Altiris™ IT Management Suite 7.1 from Symantec Beta Guide

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Documentation version: 7.1 Beta 1

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Contents

About IT Management Suite 7.1 Beta

This chapter includes the following topics:

- Introducing IT Management Suite 7.1
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Introducing IT Management Suite 7.1

Altiris IT Management Suite 7.1 from Symantec, formerly Altiris Total Management Suite 6.5, redefines endpoint management by enabling faster client and server deployments, increasing security, and providing more effective asset management and service. Integrated management capabilities and visibility enable you to effectively manage information and infrastructure sprawl, which reduces cost and mitigates risk.

Components of IT Management Suite 7.1

IT Management Suite includes the following components:

Table 1-1   IT Management Suite 7.1 components

Suite/Platform	Component
Symantec Management Platform 7.1	Includes components such as Network Discovery, Notification Server, Symantec Management Console, and Symantec Management Agent
Asset Management Suite 7.1	■ Asset Management Solution 7.1 ■ Barcode Solution 7.1 ■ CMDB Solution 7.1
Client Management Suite 7.1	■ Deployment Solution 7.1 SP1 with a license for 6.9 SP5 ■ Inventory Solution 7.1 ■ Inventory for Network Devices 7.1 ■ Out-of-Band Management Component 7.1 ■ Patch Management Solution 7.1 ■ pcAnywhere Solution 12.6 ■ Power Scheme Task component 7.1 ■ Real-Time System Manager 7.1 ■ Software Management Solution 7.1
Server Management Suite 7.1	■ Deployment Solution 7.1 SP1 with a license for 6.9 SP5 ■ Inventory Solution 7.1 ■ Inventory for Network Devices 7.1 ■ Inventory Pack for Servers ■ Monitor Pack for Servers 7.1 ■ Patch Management Solution 7.1 ■ Real-Time System Manager 7.1 ■ Software Management Solution 7.1 ■ Topology Viewer 7.1 ■ Virtual Machine Management 7.1

Other	■ Monitor Solution 7.1
	■ Symantec Endpoint Protection Integration Component 7.1
	■ Symantec ServiceDesk 7.1
	■ Symantec Workflow Solution 7.1
	■ Wise Connector 7.1
	■ IT Analytics 7.1
	  ■ IT Analytics 7.1 Asset Pack 7.1
	  ■ IT Analytics 7.1 Client Server Pack 7.1
	  ■ IT Analytics 7.1 ServiceDesk Pack 7.1

Beta objectives

The objectives of the Beta release are to evaluate the behavior of specific modules of IT Management Suite under the environments that are different from Symantec's internal test beds. Therefore, you as a system administrator can run the product in your widely varied test environments, with increased user and environment product exposure. Specific use cases are provided to assist you in a thorough evaluation of certain areas of the product operation. As the current version is a Beta version of the product, some components may not be fully functional. The supplied use cases focus only on certain functional components.

This Beta includes a license file for each solution. These licenses are valid through December 6, 2010. At that time, you can request another license.

The following use cases are the focus of this Beta release:

■ Installation in 64-bit mode

■ Deployment Solution 7.1 SP1

■ Software license Management

■ Migration to 7.1

The documentation of these use cases are available on the Connect Web site.

Other use cases are provided if you want to view them, but they are not part of the focus of this Beta release.

Providing feedback

You can send your feedback using the Connect Web site forums for IT Management Suite 7.1 Beta.

See "Accessing the IT Management Suite 7.1 Beta installation files" on page 26.

What's new in IT Management Suite 7.1

The following are suite-wide changes:

■ All solutions and components support 64-bit (server side)

■ Performance and scalability improvements

■ Hierarchy improvements: (1) Hierarchy editable properties , (2) Validated the data we are replicating, (3) Reports.

