Symantec™ IT Management Suite 7.6 HF7 powered by Altiris™ technology Release Notes

✓Symantec.

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

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

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

■ Product release level

■ Hardware information

- Available memory, disk space, and NIC information

- Operating system

- Version and patch level

- Network topology

- Router, gateway, and IP address information

- Problem description:

  - Error messages and log files

  - Troubleshooting that was performed before contacting Symantec

  - Recent software configuration changes and network changes

Licensing and registration

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

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Customer service

Customer service information is available at the following URL:

www.symantec.com/business/support/

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- Questions regarding product licensing or serialization

- Product registration updates, such as address or name changes

- General product information (features, language availability, local dealers)

- Latest information about product updates and upgrades

- Information about upgrade assurance and support contracts

- Information about the Symantec Buying Programs

- Advice about Symantec's technical support options

- Nontechnical presales questions

- Issues that are related to CD-ROMs, DVDs, or manuals

Support agreement resources

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

Asia-Pacific and Japan	customercare_apj@symantec.com
Europe, Middle-East, and Africa	semea@symantec.com
North America and Latin America	supportsolutions@symantec.com

IT Management Suite 7.6 HF7 Release Notes

This document includes the following topics:

- About IT Management Suite

- What's new in this release

- System requirements and supported platforms

- General installation and upgrade information

- Performing post installation tasks for Deployment Solution

- Fixed issues

- Known Issues

- Where to get more information

About IT Management Suite

IT Management Suite is a tool for managing corporate IT assets such as desktop computers, laptop computers and servers that have Windows, UNIX, Linux or Mac operating systems.

IT Management Suite is a collection of solutions and components that run on the Symantec Management Platform.

What's new in this release

In IT Management Suite 7.6 HF7, the following new features are introduced:

	Table 1-1	New features

Feature	Description
Updated versions of Symantec Workspace Virtualization Agent and Symantec Workspace Streaming Agent are included.	Symantec Workspace Virtualization Agent (7.6.160) and Symantec Workspace Streaming Agent (7.6.0.160) are included as part of this release.
Support for OS X 10.11 El Capitan.	Symantec Management Agent and solution plug-ins can be installed on OS X 10.11 El Capitan. For the list of supported solutions and limitations refer to the following article: www.symantec.com/docs/DOC9146
Support for SLE 11 SP4.	Symantec Management Agent and solution plug-ins can be installed on SUSE Linux Enterprise Server 11 SP4 and SUSE Linux Enterprise Desktop 11 SP4. For the list of supported solutions and limitations refer to the following article: www.symantec.com/docs/DOC9145
Improved installation and logging.	Installation and logging is improved for Deployment Server Package server components.

System requirements and supported platforms

Before you install IT Management Suite 7.6 HF7, read the section Hardware recommendation in the *IT Management Suite 7.6 Planning for Implementation Guide* at the following URL:

http://www.symantec.com/docs/DOC8038

For information about the supported operating systems in Symantec Management Platform 7.6 HF7 and the IT Management Suite 7.6 HF7 solutions, see the article at the following URL:

http://www.symantec.com/docs/HOWTO9965

General installation and upgrade information

The installation of IT Management Suite (ITMS) 7.6 HF7 involves installation of Symantec Management Platform (SMP) 7.6 HF7 and solutions using Symantec Installation Manager.

For more information on how to install and configure the product, see the *Installing the IT Management Suite solutions* chapter in the *IT Management Suite 7.6 Installation and Upgrade Guide* at the following URL:

http://www.symantec.com/docs/DOC8039

Upgrade to IT Management Suite 7.6 HF7

After you install this hotfix (7.6 HF7), you cannot uninstall it or roll back to the previous version of ITMS. Therefore, install this Hotfix only if you require the fixes. If you decide to install ITMS 7.6 HF7 for Symantec Management Platform, you need to enable the Symantec Management Agent and remote Task Servers upgrade policies.

Note: To upgrade to the latest hotfix, log on to Notification Server with the SMP application identity credentials.

In ITMS 7.6 HF7, Symantec Installation Manager (SIM) automatically creates a registry backup in the support folder before starting the installation, upgrade, or hotfix installation of SIM and ITMS solutions. The registry backup is available at the following location:

`C:\Program Files\Altiris\Symantec Installation Manager\Support`

If you encounter any errors because of missing registry entries or corrupted registry file, you can do one of the following:

- Restore the previous registry entries, and then run the installation or upgrade. To restore the previous registry entries, navigate to the registry backup, and then double-click the `AIMRoot.reg` file.

