

# IT Management Suite 7.1 SP2 MP1.1 Release Notes



# IT Management Suite 7.1 SP2 MP1.1 Release Notes

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## About IT Management Suite 7.1 SP2 MP1.1

IT Management Suite from Symantec is a comprehensive, integrated suite. It promotes effective service delivery by reducing the cost and complexity of owning and managing corporate IT assets such as desktops, laptops, thin clients, and servers on heterogeneous platforms such as Windows, UNIX, Linux, and Mac. IT Management Suite is a collection of solutions and components that run on the Symantec Management Platform.

For more information about IT Management Suite components and solutions, see the [IT Management Suite 7.1 SP2 Planning and Implementation Guide](#).

## What's new in IT Management Suite 7.1 SP2 MP1.1

The 7.1 SP2 MP1.1 release of IT Management Suite includes the same fixes as version 7.1 SP2 MP1. This new release was created as a way to fix the known issue during installation that is described in [www.symantec.com/docs/TECH198556](http://www.symantec.com/docs/TECH198556).

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**Note:** If you already installed the MP1 release, installing MP1.1 will install only the fix mentioned above. It will not re-install Symantec Management Platform or any Solutions currently installed.

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## General installation information

You install this product by using 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 *Installing IT Management Suite* chapter in the *IT Management Suite 7.1 SP2 Planning and Implementation Guide* at the following URL:

<http://www.symantec.com/docs/DOC4827>

See the product's documentation for information on how to configure and use it.

To perform an upgrade from version 7.1 or later, refer to these instructions:

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**Note:** The upgrade process has changed in the version of Symantec Installation Manager that ships with IT Management Suite 7.1 SP2 MP1. Do not use the instructions in the 7.1 SP2 Implementation Guide.

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After you upgrade the product, you must upgrade the Symantec Management Agent and the plug-ins that are installed on the managed computers. Symantec recommends that you do the following:

- In the Symantec Management Console, click **Actions > Agents/Plug-ins > Rollout Agents/Plug-ins**. Then, in the left pane, under **Symantec Management Agent**, locate and turn on the upgrade policies for the Symantec Management Agent.
- In the Symantec Management Console, click **Settings > 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.

- In the Symantec Management Console, click **Actions > Agents/Plug-ins > Rollout Agents/Plug-ins**. Then, in the left pane, locate and turn on the upgrade policies for various plug-ins.

Symantec recommends that you configure a schedule for these policies; the default **Run once ASAP** option may not trigger the policy if this is not the first time you perform an upgrade. Also, 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.

For detailed instructions on migrating from 6.x and 7.0 to 7.1 SP2 MP1, see the following documentation resources:

- *IT Management Suite Migration Guide version 6.x to 7.1 SP2* at the following URL:  
<http://www.symantec.com/docs/DOC4742>
- *IT Management Suite Migration Guide version 7.0 to 7.1 SP2* at the following URL:  
<http://www.symantec.com/docs/DOC4743>

## Upgrading to IT Management Suite 7.1 SP2 MP1.1

Upgrade instructions to MP1.1 are identical to the MP1 instructions. Note that the upgrade interface in Symantec Installation Manager changed for IT Management Suite 7.1 SP2 MP1. Therefore, the information in the [7.1 SP2 Installation Guide](#) is no longer current. Please refer to the sections below for up-to-date upgrade instructions.

For best practices on upgrading to MP1.1, please see [www.symantec.com/docs/TECH197966](http://www.symantec.com/docs/TECH197966).

For upgrade instructions, please see the MP1 Release Notes at [www.symantec.com/docs/DOC6052](http://www.symantec.com/docs/DOC6052).

## System requirements

IT Management Suite 7.1 SP2 MP1 requires the following software to be installed:

- Symantec Management Platform 7.1 SP2 MP1.  
Symantec Management Platform is installed or upgraded automatically when you use Symantec Installation Manager to install or upgrade this product.

For more information on System requirements, refer to the IT Management Suite 7.1 SP2 Planning and Implementation Guide at [www.symantec.com/docs/DOC4827](http://www.symantec.com/docs/DOC4827).

For more information, see the product support matrix at the following URL:

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

## High-impact known issues for Deployment Solution

The following two known issues have a high impact, with documented workarounds.

**Table 1-1** Known issues for Deployment Solution

Known issue and resolution	Severity
Firm.exe fails to execute when called from any task that executes in a x86 preboot environment. (PXE or Automation folder.) For information on a resolution to this issue, refer to this article: <a href="http://www.symantec.com/docs/TECH198111">http://www.symantec.com/docs/TECH198111</a> .	High severity. Affects all users who use imaging. Very simple resolution.
Upgrade to IT Management Suite 7.1 SP1 MP1 causes the loss of Copy Files packages. The packages are removed completely and have to be recreated. For information on how to prevent or solve this known issue, see this article: <a href="http://www.symantec.com/docs/TECH198292">http://www.symantec.com/docs/TECH198292</a> .	Medium to high severity. Affects all users who use Copy File tasks.

## Important Note to Recovery Solution users

**Table 1-2** Recovery Solution

Issue	Description
Recovery Solution has not been certified to run on Symantec Management Platform 7.1 SP2 MP1.	Altiris Recovery Solution is an end-of-life product that has not been certified with Symantec Management Platform 7.1 SP2 MP1. While it is likely that Recovery Solution will work properly with MP1, verification in a pre-production environment is strongly recommended. You should test this release with Recovery Solution before applying MP1 in a production environment, if you intend to continue using Recovery Solution.

## Other known issues

The following are known issues for this release.