■ Usability improvements

■ Bug fixes

- New console views (4 pages: Managing Computers, Jobs/Tasks, Software, Policies)
- Enhancements in working with Software Products in the Software Catalog
- Inclusion of IT Analytics
- Inclusion of Workflow Solution

What's new in Asset Management Suite 7.1

- Performance and usability enhancements:
  - The Picker page now displays a paged view rather than displaying all of the records
  - Users cannot delete default views
- Support for Software Licensing in a hierarchy: fixed issue with managing software data in a hierarchy
- Enhanced software license management:
  - It is easier to create Software Products in the Software Catalog. There is a list of predefined Software Products for top commercial applications such as Symantec, Adobe, and Microsoft
  - It is easier to create License Purchase items and associate them to Software Products
  - It is easier to select the Software Products that you want to track usage of (metering)
- New Software Product License and Usage dashboard. When viewing managed software, this dashboard shows how many licenses you have in comparison to how many instances of the software are being used
- New Software License migration process

What's new in Barcode Solution 7.1

- Scanning Rules under preferences, which allows user to update the scanned Barcode / RFID value before passing it to the workflow template
- Console application which provides a wide range of workflow templates to users similar to what they hand on hand held devices. Previously, only four templates (receiving, quick scan, search and assign barcode) were available on SMC.

- Workflow - Receiving against Purchase Orders; this feature is closer to how a user can receive items against purchase order or invoices under NS Procurement workflows

- Workflow - Asset Replacement template allows the user to retire an existing asset and copy its key associations (location, owner and cost center) to the asset replacing it.

- Template Builder - allows users to create custom workflow templates. User can add fields to templates from data classes and associations.

    - Create/Receive: enables user to create new assets

    - View: enables user to view details of assets once scanned

    - Update: enables user to update details of assets

- Improved Conflict resolution (Verification By Criteria)

    - Admin user now has the ability to select individual data class or association values from the uploaded batches. Previously users were only allowed to accept an entire resource or reject it entirely

    - Quick features like Accept all without conflict, Reject all with conflict, Accept all new, etc are available for one click batch/resource acceptance

- Sync profile updates:

    - The synchronization profile allows the user to specify level of associated resources to include

    - Previously only 1 level of associations were automatically included in downloads

    - The updated model allows user to specify the association level from value 0 to 5 (max value is controlled via configuration)

    - Level of association means that if a computer is included in a profile, and level of association is set to 1, then any resources (i.e. location, user, cost center, etc) associated with the resource will also be downloaded as part of this profile. Note that only profile specific associations are used

- Two new reports are available:

    - Download Profile Impact - shows the list of assets that would be downloaded as part of a profile

    - Purchase orders received against using Barcode Solution templates

- Menu grouping: The Barcoder console / handheld application menu is now grouped under categories for easy navigation

■ UI improvements: Handheld now enables users to use navigation keys on device to interact with the menu and application

What's new in Deployment Solution 7.1 SP1

■ Enhanced management UI

■ Ghost support of http imaging

■ Ghost support of rdeploy style multicast

■ Enhancements in DeployAnywhere for Hardware Independent deployments

■ New driver management UI

■ Support for all PnP driver types during Image-based deployments

■ Support for Driver Injection within a Scripted OS Install deployment

■ PCT – Support for Office 2010 and 64 bit applications

What's new in Deployment Solution 6.9 SP5

■ Roll-up of Hot fixes

■ Windows Embedded Standard 7 Thin Client support

■ HP hardware support updates (minor)

■ HP specific Hot fixes

What's new in Event Console 7.1

■ Performance improvements

■ Added filters feature in the event console web part and main window

■ Deduplication in the UI

■ Workflow feature

■ Purging rework to allow keeping unresolved alerts

What's new in Inventory Solution 7.1

■ Software Based Usage Tracking: From SMP Console > Manage > Software you meter and track usage at the product level instead of at individual executable level

■ New report: Underutilized software, which identifies installed software that is not being used on computers with the Metering plug-in installed

- Software Catalog Data Provider gives 150 software product titles. The newly discovered software components are automatically matched against these and associated to appropriate products

- The Inventory and Inventory Pack for Servers plug-in roll out policies are now unified for Windows/UNIX/Linux/Mac platforms. You no longer need to manage different plug-in rollout policies for different platforms

What's new in Inventory Pack for Servers 7.1

- Support for RHEL 5.4 / SLES 11

What's new in IT Analytics 7.1

- Migration of IT Analytics Core to support SMP 7.1 (64-bit)

  - Added support for scoping cube data in accordance to resource scoping policy of host SMP instance