- Uninstall a solution, and then reinstall it, so that the registry entries are recreated. When you encounter the same error, repair the solution using SIM.
  For more information, see the following KB article:
  http://www.symantec.com/docs/TECH183086

For more information about creating a support package, see the following article:

http://www.symantec.com/docs/HOWTO93142

Upgrading Symantec Management Agent, site servers and solution level plug-ins

After you upgrade IT Management Suite from version 7.6 to this hotfix, upgrade the Symantec Management Agent, the site servers, and the solution plug-ins.

Table 1-2		Process to upgrade Symantec Management Agent, site servers and solution plug-ins
Step	**Action**	**Description**
Step 1	Upgrade the Symantec Management Agent on site servers.	In the Symantec Management Console, on the **Actions** menu, click **Agents/Plug-ins > Rollout Agents/Plug-ins**. Then, in the left pane, under **Symantec Management Agent**, locate and turn on the policies that upgrade the Symantec Management Agent on site servers.
Step 2	Upgrade the site servers.	In the Symantec Management Console, on the **Settings** menu, click **All Settings**. In the left pane, expand **Notification Server > Site Server Settings**, and then locate and turn on the upgrade policies for various site server plug-ins.
		To upgrade a remote task server, in the Symantec Management Console, on the **Settings** menu, click **All Settings**. In the left pane, expand **Notification Server > Site Server Settings > Notification Server > Task Service > Advanced**, and then locate and turn on the upgrade policies for the remote task servers.
		To upgrade a remote package server, in the Symantec Management Console, on the **Settings** menu, click **All Settings**. In the left pane, expand **Notification Server > Site Server Settings > Notification Server > Package Service > Advanced > Windows**, and then locate and turn on the **Windows Package Server Agent Upgrade** policy.
Step 3	Upgrade the Symantec Management Agent on client computers.	In the Symantec Management Console, on the **Actions** menu, click **Agents/Plug-ins > Rollout Agents/Plug-ins**. Then, in the left pane, under **Symantec Management Agent**, locate and turn on the policies that upgrade the Symantec Management Agent on client computers.
Step 4	Upgrade solution-specific agents and plug-ins.	In the Symantec Management Console, on the **Actions** menu, click **Agents/Plug-ins > Rollout Agents/Plug-ins**. Then, in the left pane, locate and turn on the plug-in upgrade policies.

Symantec recommends that you configure a schedule for the upgrade policies. The default **Run once ASAP** option may not trigger the policy if this is not the first time you perform an upgrade. To speed up the upgrade process, consider temporarily changing the **Download new configuration every** setting on the **Targeted Agent Settings** page to a lower value.

If the upgrade policy is set to **Run once ASAP**, the policy is rolled out just once.

You can also clone the upgrade policies instead of creating additional schedules.

For more information on the post-upgrade tasks, see the chapter *Performing post-upgrade tasks* in the *IT Management Suite 7.6 Installation and Upgrade Guide* at the following URL:

http://www.symantec.com/docs/DOC8039

Post-upgrade versions of Symantec Management Agent and solution plug-ins

The Symantec Management Agent and its plug-in versions after you upgrade to ITMS 7.6 HF7 are as follows:

Table 1-3   Symantec Management Agent and plug-in versions after upgrading to IT Management Suite 7.6 HF7

Agent or plug-in	Windows	UNIX/Linux/Mac
Symantec Management Agent	7.6.1655.14	7.6.1655
Altiris Client Task Agent	7.6.1655.14	7.6.1655
Altiris Client Task Server Agent	7.6.1655	N/A
Altiris Base Task Handlers	7.6.1655.14	7.6.1655
Altiris Pluggable Protocols Architecture Agent	7.6.1625	N/A
Inventory Agent	7.6.1655	7.6.1655
Application Metering Agent	7.6.1655	N/A
Server Inventory Agent	7.6.1655	7.6.1655
Inventory Rule Agent	7.6.1383	7.6.1655
Monitor Plug-in	7.6.1395	7.6.1395
Package Server	7.6.1655.14	7.6.1655
Software Update Plug-in	7.6.1645	7.6.1395
Software Management Framework Agent	7.6.1655	7.6.1655
Software Management Solution Agent	7.6.1505	7.6.1395
Virtual Machine Management Task Handler	7.6.1395	N/A
Deployment Task Server Handler	7.6.1655	N/A
Deployment Package Server	7.6.1655	N/A
Deployment Plug-in for Windows (x64/x86)	7.6.1655	N/A

