/3/2015 10:29:39 PM) and "Symantec Management Platform server is connected" (Server URL: HTTPS://SMP/Altiris, dated 3/3/2015 10:29:11 PM). A callout box points to the status bar with the text "Agent Health Changes Color for Severity".

The interface is divided into several sections:

- Notification Server Tasks:** Includes "Import Profile", "Edit Server URL", and "Reset Computer ID".
- User Options:** Includes "Show popup notifications" (checked) and "Enable tray icon" (checked).
- Global Options:** Includes "Enable bandwidth control" (checked), "Disallow maintenance tasks" (unchecked), and "Block network activity" (unchecked).
- Identification:** Shows "Notification Server: SMP", "Notification Server URL: [HTTPS://SMP/Altiris](https://SMP/Altiris)", "Computer ID: {57FBED6F-CB35-4731-9BFF-61DD0C3E22A8}", and "Computer Name: SMP.ses.local".
- Configuration:** Shows "Requested: 3/3/2015 10:29:39 PM", "Changed: 3/3/2015 9:34:35 PM", and "Interval: 5 minutes".
- Basic Inventory:** Shows "Sent: 3/3/2015 10:24:37 PM" and "Interval: 10 minutes".
- Network Status:** Shows "Notification Server: Connected via HTTPS", "CEM Mode: Cloud-enabled Management mode is disabled", and "Network Usage: Unrestricted".
- Maintenance Windows:** Shows "No maintenance windows configured".
- Agents/Plug-ins:** (Section partially visible at the bottom).

The interface also features a navigation bar with tabs for "Agent Settings", "Software Delivery", "Task Status", "Software Updates", "Logs", and "Policies".



Filter and Target Enhancements

Filter and Target Results Reporting

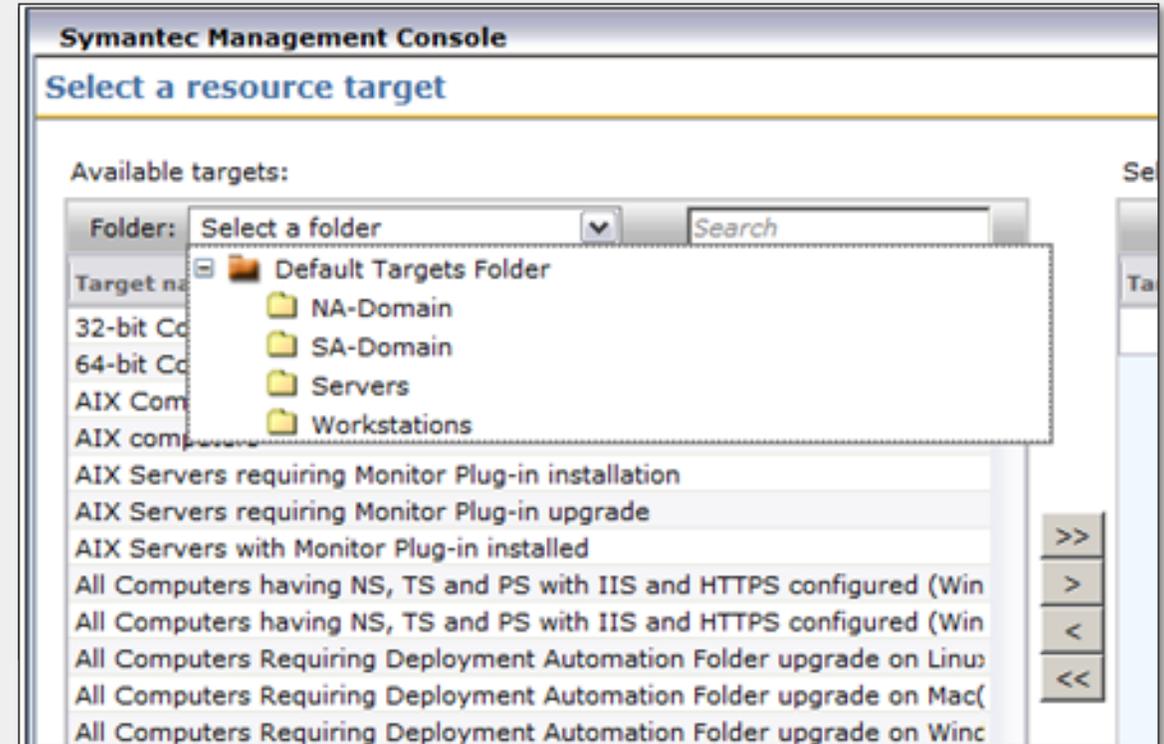
- The View Filter Results Report is accessed via a new icon that resembles a sheet of paper
- With the Filter Results Report, a user can build out a filter much more intuitively than with the standard interface
 - The builder is perfect for ad hoc data mining.
- Resource associations as well as data classes can be selected in the same column area
 - Great for Dept, Cost Center, Location to Computer
- The results layout can be customized and saved per user to the filter so they can be brought up again.
- You can drag and drop columns, sort the columns and right click to remove headers.
- The results can also be exported to CSV and imported into a spreadsheet program for additional customization.

