



# UI Enhancements in ITMS 7.6

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# Agenda

1	Introduction
2	New Features
3	Usability Improvements

# Agenda

1 ITMS Management Views

2 New Features

3 Usability Improvements

# ITMS Management Views

- Enhanced Console Views are now called “ITMS Management Views”

- UI
- SIM
- Help and documentation.

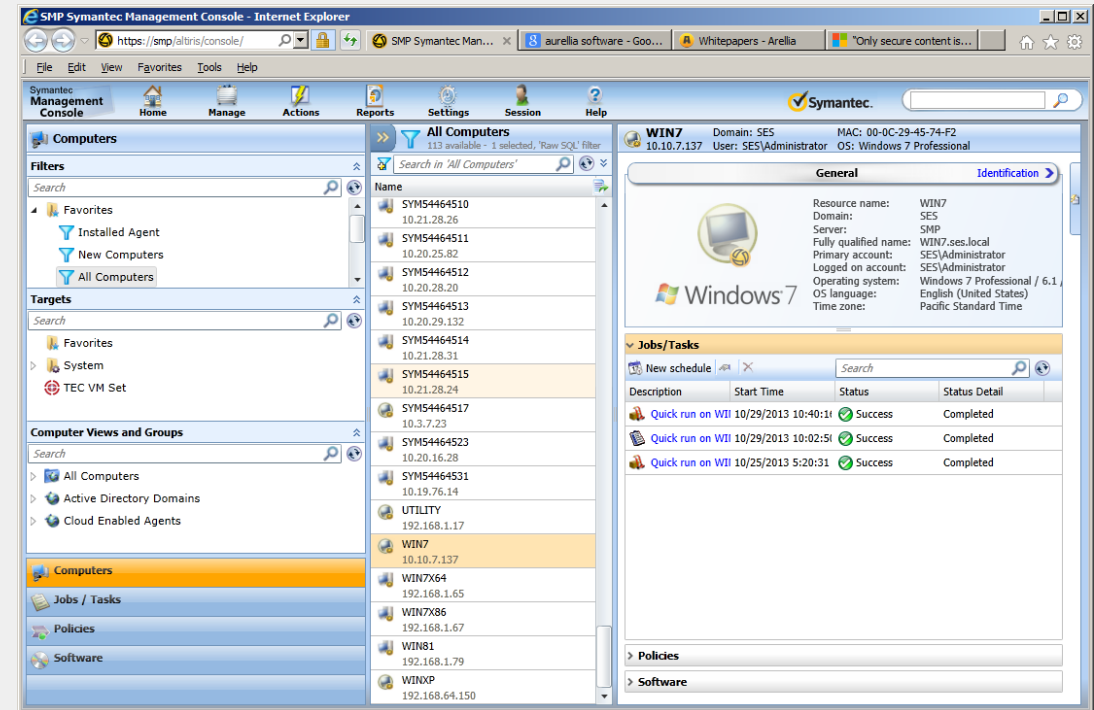
- ITMS Management Views depend on:

- SMP
- Inventory Solution
- Software management Solution
- Asset Management

- Manage the environment from a single view for:

- Filters\Targets\Organization views
- Computers and Software Resources
- Jobs/Tasks
- Policies

- Allows you to review summary information in one place



# Agenda

1 ITMS Management Views

**2 New Features**

3 Usability Improvements

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# Software Navigation

# Enhancements to Software Navigation

Folders contain the filters used to organize various types of software

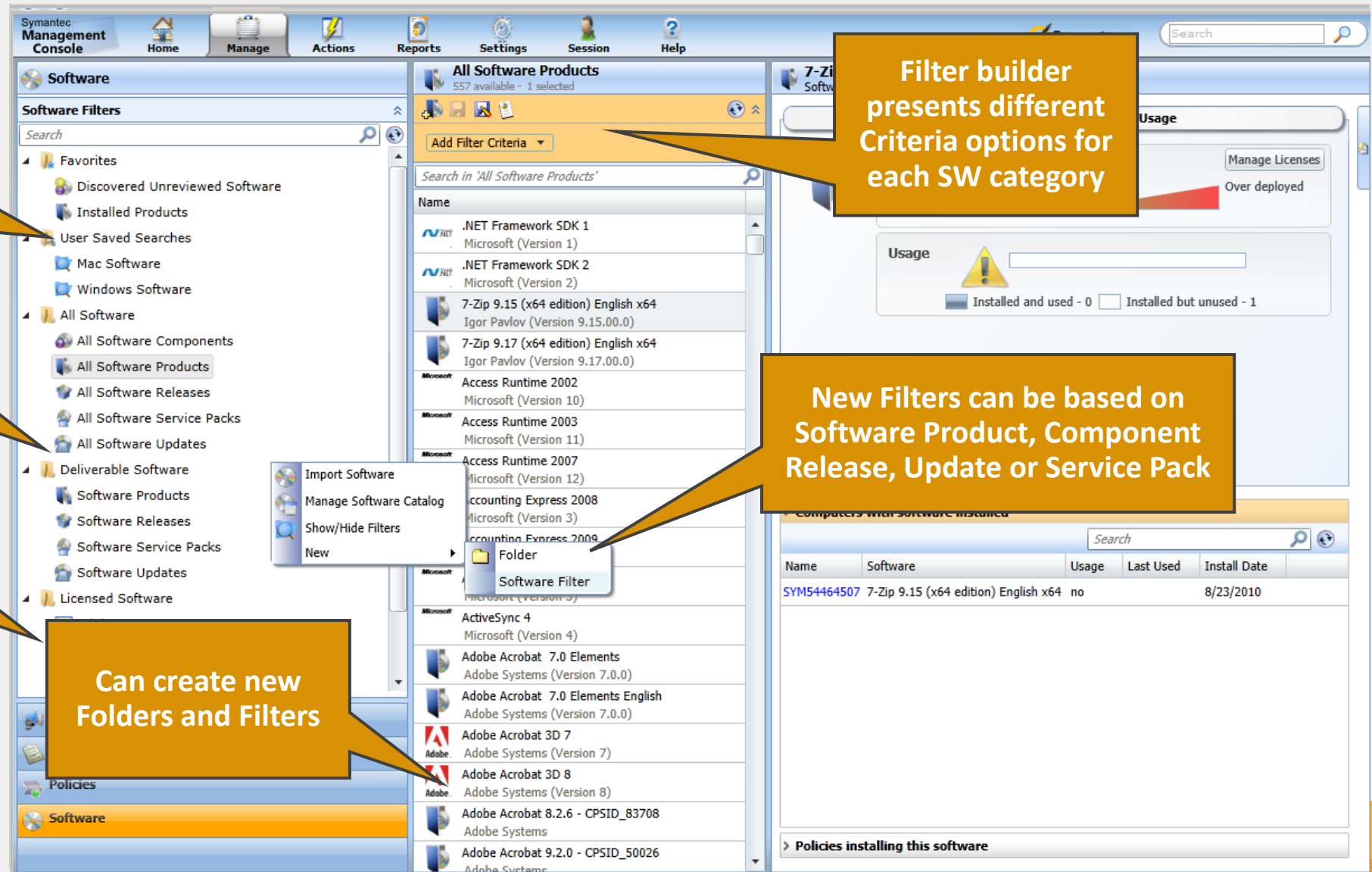
Standard tree structure instead of the previous flat structure