Table 1-3   Symantec Management Agent and plug-in versions after upgrading to IT Management Suite 7.6 HF7 *(continued)*

Agent or plug-in	Windows	UNIX/Linux/Mac
Deployment Plug-in for Linux (x64)	N/A	7.6.1645
Deployment Plug-in for Linux (x86)	N/A	7.6.1655
Deployment Plug-in for Mac	N/A	7.6.1655
Deployment NBS plug-in	7.6.1655	N/A
Symantec Workspace Streaming Agent	7.6.0.160	N/A
Symantec Workspace Virtualization Agent	7.6.160	N/A
Symantec Virtual Composer	7.6.0.160	N/A
Ghost tool	12.0.0.7059	12.0.0.7045

The following table lists the upgrade scenarios for which you must upgrade the Deployment Solution (DS) Plug-ins and Components after you install the ITMS 7.6 HF7:

Table 1-4   Upgrade scenarios for Deployment solution plug-ins and Components

Upgrade scenario	Deployment task handler	Deployment Package Server component	NBS	Windows plug-in	Mac plug-in	Linux plug-in
Upgrade from 7.6 to 7.6 HF7	Yes	Yes	Yes	Yes	Yes	Yes
Upgrade from 7.6 HF1 to 7.6 HF7	Yes	Yes	Yes	Yes	Yes	Yes
Upgrade from 7.6 HF2 to 7.6 HF7	Yes	No	Yes	Yes	Yes	Yes
Upgrade from 7.6 HF3 to 7.6 HF7	Yes	No	Yes	Yes	Yes	Yes

Table 1-4   Upgrade scenarios for Deployment solution plug-ins and Components *(continued)*

Upgrade scenario	Deployment task handler	Deployment Package Server component	NBS	Windows plug-in	Mac plug-in	Linux plug-in
Upgrade from 7.6 HF4 to 7.6 HF7	Yes	No	Yes	Yes	Yes	No
Upgrade from 7.6 HF5 to 7.6 HF7	Yes	No	Yes	No	Yes	No
Upgrade from 7.6 HF6 to 7.6 HF7	Yes	No	Yes	No	Yes	No

Performing post installation tasks for Deployment Solution

The following table lists the upgrade scenarios for which you must recreate the automation folders after you install the ITMS 7.6 HF7:

Table 1-5   Post installation tasks for Deployment Solution

Upgrade	Windows automation folder	Mac automation volume	Linux automation folder
Upgrade from 7.6 to 7.6 HF7	Yes	Yes	Yes
Upgrade from 7.6 HF1 to 7.6 HF7	Yes	Yes	Yes
Upgrade from 7.6 HF2 to 7.6 HF7	Yes	Yes	Yes
Upgrade from 7.6 HF3 to 7.6 HF7	Yes	Yes	Yes
Upgrade from 7.6 HF4 to 7.6 HF7	Yes	Yes	Yes

Table 1-5		Post installation tasks for Deployment Solution *(continued)*	
Upgrade	**Windows automation folder**	**Mac automation volume**	**Linux automation folder**
Upgrade from 7.6 HF5 to 7.6 HF7	Yes	Yes	Yes
Upgrade from 7.6 HF6 to 7.6 HF7	Yes	No	Yes

Post installation tasks for Deployment Solution

- Recreate the automation folders.

- Deploy automation folders on client computers.

Note: Symantec recommends that you clear the Internet browser cache before running deployment tasks.

To recreate the automation folders

1   In the Symantec Management Console, on the **Settings** menu, click **Deployment > Manage Preboot Configurations**.

2   On the **Manage Preboot Configurations** page, in the preboot configurations list, select the configuration that you want to recreate and click **Recreate Preboot Environment**.

For Mac, you must recreate all the NetBoot images and the automation folders and create new preboot configurations.

