Altiris™ Deployment Solution 7.1 SP1a from Symantec™ Release Notes

Symantec.

Altiris™ Deployment Solution 7.1 SP1a Release Notes

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Altiris™ Deployment Solution 7.1 SP1a from Symantec™ Release Notes

This document includes the following topics:

- About Deployment Solution 7.1 SP1a

- What's new in Deployment Solution 7.1 SP1a

- General installation and upgrade information

- Known issues

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About Deployment Solution 7.1 SP1a

Deployment Solution lets you integrate standard deployment features with Symantec Management Platform. It helps reduce the cost of deploying and managing servers, desktops, and notebooks from a centralized location in your environment. The solution offers OS deployment, configuration, PC personality migration, hardware independent imaging, and software deployment across hardware platforms and OS types.

This product is part of the following suites:

■ Altiris™ Client Management Suite from Symantec

■ Altiris™ Server Management Suite from Symantec

■ Altiris™ IT Management Suite from Symantec

This component is part of the Symantec Management Platform.

What's new in Deployment Solution 7.1 SP1a

In the 7.1 SP1a release of Deployment Solution, the following new platforms are supported:

Table 1-1   List of new supported platforms

Feature	Description
Platform support	Deployment Solution 7.1 SP1a now supports the following platforms: ■ Windows 7 SP1 ■ Windows 2008 R2 SP1 ■ RHEL 5.5 ■ RHEL 5.6

General installation and upgrade information

You install this product by using the Symantec Installation Manager. You can download the installation files directly to your server or you can create offline installation packages.

For more information, see the *IT Management Suite Implementation Guide* at http://www.symantec.com/docs/DOC3464.

For more information about migrating from 6.x and 7.0 to 7.1 SP1a, see the following documentation resources:

■ *IT Management Suite Migration Guide version 6.x to 7.1 SP1* at http://www.symantec.com/docs/DOC3426

■ *IT Management Suite Migration Guide version 7.0 to 7.1 SP1* at http://www.symantec.com/docs/DOC3451

Before you upgrade, ensure to do the following:

■ Document the current state of the policies. After upgrade, all the policies will be reset to the default settings. For example, Is the policy enabled or disabled.

- Document any custom policy that you have added and their current states.
- Take a backup of all the custom files in a separate directory. The custom files that are created in directories during the Deployment Solution installation, will be removed. For example, custom unattend.xml files.

To upgrade Deployment Solution from 7.1 SP1 to SP1a

1 Open the Symantec Installation Manager (SIM).

2 In the **Installed Product** page, click **View and Install Updates.**

3 In the **Product Updates** page, select the products to update.

4 Change the product listing to itms_sp1.pl.xml.

5 Update SIM.

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.

For the most up-to-date information, latest workarounds, and other technical support information about this solution, see the Technical Support knowledge base Deployment at the following URL – http://www.symantec.com/docs/HOWTO42272 .

Table 1-2   Installation and upgrade issues

Issue	Description	Article link
Upgrade of Preboot configurations	The upgrade of Deployment Solution 7.1SP1 to Deployment Solution 7.1 SP1a does not allow the preboot configurations to upgrade automatically.	NA
An error occurs when Preboot configuration name contains special characters	The following error is displayed when the preboot configuration name that is used for Pre-Boot Execution Environment (PXE) boot contains special characters: PXEPreZero: Invalid PXE server list format.	NA
In the **Driver Database Manager** page, during the XP GHO image import using the resource import tool, multiple driver folders can be selected, but not added .	When you select multiple driver source folders through the **Add Driver** page of the **Settings > Deployment > Driver Management > DeployAnywhere** tab of the Notification Server computer console, only the first driver source folder gets added to the DeployAnywhere database. If this error occurs, you are required to provide the user input.	NA