The screenshot shows the 'Filter Results Report' dialog box. The 'Select columns for report' pane on the left lists various data classes, with 'Associations' and 'Data Classes' highlighted by a red box. The 'Report results view' pane on the right displays a table of results. A red arrow points to the 'Name' header in the table. At the bottom, there is a checkbox for 'Save the selected columns for 'Live Demo Systems' filter.' and an 'Export' button, both indicated by red arrows.

Name	Name	Name	Domain	OS Name	IP Address
SMP	IT London	London	SES	Windows Server 2008 R2 Enterprise	10.10.7.131
WIN7	IT London	Las Vegas	SES	Windows 7 Professional	10.10.7.137
DC			SES	Windows Server 2008 R2 Enterprise	10.10.7.130
SD7			SES	Windows Server 2008 R2 Enterprise	10.10.7.132

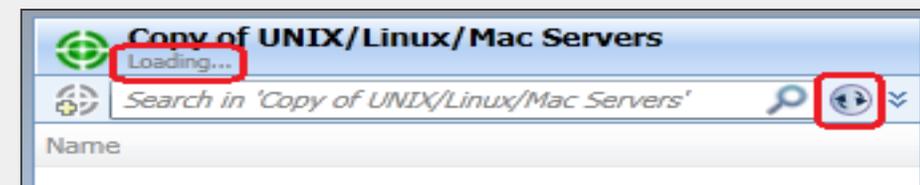
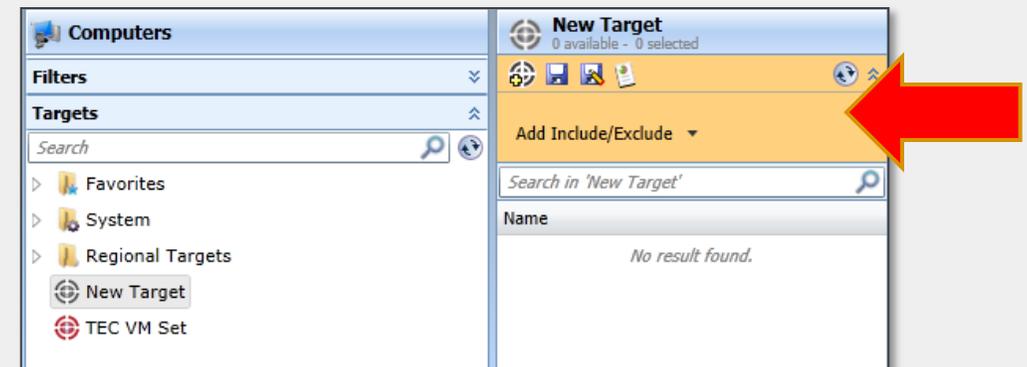
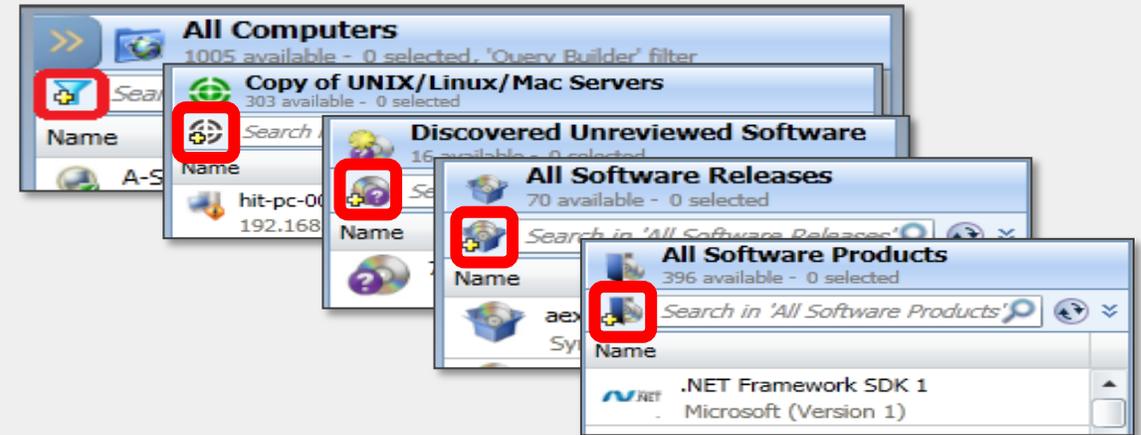
Target Folders