Symantec recommends that you wait for at least half an hour before running any deployment tasks. To see if the automation folder is updated, check the timestamp for the automation folders that are created at the following locations:

- PEInstall_x86

  ```
  <install_dir>\Notification
  Server\NSCap\bin\Win32\X86\Deployment\Automation\PEInstall_X86
  ```

- PEInstall_X64

  ```
  <install_dir>\Notification
  Server\NSCap\bin\Win64\X64\Deployment\Automation\PEInstall_x64
  ```

- LinInstall

  ```
  <install_dir>\Notification
  Server\NSCap\bin\UNIX\Deployment\Linux\x86\Automation\LinInstall_x86
  ```

To verify if the automation folder has been recreated, in the task manager, check if the Bootwiz.exe application has completed recreating the preboot configuration.

After recreating the automation folders, run the following tasks from the Task Scheduler to update the packages on Notification Server:

- NS.Delta Resource Membership Update

- NS.Package Distribution Point Update Schedule

- NS.Package Refresh

To deploy the automation folders on the Windows client computers

◆ Run the following automation folder upgrade policies:

- **Deployment Automation Folder for Windows (x64) - Upgrade**

- **Deployment Automation Folder for Windows (x86) - Upgrade**

To deploy the automation folders on the Linux or Mac client computers

1 Run the following automation folder uninstall policies:

- **Deployment Automation Folder for Linux-Uninstall**

- **Deployment Automation Folder for Mac-Uninstall**
  After you enable the **Deployment Automation folder for Mac-Uninstall** policy, you must manually delete the DSAutomation partition that is present in the unmounted and unallocated state.
  If you do not want to run the uninstall policy to uninstall the automation folder from the client computer, you must manually erase the disk and the volume of the client computer. If you manually erase the disk and the volume of the client computer, ensure that you clean the Non-volatilerandom-accessmemory (NVRAM) of the client computer.
  For information on how to clean the NVRAM of a client computer, see the following article:
  http://support.apple.com/kb/HT1533

2 Run the following automation folder installation policies:

- **Deployment Automation Folder for Linux-Install**

- **Deployment Automation Folder for Mac-Install**

Fixed issues

IT Management Suite 7.6 HF7 contains fixed issues for the following solutions and components:

- Symantec Management Platform
  See "Symantec Management Platform Fixed Issues" on page 15.

- Asset Management Solution
  See "Asset Management Solution Fixed Issues" on page 17.

- CMDB Solution
  See "CMDB Solution Fixed Issues" on page 18.

- Deployment Solution
  See "Deployment Solution Fixed Issues" on page 18.

- Inventory Solution
  See "Inventory Solution Fixed Issues" on page 19.

- ITMS Management Views
  See "ITMS Management Views Fixed Issues" on page 19.

- Patch Management Solution
  See "Patch Management Solution Fixed Issues" on page 19.

- Software Management Framework

Symantec Management Platform Fixed Issues

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

This release contains fixed issues for the following components:

- Notification Server
  See Table 1-6 on page 16.

- Task Server
  See Table 1-7 on page 16.

- UNIX/Linux/Mac
  See Table 1-8 on page 16.

- Network Discovery
  See Table 1-9 on page 17.

Table 1-6   Fixed issues for Notification Server

Issue	Article link
The subnets that are created by Workflow `resourcemodel.asmx` web service have no **Resource Keys** and **Inv_Subnet** entries. The **Subnet Resource Creation Schedule** uses these two parameters to remove the invalid subnets. Note that the current fix automatically creates the **Resource Key**, but the **Inv_Subnet** entry still needs to be added.	N/A
When you create a new target in IT Management Views, it contains all computers. In ITMS 7.5, the new target was empty by default.	N/A
If some key values (for example 'guid') of the computer in Active Directory are different from the values in database, the Active Directory import overwrites all populated fields of this computer in database even if their value in Active Directory is NULL.	N/A
The **Delta Membership Update** of the custom filters in SQL format fails.	N/A
In Resource Manager, the Resource associations information for a User is displayed in a confusing way.	N/A

Table 1-7   Fixed issues for Task Server

Issue	Article link
The following error keeps appearing in the SMP logs: "**The handler 'PersistentSettings' is failed to process request. System.NullReferenceException: Object reference not set to an instance of an object.**"	TECH233482
Task Server fails to register on Notification Server when using the Agent Connectivity Credentials (ACC).	TECH232389