**Table 1-3** Known MP1 issues

Component	Description	Severity
Hierarchy and Replication	Even in a multi-tier hierarchy, resources replicate upward by only one tier.	Medium severity. Only affects multi-tier hierarchy environments.
Symantec Installation Manager	The error "PL: Unexpected attribute HierarchyAllowMode in Node: product" appears in the installation log after Symantec Management Platform 7.1 SP2 MP1 installation. Verbose logging has to be enabled for this error to appear.	Low severity. Does not affect functionality.
Symantec Installation Manager	The error "WebClientApiManager:ProcessRegister: Altiris.ClientTask.Server.HttpHandlers.PauseActivitiesException in A.log" appears during the installation of ITMS 7.1 SP2 MP1.	Low severity. Does not affect functionality.
Symantec Installation Manager	During the uninstallation of Altiris Client Management Suite 7.1 SP2 MP1, an error in UnconfigTask.cs appears in the log.	Low severity. Does not affect functionality.
Symantec Management Console	Inventory option is present in Action Menu on Symantec Console after uninstalling Inventory Pack For Server MP1 on ITMS 7.1 SP2 V4 to ITMS 7.1 SP2 MP1	Low severity. Does not affect functionality.
Symantec Management Platform	When uninstalling Symantec Management Platform, the file <code>Altiris\SoftwareManagementDocumentation\Config\SoftwareManagementDocumentation.config</code> gets unconfigured twice. This has no impact other than seeing a few error messages in the log file.	Low severity. Does not affect functionality.
Enhanced Console Views	An unexpected error occurs during the dispose of the database context object.	Low severity. Does not affect functionality.
Deployment Solution	Run Script tasks with <b>Save script output with the task</b> selected fail to save the script output and generate an error in WinPE Automation. The error reads: "Command script is not installed."	Low severity. The task still runs without the "save script output" functioning.
Task Server	During a clean installation of Asset Management Suite 7.1 SP2 MP1, the following warning appears in a log: '[10048] socket error during accept loop'.	Low severity. Does not affect functionality.

## Fixed issues

The fixed issues are separated into the following IT Management Suite products and components:

- Symantec Management Platform (Notification Server)

- See [Table 1-4](#) on page 8.
- Enhanced Console Views  
See [Table 1-5](#) on page 15.
- Asset Management Solution  
See [Table 1-6](#) on page 15.
- Connector Solution  
See [Table 1-7](#) on page 16.
- Deployment Solution  
See [Table 1-8](#) on page 17.
- Inventory Solution
- Monitor Solution  
See [Table 1-10](#) on page 21.
- Patch Management Solution for Windows  
See [Table 1-11](#) on page 21.
- Patch Management Solution for Linux  
See [Table 1-12](#) on page 22.
- ServiceDesk  
See [Table 1-13](#) on page 22.
- Software Management Solution for Windows  
See [Table 1-14](#) on page 22.
- Software Management Framework  
See [Table 1-15](#) on page 23.
- Task Server
- Symantec Workflow

**Table 1-4** Fixed issues for Symantec Management Platform (Notification Server)

	Issue	Description	Article link
1	Experiencing deadlock errors.	Deadlock errors appear when sp_Inv_AeX_SWD_Status_Summary_clean and sp_Inv_AeX_SWD_Package_Summary_clean are running at the same time.	N/A
2	Part of NS_Upgrade.config fails, and no notification is displayed.	A failure of part of the NS_Upgrade.config configuration aborts the remaining configuration and skips critical component configurations. No message is displayed to notify the user.	N/A

**Table 1-4** Fixed issues for Symantec Management Platform (Notification Server) (continued)

	Issue	Description	Article link
3	Due to large numbers of Organizational Groups, the performance of the Resource Selection page is unacceptably slow.	The Resource Selection page is needed to populate static list of computers in filters and targets. Due to an Enterprise level of Organizational Groups (scope collections), the Resource Selection is unusable, because each refresh takes 10+ seconds.	N/A
4	No user feedback after configuration failures.	When configuration failures occur, no message is displayed that parts of the configuration process have failed.	N/A
5	Filter performance is unacceptably slow.	Filters with a high number of members (about 30k+) take up to 10 minutes to load and often time out	N/A
6	When trying to delete UI items, the UI times out.	UI times out during deletion attempts. This timeout is caused by the procedure spGetResourceItemAsDCForeignKey, which is always called.	N/A
7	During NS Import, AD Account and Role Import does not traverse groups.	AD Account and Role Import does not traverse groups inside an imported group. Groups within the membership of a group are not processed or associated to the parent group.	<a href="#">TECH183463</a>
8	Computer AD Import rule does not add computers from nested AD groups into the post import directory filters.	Computers that are imported from nested AD groups do not show up under Manage > Filters > Notification Server Filters > Directory Filters > <i>Domain name</i> > Security Groups > <i>Name of the group chosen for import</i>	N/A
9	Errors arising from GetResource method in ResourceModel web service.	The error "conversion failed when converting from a character string to uniqueidentifier" is displayed when GetResource method is executed.	N/A
10	AeXAgentActivate.exe requires a command-line parameter to ignore the registry entry "Run UI in main session only".	The Altiris 7.1 Agent launches the AeXAgentUIHost.exe for every user that logs in to the server through Citrix. The recommended workaround is to set the registry key HKEY_LOCAL_MACHINE\SOFTWARE\Altiris\Altiris Agent\Run UI in main session only = 1. This resolves the issue, but it results in failure to open the UI for the Altiris Agent for troubleshooting via RDP (even in the console). Therefore, unless user logs in to the console (through out of band management or the VMware Console), there is no way to troubleshoot the agent.	N/A
11	Patches install outside of scheduled window.	Patches install outside of their scheduled window, when computers come out of hibernation .	N/A

**Table 1-4** Fixed issues for Symantec Management Platform (Notification Server) (continued)

	<b>Issue</b>	<b>Description</b>	<b>Article link</b>
12	Custom Data class script for WMI with blank values result in the NSE file being rejected.	For two instances of the Custom Data WMI class, the date/time fields are blank. They are not converted to NULLs (which are allowed on all fields in the class). The NSE files are rejected as a result.	N/A
13	Unable to add filter parameters to cloned reports	The attempt to add a filter parameter to a cloned report results in a message in the warning section at the bottom of the IE browser: Object expected.	N/A
14	Performance issues with context menu and Resource Manager .	Right-click menu and Resource Manager take up to 45 seconds to load, for example for a custom Filter.	N/A
15	vComputer performance optimization	This issue is related to the fact that vComputer uses outer joins to Inv_AeX_AC_Primary_User and Inv_AeX_AC_TCPIP, which are often not accessed/needed in queries that need vComputer.	<a href="#">TECH186830</a>
16	Resource Selector does not allow association of an asset with a comma in its name.	When users select an asset containing a comma in the name using Resource Selector, the text after the comma is not shown under the selected items.	<a href="#">TECH177915</a>
17	Targets for plug-in installs include retired computers.	Targets for plug-in installs include retired computers, even though the target definition should point to active computers only.	N/A
18	Tasks that are replicated down to certain child Notification Servers do not run..	The tasks are created on the top tier, then replicated down to a specific computer. When this urgent hierarchy job is replicated down, it is sent to the wrong child Notification Server. This is because the computer used to exist on a different tier 2 and thus used to be connected to a different server.	N/A
19	spResourceMerge not running after failed insert into the resourcemergetable	When a merge fails and needs to restart, it tries entering a duplicate entry which violates the tables primary key constraints. As a result, the merge does not happen. This occurs when there is a database problem (such as a deadlock) when the merge script is running.	N/A
20	Resource merging of computers with 1394 Net Adapters which have the same MAC addresses	An unintended merging of computer resources by uniqueID occurred when 1394 Net Adapters with identical MAC addresses started to generate uniqueIDs. This caused mass resource merging because uniqueIDs started to match for the problematic computers.	N/A

