

Symantec™ IT Management
Suite 8.0 HF4 powered by
Altiris™ technology Release
Notes



Symantec™ IT Management Suite 8.0 HF4 powered by Altiris™ technology Release Notes

Documentation version: 8.0 HF4

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Symantec's support offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and/or Web-based support that provides rapid response and up-to-the-minute information
- Upgrade assurance that delivers software upgrades
- Global support purchased on a regional business hours or 24 hours a day, 7 days a week basis
- Premium service offerings that include Account Management Services

For information about Symantec's support offerings, you can visit our website at the following URL:

www.symantec.com/business/support/

All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policy.

Contacting Technical Support

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

www.symantec.com/business/support/

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

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

- Product release level
- Hardware information

- Available memory, disk space, and NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
 - Error messages and log files
 - Troubleshooting that was performed before contacting Symantec
 - Recent software configuration changes and network changes

Licensing and registration

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

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Customer service

Customer service information is available at the following URL:

www.symantec.com/business/support/

Customer Service is available to assist with non-technical questions, such as the following types of issues:

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- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and support contracts
- Information about the Symantec Buying Programs
- Advice about Symantec's technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs, DVDs, or manuals

Support agreement resources

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

Asia-Pacific and Japan customercare_apj@symantec.com

Europe, Middle-East, and Africa semea@symantec.com

North America and Latin America supportsolutions@symantec.com

IT Management Suite 8.0 HF4 Release Notes

This document includes the following topics:

- [About IT Management Suite](#)
- [What's new in this release](#)
- [System requirements and supported platforms](#)
- [General installation and upgrade information](#)
- [Performing post installation tasks for Deployment Solution](#)
- [Fixed issues](#)
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About IT Management Suite

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

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

What's new in this release

In IT Management Suite 8.0 HF4, the following new features are introduced:

Table 1-1 New features

Feature	Description
Expanded list of supported platforms.	<p>The following operating systems are now supported for the installation of the Symantec Management Agent:</p> <ul style="list-style-type: none">■ Windows 10 Anniversary Update 1 (Windows 10, version 1607) For the list of supported solutions and limitations, refer to: http://www.symantec.com/docs/HOWTO125345■ OS X 10.12 Sierra For the list of supported solutions and limitations, refer to: http://www.symantec.com/docs/HOWTO125347
Workspace Virtualization components are upgraded to the version 7.6 HF6 (7.6.212).	<p>In Software Management Solution 8.0 HF4, the following Workspace Virtualization components are upgraded to the version 7.6 HF6 (7.6.212):</p> <ul style="list-style-type: none">■ Symantec Workspace Virtualization Agent (SWV Agent) (32/64 bit)■ Virtual Composer (32/64 bit)■ Streaming Agent (32/64 bit) <p>The correct version of SWV Agent appears in the list of plug-in versions for the selected client computer.</p> <p>After the 8.0 HF4 upgrade, the following changes occur in the custom policies that use the old version of the SWV Agent:</p> <ul style="list-style-type: none">■ The SWV Agent is upgraded to the latest version.■ The policies stay enabled.■ The policies deliver the latest version of the SWV Agent. <p>For SWV 7.6 HF6 Release Notes, please see the following link: http://www.symantec.com/docs/HOWTO124975</p>

Table 1-1 New features (*continued*)