Table 1-2   Installation and upgrade issues *(continued)*

Issue	Description	Article link
The **Deploy Image** task gets error during the XP GHO image import when the Windows XP operating system boots with **DeployAnywhere**	When you execute the **Deploy Image** task with the DeployAnywhere option enabled on a Windows XP computer, you encounter a non-functioning of the keyboard and mouse. This occurs while booting the operating system. This problem does not recurr frequently. For more details, refer to the `Troubleshooting` section of the Deployment Solution user guide.	NA
The driver database of **Deploy Anywhere** uses the older version of the driver	When two drivers with different versions are present in the driver database of **DeployAnywhere** (DA), the DA uses the driver with the older version and does not install the driver with the newer version for some device drivers. This error occurs for some unspecified device which may install the older version instead of the new version. For more details, refer to the `Troubleshooting` section of the Deployment Solution user guide.	NA
Capture image fails if site server has different credentials than Notification Server	The **Capture Image** task requires Notification Server credentials instead of site server credentials.	NA
Space in the password causes the **Copy file** task to fail in both production and Automation	The **Copy file** task fails on the Linux client computer in production and automation environment, if there is a space in the password to log on to the Notification Server computer .	NA
Duplicate entry is created for Linux client when all lowercase serial numbers are used	when a managed computer boots, duplicate entries of a predefined computer are created if the serial numbers in a CSV file are in the lower case . This issue occurs when the CSV file is used to import the predefined computer into the Linux client computer that is in a VMWare setup.	NA
Multiple drivers, when added using mapped drives, the driver manager does not update the page	When multiple drivers are added from the **Driver Database Management** page using the mapped drive, the **Add Driver** page stays in the driver folder location, and does not refresh. When you reopen the page, it does not show even the previously added drivers.	NA
The **Create Image** task fails on Linux Pre OS computer if the image name contains space	Creating an image of the Linux client on the **HTTP** location fails if the image name contains space in the create Image task. For more details, refer to the `Troubleshooting` section of the Deployment Solution user guide.	NA

Table 1-2   Installation and upgrade issues *(continued)*

Issue	Description	Article link
The **Deploy Anywhere** driver manager while importing an Intel driver adds Incorrect driver name	During import of an Intel driver to the DeployAnywhere (DA) driver manager, the DA driver manager incorrectly adds the driver name as `Intel.machine.inf.10.2.28`. The correct driver name that DA must add is the service name, `Intel.e1qexpress.10.2.28`.	NA
The computer does not connect to the domain when **Join Domain** option is used from the OS install page	The **Scripted Operating System Install** page does not connect the computer to the domain, if **Join Domain** option is used. For more details, refer to the `Troubleshooting` section of the Deployment Solution user guide.	NA
The Driver management's **Preboot** page does not show any drivers when multiple drivers are imported	When multiple drivers are added to the preboot database, the database does not add the drivers immediately and displays the following error message: Unknown and unspecified error occurred on page DriverEditor.aspx On refreshing the page the **Preboot Database** displays the message: No data to display For more details, refer to the `Troubleshooting` section of the Deployment Solution user guide.	NA
The driver with a space in folder name fails to add drivers to **DeployAnywhere** and **Preboot Driver** database	A driver cannot be added to the DeployAnywhere database and the Preboot driver database if the driver folder name contains a space.	NA
Scripted operating system Install task for Windows 7 fails even after the correct key is provided	When Scripted operating system task for Windows 7 with SP1 is executed , the task fails and displays the following error: The unattend answer file contains invalid product key. This issue occurs even after the correct product key is provided.	NA

Known issues of Personality Capture Transplant

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

For the most up-to-date information, latest workarounds, and other technical support information about this solution, see the Technical Support knowledge base.

Table 1-3

Issue	Description	Article link
Migration settings from MS Outlook 2007 to MS Outlook 2010	After the migration, MS Outlook displays "Unable to open window" message on its opening. It starts to work when you restart. It functions normally when you restart it. Due to some compatibility issue, advance settings are not getting migrated.	NA
Settings migration from MS Word 2007 to MSWord 2010	There is change in registry entries for some settings, hence cannot be migrated from 2007 to 2010. (Mostly advanced settings)	

Fixed issues

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

Table 1-4

Issue	Description	Article link
Restart of the Symantec Boot Service (SBS) services displays GUID instead of UUID	After the **Preboot Execution Environment** (PXE) services have restarted, the SBS files that have generated have the GUID of the computer as the UUID instead of the actual UUID of the computer.	NA
Anonymous authentication input failed for tasks that were executed twice	The **Create Backup** image task executed over HTTP for anonymous authentication failed when the same task was executed twice.	NA
Production job failure on a predefined computer	A job that contained an automation task and a production task, when assigned to a predefined computer, fails to execute on the production task.	NA
Duplicate resources in the CMDB tables	When predefined computers that are installed with VMware hosted operating sytem are used, duplicate resources in the CMDB tables are created with the same hash.	NA
Recreate Preboot environment	The **Recreate Preboot Environment** did not add a preboot entry to **Inv_PXE_Image_List** table for a new site server.	NA
Error in the a.log on the Notification Server when *.csv without UUID is imported	When a predefined computer with no UUID is imported, errors occured on the Notification Server. Those errors get logged in 'a.log.' available at the following location `C:\ProgramData\Symantec\SMP\Logs`.	NA