**Table 1-4** Fixed issues for Symantec Management Platform (Notification Server) (continued)

	Issue	Description	Article link
21	Duplicate rows in Inv_AeX_AC_Identification table.	Duplicate rows exist in the Inv_AeX_AC_Identification table.	N/A
22	Replication up to top tier taking more than 36 hours to complete.	Due to periodic migrations of endpoints from one geographic location to another, which requires switching between child Notification Servers. As a result, these computer resources are constantly replicated up from tiers 2 to tier 1 even while there were no modifications in the CMDB.	N/A
23	Replication hangs when it sends data up.	Replication activity hangs after it builds the manifest.	N/A
24	Tasks do not report return codes when "Save Script output" option is enabled.	Return codes on scripts are not returned when "Save script output" is enabled. After creating a run script task and adding syntax, edit the advanced option and enable save script output. Then run the task. Note that the script runs and returns successfully with an error code of 0. The expected result would be to run and fail with an error code of 21.	N/A
25	Sites and Subnets AD Imports fail.	When importing Sites objects (and associated subnets) the import fails because an extra backslash '\' is inserted into the import stream.	N/A
26	Power management tasks fail when more than one resource is selected.	When creating a Tickle task (power management) on the server and selecting one resource, the task completes as expected. However, when you select more than one resource, exceptions occur in logs and the task is marked as incomplete.	N/A
27	Replication overwrites security role permissions on child Notification Server	The scenario occurs when user adds security role permissions to organizational groups on a child Notification Servers and these security roles do not exist on the parent Notification Server. When replication runs, the permissions for these OGs get replaced with the permissions that the parent has for the OG. The roles that exist on the child no longer have permissions to the OGs.	N/A
28	"Data cannot be loaded" message appears on configuration items pages.	Data cannot be loaded and other messages occur after configuration item pages have been left open for more than 20 minutes. (Manage > Assets > Manage configuration items > Computers and Peripherals > Computer)	N/A

**Table 1-4** Fixed issues for Symantec Management Platform (Notification Server) (continued)

	<b>Issue</b>	<b>Description</b>	<b>Article link</b>
30	InvalidCastException in ExpandResourceDataRules when retrying a replication job.	An InvalidCastException is shown in ExpandResourceDataRules when retrying a replication job.	N/A
31	'Role' resources are constantly replicated during differential replication.	If a role has a 'Role Trustee' resource association to a domain user account resource, then this association is not replicated down to the Hierarchy. As result, different hashes appear for the role resource on the parent and child Notification Servers.	N/A
32	Replication in the hierarchy does not propagate resource deletion from parent to child.	In the context of Patch Management Solution (PMS), which has its own hierarchical resource replication rules, the PM Import Data resources do not get replicated to the child and then deleted from parent.	N/A
33	Slow performance when updating policy with a large target.	After creating a policy, then targeting computers and excluding resources not in filter 'All computers", if you click on <b>Update results</b> , it takes 20-30 minutes to update.	N/A
34	Replication of roles and accounts (~100k) takes excessive time.	Performance issue due to the fact that replication does not allow for the scoping of a subset to be replicated by a specific rule.	N/A
35	Slow performance when updating membership with a large count.	You load a system with 50K + resources, create a filter and perform a raw SQL query of select top 50000, save the filter and click <b>Update filter</b> . Performance is very slow.	N/A
36	Loading the right-click menu for Computers resources takes excessive time.	When right-clicking on any asset, it takes about 20 seconds for the right-click menu to open.	N/A
37	Image creation failed if teaming is created using two physical NICs.	"Create Image" job failed if two physical NICs on a managed client computer are teaming.	N/A
38	Importing security groups from AD does not contain all members.	If several security groups in AD contain the same user, then this user is shown only in one group after the import.	N/A
39	Unable to import computers from all security groups in AD or from within a specific organizational unit.	Importing all security groups from a root node in Active Directory and importing all security groups from a specific organizational unit failed.	N/A

**Table 1-4** Fixed issues for Symantec Management Platform (Notification Server) (continued)

	Issue	Description	Article link
40	Condition cannot be added in Normal mode under Filter expressions in Query builder.	After upgrade to IT Management Suite 7.1 SP2, a condition cannot be added in Normal mode under Filter expressions in the Query builder.	N/A
41	Resource updates are taking excessively long.	Resource updates are taking large amounts of time and memory resources due to multiple MonitorChangesAsync threads.	N/A
42	Unable to delete Computer resource.	Unable to delete Computer resource. The error message reads: <b>Violation of PRIMARY KEY constraint 'PK_ResourceTargetContainerChanges'.</b>	N/A
43	Settings for "Use multiple schedules" in Shared Schedules GUI are not respected.	"Use multiple schedules" in the IT Management Suite 7.1 SP2 <b>Shared Schedules</b> GUI creates identical start dates and start times, regardless of which dates or times are set.	N/A
44	"Users" report performs poorly.	The "Users" report located at \Reports\Notification Server Management\Server\Resource has poor scoping performance.	N/A
45	Filters get deleted and re-created with different GUID.	Filters created by AD Site import are getting deleted and then get recreated on the next import, but with a different GUID. This happens when using the Site filters as part of a set of filters designed for Agent configuration policies. These filters were deleted and on the next AD Site import they were re-created, but with a different GUID. This made the filters and targets that used these filters fail with an orphaned GUID.	N/A
46	Problems with non-Symantec Administrator rights.	Non-Symantec Administrators with rights to create targets cannot view and update membership of custom targets created by other users.	N/A
47	Filter performance issue.	Filters with a large number (2000 or more) of statically assigned computers take a long time to open, edit, and save.	N/A
48	Package Server on Win Server 2003 does not download package files over 4 GB when UNC disabled.	If the Package Server is on a Windows Server 2003 when a package contains any file larger than 4GB it will only download part of the file. It then fails with the errors, "Download Package failed: HTTP error: 500 Internal Server Error (- 2147209951)" then, "Error while downloading package: HTTP error: 500 Internal Server Error (-2147209951)". This happens if generateNSUNCPackageCodebases is disabled.	N/A