Feature	Description
Data migration.	<p>The following enhancements are introduced for data migration using standalone replication:</p> <ul style="list-style-type: none"> ■ Standalone replication is now supported between Notification Servers that have different versions of IT Management Suite installed. Note that you can only replicate data from IT Management Suite version 7.5 SP1 HF5 or version 7.6 HF7 v10 to IT Management Suite 8.0 HF4. ■ For some items, all dependencies are also replicated. For example, if you replicate a job, its custom schedule, custom target, and all other dependencies are also replicated. <p>Note: The standalone replication from ITMS 7.5 SP1 HF5 server or from ITMS 7.6 HF7 v10 server to ITMS 8.0 HF4 server with FIPS enabled is not supported. Before replicating the data, you must disable FIPS on ITMS 8.0 HF4 server.</p> <p>The following enhancements are introduced for data migration using export/import:</p> <ul style="list-style-type: none"> ■ Starting from IT Management Suite version 8.0HF4, data migration using export/import is again supported. <p>For more information about data migration using the standalone replication rules and import and export functionality, see the <i>IT Management Suite Data Migration</i> document at the following URL:</p> <p>http://www.symantec.com/docs/DOC9443</p>
New Client Task Status Details report is available.	<p>The new Client Task Status Details report displays details of a specific task or job. For example, you can view the list of computers on which this task or job was launched.</p> <p>To access the report, double-click any task or job item in the Job/Task Status Detail report. The Job/Task Status Detail report is located in the Symantec Management Console, at Reports > Task Server > Status > Job/Task Status Detail.</p>
Updates to Symantec Remote Connector.	<p>The Symantec Remote Connector now supports connectivity to the following third-party remote connection tools:</p> <ul style="list-style-type: none"> ■ XVUE® Remote Desktop Client ■ SimpleHelp Remote Support ■ Splashtop Business for Remote Support <p>For more information, refer to the following link:</p> <p>About Symantec Remote Access Connector</p>
OpenSSL has been updated.	OpenSSL is updated to version 1.0.1u.

Table 1-1 New features (*continued*)

Feature	Description
Enhancements of Symantec Management Console search.	<p>In the Symantec Management Console, you can now additionally search for the following items and resource types:</p> <ul style="list-style-type: none">■ Targets■ Items\Folders links■ Web Parts■ Portal pages■ Right-click menus■ Data Classes■ Resource associations■ Resource types■ Replication rules■ Software Releases <p>Also, the search has been optimized to work more reliably even on heavily populated systems.</p>
Possibility to turn off tool tips in the Symantec Management Console.	The DisableConsoleTooltips setting is added to the Notification Server Core Settings to enable turning on or off the tool tips in the Symantec Management Console.

System requirements and supported platforms

Before you install IT Management Suite 8.0 HF4, read the section Hardware recommendation in the *IT Management Suite 8.0 Planning for Implementation Guide* at the following URL:

<http://www.symantec.com/docs/DOC8631>

For information about the supported operating systems in Symantec Management Platform 8.0 and the IT Management Suite 8.0 solutions, see the article at the following URL:

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

General installation and upgrade information

The installation of IT Management Suite (ITMS) 8.0 HF4 involves installation of Symantec Management Platform (SMP) 8.0 HF4 and solutions using Symantec Installation Manager.

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

<http://www.symantec.com/docs/DOC8650>

Upgrade to IT Management Suite 8.0 HF4

After you install this hotfix (8.0 HF4), you cannot uninstall it or roll back to the previous version of ITMS. Therefore, install this Hotfix only if you require the fixes. If you decide to install ITMS 8.0 HF4 for Symantec Management Platform, you need to enable the Symantec Management Agent and remote Task Servers upgrade policies.

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

In ITMS 8.0 HF4, Symantec Installation Manager (SIM) automatically creates a registry backup in the support folder before starting the installation, upgrade, or hotfix installation of SIM and ITMS solutions. The registry backup is available at the following location:

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

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

- Restore the previous registry entries, and then run the installation or upgrade. To restore the previous registry entries, navigate to the registry backup, and then double-click the `AIMRoot.reg` file.
- Uninstall a solution, and then reinstall it, so that the registry entries are recreated. When you encounter the same error, repair the solution using SIM. For more information, see the following KB article:

<http://www.symantec.com/docs/TECH183086>

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

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

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

After you upgrade IT Management Suite from version 8.0 to this hotfix, upgrade the Symantec Management Agent, the site servers, and the solution plug-ins.