Similar options found in the Computers View

Can create new Folders and Filters

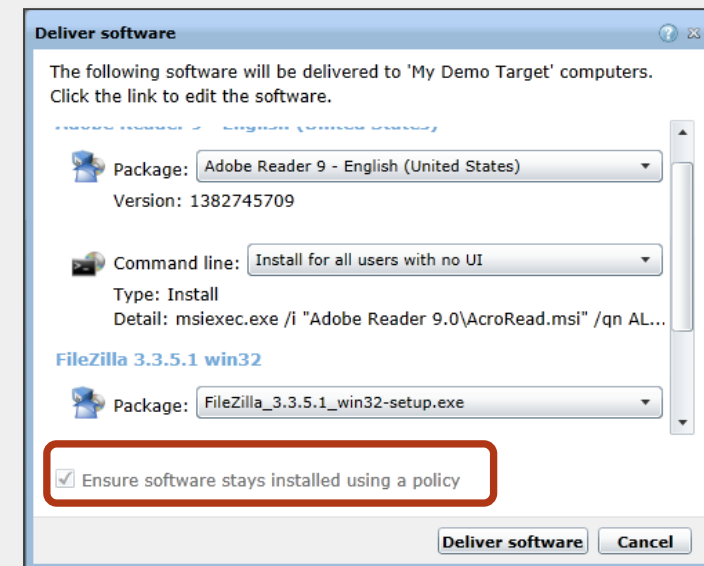
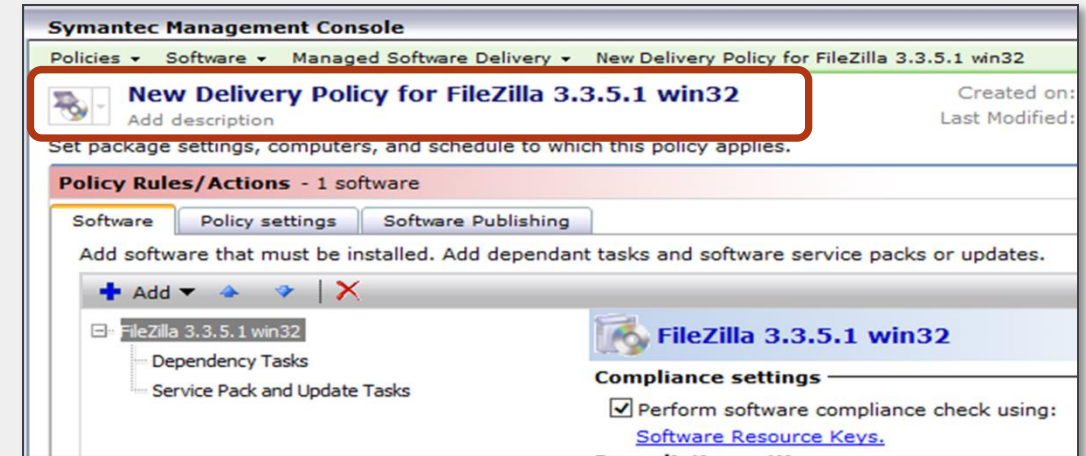
Filter builder presents different Criteria options for each SW category

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



# Additional Software Management Enhancements

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





# Other Software Management enhancements

The screenshot displays a software management interface with two main panels. The left panel, titled 'All Software Products', shows a list of software items. The right panel provides a detailed view of the selected item, 'Microsoft Project Standard 2003'.

**Left Panel: All Software Products**

- Header: All Software Products (557 available - 1 selected)
- Buttons: Add, Edit, Delete, Refresh, Up/Down arrows
- Filter: Add Filter Criteria
- Search: Search in 'All Software Products'
- Table:

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

**Right Panel: Microsoft Project Standard 2003**

- Header: Microsoft Project Standard 2003 (Software Product)
- Section: Software Product
- License: Under deployed (Visual bar chart)
- Potential savings: \$0.00
- Usage: (Warning icon) Installed and u

**Annotations:**

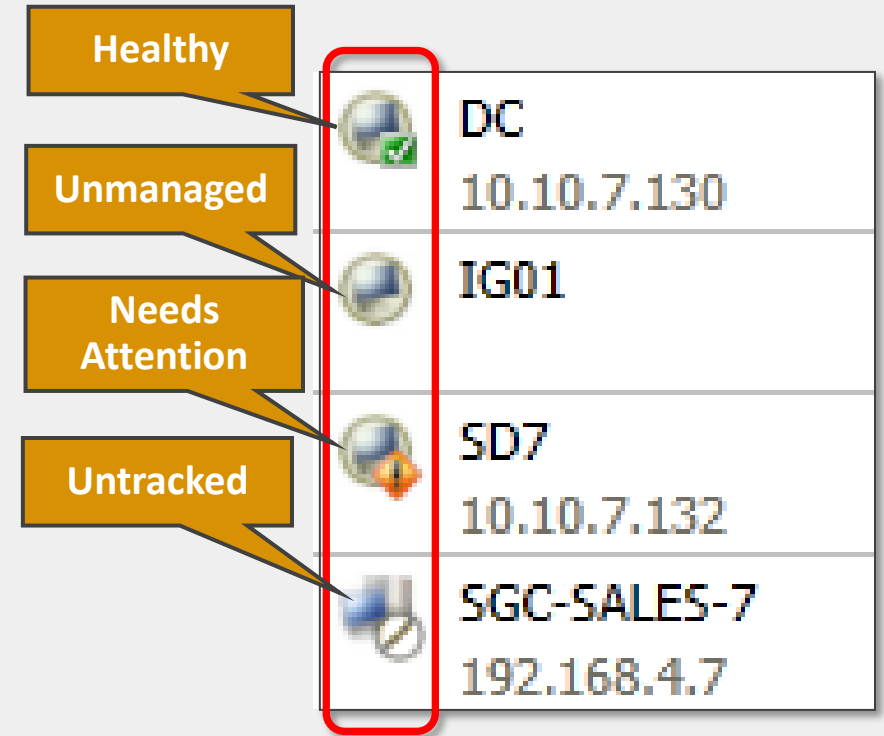
- Software Resource Type Added:** Points to the 'Software Product' label in the right panel header.
- Manufacturer and Version Added:** Points to the 'Microsoft (Version 11)' text in the left panel table.







# Agent Health

# Agent Health

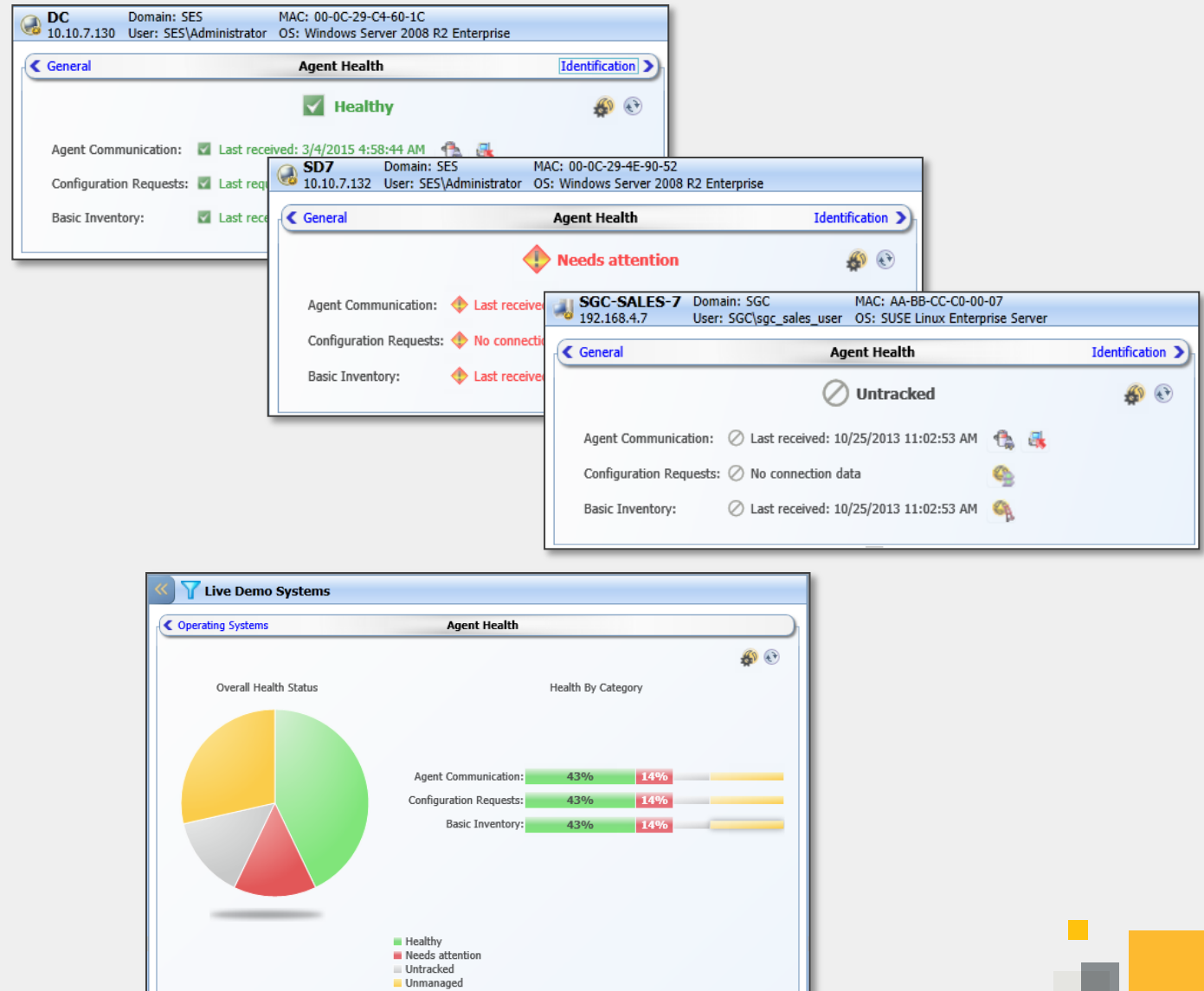
- **Agent Health is now tracked in the console**
- Icons in the computer list indicate if an agent has a status of Healthy, Needs Attention, Untracked, or Unmanaged.
- Agent Health is not a real-time monitoring feature.
- This feature is based on data stored by Notification server when processing events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