**Table 1-4** Fixed issues for Symantec Management Platform (Notification Server) (continued)

	<b>Issue</b>	<b>Description</b>	<b>Article link</b>
49	Resource Merge not keeping ResourceKey values for some resources.	Resource Merge is not keeping both ResourceKey values for the following resources: Company, Product, Software Release.	N/A
50	Resource Merge allowing Resources with <b>No Delete</b> attribute to be merged into other resources.	Example: create a new company with a test name then locate it in the console alongside a default one with the <b>No Delete</b> attribute and merge them. The expected behavior is to not be able to merge the resource that is set to <b>No Delete</b> into the other. The actual outcome is that they can be merged.	N/A
51	Performance issue with spResourceMerge.	spResourceMerge is experiencing poor performance in large replication environments. During a 12-hour period of sustained replication activity, thousands of lock timeouts and deadlocks were observed due to blocking caused by spResourceMerge.	N/A
52	CollectionMembershipChanges table not purged.	CollectionMembershipChanges table is no longer purged after installing Altiris.NS.dll from SMP 7.1 SP2 v2 rollup.	N/A
53	vproduct causes blocking of the database.	After restarting the services, the system stops processing NSE files after about 15 minutes. The database shows a block on the database that does not release until services are restarted again.	N/A
54	AD Import does not import users into roles when OU contains '/' character.	When attempting to import users who are part of an AD Security Group that has the '/' character in its name, users who are members of the security group are not imported into SMP 7.1 SP2 despite the security role being created.	N/A
55	Condition cannot be added in Advanced mode under Filter expressions in Query builder.	After applying the SMP 7.1 SP2 Rollup v2, the Normal mode of the Filter Expressions Query Builder of a filter is working. In the normal mode you can add conditions. But the "Advanced" mode is not adding new conditions.	N/A
56	No search box for removing computers from a list.	The resource selection page that is needed to populate static list of computers in filters and targets is unusable for enterprise customers. There is no search box for selecting resources, which makes removing computers from a list of thousands very difficult.	N/A
57	In a large DB, the process of building a target takes several minutes.	Most attempts fail the first few times due to a "The Data Cannot be Loaded" error. Building a single target can take up to an hour.	N/A

**Table 1-4** Fixed issues for Symantec Management Platform (Notification Server) (continued)

	Issue	Description	Article link
58	Report columns don't resize properly to show all data.	This happens with reports that have more than 10 columns.	N/A
59	Error: Failed to load resource associations.	After an upgrade to MP1, a number of actions result in the error "Failed to load resource associations. [The user does not have permission to perform this action.]"  Similar errors are reported in the Symantec Management Platform logs.	<a href="#">TECH198556</a>

**Table 1-5** Fixed issues for Enhanced Console Views

	Issue	Description	Article link
1	Enhanced Console View does not show "Policies installing this software" for software.	Enhanced Console View does not show "Policies installing this software" for software and throws an error in the log: "Unable to get policies by software GUID:". This issue applies to custom software/managed delivery policies and to default software/managed delivery policies.	N/A
2	'Search as you type / Enter key' functionality is not working in all Search dialogs for Activity Center.	(Manage>Software Catalog). The Software Catalog dialog window does not have the same search functionality as the main Enhanced Console View window. It currently performs the search only after the user clicks <b>Enter</b> and not as data is typed. The Software Catalog dialog window performs the search no matter what settings are enabled for the Enhanced Console View.	N/A
3	Software Catalog: Unmanaged grid times out when loading over 100,000 components.	The <b>Managed</b> and <b>Unmanaged</b> grids do not "chunk" data like the <b>Unknown</b> grid does. When there are over 100,000 components in the Unmanaged count, the grid times out when trying to load it. The root cause is that the object size is too large.	N/A
4	Performance issues with <b>Computers</b> view.	The <b>Computers</b> view takes over 20 seconds to render when the last selected item is a parent folder.	N/A

**Table 1-6** Fixed issues for Asset Management Solution

	Issue	Description	Article link
1	Problems with adding a cost center to an asset.	Adding a cost center to an asset clears out any date values for <b>Available for Use</b> or <b>Planned Disposal Date for the Purchase Type</b> . The <b>Disposal Date</b> then changes to 1/1/0001.	N/A

**Table 1-6** Fixed issues for Asset Management Solution (*continued*)

	<b>Issue</b>	<b>Description</b>	<b>Article link</b>
2	The "Software Product Licensing Recalculation Operation Task" fails.	The "Software Product Licensing Recalculation Operation Task" fails after 10 minutes. Looking at the profiler trace shows that the stored procedure "spContract_SoftwareProduct_LicenseCalculation" is terminated by the 10-minute timeout.	N/A
3	Accounting information is not being saved.	In the Purchase or Lease section of the Edit screen for a resource, the <b>Available for Use Date</b> and <b>Planned Disposal Date</b> values are not saved.  These dates are not saved when an <b>Expense Type of Depreciate</b> is used.	N/A
4	Error displays when editing a resource type with a <b>Foreign key</b> data class.	Editing a resource that has a <b>Foreign key</b> data class and trying to change the value multiple times results in the error "Failed to construct the dynamic virtual window".	N/A
5	Error displays when user clicks <b>Save Changes</b> .	The following error message displays when you delete or edit the Stock Order Details data class: 'An error occurred saving changes. Deleted row information cannot be accessed through the row'.	N/A
6	Error displays when using a filter in the <b>Authorized clients</b> section of a Software License.	The following error occurs if you use a filter in the Authorized Clients section of a Software license that contains a static list of more than 100 computers: "An error occurred saving changes. Non-computer member found in the filter selected in column Clients when its Authorization Group column contains 'Computer'. Invalid row contains Clients: <FILTER NAME HERE>"	N/A