Table 1-2 Process to upgrade Symantec Management Agent, site servers and solution plug-ins

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

Table 1-2 Process to upgrade Symantec Management Agent, site servers and solution plug-ins (*continued*)

Step	Action	Description
Step 4	Upgrade solution-specific agents and plug-ins.	<p>In the Symantec Management Console, on the Actions menu, click Agents/Plug-ins > Rollout Agents/Plug-ins. Then, in the left pane, locate and turn on the plug-in upgrade policies.</p> <p>To upgrade the solution-specific plug-ins to the latest version, do the following:</p> <ul style="list-style-type: none"> ■ In the Symantec Management Console, on the Actions menu, click Agents/Plug-ins > Rollout Agents/Plug-ins. Then, in the left pane, under Symantec Management Agent, locate and turn on the upgrade policies for the Symantec Management Agent. ■ In the Symantec Management Console, on the Settings menu, click All Settings. In the left pane, expand Notification Server > Site Server Settings, and then locate and turn on the upgrade policies for the site server plug-ins. ■ In the Symantec Management Console, on the Actions menu, click Agents/Plug-ins > Rollout Agents/Plug-ins. Then, in the left pane, locate and turn on the plug-in upgrade policies.

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

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

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

<http://www.symantec.com/docs/DOC8650>

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

Enabling imaging after the upgrade in non-domain environment

In Deployment Solution, the basic authentication has been replaced with NTLM authentication for non-domain environment. For imaging to work, after the upgrade, you need to do the following:

To enable imaging

- 1 Run the Deployment Package Server Components – Upgrade policy.
- 2 Recreate all Windows and Linux preboot configurations.
- 3 Upgrade all the Windows and Linux automation folders on the client computers.

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

The Symantec Management Agent and its plug-in versions after you upgrade to ITMS 8.0 HF4 are as follows:

Table 1-3 Symantec Management Agent and plug-in versions after upgrading to IT Management Suite 8.0 HF4

Agent or plug-in	Windows	UNIX/Linux/Mac
Symantec Management Agent	8.0.3396	8.0.3311
Altiris Client Task Agent	8.0.3396	8.0.3311
Altiris Client Task Server Agent	8.0.3361	N/A
Altiris Base Task Handlers	8.0.3396	8.0.3311
Altiris Pluggable Protocols Architecture Agent	8.0.3110	N/A
Inventory Agent	8.0.3338	8.0.3338
Application Metering Agent	8.0.3338	N/A
Server Inventory Agent	8.0.2221	8.0.2221
Inventory Rule Agent	8.0.3396	8.0.3311
Monitor Plug-in	8.0.3310	8.0.3310
Package Server	8.0.3171	8.0.3311
Power Scheme Task Plug-in	7.6.1395	N/A
Software Update Plug-in	8.0.3323	8.0.2229
Software Management Framework Agent	8.0.3396	8.0.3311
Software Management Solution Agent	8.0.2225	8.2225
Virtual Machine Management Task Handler	8.0.2206	N/A
Deployment Task Server Handler	8.0.3369	N/A

Table 1-3 Symantec Management Agent and plug-in versions after upgrading to IT Management Suite 8.0 HF4 (*continued*)

Agent or plug-in	Windows	UNIX/Linux/Mac
Deployment Package Server	8.0.3369	N/A
Deployment Plug-in for Windows (x64/x86)	8.0.3369	N/A
Deployment Plug-in for Linux (x64)	N/A	8.0.3369
Deployment Plug-in for Linux (x86)	N/A	8.0.3369
Deployment Plug-in for Mac	N/A	8.0.2246
Deployment NBS plug-in	8.0.3369	N/A
Symantec Workspace Streaming Agent	7.6.0.212	N/A
Symantec Workspace Virtualization Agent	7.6.212.0	N/A
Symantec Workspace Virtual Composer	7.6.0.212	N/A

Performing post installation tasks for Deployment Solution

The following table lists the upgrade scenarios for which you must recreate the automation folders after you install the ITMS 8.0 HF4:

Table 1-4 Post installation tasks for Deployment Solution

Upgrade	Windows automation folder	Mac automation volume	Linux automation folder
Upgrade from 8.0 to 8.0 HF4	Yes	Yes	Yes

Post installation tasks for Deployment Solution

- Recreate the automation folders.
- Deploy automation folders on client computers.

