

Beta Known Issues

This chapter includes the following topics:

- [Key known issues in this IT Management Suite 7.1 Beta release](#)

Key known issues in this IT Management Suite 7.1 Beta release

The following is a list of the key known issues in this Beta release. A comprehensive known issues list for all components of IT Management Suite 7.1 is not yet available.

Table 1-1 Key Beta known issues

Issue

Table 1-1 Key Beta known issues (continued)

Issue
<div>Asset Management Suite</div> <ul style="list-style-type: none"> <div>Using Hierarchy Replication with Asset</div> <div>1. Discover only those computers at different levels of NS in a hierarchy which directly report to them. Avoid doing domain discovery as it will result in having all computers in domain at different levels of NS. 2. Avoid changing the server NS machines for client machines. Changing the server NS for a client machine will cause that client machine and its information to exist at both server NS machines.</div> <div>Script error when accessing GenericItemPicker on the console</div> <div>A script error is returned if a user attempts to access the GenericItemPicker. This error will be returned if the machine that is being used does not have the destination machine in its trusted sites. The workaround is to add the destination machine into trusted sites</div> <div>Workflows Pack placeholder included for ITMS Beta Release</div> <div>The Workflows Pack msi has been included with the ITMS Beta release as a placeholder. Workflows will be included for the 7.1 release.</div> <div>Asset Tasks containing parameters may not work within notification policies</div> <div>When modifying asset task parameters within an automation policy you may receive the following message: "This task does not accept any parameters"</div> <div>Warning in the log when upgrading from 7.0 to 7.1</div> <div>When upgrading ITMS from 7.0 to 7.1 using the SIM or doing a database re-configure via the console, you may see the following warning messages in the log. These messages can be safely ignored.</div> <div>Unable to perform a data class update.</div> <div>Failed to perform an item reference update.</div> <div>Failure running Report 'Incomplete Receiving Items'</div> <div>Users may notice an error on UI as well as log with the report 'Incomplete Receiving Items' under Procurement folder.</div> <div>Value selected from the picker for 'Authorized Clients' is NOT saved on the edit page of Software Licenses</div> <div>The value selected from the picker for 'Authorized Clients' is NOT saved on the edit page of Software Licenses. This issue will be addressed.</div> <div>'Owners' picker for Consumable catalog item does not save the selection of owner</div> <div>A user is unable to save a Consumable Catalog Item if it is not associated with a Cost Center/Department Owner. The workaround to save the Consumable Catalog item is to have a Cost Center/Department associated with the user selected for 'Requestor' association on the 'Purchase Request' edit page.</div> <div>'Usage' graph and 'Installed but Unused' count is incorrect</div> <div>'Usage' graph and 'Installed but Unused' count is displaying incorrect results in Activity Center</div> <div>Legacy software license migration wizard missing search rule under certain condition</div> <div>If a user clicks on 'Back' button at the 'Assign Software Purchases' screen in the wizard the Software Product Search Rule is not displayed. The workaround is to re-open the</div>

Table 1-1 Key Beta known issues *(continued)*

Issue
<p>Software License Migration wizard for the license again.</p>
<p>Deployment Solution:</p> <ul style="list-style-type: none"> ■ For deploying a Linux image on a bare metal computer, use a Windows preboot environment. ■ HTTP imaging with Rdeploy will work with IIS 7.0 configured on Windows 2003. ■ Scripted OS install with DeployAnywhere option will work for OS Windows XP and Windows 2003. ■ If an image of a client in domain is captured, after deploying, the client will join the workgroup. We need to run an apply system configuration task to get the machine into a domain. ■ After creating a new 'Preboot Configurations', the user needs to re-create the automation folder package. ■ The GhostImageFile64.dll file needs to be manually registered for ghost imaging to work. ■ Http imaging with Rdeploy will work with IIS 7.0 configured on Windows 2003. ■ If an image of a client in domain is captured, after deploying the client will join the workgroup. We need to run an apply system configuration task to get the machine into domain ■ After creating a new 'Preboot Configurations', you must re-create the automation folder package.
<p>Inventory Solution:</p> <ul style="list-style-type: none"> ■ Unable to install Inventory plug-in on Mac 10.6 client computers. The installation of inventory and inventory pack for servers Plug-in will fail if user will have Mac OS X 10.6.2 or newer version. To install the plug-in, do one of the following: <ul style="list-style-type: none"> ■ Modify the rollout.sh script in the Mac package on NS: C:\Program Files\Altiris\Notification Server\NSCap\bin\UNIX\Inventory\Mac\universal\Add: PATH=/usr/bin:/bin:/usr/sbin:/sbin:/usr/local/bin:/usr/X11/bin export PATH Note: Modifying the script should be done by a text editor that understands Mac/UNIX line endings so that after saving the doc it will not be corrupted. ■ Login though SSH to the computer, switch to root mode, and install the plug-in using the aex-swdapm utility.