  - Adobe patch coverage

  - Asset pack changes from recently released MR

What's new in Monitor Solution 7.1

- Multiple remote monitoring servers (RMS) support with integration into site services

- Performance and scalability improvements

- Usability improvements

- Bug fixes

- Agent based support - SLES 11, RHEL5, Win2008 Core, Win2008 R2 Core

- Managed Agent Platform Support EOL - Windows Server 2000 SP4, Windows Server 2003 R2, RHEL 3, SLES 9

What's new in Monitor Pack for Servers 7.1

- Managed Agent Platform Support EOL – Windows 2000, RHEL 3, SLES 9

- Removed all Informational Rules from the default monitor policies. However, they are still available to use within the rule library.

- Windows Server Performance Health Monitor policy

- Windows Server Fault Monitor policy

- Linux Server Health Monitor policy

What's new in Out-of-Band Management Component 7.1

- Integrated new Intel SCS 5.4 for complete SQL 2008 support
- Automatic installation of local OOB site server removed
- Specific page for installation of local SCS site server with prerequisite checks added to Web Portal
- Discovery of OOB capable clients now collect more useful information

What's new in Patch Management Solution 7.1

- Support for SLES 11
- Support for RHEL 5.4
- Native 64-bit support on client side - The are now both 32-bit and 64bit versions of the Patch Management Solution for Windows plug-in.
- Remove entitlement check for Red Hat and Novell - The installation for the Patch for Linux plug-in no longer requires that an endpoint have valid entitlement information. In addition, the Patch for Linux plug-in no longer verifies the entitlement status of each endpoint with Red Hat or Novell on a real-time basis prior to installing updates.
- Reports and Portal page performance optimizations - Implemented performance improvements to several reports and web parts in the Patch portal.
- Unified rollout policy for Windows and Linux SWU plug-ins - There is a single policy to rollout both the 32-bit and 64-bit version of the Patch for Windows plug-in and a single policy to roll-out both the 32-bit and 64-bit versions of the Patch for Linux plug-in. The policies will install the 32-bit version of the plug-ins on computers with 32-bit operating systems and the 64-bit version of the plug-ins on computers with 64-bit operating systems.
- Removed Linux Patch Inventory rules to improve overall performance - Patch for Linux no longer uses inventory rules to determine whether a package is applicable to a particular endpoint and, if so, whether it has been installed on that endpoint. This determination is now made on the basis of a catalog of RPM packages applicable to each supported operating system.
- Removed Patch replication rules for Patch policies to use native NS replication rules - In cases where there is a need to replicate all Patch policies, it is no longer necessary to replicate each individual Patch policy.

- Software Update policy wizard performance improvements - Improved performance of Software Update Policy Wizard in Patch for Linux by moving dependency resolution functionality to the background.
- General Hierarchy improvements - Added support for hierarchy editable properties, enabling users to edit certain aspects of policies that have been replicated down the hierarchy from the child notification server.

What's new in pcAnywhere Solution 12.6

- Hierarchy enhancements:
  - Policy pages will have target and schedule settings as hierarchy editable
  - In Hierarchy setup, Child Notification Server's managed machine will be available in Symantec pcAnywhere filters and browse list of remote control on Parent Notification Server

What's new in Power Scheme Task component 7.1

- Installation and task execution reports added
- Hierarchy support added - inventory replication rule (Policies and tasks replication)
- Sample of power scheme job added to show how power scheme inventory can be collected after that power scheme task
- Power Scheme tasks moved to "Manage > Jobs and Tasks > Power Scheme Tasks"
- Separated inventory task from the list of power scheme task
- The power scheme name set on the client is now not the hard coded «Altiris Power Scheme¨ but is equal to the name of the task. This makes report more usable as you can see from the name what power scheme task is applied there
- Power scheme plugin is now visible in the software catalog
- Report performance optimization
- Renamed agent to plugin

What's new in Real-Time System Manager 7.1

- 1 to 1 OOB BIOS Management for TruManage Solution
- 1 to Many OOB Bios Management for TruManage Solution
- Task execution process for tasks was improved

■ Real-time information from health sensors for specific clients with DASH and IPMI technologies improved