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

To recreate the automation folders

- 1 In the Symantec Management Console, on the **Settings** menu, click **Deployment > Manage Preboot Configurations**.
- 2 On the **Manage Preboot Configurations** page, in the preboot configurations list, select the configuration that you want to recreate and click **Recreate Preboot Environment**.

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

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

- PEInstall_x86
`<install_dir>\Notification
Server\NSCap\bin\Win32\X86\Deployment\Automation\PEInstall_X86`
- PEInstall_X64
`<install_dir>\Notification
Server\NSCap\bin\Win64\X64\Deployment\Automation\PEInstall_x64`
- LinInstall
`<install_dir>\Notification
Server\NSCap\bin\UNIX\Deployment\Linux\x86\Automation\LinInstall_x86`

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

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

- NS.Delta Resource Membership Update
- NS.Package Distribution Point Update Schedule
- NS.Package Refresh

To deploy the automation folders on the Windows client computers

- ◆ Run the following automation folder upgrade policies:
 - **Deployment Automation Folder for Windows (x64) - Upgrade**
 - **Deployment Automation Folder for Windows (x86) - Upgrade**

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

- 1 Run the following automation folder uninstall policies:

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

After you enable the **Deployment Automation folder for Mac-Uninstall** policy, you must manually delete the DSAutomation partition that is present in the unmounted and unallocated state.

If you do not want to run the uninstall policy to uninstall the automation folder from the client computer, you must manually erase the disk and the volume of the client computer. If you manually erase the disk and the volume of the client computer, ensure that you clean the Non-volatile random-access memory (NVRAM) of the client computer. For information on how to clean the NVRAM of a client computer, see the following article:

<https://support.apple.com/en-us/HT204063>
- 2 Run the following automation folder installation policies:
- **Deployment Automation Folder for Linux-Install**
 - **Deployment Automation Folder for Mac-Install**

Fixed issues

IT Management Suite 8.0 HF4 contains fixed issues for the following solutions and components:

- Symantec Management Platform
See “[Symantec Management Platform Fixed Issues](#)” on page 17.
- CMDB Solution
See “[CMDB Solution Fixed Issues](#)” on page 19.
- Deployment Solution
See “[Deployment Solution Fixed Issues](#)” on page 19.
- Inventory Management Solution
See “[Inventory Solution Fixed Issues](#)” on page 20.
- Patch Management Solution
See “[Patch Management Solution Fixed Issues](#)” on page 20.
- Software management Solution
See “[Software Management Solution Fixed Issues](#)” on page 21.
- Workflow Solution
See “[Workflow Solution Fixed Issues](#)” on page 21.

Symantec Management Platform Fixed Issues

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

This release contains fixed issues for the following components:

- Symantec Installation Manager
See [Table 1-5](#) on page 17.
- Notification Server
See [Table 1-6](#) on page 17.
- Symantec Task Server
See [Table 1-7](#) on page 18.
- UNIX/Linux/Mac
See [Table 1-8](#) on page 18.