Table 1-4 *(continued)*

Issue	Description	Article link
Dell 1750 driver is unable to add to the driver manager using Notification Server manager	From the Notification Server console, Dell 1750 driver does not get added to the database. The console does not encounter any error but the driver just stays in **Add Driver** page.	NA

Fixed issues of Personality Capture Transplant

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

Table 1-5 Component Y

Issue	Description	Article link
Captured temporary files causing error	Captured temporary files from folder Temporary Internet Files is causing the execution of package to exit without errors or warnings.	
Temp Folder on Vista and Win7 machines	On Vista and Win7 machines, the 'Temp' folder does not get filtered by default.	
Error log does not contain information due to access rights	Error log does not contain information regarding files\folders, skipped due to access rights.	
Blank window during Capture personality	Blank cmd window appears on a client, while executing a Capture Personality task.	
Restore process crashes	Migrating files with % symbol in the directory name under **All Users** crashes the restore process.	
The Capture personality or Distribute personality failure	When Capture personality or Distribute personality fail, a dialog box stays up on the client and Deployment Solution agent is not able to send the task status to the server .	
Invalid program files folder (x86)	The entry of Program Files Folder (x86) folder is invalid because its parent folder Program Files Folder is already excluded.	
Migration of work group user accounts	Ensure that the work group (local) user accounts from the source can be migrated into domain user accounts on the target.	
PCT unable to capture data from System drive	On a 64 -bit machine, PCT is unable to capture data from system drive using template.	

Table 1-5   Component Y *(continued)*

Issue	Description	Article link
Outlook profile migration	Outlook profile migrated incorrectly.	
Files migrate inspite of the exclusion of the program files folders	Files from within Program Files (x86) are migrated despite the Program Files (x86) and Program Files folders being excluded in the template.	
Log created at a wrong location	On Win7 x64 bit machine, the 'migrate.log' gets renamed to '6.log' and is created at wrong location.	
Issue with PCT 6.8.1058 and 1060 related with the creation of accounts during PCT Package execution	The account is not being created properly because permissions are not being applied to profile.	
Issue with Windows 2008 R2	Windows 2008 R2 (64 bit) unable to run Template.exe.	

Documentation that is installed

Table 1-6   Documentation that is included into the product installation

Document	Description	Location
Help	Information about how to use this product. 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: ■ The F1 key when the page is active. ■ The **Context** command, which is available in the Symantec Management Console on the **Help** menu.

Table 1-6   Documentation that is included into the product installation
(continued)

Document	Description	Location
User Guide	Information about how to use this product. This information is available in PDF format.	■ The Documentation Library, which is available in the Symantec Management Console on the **Help** menu. The Documentation Library provides a link to the PDF User Guide on the Symantec support Web site. ■ Supported Products page
Symantec Management Platform Help	Information about how to use the Symantec Management Platform	Same as above.

Other information

Table 1-7   Information resources that you can use to get more information

Document	Description	Location
ITMS 7.1 Implementation Guide	Information about capacity recommendations, design models, scenarios, test results, and optimization best practices to consider when planning or customizing ITMS.	http://www.symantec.com/docs/DOC3464
Symantec Management Platform User Guide	Information about using the Symantec Management Platform.	Symantec Management Platform Documentation page
Symantec Management Platform Release Notes	Information about new features and important issues in the Symantec Management Platform.	Symantec Management Platform Documentation page
Symantec Management Platform Installation Guide	Information about using Symantec Installation Manager to install the Symantec Management Platform products.	http://go.symantec.com/sim_doc
Knowledge base	Articles, incidents, and issues about this product.	SymWISE support page
Symantec Connect	An online magazine that contains best practices, tips, tricks, and articles for users of this product.	Symantec Connect page

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Table 1-7   Information resources that you can use to get more information
(continued)

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Document	Description	Location
Altiris™ Deployment Solution from Symantec 7.1 SP1a Third Party Attributions	Information about any code that is used in the Altiris™ Deployment Solution from Symantec was developed by an individual who was not employed by Symantec.	http://www.symantec.com/business/support/