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

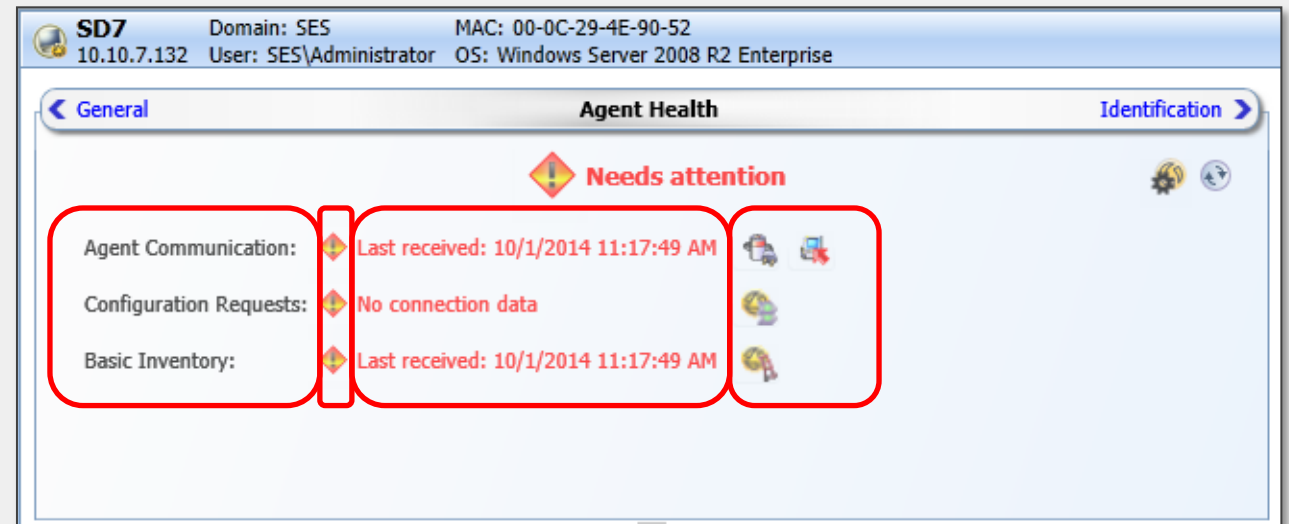
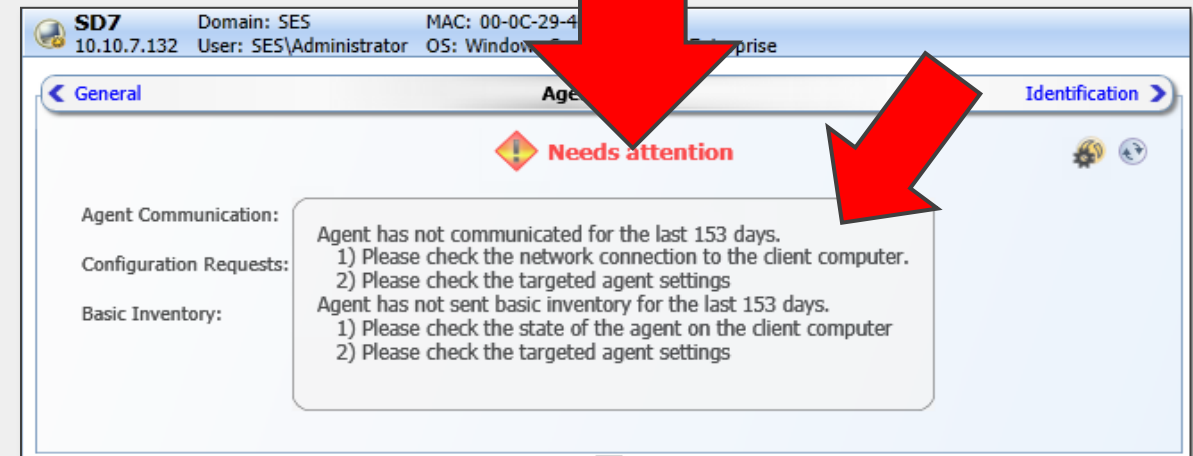
# Agent Health