- Can make new folders in the Target View
- Organizing targets into folders makes them easier to locate.
 - Organize targets based on Task scenarios
 - Organize targets based on Location scenarios
 - Organize targets based on Policy scenarios
- When assigning a target to a policy using the **Quick Apply**, users can now browse and search for targets using the folder structure.



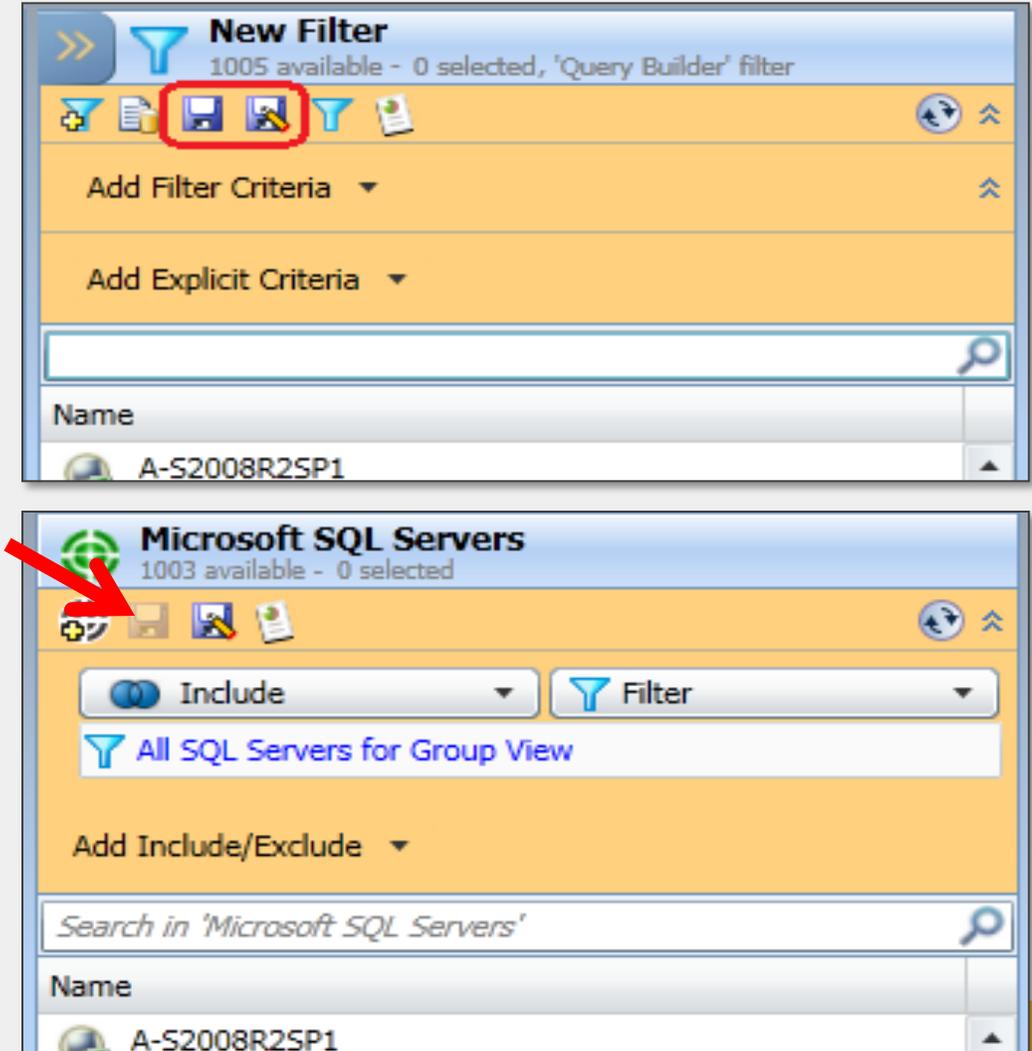
Filter/Target Improvements

- **“New Filter” and “New Target” buttons Added**
 - Creates a filter or target with one click
 - New Buttons added to other items in the console
- **Builder section is expanded Automatically**
 - When creating new filter using “New filter/target” button so user can start adding criteria.
- **Builder is disabled during a selection change**
 - When user selects filter or target in tree the filter/target builder is disabled
 - Spinners start rotating and “Loading...” message is shown to prevent user interaction with filter builder during data loading process until all data is loaded.



Filter/Target Builder Enhancements

- Previously, the “Save” button behaved as “Save As” which was confusing for users
- Now filter/target builder have separate buttons for “Save” and “Save As” functionality, so the user experience is the same as for other software products
- When a selected filter or target is “read-only” then “Save” button is disabled



Agenda

1 ITMS Management Views

2 New Features

3 Usability Improvements