■ Duplicated "task execution reports" now combined to one report with filtering by the tasks name

What's new in Server Management Suite Server Resource Manager home page

■ Added tasks web part to the Server resource manager home page

■ Server resource manager home page is now selected and saved as a View in resource manager window

■ Server Resource Manager home page now uses single "Baseline Monitor Policy" to show data on all web parts, rather than specific monitor policy for each web-part. This simplifies usage of the Server Resource Manager home page

What's new in Server Management Suite Topology Viewer

■ Re-factored network topology Web part as a part of the quality improvement efforts:

   ■ Topology viewer application now is very responsive and interactive to user in all aspects

   ■ Topology can be built and shown for any network device selected as root (in previous version only infrastructure devices can be selected as root)

   ■ Current topology state can be fully saved/loaded within NS (including position of topology nodes)

   ■ Some algorithms are implemented to effectively retrieve data from NS, built and show topology in cases of big networks (thousands of nodes).

   ■ Search controls in all suitable places are used to search particular network nodes in topology

What's new in ServiceDesk 7.1

■ Rules Engine: a new feature that for 7.1 will give customers the ability to configure routing rules for incidents outside of the Workflow Designer tool.

■ Localization: all out of box forms on the ServiceDesk portal will be localized

■ New performance testing results: recent performance testing has revealed that a single SD7 server is capable of handling up to 120 concurrent users, well beyond what we have previously communicated. For customers that have

more than 120 concurrent users, we should include some basic steps/considerations for standing up multiple SD7 servers behind a load balancer

- Best practices around upgrading ServiceDesk

- Administrators can search and browse for users quickly

- Administrator will no longer see the option for selecting the Round Robin process

- Analyst can create a KB article from an incident regardless of its status

- Administrator will be able to view current license usage data

- Technician can move incident from resolved to close without the end user having to complete the survey

- Administrators will have the ability to perform a fresh install

- Technicians can view incident assignment in a separate web part from within the Incident Process View page

- Technicians will have the ability to add new primary contact

- ServiceDesk 7.1 is built on the Workflow 7.1 Platform

- Administrator can select a SQL Server 2008 database during installation

- ServiceDesk installs and runs on Windows 2008 Server

- Incident worker will be able to close/resolve a group of related incidents

- Technicians will have the ability to set ticket prioritization based on the VIP flag

- ServiceDesk application will be able to run in a virtual environment

- Administrator no longer sees the AD group mapping screen during setup

- Documentation for Diff Tool and After installation, administrator can open new and old versions of a project side by side in a diff tool to view and, in some cases, merge changes

- Customer has access to accurate documentation on setting up a distributed environment for scaling

- Incident analyst receives a confirmation screen after creating an incident template

- Incident assignments are set according to routing rules even upon first call resolution

- Analysts will have the ability to perform actions while a tasks is in pending status

- User will be able to right-click on a CI to view related incidents

- Incident Analyst will be able to reassign an incident while reclassifying the incident

- Request Fulfillment processes will be available as action on an incident

- Email Monitoring application will add incidents and problems automatically with a source of Monitoring

- Administrator can configure automation rules for Incident Management

What's new in Software Management Solution 7.1

- Native 64-bit support on client side

- Support for RHEL 5.4

- Support for SLES 11

- Managed Delivery Policies - Separate Scheduling for compliance package download and software installation

- Regional scenario support for hierarchy (including support of "Hierarchy Editable Properties").

- 4 most popular Software Management reports (Software Delivery - Execution Status, Software Delivery - Execution Summary, Software Management Portal - Software Request Status, Software Management Portal - Software Request Summary) now support hierarchy.

What's new in Symantec Endpoint Protection Integration Component 7.1

- Remote Machine Repair via IDE-R and SERT

- Power Sensitive Malware Scanning

What's new in Wise Connector 7.1

- 64-bit support

What's new in Virtual Machine Management 7.1

- Streamlined credential management. The VMM_vmware and VMM_Hyperv credential types are no longer used. When setting up a Network Discovery task to discover ESX and HyperV hosts and their guests the user configures a VMware credential and a WMI credential (for HyperV hosts). When these

machines are discovered NS remembers the credential used to connect to each machine. The user does not have to create any additional credentials. The VMM tasks use the credential that was used during Network Discovery.