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



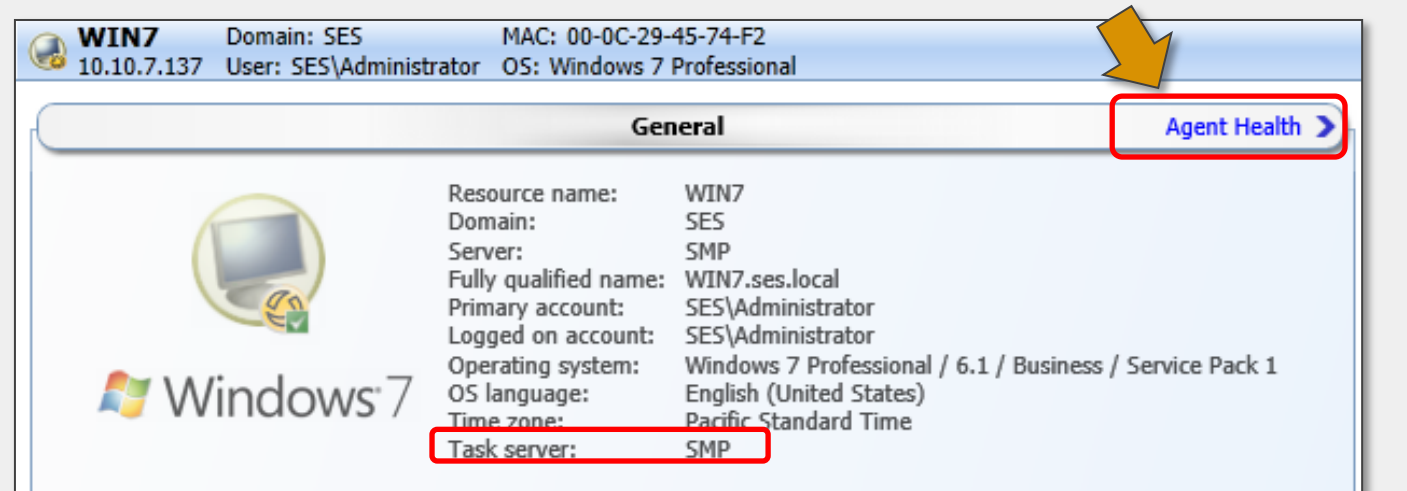
# Agent Health

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



## Additional Enhancements

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



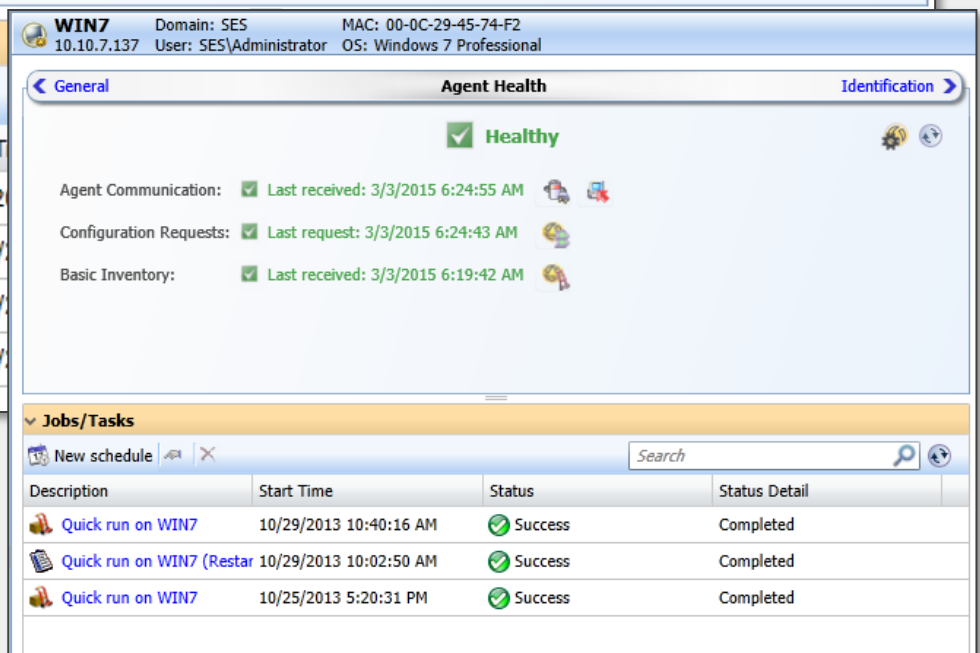
**WIN7** Domain: SES MAC: 00-0C-29-45-74-F2  
10.10.7.137 User: SES\Administrator OS: Windows 7 Professional

**General** [Agent Health](#)

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

**Jobs/Tasks**  
New schedule [icon] [icon]

Description	Start Time
Quick run Send Basic Inv	2/27/2013
Quick run on WIN7	10/29/2013
Quick run on WIN7 (Rest	10/29/2013
Quick run on WIN7	10/25/2013



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

[General](#) **Agent Health** [Identification](#)

**Healthy**

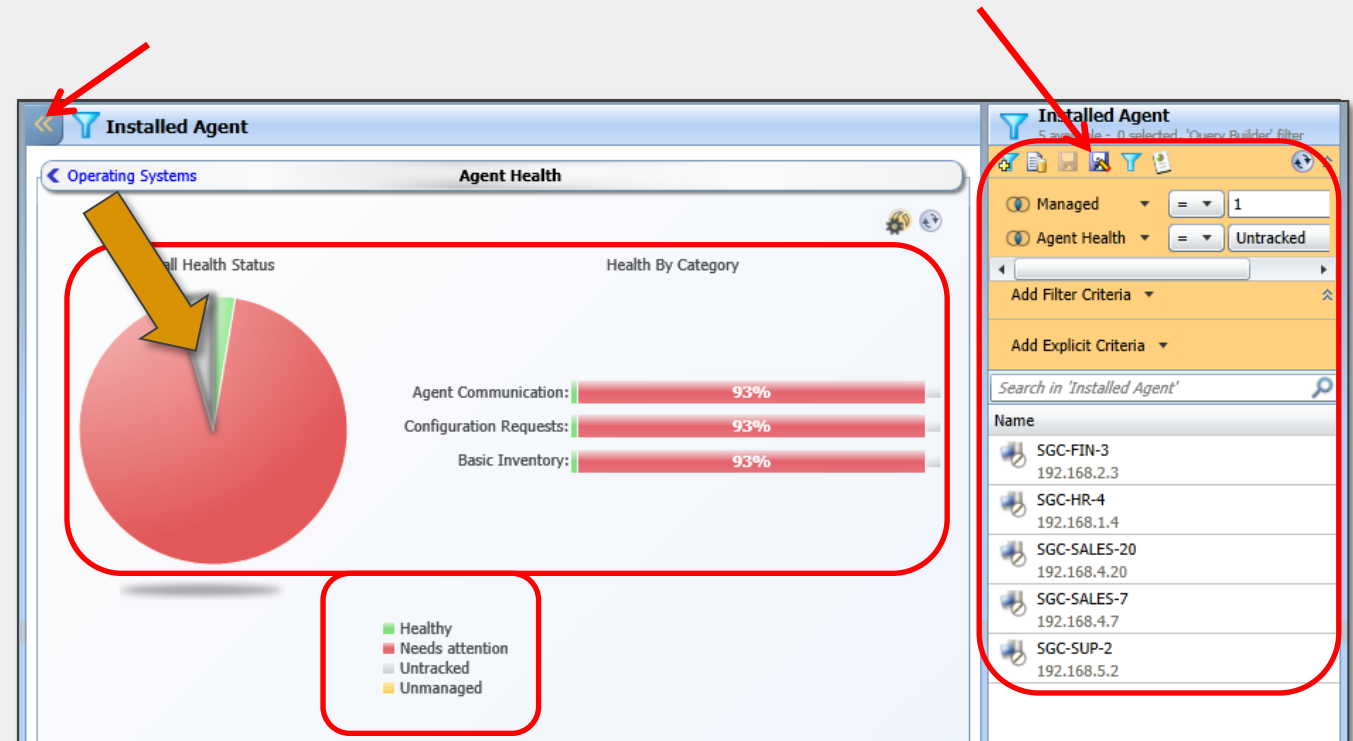
Agent Communication: ☒ Last received: 3/3/2015 6:24:55 AM [icon] [icon]  
Configuration Requests: ☒ Last request: 3/3/2015 6:24:43 AM [icon]  
Basic Inventory: ☒ Last received: 3/3/2015 6:19:42 AM [icon]

**Jobs/Tasks**  
New schedule [icon] [icon] Search [input]

Description	Start Time	Status	Status Detail
Quick run on WIN7	10/29/2013 10:40:16 AM	<input checked="" type="checkbox"/> Success	Completed
Quick run on WIN7 (Restar	10/29/2013 10:02:50 AM	<input checked="" type="checkbox"/> Success	Completed
Quick run on WIN7	10/25/2013 5:20:31 PM	<input checked="" type="checkbox"/> Success	Completed