Filter/Target builder Improvements

- **Extended default criteria list for computer filters.**
 - Added “Name” criterion
 - Removed unneeded joins and fields for performance improvement
 - “New Computers” filter now uses relative date picker control
 - Added new criteria for Agent Health feature
- **Extended default criteria list for software filters.**
 - Software Products: added “Name”, “Usage Tracked” and “Version” criteria
 - Software Releases: added “Name” and “Version” criteria
 - Software Component: added “Name” and “Version” criteria
 - Service Pack: added “Name” and “Version” criteria
 - Removed unneeded joins and fields for performance improvement



Filter/Target builder Improvements

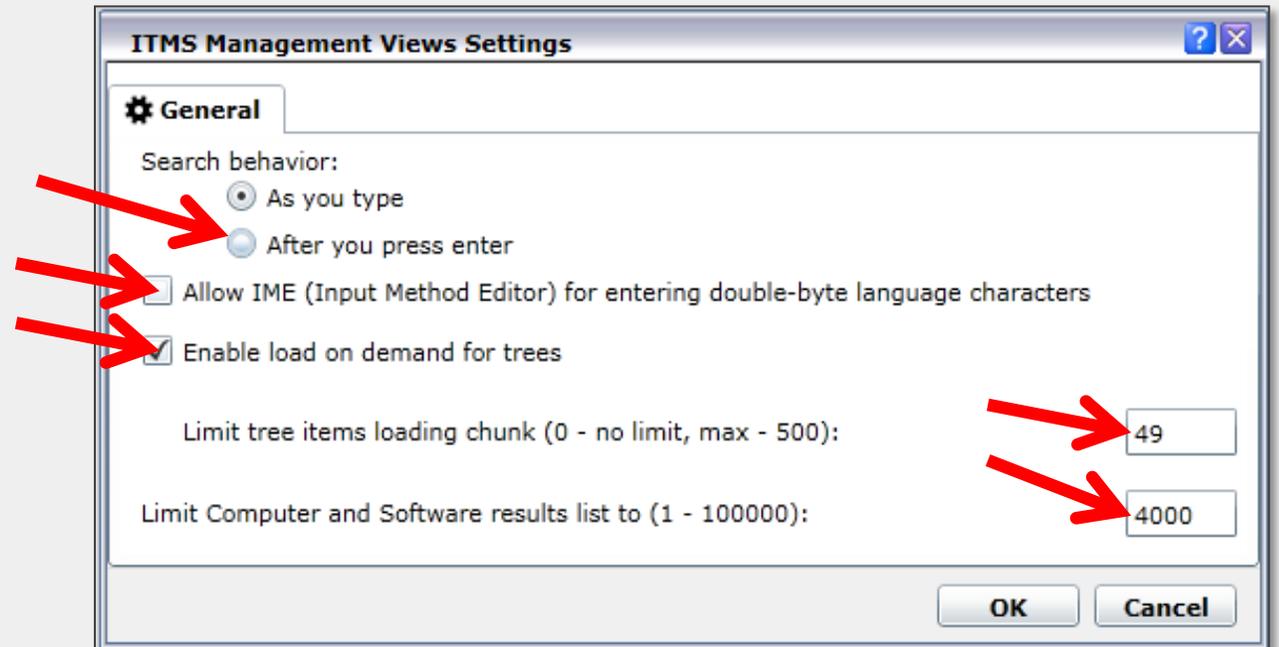
- **Copy\Paste support for filter builder grids**
 - Now users can Copy and paste information from filter/target builder.
 - To do that user has to select a computer or software resources in resource list of filter/target builder and press Ctrl+C.
 - Data of selected resources will be copied to clipboard as Tab separated text.
- **Filter evaluation updates membership automatically if last update was >than 1 hour**
 - Uses SMP API for filter evaluation.
 - Periodic membership updates made by SMP affect only filters used in any policy or target.
 - If filter is not used in policy or task (especially software filters) it's cached data will not be up-to-date and filter builder will show improper resource list for that filter.