Table 1-5 Fixed issues for Symantec Installation Manager

Issue	Article link
In Symantec Installation Manager, on the Product Licensing page, the license data for ServiceDesk is displayed incorrectly.	TECH235766

Table 1-6 Fixed issues for Notification Server

Issue	Article link
If some key values (for example 'guid') of the computer in Active Directory are different from the values in database, the Active Directory import overwrites all populated fields of this computer in database even if their value in Active Directory is NULL.	N/A
Saving Software Update policy does not work if the preferred language in Internet Explorer is Čeština.	N/A
Agent Installation Status report fails to display data.	N/A
Active Directory Computer Import Rule that is configured to import only unmanaged computers, also imports managed computers and overwrites the data of managed computers.	TECH235482
Description of a custom Organizational Group is not displayed.	N/A
Error while downloading package: The version of the package on the server is older than required.	N/A
Active Directory synchronization does not delete the computers if they were imported with an Active Directory import rule that is now deleted.	N/A

Table 1-6 Fixed issues for Notification Server (*continued*)

Issue	Article link
Loading Organizational Group data is very slow or times out.	N/A
Management service faults and Computers with frequent faults reports fail to open on the first attempt with the Index was out of range error.	N/A

Table 1-7 Fixed issues for Task Server

Issue	Article link
Task Server script that is added to a client job does not start on the inactive client computer.	N/A
Client job might get stuck if the Client Task Agent disconnects for too long and does not send any task progress afterwards. This problem causes long lasting jobs to fail (for example Deployment jobs).	N/A
<p>The following issues have been fixed on the Tokens page:</p> <ul style="list-style-type: none"> ■ Token queries are not saved if the token name contains space. ■ If you click Cancel on the Tokens page, the SQL statement and the Token name are cleared. ■ Existing token queries do not pass the SQL validation. ■ It is not possible to delete a token or rename a token with an empty name. ■ In token dialog box, the description of the token is not displayed. <p>The Tokens page is available in the Symantec Management Console, at Settings > Notification Server > Task Settings > Tokens.</p>	N/A
When creating a task, the scheduling dialog box does not allow to add large number of client computers to the task. Also, it is not possible to create a target with a large number of client computers.	N/A

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

Issue	Article link
After upgrading IT Management Suite to version 8.0 HF2 or 8.0 HF3, the Linux agent is not able to communicate with Notification Server via HTTPS. The following error appears in the logs: "No alternate certificate subject name matches target hostname."	N/A

CMDB Solution Fixed Issues

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

Table 1-9 Fixed issues for CMDB Solution

Issue	Article link
When you try to create a new Managed View, a server error appears.	N/A

Deployment Solution Fixed Issues

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

Table 1-10 Fixed issues for Deployment Solution

Issue	Article link
Extract SSL policy on Notification Server runs and displays status as successful but the SSLCertificate_NS_80.pfx file is not created.	TECH235580
For Linux client computers, sometimes when a task is run, the CTA switches to another task server.	N/A
Linux client computers are merged when booted into Linux preboot environment	N/A
The Hostname of a Linux client computer appears blank in Linux preboot environment.	N/A
PXE server fails to display some PXE images, if you add many Preboot Configurations.	N/A
Sometimes, PXE server causes failure of Boot To task.	N/A
The Unattend.xml file for predefined computer contains invalid TCP/IP settings for DHCP enabled computers.	N/A
Sometimes, DeployAnywhere fails to install correct drivers when you deploy a Windows 10 image.	N/A
The Prepare for Image Capture task ignores errors in credential decryption and attempts to complete the task.	N/A
DeployAnywhere fails to deploy the tagged driver for a device if multiple matching drivers are found.	N/A

Inventory Solution Fixed Issues

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

Table 1-11 Fixed issues for Inventory Solution

Issue	Article link
<p>The data class HW_Desktop_Monitor collects only the data on the screen height and width.</p> <p>After the 8.0 HF4 upgrade, the data classes HW_Desktop_Monitor and HW_Logical_Device present more detailed information about physical display hardware.</p>	N/A
<p>Application Metering functionality does not work on Windows 10, version 1607, computers if UEFI Secure Boot is enabled.</p>	N/A
<p>The following Collect Inventory policies and Gather Inventory tasks fail to gather inventory because their previously defined credentials are invalid in Inventory Solution 8.0:</p> <ul style="list-style-type: none"> ■ The policies and tasks that you import from Inventory Solution 7.6 HF7 or earlier. ■ The policies and tasks that you replicate from Inventory Solution 7.6 HF7 or earlier using standalone replication rules. 	N/A