- DS – VMM integration. The create VM wizard has been modified. The main change is that at the end of defining the VM the user should select an OS deployment job (which they need to have created previously). After the wizard is finished the VM is created and powered on. The VM being completely empty attempts a network boot and looks for a PXE server. The user needs to have configured the DS PXE server to deploy an automation image to unknown computers. When the VM connects to the PXE server it should receive the automation image the user created. This will connect to NS and then the OS deployment job they selected will execute on the VM. Other changes to the wizard involve selecting the datastore in which to create the VM.

- VMM inventory task changes. There will be a predefined VMM inventory task that will be applied to a Resource target of All discovered hypervisors (esx 3.5, esx 4.0, esxi 4.0, and HyperV. This task will have a default schedule of daily at 6:30pm.

- Notes:

  - After upgrading from 7.0 to 7.1 the user should run the VMM inventory task on all their hypervisors to get new 7.1 data.

  - vCenter servers and ESX servers must have a common management username/password account that has rights to Connect and use the VMware webservice API.

Installing the Beta

This chapter includes the following topics:

- Installation guidelines for an evaluator

- Installing ITMS 7.1 in an evaluation environment

- System requirements for an ITMS 7.1 evaluation server

- About Symantec Installation Manager

- Accessing the IT Management Suite 7.1 Beta installation files

- Installing Symantec Installation Manager

- Adding the Beta product listing file

- Installing IT Management Suite 7.1 Beta

- Applying Beta licenses

Installation guidelines for an evaluator

As an evaluator, use Symantec Installation Manager to install the Symantec Management Platform products. Use the same installation process that is used for a first-time installation in a production environment, but for a very small environment.

Table 2-1	Installation guidelines for an evaluator
Guideline applies to	**Description**
Computers	You need a server with Windows Server 2008 R2 for the platform. You also need a least one client computer with a supported Windows, Linux, or Mac operating system. **Note:** For evaluation, you can install the platform and the client computer on virtual machines.
SQL Server	You can use Microsoft SQL Server 2005 or 2008 and install it on the same server as the platform. If Symantec Installation Manager does not detect a supported version of Microsoft SQL Server, it offers to install Microsoft SQL Server 2008 Express. When the SQL Server is on the same computer as Notification Server, Symantec recommends that you optimize your SQL Server maximum memory settings. This optimization can significantly improve product performance. For more information, see On-box SQL Server maximum memory settings.
System requirements	During the installation process, Symantec Installation Manager displays an **Install Readiness Check** page. This page verifies that the computer meets the system requirements. You only need to meet the minimum system requirements that are listed on this page.
Configuration	You should accept the default settings wherever possible to quickly install the product.
Getting started	By default, when the installation is complete the **Symantec Management Console** opens. It opens to the **Getting Started** Web part if the products you installed do not specify that a different page in the console should open. You can also access the **Getting Started** Web part if you click **My Portal** on the **Home** menu. The **Getting Started** Web part contains videos and links to the help topics that explain the key concepts and tasks of the platform.

Installing ITMS 7.1 in an evaluation environment

You will install the Beta in an evaluation environment. Complete the following process to install the 7.1 Beta.

Table 2-2   Process for installing ITMS 7.1 in an evaluation environment

Step	Task	Description
Step 1	Allocate hardware for your test environment.	To evaluate ITMS 7.1 you must have a server and at least one client computer. See "System requirements for an ITMS 7.1 evaluation server " on page 24.
Step 2	Install Windows.	Install Windows 2008 R2 with the default configuration. For information see: Microsoft documentation
Step 3	Install SQL Server	Install Microsoft SQL Server with the default configuration. See "System requirements for an ITMS 7.1 evaluation server " on page 24. For evaluation, you can install SQL on the 7.1 server or on a different computer. For installation information see: Microsoft documentation
Step 4	Download the Beta evaluation installation files.	See "Accessing the IT Management Suite 7.1 Beta installation files" on page 26.
Step 5	Install the Symantec Installation Manager.	See "Installing Symantec Installation Manager" on page 27.
Step 6	Add the Beta product listing file to the Symantec Installation Manager.	Symantec Installation Manager uses the Beta product listing file to display the list of available products. See "Accessing the IT Management Suite 7.1 Beta installation files" on page 26. See "Adding the Beta product listing file" on page 29.