ITMS Management Views Settings page refactoring

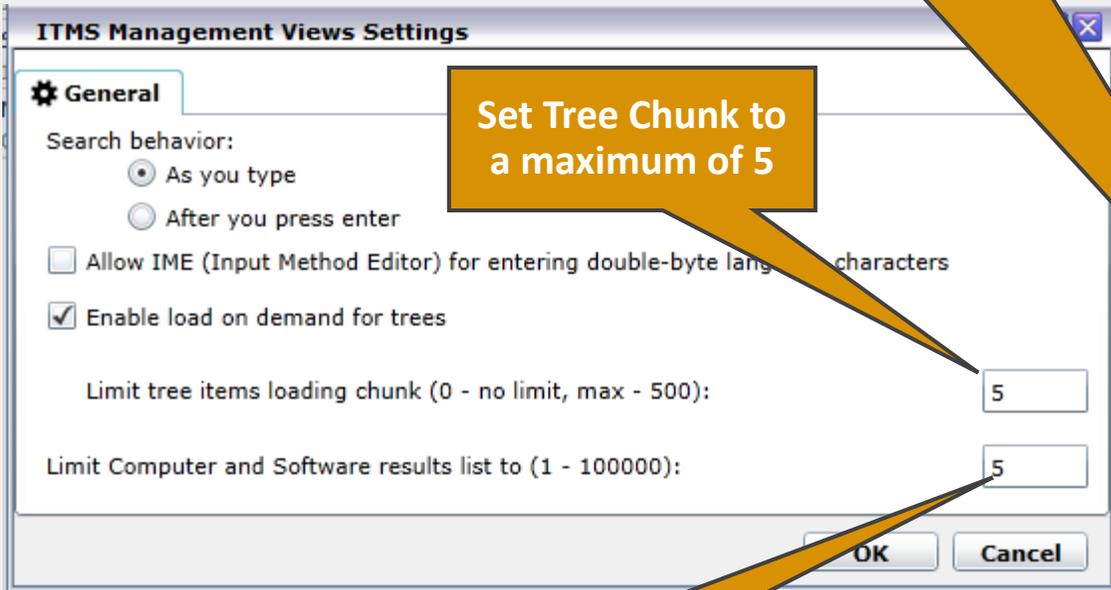
ITMS Views Settings

- Provides performance enhancing and NS load reducing features
- Search Behavior set to After you press enter allows the console to not Query for every letter typed in a search
- Allow IME option allows you to use IME to input double-byte characters on these pages.
- Enable Load on demand is enabled by default and reduces the results in the lists
 - The items in the lists are displayed in chunks you specify
 - You can also specify the number of items to be displayed in one chunk.
 - The rest of the list collapses and is loaded on demand.