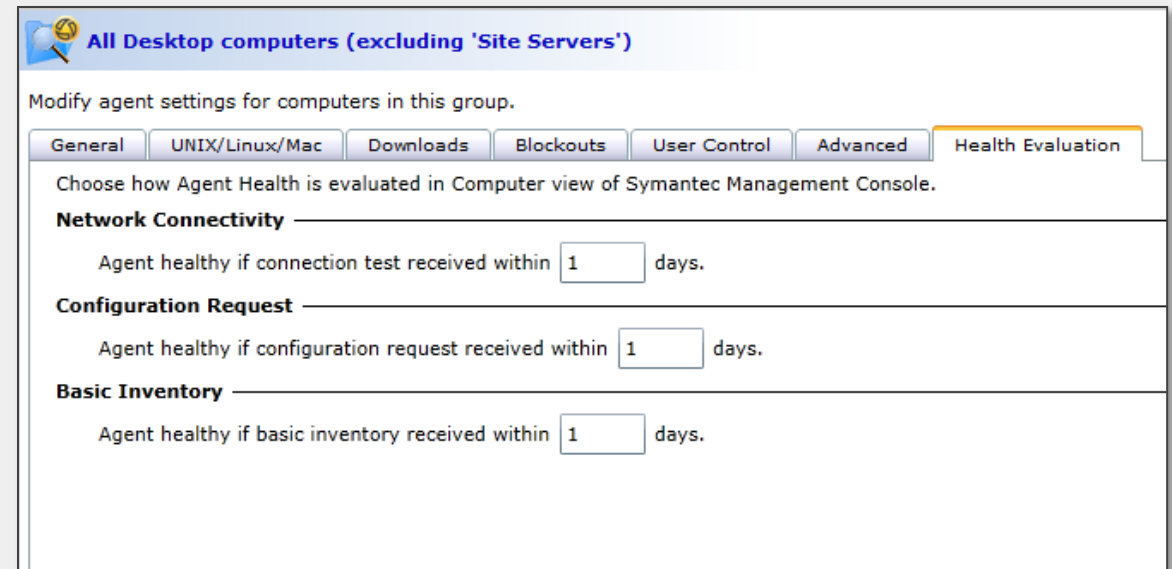
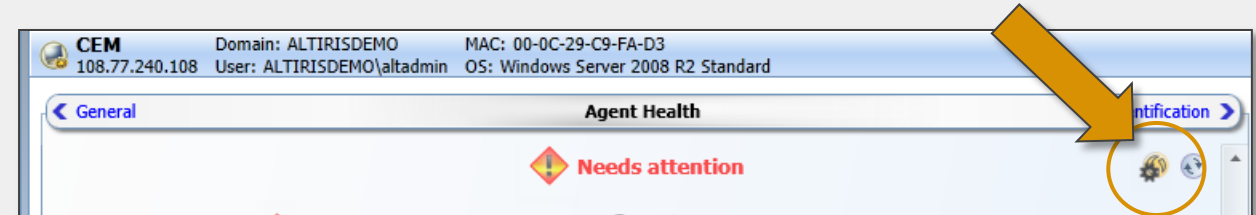
# Agent Health Summary

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



# Agent Health Alert Thresholds

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

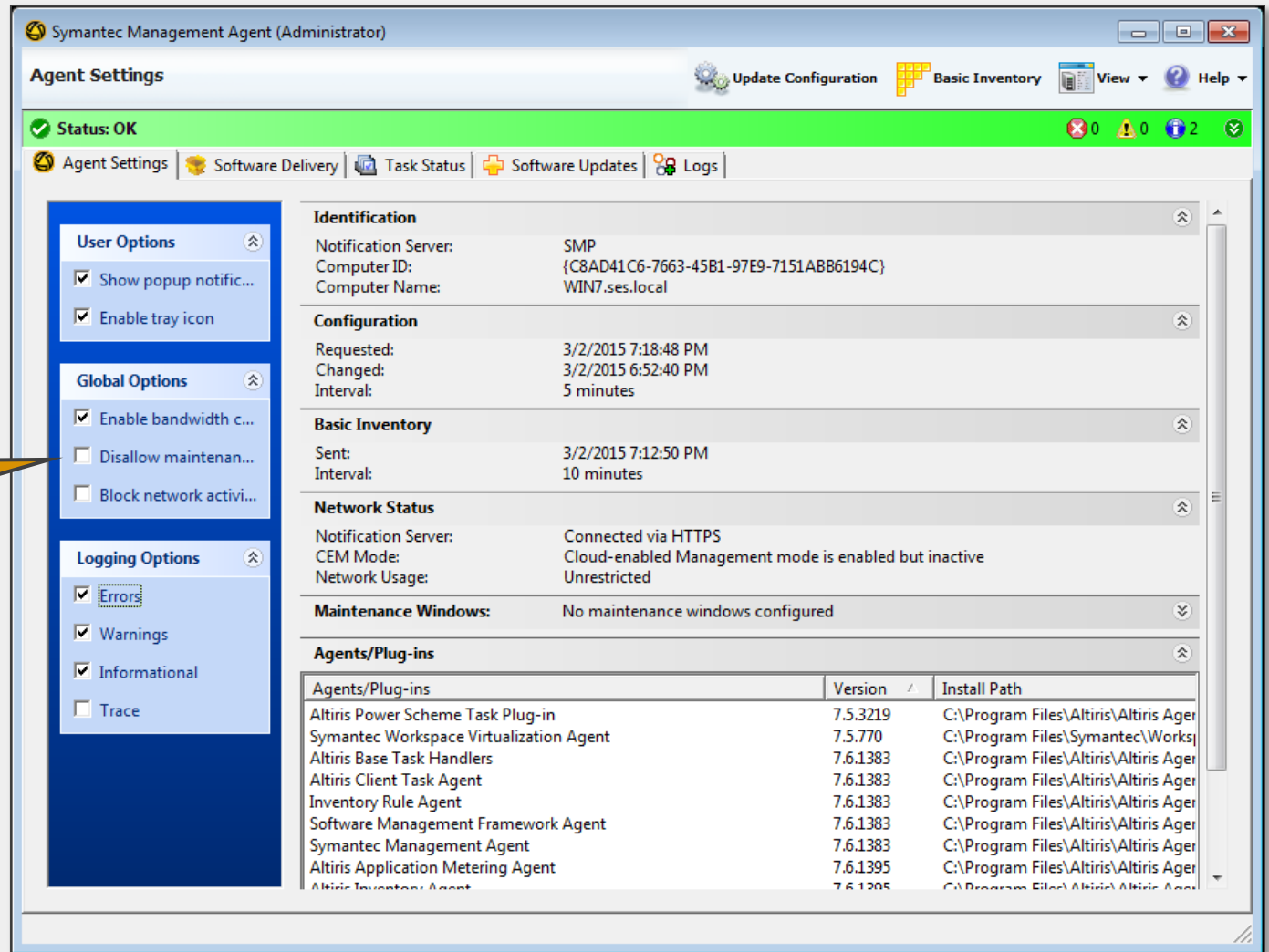




# Redesigned Symantec Management Agent User Interface

Symantec Management Agent windows are now combined into one

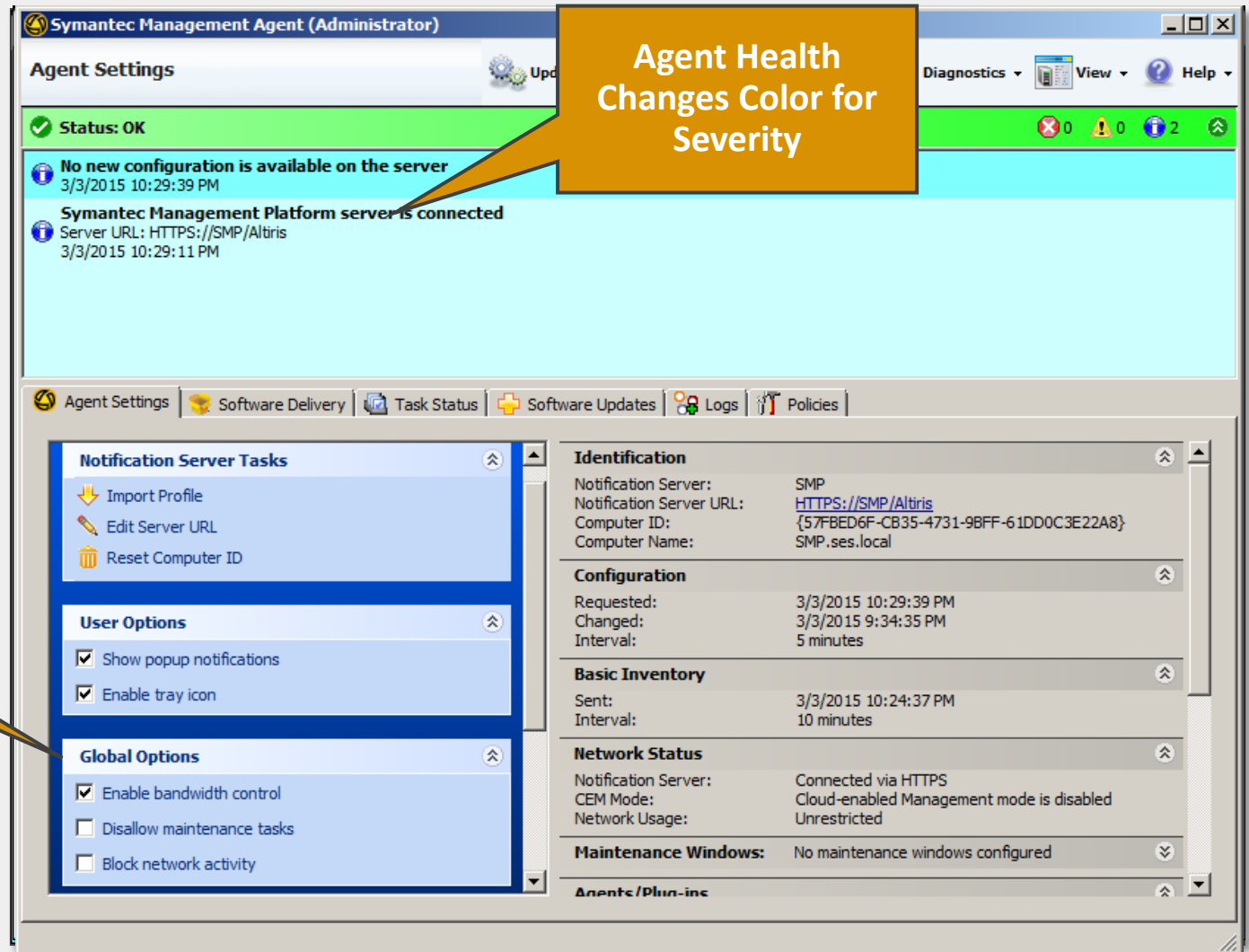
Administrator account Exposes additional options