Table 2-2   Process for installing ITMS 7.1 in an evaluation environment
(continued)

Step	Task	Description
Step 7	Run Symantec Installation Manager and install the Beta software.	To install the Symantec Management Platform and Symantec products, run Symantec Installation Manager on the Notification Server computer. You can install all of IT Management Suite or just components, such as Client Management Suite or individual solutions. You can install additional components at any time. See "Installing IT Management Suite 7.1 Beta" on page 29.
Step 8	Apply the Beta licenses.	This Beta includes a license file for each solution. See "Applying Beta licenses" on page 31.

System requirements for an ITMS 7.1 evaluation server

When you set up an evaluation server, you can install Symantec Notification Server and Microsoft SQL Server on the same computer. You can install either to a physical computer or to a virtual computer.

If you use a virtual computer, the following hosts are supported: VMWare ESX 3.5 or 4.0 Windows Hyper-V Server 2008 R2. By default, VMware allocates 4GB or RAM to the virtual disk. If you choose to install the server into a virtual disk, make sure that you increase the RAM allocated to 8GB if possible.

When installing an evaluation server, you can use the minimum requirements. For a production server, you should use the recommended requirements.

See "Installing ITMS 7.1 in an evaluation environment" on page 22.

Table 2-3   Hardware requirements for an ITMS 7.1 server

Item	Minimum	Recommended
CPU	Single core 2.0 GHz.	Multi-core

Table 2-3   Hardware requirements for an ITMS 7.1 server *(continued)*

Item	Minimum	Recommended
Memory	3 GB, DDR2.	4 GB or more, DDR2.
Disk	18GB free. SATA.	20 GB free or more. 10,000 rpm SCSI

Table 2-4   Software requirements for an ITMS 7.1 server

Item	Minimum
Operating System	Windows Server 2008 R2 x64
SQL	Latest updates of SQL Server 2005 or SQL Server 2008 In evaluation environment, you can do the following: ■ Use an Express Edition ■ Install SQL on either the 7.1 server or another computer
Internet Explorer	7.0 or above
Microsoft .NET	3.5 SP1 or above

About Symantec Installation Manager

Symantec Installation Manager is used to install the Symantec Management Platform products. Symantec Installation Manager uses an installation wizard that walks you through the installation process. During the installation process, Symantec Installation Manager verifies hardware and software prerequisites and lets you install some required components such as Microsoft .NET. The installation wizard also helps you perform the initial configuration of Notification Server and the database.

Use Symantec Installation Manager for the following tasks:

■ Install new products.

■ Install optional components.

■ Apply purchased licenses.

■ Check for and install updates.

■ Create an installation package to install the products on a computer that does not have an Internet connection.

■ Create a support package that you can send to support.

- Repair or uninstall installed products.

- Reconfigure a product that did not configure successfully during installation.

- Access Altiris Notification Server Migration Wizard to migrate data from Notification Server 6.x or Symantec Management Platform 7.0.

Accessing the IT Management Suite 7.1 Beta installation files

All of the Beta installation and information files are available on the Symantec Connect site.

To access the Beta files

1   Go to the Symantec Connect site at http://www.symantec.com/connect/.

2   Click **Login**.

3   Do one of the following:

- If you have a SymAccount, enter your credentials.
  Your User ID is the email address that you used to register.

- If you do not have a SymAccount, click **Register now** and follow the instructions.

4   From the main **Connect** page, click **All Communities > Endpoint Management > Groups**.

5   From the **Groups** page, click the **Product Groups** tab.

6   Click the **Beta** sub-tab.

7   Click **ITMS 7.1 Beta**.

8   Click **Request Membership**.

9   Provide your information and click **Join**.

    When you are approved, you will receive an email.

10 After you are approved you can return to the Beta page by doing the following:

- From the main **Connect** page, click **All Communities > Endpoint Management > Groups**.

- Under **My Groups**, click **ITMS 7.1 Beta**.