ITMS Views Refactoring Example

You will only see 5 levels deep on Targets, Filters & Computer Views & Groups



ITMS Management Views Settings

General

Search behavior:
 As you type
 After you press enter

Allow IME (Input Method Editor) for entering double-byte language characters

Enable load on demand for trees

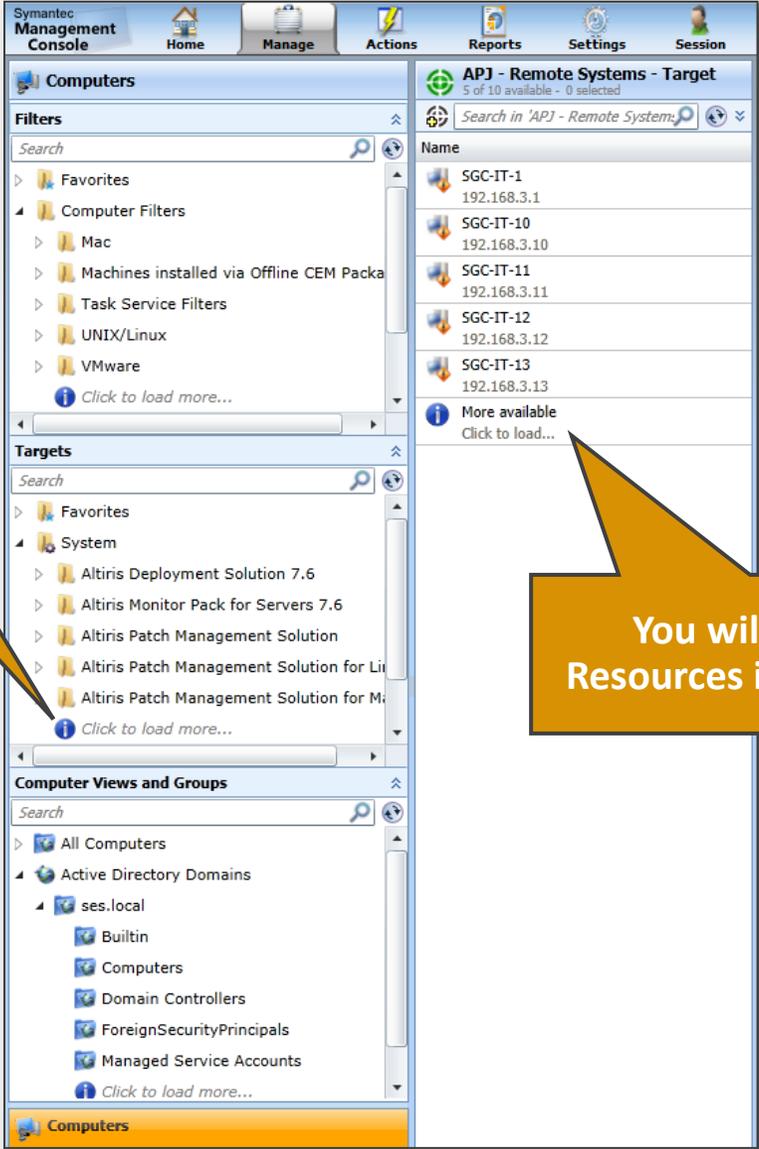
Limit tree items loading chunk (0 - no limit, max - 500):

Limit Computer and Software results list to (1 - 100000):

OK Cancel

Set Tree Chunk to a maximum of 5

Set Results to a maximum of 5



Symantec Management Console

Home Manage Actions Reports Settings Session

Computers

Filters

- Favorites
- Computer Filters
 - Mac
 - Machines installed via Offline CEM Packa
 - Task Service Filters
 - UNIX/Linux
 - VMware

Click to load more...

Targets

- Favorites
- System
 - Altiris Deployment Solution 7.6
 - Altiris Monitor Pack for Servers 7.6
 - Altiris Patch Management Solution
 - Altiris Patch Management Solution for Li
 - Altiris Patch Management Solution for M

Click to load more...

Computer Views and Groups

- All Computers
- Active Directory Domains
 - ses.local
 - Builtin
 - Computers
 - Domain Controllers
 - ForeignSecurityPrincipals
 - Managed Service Accounts

Click to load more...

APJ - Remote Systems - Target

5 of 10 available - 0 selected

Search in 'APJ - Remote Systems'

Name
SGC-IT-1 192.168.3.1
SGC-IT-10 192.168.3.10
SGC-IT-11 192.168.3.11
SGC-IT-12 192.168.3.12
SGC-IT-13 192.168.3.13

More available
Click to load...

You will only see 5 Resources in the List View



Q&A



Thank you!

Brian Sheedy

Brian_sheedy@Symantec.com

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