**Table 1-7** Fixed issues for Connector Solution

	<b>Issue</b>	<b>Description</b>	<b>Article link</b>
1	Columns not resizing.	Columns are not resizing when using the <b>View Import Data</b> option in a Connector data source .	N/A
2	Timeout during association operation.	The picker used when setting a value for the "Asset User Owners" association times out.	N/A
3	Import rules fail if the datasource takes longer than 30 seconds to load.	When the query used in the datasource times out, it can corrupt the data being imported through an Import/Export rule.	N/A

**Table 1-8** Fixed issues for Deployment Solution

	Issue	Description	Article link
1	Deploy Image task fails.	Data cannot be loaded and displayed in console after creating a <b>Deploy Image</b> task.  After clicking <b>Save</b> , user gets the error message: "The data could not be loaded". When user clicks the red "X" in the top right of that error message it will create the task in the task list; however, that task does not function. When user clicks OK, the task gets created, but it corrupts the interface. When user selects the task, a blank page appears and a script error icon appears in the bottom left of Internet Explorer. User cannot right-click on this task, and it cannot be deleted from the interface.	N/A
2	The <b>Range Start</b> field in the <b>Create System Configuration</b> task only accepts 3 digits.	Using the auto-naming feature of our configuration tasks only allows up to 3 digits in the extension. That would allow for only up to 999 systems.	N/A
3	The <b>Copy File</b> task fails under certain circumstances.	If you assign a Copy File task to a Windows 7 Client system with a dot (.) at the beginning of the name, it fails. It fails if you do not assign a file name, only an extension, and if the extension is RND.	N/A
4	Blade inventory fails.	When the [BAYID] column in DBO.INV_PHYSICAL_BAYS is set to INT32, it prevents the blade inventory returned as 'slot01' (from basic inventory) from being stored in the DBO.INV_PHYSICAL_BAYS.	N/A
5	Token value has blank spaces.	The value returned by the %SERIALNUMBER% token includes blank spaces.	N/A
6	Copy File task reports success when file is in use, and never replaces the file.	Creating a Copy file task that copies a file that is in use to a system fails, but reports a successful copy.	N/A
7	BIOS tool pulls model number of motherboard from wrong table.	Pectagent needs to query <b>System Information</b> in Table 1 and return Product Name, and not query <b>Baseboard information</b> (Table 2).	N/A
8	Asset Tag not reported from automation.	Basic inventory does not collect Asset Tag information.	N/A
9	Hierarchy is generating a new task every ~5 minutes.	UpdateSBSInfo task is getting replicated from Parent to Child, and generating a new task every ~5 minutes.	N/A

**Table 1-8** Fixed issues for Deployment Solution (*continued*)

	<b>Issue</b>	<b>Description</b>	<b>Article link</b>
10	PECTAgent crashes when booting multiple predefined computers.	PECTAgent crashes when booting multiple predefined computers during GetResourceGuid.aspx call. spDeployment_GetResourceKeyGuid runs very slowly due to a redundant Where clause.	N/A
11	Issues with task server assignment.	A production system that has a Symantec Management Agent installed boots into PXE even though no jobs or tasks are assigned. When user imports the computer via predefined computers, installs the OS, and installs SMA, if it fails to detect a task server the system will be recognized as a predefined computer.	N/A
12	Information for Preboot configuration remains in the Client Policy xml files.	After a preboot configuration is created, it is placed in the client policy xml for processing. However, after that configuration is deleted, the 14 lines remain in the xml file, only changing the <ActionType> section. This leads to repercussions such as the computer building the configuration when it should not.	N/A
13	BSNSInterface only sends updates to other SBS servers in it's same subnet.	BSNSInterface only sends updates to other SBS servers in it's same subnet. This is causing clients that move to a new subnet to not be in a correct state with the new SBS server.	N/A
14	TCP sockets left in a CLOSE_WAIT status.	SbsNSInterface leaves TCP sockets in a CLOSE_WAIT status when it is disconnects from other remote SbsNSInterfaces.	N/A
15	Excessive logging in SBS server and SbsNsInterface slows performance, even when logging disabled.	When logging is enabled in either SBS Server, or in SbsNsInterface, the performance is significantly affected. It's taking 5-10 times longer to perform the same tasks). Even when logging is turned off, performance loss results.	N/A
16	PXEStartupInfo does not process images.sbs file before processing client.sbs file.	In PXEStartupInfo, the images.sbs file is not processed before the client.sbs file. If there are a large number of clients to process, the PXE Server never gets processes the images file.	N/A
17	DS handler improperly parsing path that is given to Ghost to start a Client Image Deploy task.	When the DS handler parses the variables for Ghost, it appears that the handler is looking for the word 'deployment' and parsing it regardless of the text that follows. In order for the customer to deploy images, they have to rebuild their Notification Server with a new name.	N/A
18	The time zone during a Scripted OS Install (SOI) is hard set to Mountain Time Zone.	The unattend file in \\<nserver>\nscap\bin\win32\x86\deployment\soi\AnswerFile is hard set to Mountain Time Zone.	N/A

**Table 1-8** Fixed issues for Deployment Solution (*continued*)

	Issue	Description	Article link
19	Tokens with NIC{0} in them cause unknown exception.	All of our tokens with NIC{0} in them fail out-of-the-box and create a critical error when you try to use them.	N/A
20	In hierarchy, JavaScript warning displays on Deploy Image task on the child Notification Server.	Replicating a "Deploy Image" task down the hierarchy works. However, in IE, you see a Javascript error when you select the task on child Notification Server tier of the hierarchy.	N/A
21	Replication of Deployment "Deploy Image" task fails on import if custom unattend xml has been modified 1+ times.	When a deployment task is created at the top-tier, including a custom unattend.xml and is saved, this replicates. After making some changes to the task and saving in-between, the replication no longer works. On import, the data is partially ignored, breaking the XML because close tags (among other things) are missing.	N/A
22	Capturing a backup image of a Windows Server 2008 R2 causes the Management Agent to no longer function.	When a client computer with Windows Server 2008 R2 has a backup image captured from it, the SMAgent does not function correctly.	N/A
23	Cannot manage physical racks, enclosures and bay (from Deployment Solution) with the Asset Management Solution pages.	Customer is finding the built-in configuration item for physical racks, enclosures and bay (from Deployment Solution) and they want to manage these with the Asset Management Solution pages. However, the Asset page "EditCreateResources.aspx" throws errors "You cannot set Column 'RackManufacturer' property MaxLength to be non-negative number" when the customer tries to save the modified asset.	N/A
24	Computer Name Range does not show correct information in Result.	In Tasks > Jobs and Tasks > System Jobs and Tasks > Deployment and Migration > Change host name, the Computer Name Range does not show correct information.	N/A

