pcAnywhere Solution Changes in ITMS 7.6

March 2, 2015

1. **What is happening to pcAnywhere Solution with the release of ITMS 7.6? (ITMS includes ITMS, CMS, DS)**

As part of the IT Management Suite 7.6 release on March 2, 2015, the End-of-Life (EOL) for pcAnywhere Solution was announced. Consequently, pcAnywhere console integration is removed during the ITMS 7.6 upgrade. However, the pcAnywhere application is not removed and will continue to function without a license. New installations of ITMS version 7.6 do not include pcAnywhere.

Symantec has also partnered with Bomgar to provide two Remote Support licenses for in-depth evaluation. A new feature of ITMS 7.6 allows you to integrate Bomgar Remote Support into the r-click menu of the ITMS console.

2. **Can I continue to use pcAnywhere with version 7.6?**

Yes, there are two options. You may continue using the pcAnywhere application without console integration after the 7.6 upgrade. See Question #9 for more details. If you want to continue using pcAnywhere with the console, the following document describes how to reinstall console integration.
http://www.symantec.com/docs/HOWTO110286

3. **Is pcAnywhere Solution included with new ITMS installations?**

No, pcAnywhere Solution will not be available on new ITMS installations. Instead, customers are entitled to Bomgar licenses that can be integrated into the ITMS console.

4. **How will my licensing work with this change?**

ITMS, CMS, and DS customers with active maintenance are entitled to receive two free Bomgar Remote Support licenses and one year of maintenance. Symantec customers will also receive preferred pricing for additional Bomgar products and services. The following link provides information about the entitlement and provides a form to submit your entitlement request:
www.bomgar.com/pcanywhere

5. **Will pcAnywhere Solution still be supported by Symantec technical support after the ITMS 7.6 upgrade?**

For ITMS 7.5 and 7.6 environments, Symantec will continue to provide technical support for pcAnywhere Solution until October 3, 2016. After that time, Symantec will no longer provide technical support for pcAnywhere Solution.

6. Will Symantec support Bomgar solutions?

No. The Bomgar license entitlement is directly with Bomgar. Bomgar will provide support and all license fulfillment for this entitlement.

7. What happens if I need more than (2) two concurrent administrator licenses of Bomgar?

ITMS, CMS, and DS customers with active maintenance are entitled to receive two free Bomgar Remote Support licenses and one year of maintenance. Symantec customers will also receive preferred pricing for additional Bomgar administrator licenses. Please visit www.bomgar.com/pcanywhere to learn more and sign-up to receive the two Bomgar licenses.

8. How does Bomgar licensing differ from pcAnywhere?

pcAnywhere was licensed on a per client basis with no specific licensing needed for the administrative console. Given this, it was required to have a 1-1 license ratio for the number of nodes that are supported in each environment.

Bomgar is licensed on a per concurrent administrator basis. Regardless of the number of endpoints in an environment, the administrator connecting to an endpoint is what consumes the license on a concurrent basis. For example, if you have 6 admins that need to access machines remotely but only two will be used at a time, then only two licenses are needed.

9. Which pcAnywhere components are uninstalled when performing a 7.6 upgrade?

The pcAnywhere console integration will be uninstalled. However, the pcAnywhere application itself will remain installed. Specifically, pcAnywhere Manager will remain on the Notification Server. pcAnywhere hosts will remain on client computers. pcAnywhere Quick Connect installations will remain installed. The console integration that is removed during the ITMS 7.6 upgrade includes: pcAnywhere installation policies; the Host configuration view in the console; pcAnywhere reports; r-click menu to launch remote sessions. For customers that want to continue using pcAnywhere with the console, the following document describes how to reinstall console integration. http://www.symantec.com/docs/HOWTO110286

10. What does Symantec recommend before upgrading to ITMS 7.6 if I am using pcAnywhere Solution?

If you intend to use pcAnywhere for some time after upgrading to 7.6, follow these steps before the upgrade:

- Save pcAnywhere usage reports for historical purposes

- Perform any remaining pcAnywhere host deployments and configuration updates that you intend to use
- Perform all pcAnywhere Quick Connect deployments that you intend to use after the upgrade.
- Create a host configuration file update policy if you intend to update the configuration file while pcAnywhere hosts are still in your environment.
- When you implement a pcAnywhere Solution replacement, use the pcAnywhere uninstall policies to remove all pcAnywhere hosts.

11. **How do I start a pcAnywhere session after the ITMS 7.6 upgrade is complete and the console integration has been removed?**

To start a pcAnywhere Solution session after the ITMS 7.6 upgrade, you can launch the pcAnywhere Manager on the Notification Server. Or, you can launch the Quick Connect application. For customers that want to continue using pcAnywhere with the console, the following document describes how to reinstall console integration. http://www.symantec.com/docs/HOWTO110286

12. **How will I remove the pcAnywhere hosts and Quick Connect applications when I'm ready to migrate to another remote access solution?**

You may continue using pcAnywhere Solution for as long as you like. The host uninstall policies and Quick Connect uninstall policies will be available even after the ITMS 7.6 upgrade. Use these policies to uninstall the software when you are ready.

13. **How does this announcement affect Deployment Solution? Will I be able to use pcAnywhere Solution?**

The same changes and entitlements apply for customers that are using DS with Remote.

14. **What is required to obtain my Bomgar entitlement and preferred pricing discount?**

Symantec customers must have active maintenance for ITMS, CMS, or DS. You must complete the form found at www.bomgar.com/pcanywhere and provide your Symantec maintenance renewal ID. If you don't have it, this ID can be obtained by contacting Symantec customer service @ 1-800-721-3934.