# Redesigned Symantec Management Agent User Interface

Symantec Management Agent windows are now combined into one

Administrator account Exposes additional options

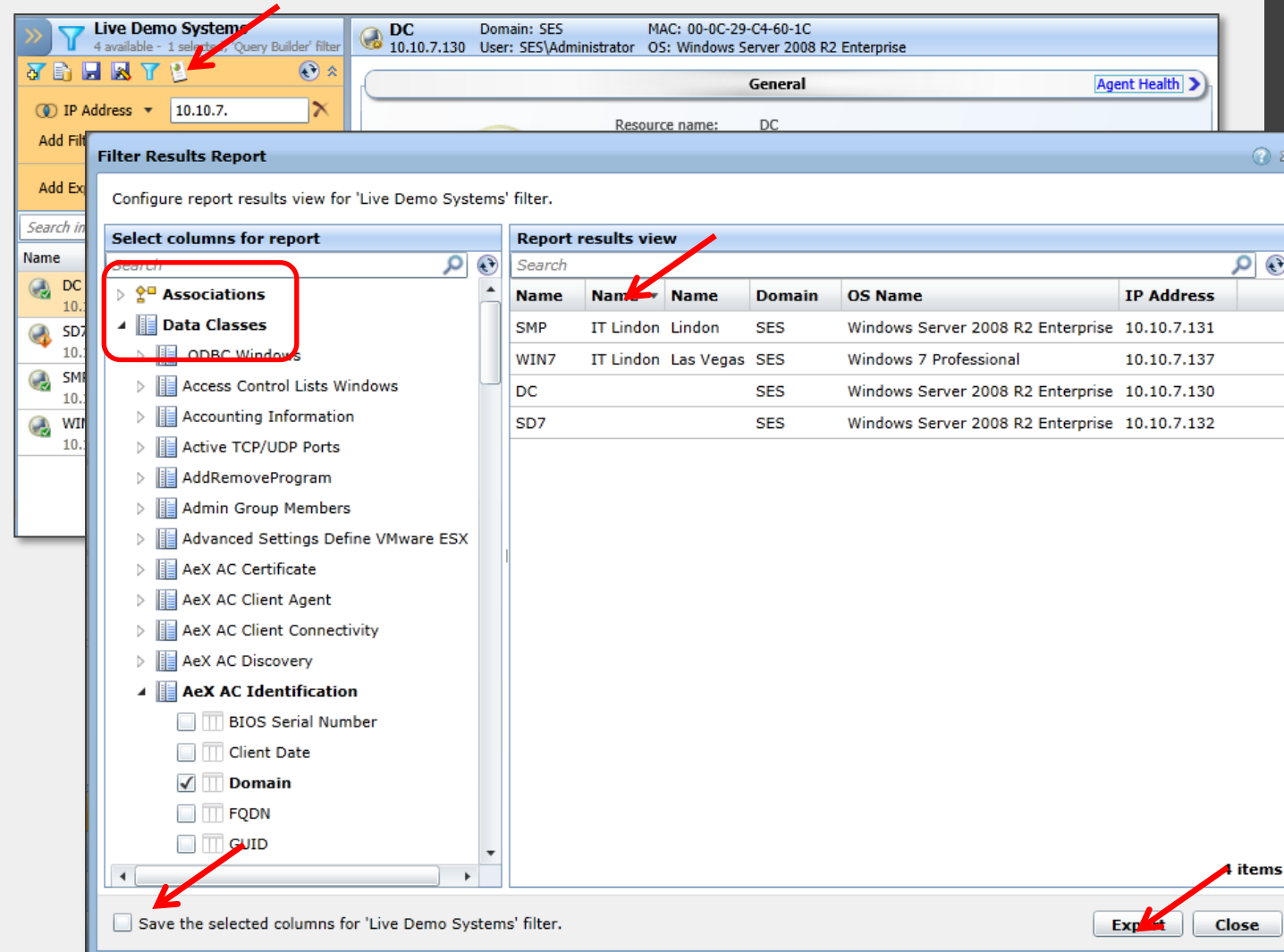




# Filter and Target Enhancements

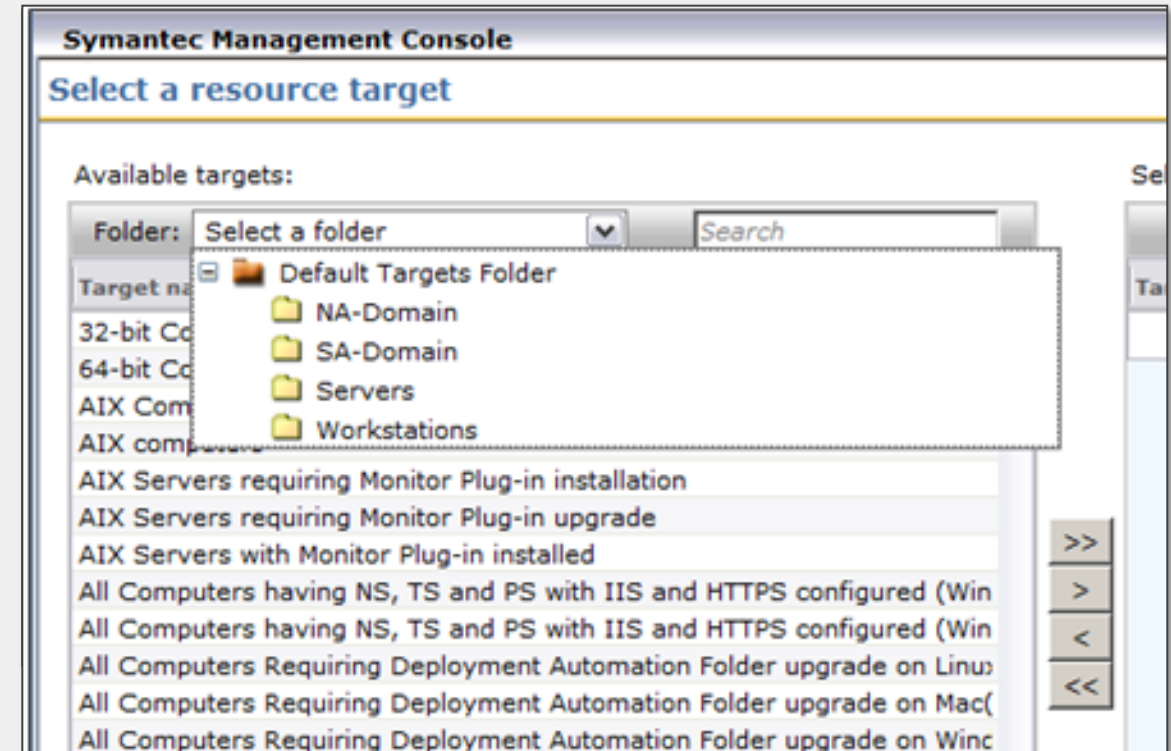
# Filter and Target Results Reporting

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



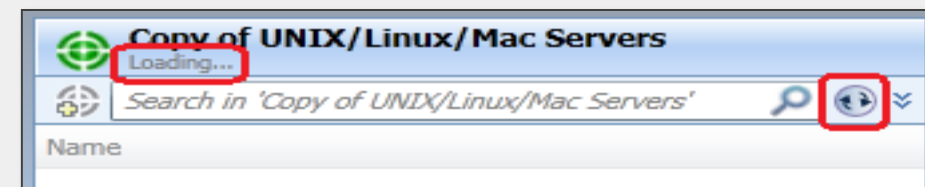
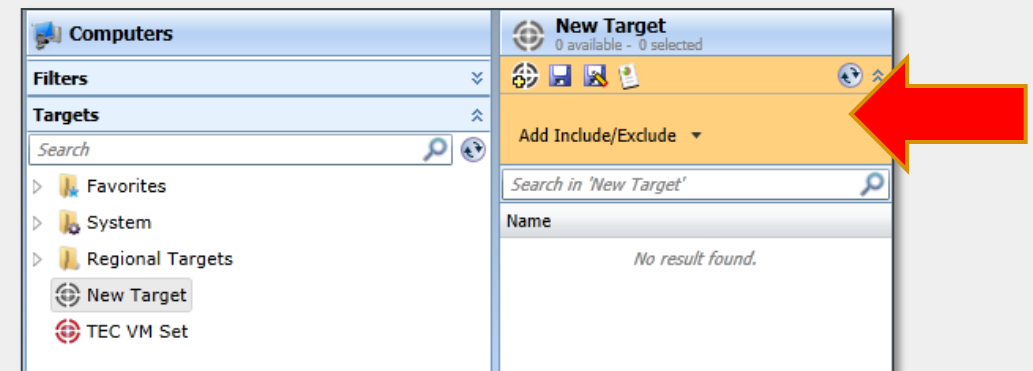