**Table 1-9** Fixed issues for Inventory Solution

	Issue	Description	Article link
1	Data is being removed from Inventory in the database.	Data is being removed from Inventory in the database due to failure to capture data and leaving an empty entry in the NSEs	<a href="#">TECH187623</a>
2	Inventory Agent causes the SMA to crash.	Inventory Agent causing the SMA to crash on Win x64 client (InvProvider.dll - Data class HW Chassis.)	N/A
3	AeXNSAgentHostSurrogate32.exe uses a lot of memory.	AeXNSAgentHostSurrogate32.exe uses a lot of memory. It must be reset for site server to function normally.	N/A

**Table 1-9** Fixed issues for Inventory Solution (*continued*)

	<b>Issue</b>	<b>Description</b>	<b>Article link</b>
4	CPU performance issues after inventory task has run.	Computers run at 25% CPU indefinitely after an Inventory Task has run.	N/A
5	Computers will run at 25% CPU for 2 to 4 hours during an Inventory task.	Caused by Microsoft Registry returning an incorrect number of subkeys and us not exiting the enumeration loop on NO MORE ENTRIES.	N/A
6	Agent open handle count is trending upward continually.	Using perfmon to track the open handles, it was found that the number of open handles created by the agent service have been trending upward for over a week without falling. Could lead to performance issues.	N/A
7	Unable to generate some data class summary information.	Unable to generate the data class summary information inv_operation_system_summary and Inv_Hardware_Summary.	N/A
8	Hardware inventory not added to the database.	Stale data hashes are causing the Hardware inventory data to not be input into the database.	N/A
9	Stand-alone inventory packages reverted back to only Software Data classes regardless of which have been selected.	Got to Setting -> All Setting -> Discovery and Inventory -> Stand- alone Inventory and select First SA as the New package name . Then select whatever types of inventory to gather. After selecting Advanced, and unchecking everything except Hardware, save this as a stand-alone package. Next ,create another stand-alone inventory package named Second SA Then select whatever types of inventory to gather , select Advanced, and uncheck everything except Software. Save the stand-alone package. Now edit the First SA Package and go to Advanced and see that the selection is changed to Software.	N/A
10	HW_Desktop_Monitor data class does not report back correct resolution via agent-based inventory on Windows 7 clients.	When running inventory on a client computer with Windows 7 or Vista with Agent-based Inventory, Screen height and Screen width Properties of the data class HW DESKTOP MONITOR show incorrect data (always 1024x768), regardless of actual resolution.	N/A
11	Unable to import software resource; unable to merge the specified duplicate resources	This happens when importing software from Setting -> Notification Server -> Console Settings -> Views -> Software -> Software Catalog -> Deliverable Software -> Right Click -> Import and then choose a software package xml file. User receives an error during import - Unable to merge the specified duplicate resources.	N/A
12	"Debug AssertionFailed!" error during Full Inventory scans	User getting a "Debug AssertionFailed!" error during Full Inventory scans. It is a "Microsoft Visual C++ Debug Library" error.	N/A

**Table 1-10** Fixed issues for Monitor Solution

	Issue	Description	Article link
1	Drastic performance decrease due to "Symantec Monitor Administrators" role.	After clicking on any Monitor Policy, it takes 3-5 minutes to load. It may even time out, causing a .NET exception.	N/A
2	Detailed historical data appears as hourly summarized data in Historical Performance Viewer charts.	Metric data in the Historical Performance Viewer that should appear in detailed format (metric data point every 10 minutes) is being summarized into 1 hour during this detail data window.	N/A

**Table 1-11** Fixed issues for Patch Management Solution for Windows

	Issue	Description	Article link
1	SWU Plug-in does not install on Windows clients.	Newly attached Windows clients exist in `All computers without Software Update Plug-in Installed Target'. But the SWU Plug-in installation does not happen. This applies to all Windows systems.	N/A
2	PMImport takes excessively long to complete.	spPMCore_GetVendorsWithSoftwareBulletins takes several hours to complete.	<a href="#">TECH183716</a>
3	Default Software Update's schedule shows wrong date.	The scheduled date shows the wrong day (1 day early) in the Software Update Agent UI for the default Software Update policy.	N/A
4	"Disable Superseded Software Updates" task - performance issue.	PM Import's "Disable Superseded software updates " task is taking days instead of hours to finish due to larger number advertisements. The large number is due to including 7 languages and 4 years of enabled bulletins.	N/A
5	Report 'Policy Execution by Computer' times out.	The report 'Policy Execution by Computer' that is sent by the Automation Policy 'Software Update Policy failed' times out. When run in SQL Management studio, it typically takes over 10 minutes to run.	N/A
6	'Revise Software Update' task - performance issue.	The Revise Software Update Task process hits every revised update, even if the process just ran the night before. This task is running for many hours even without any changes by the Import task.	N/A
7	SWU Plug-ins do not install on Windows clients.	A newly attached Windows client exists in `All computers without Software Update Plug-in Installed' target. But the SWU plug-in does not install. This applies to all Windows systems.	N/A

**Table 1-12** Fixed issues for Patch Management Solution for Linux

	<b>Issue</b>	<b>Description</b>	<b>Article link</b>
1	Red Hat: tzdata updates cannot be applied to requiring clients.	Patch solution checks the architecture when detecting update applicability. RHEL 5 architecture has changed and newer updates are not detected as applicable.	N/A
2	Compliance reports return no results when the OS selected is RHEL 6.	When selecting Operating System = Red Hat Enterprise Linux 6 (Server, Workstation or Client) in Compliance reports, Notification Server returns no results.	N/A

**Table 1-13** Fixed issues for ServiceDesk

	<b>Issue</b>	<b>Description</b>	<b>Article link</b>
1	ServiceDesk 7.1 SP2 Process Manager portal only partially localized.	As opposed to Servicedesk 7.1 SP1, most ServiceDesk 7.1 SP2 Process Manager portal main menu items are no longer localized.	N/A