Table 1-8   Fixed issues for UNIX/Linux/Mac

Issue	Article link
UNIX/Linux/Mac computers may get merged to Windows computers or to each other by different resource keys. To solve this issue, the IT Management Suite 7.6 HF7 release introduces an option to configure which resource keys the ULM agent can send. You can do that in the Symantec Management Console, at the following locations: ■ On the **Targeted Agent Settings** page, on the **UNIX/Linux/Mac** tab ■ In the **Agent Installation Settings** dialog box, on the **Agent Settings** tab	TECH225359
Sometimes the Symantec Management Agent on Solaris 10 Global Zone client computers stops responding and keeps tasks in **Running** state.	N/A

Table 1-9	Fixed issues for Network Discovery

Issue	Article link
Network Discovery deletes the previously managed virtual server after the status of this server is set to retired and the host of the server is removed from the environment.	N/A
MAC discovering and MAC-to-device mapping does not work properly during the network discovery in a large environment.	N/A
Network Discovery skips the devices that do not report correct MAC address for current IP via SNMP.	N/A
Network Discovery does not discover devices that have SNMP v1 disabled and SNMP v2 enabled.	TECH233131

Symantec Installation Manager Fixed Issues

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

Table 1-10	Fixed issues for Symantec Installation Manager

Issue	Article link
The Symantec Installation Manager does not allow installing the IT Management Suite solutions if the database is empty.	HOWTO10723

Asset Management Solution Fixed Issues

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

Table 1-11	Fixed issues for Asset Management Solution

Issue	Article link
Resource Association Diagram (RAD) does not refresh after editing.	N/A
When a purchase order with fixed asset catalog items containing more than one resources is received, only the first resource item on the list is processed.	N/A
Resource Association Grid (RAG) and Resource Association Diagram (RAD) take a lot of time to load and at times do not display the results.	N/A
Users assigned to a custom security role can edit only a few computer resources.	N/A

CMDB Solution Fixed Issues

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

Table 1-12   Fixed issues for CMDB Solution

Issue	Article link
After updating to ITMS 7.6 HF5, the Bulk Edit option does not work.	N/A

Deployment Solution Fixed Issues

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

Table 1-13   Fixed issues for Deployment Solution

Issue	Article link
Clients that PXE boot with USB NIC may fail with error **PXE-E09 – device not ready**.	TECH233731
The PectAgent includes 169.x.x.x address when searching for the nearest package server.	TECH233730
On restoring a split image from a DVD drive, the next image span is not identified by the Ghost imaging tool.	TECH233733
After booting a client computer in Linux preboot environment, following error is displayed: `Could not connect to server`	TECH233734
Booting a client to PXE may fail and TFTP times out.	TECH233735
DeployAnywhere fails to install an unsigned driver.	TECH233736
On restoring an image captured using command line switches, the disk layout is not retained.	TECH227894
The Driver Manager window times out when a large number of drivers are added into the driver database at once.	TECH233740
The Power control Shut Down command does not turn off a client computer that is booted in Windows preboot environment.	TECH233741
GHConfig does not properly detect XP as the active windows installation.	TECH233743
Expired certificate for DS CopyFolderFile.jar.	TECH233753
Any non-zero batch or vbscript exit code returned from DS automation is always zero.	N/A

Inventory Solution Fixed Issues

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

Table 1-14   Fixed issues for Inventory Solution

Issue	Article link
After the installation of a hotfix for ITMS 7.6, a new database cannot be created.	N/A
The data is missing in the **HW Logical Devices** data class.	N/A
In the **Resource Manager**, the **Software Summary** times out if it includes the data about blacklisted applications.	N/A

ITMS Management Views Fixed Issues

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

Table 1-15   Fixed issues for ITMS Management Views

Issue	Article link
Search does not work for the list of installed software in the right pane of the **Computers** View.	TECH233483
The list of computers in a target takes a long time to load if there are many computers in the list.	N/A

Patch Management Solution Fixed Issues

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

Table 1-16   Fixed issues for Patch Management Solution

Issue	Article link
View Targeted Computers by bulletin report drill-down times out.	N/A

Software Management Framework Fixed Issues

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

Table 1-17   Fixed issues for Software Management Framework

Issue	Article link
When Symantec Management Platform uses non-default Agent Connectivity Credentials, an error appears when creating a package.	N/A
In a hierarchy, the Inventory Rules are not replicated except with Full Replication.	N/A
Expired certificate for SMF PackageDefinition.jar.	TECH233752

Known Issues

IT Management Suite 7.6 HF7 contains known issues for the following solutions and components:

- Deployment Solution

- Software Management Solution
  See "Software Management Solution Known Issues" on page 20.