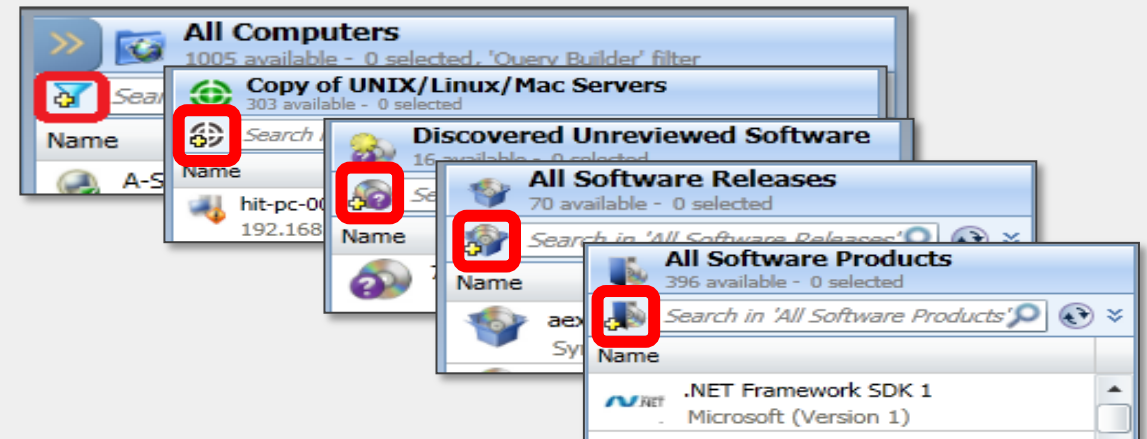
# Target Folders

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



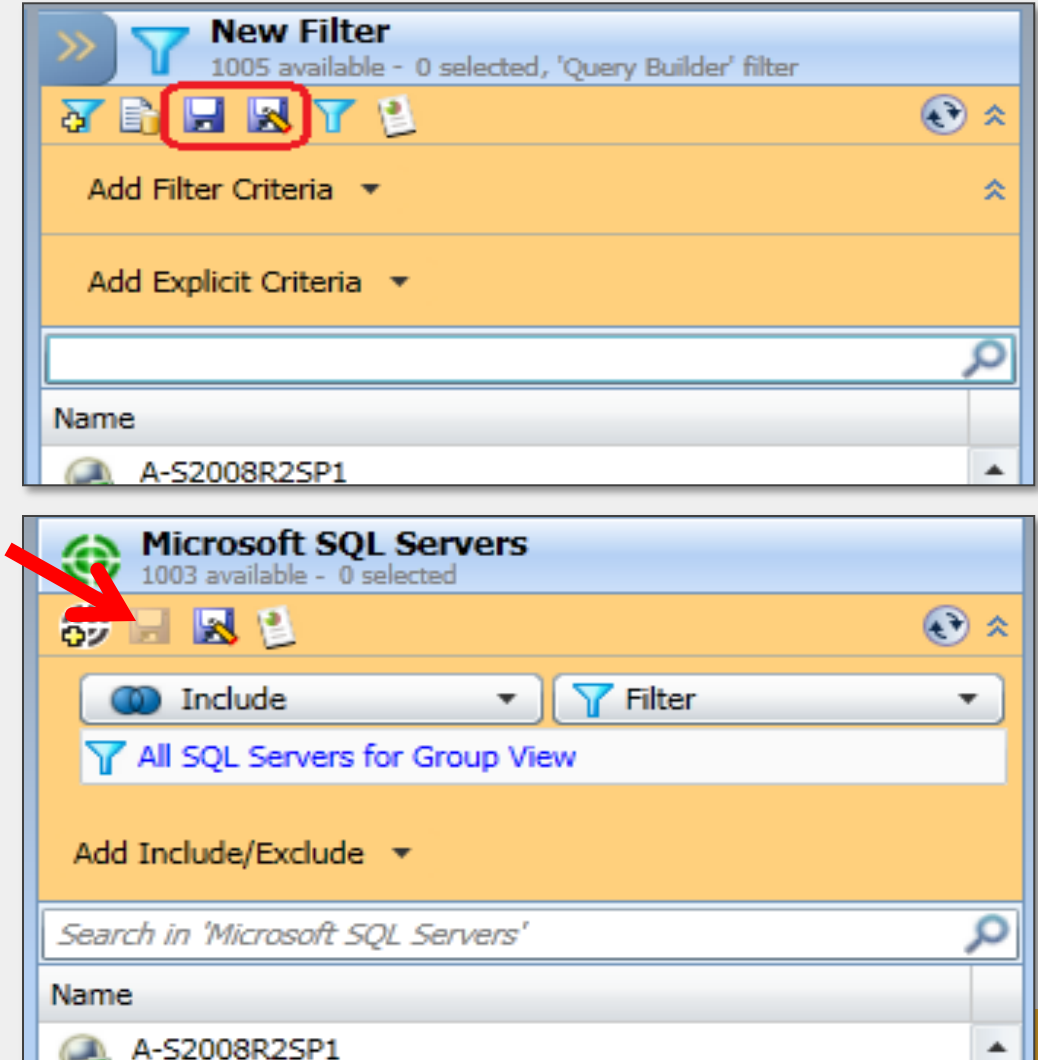
# Filter/Target Improvements

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



## Filter/Target Builder Enhancements

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



# Agenda

1 ITMS Management Views

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## Filter/Target builder Improvements