Table 1-1
Key Beta known issues *(continued)*

Issue
<p>Software Management Solution:</p> <ul style="list-style-type: none"> Be aware that there is a new software management page. To to access this page, in the Symantec Management Console, go to: Manage > Software Quick Delivery task is not replicating down the hierarchy. As a work around use the Package Delivery task or the Managed Delivery policy to distribute software in hierarchy. Automatic replication of tasks assigned to clients of child NS is not happening. Work around: After assigning task to clients of child NS initiate replication using “Replicate Now” option for the task. Unable to import .vsa file in the Software Catalog As a workaround, it is possible to use “Install to virtual layer” option available in Managed Delivery policies.
<p>Patch Management Solution:</p> <ul style="list-style-type: none"> When the Notification Server is under a heavy load, a Software Update Policy creation may fail due to SQL deadlocks. The Windows Compliance by Computer report can contain negative numbers on a child node in the Hierarchy. Policy ownership information is not migrated correctly during upgrade from ITMS 7.0 when a local computer credentials were used for IIS authentication.
<p>IT Anylytics</p> <ul style="list-style-type: none"> IT Anylctics does not currently work with SQL version 2008 R2. This issue is intended to be resolved before final release.
<p>Be aware that there is a new job and task management page. To access this page, in the Symantec Management Console, go to Manage > Jobs and Tasks:</p> <ul style="list-style-type: none"> The only way to schedule a job or task is through a drag and drop on a computer. You can't schedule it through the right-click of a job/task or schedule it from the Jobs and Tasks pane.
<p>Real-Time System Manager : The redirection functionality is blocked.</p> <p>To resolve this, do the following:</p> <ol style="list-style-type: none"> Download .zip from the 7.1 Beta Symantec Connect page. Extract the "Altiris.PluggableProtocols.AMTRedirSvcTypeLibrary.dll" file. Copy the file to the "C:\windows\assembly" folder. Run "iisreset" command in command line.

Table 1-1 Key Beta known issues *(continued)*

Issue
<p>Monitor Solution:</p> <ul style="list-style-type: none">■ It is required to install manually PPA and Credential Manager agents to the computer where Remote Monitoring Server will be installed
<p>Upgrade/Migration:</p> <ul style="list-style-type: none">■ The Migration wizard does not migrate role membership involving local computer accounts.■ The Software Management Framework migration component was unable to import certain custom .EXE packages to the new Notification Server computer. This behavior is known to occur if the file path is longer than 150 characters. In this case the file paths are automatically converted into 8 character long paths plus the file extension. When a package with this file path lenght is attempted to be migrated, an error is displayed in the migration wizard dialog box when you attempt to import your software packages. The workaround is to use a file path with less than 150 symbos as the targeted directory for the export. After the export is completed, check the file names to ensure that none of them have been converted into 8 character names.■ The Symantec Management Agent fails to start on Windows 2003 x86 computers after the Monitor Solution plug-in is upgraded from 6.x to 7.1. Workaround is to uninstall the Monitor Solution plug-in (either using Uninstall Monitor Agent package or from Add\Remove Programs). Then start the SMA Agent service and install Monitor Solution plug-in again. Note that the problem is not reproducible for every Monitor plug-in upgrade and not specific for any platform.■ The configuration of Deployment Solution may fail during upgrade from ITMS 7.0 in specific configurations. <p>No upgraded documentation in this Beta. This 7.1 Beta installation includes the previous version's documentation for each component.</p>