**Table 1-14** Fixed issues for Software Management Solution for Windows

	<b>Issue</b>	<b>Description</b>	<b>Article link</b>
1	Client does not detect changes in MDP unless restarted.	When making changes to existing Managed Software Delivery Policies that are already visible on client, they do not update to the client. After changes are made to the Policy and Policy is saved, Agent configuration refreshed on the Agent. The results are that - after the configuration changes, policy changes are not visible - Changes to the policy are not working on the Agent when the policy is executed .	N/A
2	Software Portal Request - localization issue.	Software Portal Requests that are placed under Internet Explorer languages other than English (German, French) contain the localized string "Software name" instead of the actual software name.	N/A
3	Software Portal permission groups assigned are not being removed after removal from top tier and replication.	Users created a software release and added it to the Software Portal , then added more than one user to the permissions. They then replicated the software release, went to the top tier and deleted some users from the software publishing permissions. After replicating again, the users had not been and could not be removed from the bottom tier.	N/A
4	Permissions for software published to Software Portal do not stick.	Permissions on a software resource on the portal get changed on random users after one user's permissions are changed.	N/A

**Table 1-14** Fixed issues for Software Management Solution for Windows  
(continued)

	Issue	Description	Article link
5	Software resource is not displaying the replicated name and details for the Software Portal	In a hierarchy, after replication, the name and description initially given to a software release are no longer visible.	N/A
6	Portal request - scheduled tasks not deleted.	Portal Requests create Scheduled Tasks that are never deleted. This negatively affects performance.	N/A
7	Error importing software packages from 6.x to 7.1 sp2	When viewing the software resources in the 7.1 SP2 Console under Manage > All Resources > Default > Package, the software resource is found. However, when right-clicking the package and choosing Action > Assign to Software Resource, the second screen (Set command-line properties) is missing command lines.	N/A
8	MD editor times out.	MD editor times out when attempting to add tasks to new or existing software policies.	N/A

**Table 1-15** Fixed issues for Software Management Framework

	Issue	Description	Article link
1	SMP Agent crashing during Office 2010 installation	On Windows 7 64-bit systems, the SMP Agent crashes during Office 2010 Installation, which prevents the restart at the end of the policy from executing.	N/A
2	Agents are running detection checks multiple times a day.	Agents are running compliance checks multiple times a day, and each event creates a new Item in the Item table. This leads to unchecked database growth, and multiple items created per compliance check in the DB.	N/A
3	Managed Delivery Policy starts ignoring existing schedule after modification.	The Managed Delivery Policy starts ignoring the existing schedule after modification if the policy has executed according to schedule at least once.	N/A
4	Excessive amounts of task status via Task Server from MDPs	Excessive amount of task statuses from MDPs ( like detection check, package download, install command). A memory error is thrown: "Slow the flow".	N/A
5	Unable to install RedHat updates on RH5 client.	Failed to install updates on RedHat5. Wrong dependency from RHEL6 (xz-libs-4.999.9-0.3.beta.20091007git.el6.x86_64.rpm) is included in the transaction.	N/A

**Table 1-15** Fixed issues for Software Management Framework (continued)

	<b>Issue</b>	<b>Description</b>	<b>Article link</b>
6	MSD policy is re-running without a reoccurring schedule	A policy was set up to deploy software, without compliance or repeat schedule. The policy was left enabled. There was no new schedule and the policy kicked off and ran again a week later.	N/A
7	Software not removed from cache after uninstall.	Inventory tasks are not removing software from the softwarecache.xml after software is uninstalled from computer	N/A
8	SMF creates or updates user resources when running the Software Discovery scan.	Software Management Framework creates or updates the format of the user name field when running the Software Discovery scan (Windows Add /Remove Program capture item in an Inventory policy).	<a href="#">TECH182431</a>
9	"Managed Delivery Policy is available" notice does not work	Create a software delivery package and a software delivery policy, then target a computer and choose a schedule for compliance. Check the boxes for user interaction (allow user to turn on, user must turn on, prompt user when this policy is available). Update the configuration on the targeted computer - the notification of the policy does not display	N/A
10	SoftwareReleaseResource item is replicated in each differential replication.	Run a differential replication several times and check the port. The SoftwareReleaseResource item was replicated at each differential replication because of missing resourceAssociations on the parent Notification Server.	N/A
11	Orphan task removal takes a long time.	A script is required to clean up large amounts of orphan software management tasks from a previous version of IT Management Suite.	N/A
12	<b>Command Line Requires Package</b> replicates in <b>Add</b> mode.	When Software Package resources are replicated, the parent association type <b>Command Line Requires Package</b> replicates in <b>Add</b> mode, rather than in <b>Replace</b> mode.	N/A
13	SMA receives new client policy every time it requests update.	Every time a client requests a configuration update, it receives new policies. Around a dozen Managed Delivery Policies have a new hash and one of two registeredSchedule within a policy XML has a new GUID.	N/A

**Table 1-16** Fixed issues for Task Server

	<b>Issue</b>	<b>Description</b>	<b>Article link</b>
1	Task status messages are lost due to lack of memory allocation.	Clients post task status messages which are lost when the Altiris Object Host Service has allocated more than 700MB of memory.	N/A

**Table 1-16** Fixed issues for Task Server (continued)

	Issue	Description	Article link
2	SMP 7.1 SP1 and SP2 Management Agents crash.	SMP 7.1 SP1 and SP2 Management Agents crash due to a corrupted TaskHistory.XML.	N/A
3	Slow Job/Task Status Detail report.	The Job/Task Status Detail report is very slow and occasionally times out in a large hierarchy environment.	N/A
4	TaskManagement Service - a socket error causes all TaskManagement sockets on the computer to be closed.	Any time a connection is closed, the site server gets an error on it, and then closes all open sockets for the TaskManagement service. This creates a huge burden on the site server to close and reopen all sockets each time an error is encountered.	N/A
5	New logging needed in TaskManagement Server code.	Task Management logging needs to be updated to include better logging around computer management, event management, task sequencing, and correction handling.	N/A
6	TaskManagement Service - Event Queue thread-race condition.	When the site server is moderately to heavily loaded, "Task Complete" events get lost. All events can fall prey to the problem, but the "Task Complete" event is the most problematic.	N/A
7	Task run instances scheduled at the Notification Server parent cannot be "stopped".	If you schedule a task on a Parent server in a hierarchy, then attempt to "stop" it, you cannot. First, "stopping" it would only stop replication. Second, the replication is initiated so fast that it only takes a couple of seconds before the task is 100% completed. Third, the message that appears suggests that this task can be stopped, including on all child servers, but that is not the case.	N/A
8	Deployment jobs randomly stop.	Deployment jobs randomly stop when agent components upgrade during a task.	N/A
9	Client Task Agent may enter a loop while failing to post task status to TS Server.	In case of a corrupted status xml, the Client Task Agent fails to submit status to the Task Server and goes into a loop, re-sending status over and over again.	N/A
10	CTA shows multiple running tasks. No new tasks are accepted..	Multiple computers cannot run any new tasks and the Client Task Agent history shows multiple tasks are already running. No task status is sent to Notification Server and tasks are timing out on the server.	N/A
11	Client task schedule is missing from console after upgrade.	Under the <b>New</b> submenu there should be a <b>Client Task Schedule</b> option. It is missing after the upgrade from 7.1 SP1 to 7.1 SP2. No errors appear in the Log Viewer .	N/A