Deployment Solution Known Issues

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

Table 1-18   Known issues for Deployment Solution

Issue	Article link
After upgrading to Deployment Solution 7.6 HF6, the **Deployment Task Server Components (x64) - Uninstall** fails to uninstall the component.	N/A
After installing Deployment Solution 7.6 HF4, the First Time Setup portal displays the version as 7.6 1395 instead of 7.6 1625.	N/A
The Power control Reboot to production environment command times out while attempting to reboot a client computer in WinPE automation environment.	N/A

Software Management Solution Known Issues

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

Table 1-19   Known issues for Software Management Solution

Issue	Article link
Software Virtualization Agent 7.6.160 (7.6 HF1) is not supported for Windows XP/2003/Vista. For more information about Workspace virtualization, see the Workspace Virtualization and Streaming Release Notes: http://www.symantec.com/docs/DOC8559	N/A

Where to get more information

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

Table 1-20   Documentation resources

Document	Description	Location
Release Notes	Information about new features and important issues.	The **Supported Products A-Z** page, which is available at the following URL: http://www.symantec.com/business/support/index?page=products Open your product's support page, and then under **Common Topics**, click **Release Notes**.
User Guide	Information about how to use this product, including detailed technical information and instructions for performing common tasks.	■ The Documentation Library, which is available in the Symantec Management Console on the **Help** menu. ■ The **Supported Products A-Z** page, which is available at the following URL: http://www.symantec.com/business/support/index?page=products Open your product's support page, and then under **Common Topics**, click **Documentation**.

	Table 1-20	Documentation resources *(continued)*

Document	Description	Location
Help	Information about how to use this product, including detailed technical information and instructions for performing common tasks. Help is available at the solution level and at the suite level. This information is available in HTML help format.	The Documentation Library, which is available in the Symantec Management Console on the **Help** menu. Context-sensitive help is available for most screens in the Symantec Management Console. You can open context-sensitive help in the following ways: ■ Click the page and then press the F1 key. ■ Use the Context command, which is available in the Symantec Management Console on the **Help** menu.

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

	Table 1-21	Symantec product information resources

Resource	Description	Location
SymWISE Support Knowledgebase	Articles, incidents, and issues about Symantec products.	http://www.symantec.com/business/theme.jsp?themeid=support-knowledgebase
Cloud Symantec Help Center	All available IT Management Suite and solution guides are accessible from this Symantec Help Center that is launched on cloud.	http://help.symantec.com/Welcome?locale=EN_US&context=itms7.6 You can see a video about using Cloud Help here: Working with IT Management Suite Cloud SymHelp

Table 1-21	Symantec product information resources *(continued)*

Resource	Description	Location
Symantec Connect	An online resource that contains forums, articles, blogs, downloads, events, videos, groups, and ideas for users of Symantec products.	http://www.symantec.com/connect/endpoint-management/forums/endpoint-management-documentation The links to various groups on Connect are as follows: ■ Deployment and Imaging http://www.symantec.com/connect/groups/deployment-and-imaging ■ Discovery and Inventory http://www.symantec.com/connect/groups/discovery-and-inventory ■ ITMS Administrator http://www.symantec.com/connect/groups/itms-administrator ■ Mac Management http://www.symantec.com/connect/groups/mac-management ■ Monitor Solution and Server Health http://www.symantec.com/connect/groups/monitor-solution-and-server-health ■ Patch Management http://www.symantec.com/connect/groups/patch-management ■ Reporting http://www.symantec.com/connect/groups/reporting ■ ServiceDesk and Workflow http://www.symantec.com/connect/workflow-servicedesk ■ Software Management http://www.symantec.com/connect/groups/software-management ■ Server Management http://www.symantec.com/connect/groups/server-management ■ Workspace Virtualization and Streaming http://www.symantec.com/connect/groups/workspace-virtualization-and-streaming