11 From the ITMS 7.1 Beta page, you will see instructions for the Beta.

    In the **Show** drop-down, select **Articles**.

    There is an article that provide instructions.

12 From the ITMS 7.1 Beta page, download the following files:

symantec_sim_7_1.exe	The is the executable for installing the Symantec Installation Manager. Download it onto the server where you will install the Beta.

See "Installing Symantec Installation Manager" on page 27. |
| ITMS_7_1_Beta.pl.xml | This is a product listing configuration file. This provides all of the installation configuration information needed by the Symantec Installation Manager. You will reference this file from the Symantec Installation Manager.

See "Adding the Beta product listing file" on page 29. |
| ITMS_7_1_Beta_Licenses.ZIP file | These are the Beta license files. You will reference these files from the Symantec Installation Manager.

This Beta includes a license file for each solution. These licenses are valid through December 6, 2010. At that time, you can request another license.

See "Applying Beta licenses" on page 31. |

13 To view the Beta use case files, in the **Show** drop-down, select **Forum Discussion**.

You can also provide feedback in these forums.

Installing Symantec Installation Manager

Symantec Installation Manager manages the installation of the Symantec Management Platform products. Symantec Installation Manager manages the entire installation process including licensing, data migration, and updates.

See "Installing ITMS 7.1 in an evaluation environment" on page 22.

Except for offline installations, you install Symantec Installation Manager on the computer where you plan to install the Symantec Management Platform products.

With an offline installation, you install Symantec Installation Manager on a computer that has an Internet connection. You then use Symantec Installation Manager to create an installation package that you run on the computer that does not have an Internet connection.

For more information about the Symantec Installation Manager, see the Symantec Management Platform Installation Guide .

To install Symantec Installation Manager

1 Run the Symantec Installation Manager EXE file.

2 If Microsoft Windows Installer 4.5 is not installed, click **Yes** in the dialog box that asks you to install it.

   After you click **Yes**, a **Software Update Installation Wizard** appears and walks you through the installation of Windows Installer 4.5. After you install Windows Installer, you may have to reboot your computer.

   Microsoft Windows Installer 4.5 is a prerequisite for the installation of Symantec Installation Manager.

3 If Microsoft .NET Framework 3.5 SP1 is not installed, click **Yes** in the dialog box that asks you to install it.

   After you click **Yes**, a **Welcome to Setup** dialog box appears where you initiate the installation of .NET Framework. After you install .NET Framework, you may have to reboot your computer.

   .NET Framework 3.5 SP1 is a prerequisite for the installation of Symantec Installation Manager.

4 If Microsoft SQL Server is not installed on the computer, in the dialog box that appears, click one of the following options:

Yes	Opens Web Platform Installer that installs Microsoft SQL Server 2008 Express. Before SQL Server Express is installed, a dialog box appears where you must select the authentication mode. Microsoft recommends the use of Windows Integrated Authentication mode. Symantec recommends that you always use a strong password with the authentication mode that you select.
No	Proceeds with the installation of Symantec Installation Manager without installing Microsoft SQL Server. Use this option when Microsoft SQL Server is installed off-box.
Cancel	Cancels the installation of Symantec Installation Manager. Use this option when you want to install Microsoft SQL Server Standard or Enterprise before installing Symantec Installation Manager.

5 In the **Welcome** dialog box, click **Next**.

6 In the **License Agreement** dialog box, check **I accept the terms in the license agreement**, and click **Next**.

7   In the **Destination Folder** dialog box, click **Begin install** to install the files in the default location.

To install the files in a different location, click **Browse**, and specify a different location.

8   In the final dialog box, click **Finish**.

By default, the **Automatically launch Symantec Installation Manager** option is selected on this page. This option opens Symantec Installation Manager to the **Install New Products** page.

Adding the Beta product listing file

Symantec Installation Manager uses a product listing file to display a list of products that you can install. This Beta release has its own product listing file and you must add the file to install the product.

See "Accessing the IT Management Suite 7.1 Beta installation files" on page 26.