Patch Management Solution Fixed Issues

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

Table 1-12 Fixed issues for Patch Management Solution

Issue	Article link
<p>Patch download fails with an HTTP 401 error if you have no package server and XML Catalog has wrong file permissions.</p> <p>After you install IT Management Suite 8.0 HF4, run Patch Management Import to update file permissions.</p>	N/A
<p>Next software update cycle starts outside of the Default Software Update Plug-in Policy schedule after you manually execute the software update cycle for the policy.</p>	N/A
<p>After you replicate an enabled parent software update policy with enabled Hierarchy Editable Properties, the disabled child software update policy is overwritten and updates are distributed.</p>	N/A
<p>The Missing Windows Updates chart reports incorrect values.</p>	N/A

Table 1-12 Fixed issues for Patch Management Solution (*continued*)

Issue	Article link
Patch Management Solution 8.0 has lost the ability to select the time interval when the user gets a reminder about the required restart of the target computer.	N/A

Software Management Solution Fixed Issues

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

Table 1-13 Fixed issues for Software Management Solution

Issue	Article link
The following Software Management Solution reports order results by the guid, not the name: <ul style="list-style-type: none"> Software Compliance Summary Software Compliance Remediation Summary Software Compliance Detailed Summary This order makes the reports difficult to use.	N/A
The Execution Status report presents incorrect data when you drill down to the report from the Execution Summary report.	N/A
Files with a tilde in their name fail to append to a package file and cannot be uploaded to the software library.	N/A
A Software Portal request for approved software has the Pending status if a user sets the Turkish language as a primary language in IU.	N/A
You cannot create a command line for a package if you set the Chinese (Simplified) language as a primary language in IU.	N/A
After the reconfiguration of Software Management Solution 8.0 HF4, the Plug-in Versions report presents the incorrect version of the Software Management Solution Plug-in.	N/A

Workflow Solution Fixed Issues

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

Table 1-14 Fixed issues for Workflow Solution

Issue	Article link
In the Edit Component dialog box, the Variable option does not work for Hierarchy Category Source .	N/A
The Terminate Window and Close Dialog option fails to close the dialog box.	N/A
The Keep Session Alive option does not work while viewing a process view page.	N/A
When the character c is entered using the keyboard to change the value source of a component to the Constant Value option, Workflow Designer stops responding.	N/A
Time values in the email templates are displayed in the UTC timezone.	N/A
Process Manager is vulnerable to XSS attacks.	N/A

Known Issues

IT Management Suite 8.0 HF4 contains known issues for the following solutions and components:

- Symantec Management Platform
- Deployment Solution
See [“Deployment Solution Known Issues”](#) on page 22.
- Software Management Solution
See [“Software Management Solution Known Issues”](#) on page 23.
- Inventory Solution
See [“Inventory Solution Known Issues”](#) on page 23.
- Virtual Machine Management
See [“Virtual Machine Management Known Issues ”](#) on page 24.

Deployment Solution Known Issues

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

Table 1-15 Known issues for Deployment Solution

Issue	Article link
Imaging tasks fail when the Primary file storage location is specified in the Package Server Settings page for Package Server with multiple hard disks. Following error is displayed: Cannot find out web/unc path	N/A
Boot Disk creator fails to create an X86 WinPE 3.1 preboot configuration.	N/A
For Linux computers, the domain account may get locked if the Create Image task attempts exceed the permissible number of attempts set for the Active Directory lockout policy.	N/A
IP address is not reassigned by DHCP server after you deploy a syspreped image of RHEL 6.7 on a client computer that has single NIC. Workaround: Delete the file <code>70-persistent-net.rules</code> from <code>/etc/udev/rules.d/</code> and restart the client computer.	N/A
For Windows 10 (1607) Anniversary update, the imaging task fails. For details of the workaround, refer to the following article: HOWTO125161	HOWTO125161