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



## Filter/Target builder Improvements

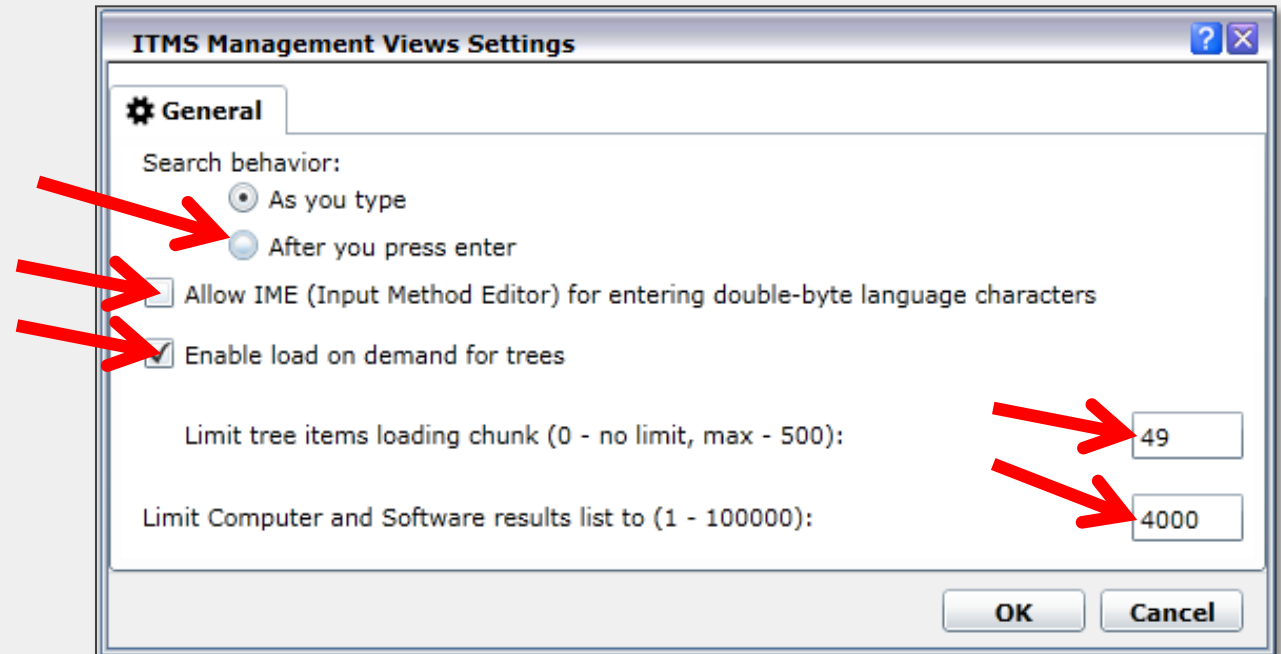
- **Copy\Paste support for filter builder grids**
  - Now users can Copy and paste information from filter/target builder.
  - To do that user has to select a computer or software resources in resource list of filter/target builder and press Ctrl+C.
  - Data of selected resources will be copied to clipboard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



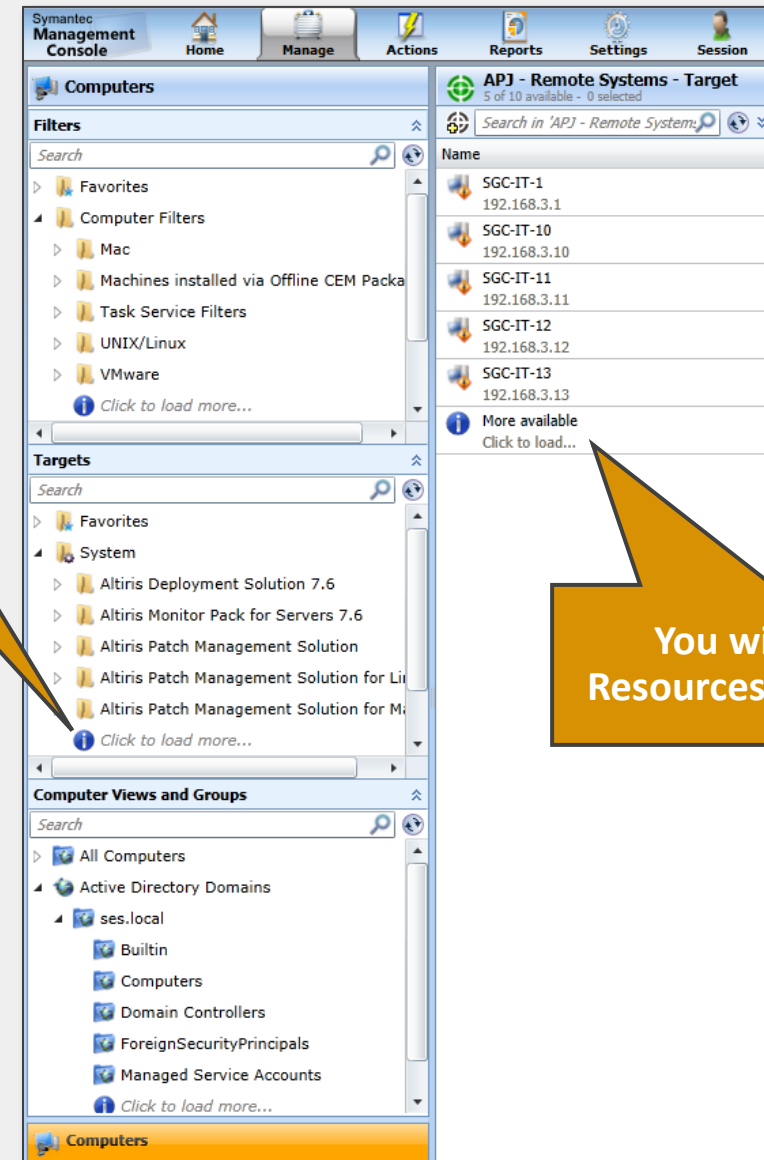
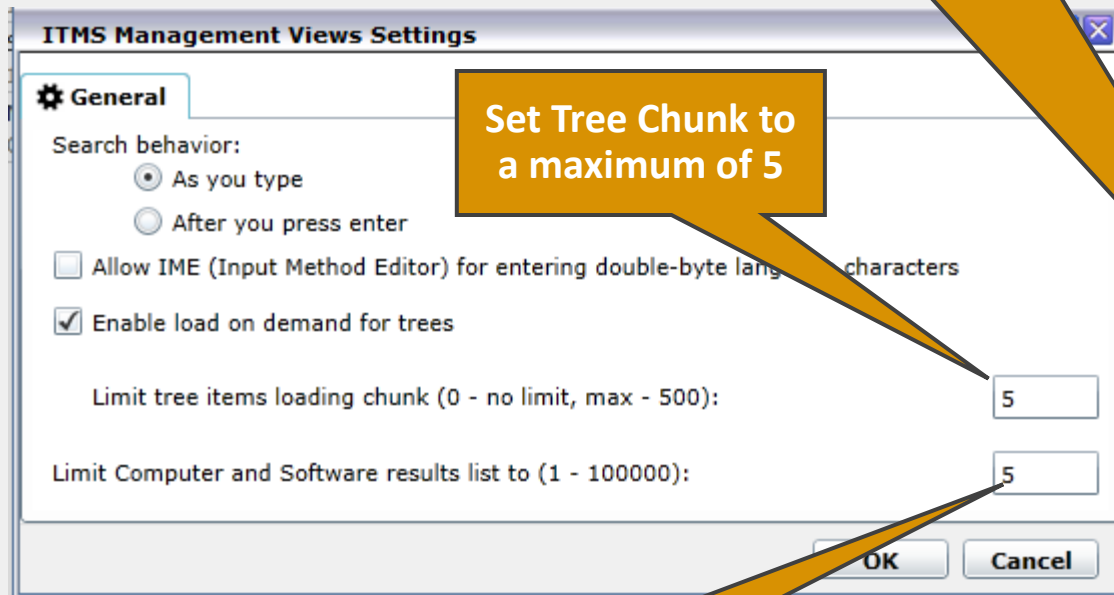
# ITMS Management Views Settings page refactoring

## ITMS Views Settings

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



# ITMS Views Refactoring Example





# Q&A



Thank you!

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