To add a product listing

1   Start Symantec Installation Manager.

2   If the **Install New Products** page appears, click **Cancel**, and click **Yes** to confirm the cancellation.

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

4   In the **Settings** dialog box, click **Change product listing**.

5   In the **Manage Product Listings** dialog box, click **Add**.

6   In the **Add New Product Listing** dialog box, specify the Beta product listing file, and click **OK**.

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

By default, the product listing file you added is selected in this dialog box.

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

The products from the new products listing file appear on the **Install New Products** page.

Installing IT Management Suite 7.1 Beta

Symantec Installation Manager manages the entire installation process for the Symantec Management Platform products.

Note: Symantec recommends that you install and test Symantec Management Platform in a test environment before you install it in a production environment.

The following procedure is for an initial installation that installs the Symantec Management Platform and any other products that are selected. After the initial installation, you also use Symantec Installation Manager to install updates or additional products.

For more information about the Symantec Installation Manager, see the Symantec Management Platform Installation Guide .

To install the Symantec Management Platform products

1   Start Symantec Installation Manager.

    When you complete the installation of Symantec Installation Manager, it starts by default. You can also start it on the **Start** menu at **All Programs > Symantec > Symantec Installation Manager > Symantec Installation Manager**.

2   On the **Install New Products** page, select the products to install, and click **Next**.

    You can install all of IT Management Suite or just components, such as Client Management Suite or individual solutions. You can install additional components at any time.

3   On the **Optional Installations** page, check the optional components that you want to install and click **Next**.

4   On the **End User License Agreement** page, verify that the correct products were selected, check **I accept the terms in the license agreements**, and click **Next**.

    If you need to change the product selection, click **Back** twice.

5   On the **Contact Information** page, type the answers for the requested information, and click **Next**.

6   On the **Install Readiness Check** page, verify that the computer meets the minimum requirements, and click **Next**.

7   On the **Notification Server Configuration** page, configure Notification Server, and click **Next**.

8   If you are prompted to set Classic .NET AppPool, click **OK**.

    Classic .NET AppPool must be set to continue with the installation.

9 If you are prompted to configure SSL for the selected Web site, click **OK** to configure SSL automatically or click **Cancel**.

SSL must be configured for the selected Web site. If you click **OK**, SSL is configured for this Web site with port 443. If you click **Cancel**, you can select a different Web site or configure SSL manually.

10 On the **Database Configuration** page, configure the database, and click **Next**.

11 On the **Review Installation Details** page, verify the installation details, and click **Begin install**.

The selected products are installed.

12 (Optional) On the **Product Licensing** page, apply licenses, and click **Next**.

This page appears only when you initially install a product that requires a license.

If you do not apply licenses, trial licenses are applied. You can use Symantec Installation Manager to apply licenses at any time.

See "Applying Beta licenses" on page 31.

13 On the **Installation Complete** page, click **Finish**.

Applying Beta licenses

This Beta includes a license file for each solution.

See "Accessing the IT Management Suite 7.1 Beta installation files" on page 26.

These licenses are valid through December 6, 2010. At that time, you can request another license.

If you do not apply licenses, Symantec Installation Manager applies seven-day trial licenses.

To apply licenses to a solution

1 To apply licenses to a solution when you install it with Symantec Installation Manager, on the **Product Licensing** page, click **Install licenses**.

The **Product Licensing** page appears after the product is installed.

2 To apply licenses to a solution at any time after you install it, complete the following steps:

■ Start Symantec Installation Manager.

■ On the **Installed Products** page, click **Add/Update licenses**.

■ On the **Product Licensing** page, click **Install licenses**.

3 In the **Select License Files** dialog box, select the license files to apply, and click **Open**.

To select multiple licenses, press **Ctrl** when you select the license files.

4 Read the message that explains how the licenses affect the applicable products, and click **Yes** to proceed.

5 After you apply the licenses, on the **Product Licensing** page, click **Next** or **Close**.

6 On the dialog box that appears, click **Restart services** to restart the Notification Server services or **Apply without restart** to continue without restarting the services.

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

This dialog box also has an **Always perform this action when installing licenses** option. If you check this option, the dialog box does not appear when you apply additional licenses and the action you select is always performed.

7 If you apply the licenses to a solution when you install it, the **Installation Complete** page appears.

8 If you apply the licenses to a solution at any time after you install it, the **Installed Products** page appears.