Software Management Solution Known Issues

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

Table 1-16 Known issues for Software Management Solution

Issue	Article link
When UEFI secure boot is enabled on the Windows 10 version 1607 client computers, Symantec Workspace Virtualization Agent driver fails and software cannot be delivered to a virtual layer on these client computers.	N/A

Inventory Solution Known Issues

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

Table 1-17 Known issues for Inventory Solution

Issue	Article link
<p>After the reconfiguration of Inventory Solution 8.0 HF4, the following predefined plug-in upgrade policies lose the translation of their name and description:</p> <ul style="list-style-type: none"> ■ The Inventory Plug-in Upgrade policy ■ The Application Metering Plug-in for Windows Upgrade policy 	N/A
<p>The 7.5 SP1 HF5 installation and upgrade policies for the following plug-ins migrated with the standalone Item Replication Rule cannot install the 64-bit version of the plug-ins on target Notification Server and 64-bit client computers:</p> <ul style="list-style-type: none"> ■ Inventory Plug-in ■ Application Metering Plug-in ■ Inventory Pack for Servers Plug-in 	N/A

Virtual Machine Management Known Issues

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

Table 1-18 List of fixed issues

Issue	Article link
Virtual Machine Management does not support creation of a Guest OS with the new computers that have Mac OS X 10.12, but supports upgrade of the existing computers that have Mac OS X 10.10 or earlier.	N/A

Where to get more information

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

Table 1-19 Documentation resources

Document	Description	Location
Release Notes	Information about new features and important issues.	<p>The Supported Products A-Z page, which is available at the following URL:</p> <p>https://www.symantec.com/products/products-az</p> <p>Open your product's support page, and then under Common Topics, click Release Notes.</p>

Table 1-19 Documentation resources (*continued*)

Document	Description	Location
User Guide	Information about how to use this product, including detailed technical information and instructions for performing common tasks.	<ul style="list-style-type: none"> ■ The Documentation Library, which is available in the Symantec Management Console on the Help menu. ■ The Supported Products A-Z page, which is available at the following URL: https://www.symantec.com/products/products-az Open your product's support page, and then under Common Topics, click Documentation.
Help	<p>Information about how to use this product, including detailed technical information and instructions for performing common tasks.</p> <p>Help is available at the solution level and at the suite level.</p> <p>This information is available in HTML help format.</p>	<p>The Documentation Library, which is available in the Symantec Management Console on the Help menu.</p> <p>Context-sensitive help is available for most screens in the Symantec Management Console.</p> <p>You can open context-sensitive help in the following ways:</p> <ul style="list-style-type: none"> ■ Click the page and then press the F1 key. ■ Use the Context command, which is available in the Symantec Management Console on the Help menu.

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

Table 1-20 Symantec product information resources

Resource	Description	Location
SymWISE Support Knowledgebase	Articles, incidents, and issues about Symantec products.	Knowledge Base
Cloud Unified Help System	All available IT Management Suite and solution guides are accessible from this Symantec Unified Help System that is launched on cloud.	Unified Help System

Table 1-20 Symantec product information resources (*continued*)

Resource	Description	Location
Symantec Connect	An online resource that contains forums, articles, blogs, downloads, events, videos, groups, and ideas for users of Symantec products.	<p>The links to various groups on Connect are as follows:</p> <ul style="list-style-type: none"> ■ Deployment and Imaging ■ Discovery and Inventory ■ ITMS Administrator ■ Mac Management ■ Monitor Solution and Server Health ■ Patch Management ■ Reporting ■ ServiceDesk and Workflow ■ Software Management ■ Server Management ■ Workspace Virtualization and Streaming