**Table 1-16** Fixed issues for Task Server (continued)

	Issue	Description	Article link
12	Binary incompatibility in Altiris.Task Management.dll.	Binary incompatibility occurs in Altiris.TaskManagement.dll after installation of SMP 7.1 SP2 v2 rollup. Missing public method DeleteHierarchyreplicatedInstances().	<a href="#">TECH185077</a>
13	Binary incompatibility -Task Management VersionItems are Items.	TaskServer\TaskManagement\Altiris.TaskManagement\UI.Controls\JobEditControl.cs contains a change in SP2 whereby it assumes that all Task Management VersionItems are Items.	<a href="#">TECH185077</a>
14	Binary incompatibility for ClientTaskInstance ReplicationData Collection class.	A binary incompatibility for the ClientTaskInstanceReplicationDataCollection class (derived from another class) has broken the ability to replicate any client tasks, because the framework produces a System.AccessViolationException during item import.	N/A
15	Unable to import task if <b>RunAs</b> user is selected.	Unable to import a task to a child or separate Notification Server, if the task specifies <b>RunAs user</b> . This is regardless of whether it is a local or domain user.	N/A
16	Restricted users cannot see task instance details.	1) Create a new local user. 2) Create a new security role. 3) Add the user to the security role. 4) Create an Organizational Group with computers in it. 5) Add read rights for the new security role to that OG. 6) Remove read rights from Organizational views\Default\All resources\Asset\Network Resource\computers. 7) Run a task on those computers in the security role. 8) Click on the task instance: not enough privileges. "The user does not have permission to get this information" message is displayed. This is true for all displayed tasks.	N/A

**Table 1-17** Fixed issues for Symantec Workflow

	Issue	Description	Article link
1	Resource Generator is failing.	The Resource Generator is failing because Symantec Management Platform is returning a value of 'namespace'.	N/A
2	TestIfUserExists1 component always returns True.	In Workflow 7.1 SP2, the TestIfUserExists1 component (and also TestIfUserExists component) always returns True, no matter what the input parameters are.	N/A

**Table 1-17** Fixed issues for Symantec Workflow (*continued*)

	Issue	Description	Article link
3	Error when trying to edit/add phone number for an existing user.	When editing or adding a phone number for an existing user, an error "Wrong Phone Number Format" is returned. On the other hand, when creating a new user and adding the same number that returned an error in the previous scenario, it works and no error is returned.	N/A
4	SQL Connection String Encryption Tool not supporting changes after installation.	When modifying the SYMQ WorkflowSQL Connection information, or the SYMQ Local.ORM connection information, the connection string is being encrypted, both visually and in the Process Manager Web.config file. When the values for the SQL connection string need to change, while the SYMQ configuration tool allows and saves the changes, the Web.config file is not updated, and thus Workflow and ServiceDesk cannot connect to the database.	N/A
5	Postback issues on Advanced Incident form.	After the search process is complete, the form performs a postback to refresh certain fields related to the search. In some environments this postback is almost instantaneous, but in others it can take a couple of seconds. The postback will place the cursor back into the field where it was when the search was initiated. If during that postback, the cursor is moved, it must move it back. This problem is caused by starting to type before postback is complete.	N/A
6	Query Generator throws error when same parameter name is included in query more than once.	When including a parameter in a query for the query generator more than once, when you click <b>Find Query Parameters</b> , the parameter is added twice (once with a parameter name and once without). When clicking <b>Next</b> , a <b>Parameter names cannot be empty</b> error displays.	N/A
7	Unable to select specific OUs or Groups in AD Synch Profile when using German language.	When attempting to edit an AD Synch Profile when logged into the Portal from a German language OS, you cannot select Groups or OUs. The window does not display a tree.	N/A
8	CAB groups unable to view Process History contents on CM process view page.	After applying the Workflow 7.1 SP2 Rollup, members of CAB groups can no longer view the information in the Process History Web part. They get an unauthorized message. The Process history Web part does not show the history of the CM and any information that has been provided by other users.	N/A
9	SQL Table generator component datatype does not update.	SQL Table generator component datatype does not update to include new columns even after multiple adjust definitions and recompiles.	N/A

**Table 1-17** Fixed issues for Symantec Workflow (*continued*)

	<b>Issue</b>	<b>Description</b>	<b>Article link</b>
10	Userman WebService not properly changing primary email.	Userman WebService - SetUserPrimaryEmailByID is not properly handling the changing of the primary Email. A Primary Key Violation occurs.	N/A
11	AD Sync incremental update not working	The AD Sync incremental update is not working correctly in environments with multiple domain controllers.	N/A
12	FormBuilder component does not have access to global variables.	When editing a form by right-clicking it and choosing <b>Edit Form</b> , variables defined as Global are not available for use. They are available to components added to the form, just not the form itself.	N/A
13	Report Schedules produces error processing tasks.	In Process Manager, when navigating to Admin > Reports > Report Schedule List 2 and adding a new report schedule, an error displays: "Can't process tasks for the schedule."	N/A
14	Duplicate task names in SMP cause task generator to spin out of control.	The task generator gets stuck in an infinite loop trying to accommodate renaming the duplicated task name.	N/A
15	Script injection possible in Process View page.	Script injection is possible when entering a comment in the Comment editor of the <b>Process View</b> page.	N/A