

What to Expect in ITMS 7.1 SP2



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What to Expect in ITMS 7.1 SP2

Altiris IT Management Suite 7.1 is a suite of integrated products that help IT organizations provide faster and more predictable service to their business. The suite enables this by ensuring that organizations' management infrastructures can easily support new technology changes, can quickly adapt to changing processes and business needs, and can provide the necessary insight to make more intelligent, data-driven decisions.

The purpose of this document is to introduce *some* of the new features and enhancements that are provided within IT Management Suite 7.1 SP2. While this document will focus on those features that will be of most interest to the average ITMS administrator, a full listing of the features found within ITMS 7.1 SP2 can be found in the official release notes:

This document includes the following topics:

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- [Improved Management Console Performance and Updated Version Support for SQL, and Internet Explorer](#)
- [Improved Symantec Installation Manager Support and Efficiency](#)
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Improved Symantec Management Agent Performance and Stability

Work has been done to increase the overall performance and stability of the Symantec Management Agent. Some of the issues addressed in the SP2 release include agent update and data migration issues, improved logging, improved Package Server detection, and improved agent shutdown performance. Although there are no visible components for this feature, the increased stability and performance of the agent should greatly improve the overall customer experience.

Updated Operating System Version Support

ITMS 7.1 SP2 has added support for the following operating systems:

- Mac OS 10.7
- RHEL 6
- 64-Bit RHEL
- SUSE Linux 11 SP1
- Windows Server 2008 R2 SP1
- Network Discovery Support for AIX 6.1 LPAR and Solaris Zones.

Improved Management Console Performance and Updated Version Support for SQL, and Internet Explorer

Numerous enhancements have been made to improve the overall performance of the Management Console. Some of these improvements include increased task replication efficiency, SQL Lite implementation or better state handling by the Task Server, and improved handling of UAC on Vista, Windows 7, and Windows 2008.

In addition to these improvements within ITMS 7.1 SP2, the Symantec Management Platform has added support for the following versions of IIS, SQL, and Internet Explorer:

- SQL 2005 SP4
- SQL 2008 R2 SP1
- IIS 7
- Internet Explorer 9

Improved Symantec Installation Manager Support and Efficiency

ITMS 7.1 SP2 has introduced support for developing off-line ITMS installation packages on platforms not supported by Notification Server, such as Windows XP and Windows 7.

The product listings have been optimized to increase overall performance when using the Symantec installation Manager.

Single Streaming and Virtualization Package Format

In the past, Workspace Virtualization and Application Streaming used their own proprietary format (.vsa for Workspace virtualization, for example). ITMS 7.1 SP2 introduces the use of an .XPF format that can be used by both Workspace Virtualization, as well as Application Streaming, without repacking the application. This will greatly increase the overall usability for customers who are using both Workspace Virtualization and Application Streaming within their environment.

Improved ITA Language Support

ITA in ITMS 7.1 was only supported in English, and no other language support was available. Within ITMS 7.1 SP2, additional language support has been added to ITA to support all languages supported by the Symantec Management Console.

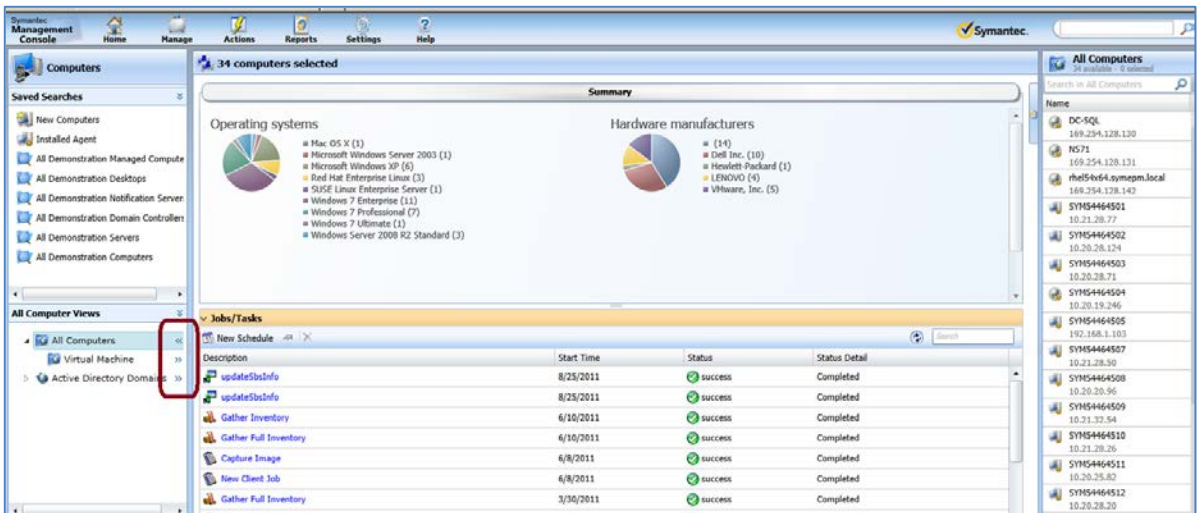
Performance and Feature Improvements within the New Console Views

Improved Performance

Numerous improvements have been made improve the new console views when interacting with large computer of software lists. In a test environment, for example, over 80,000 resources were able to load in under 10 seconds.

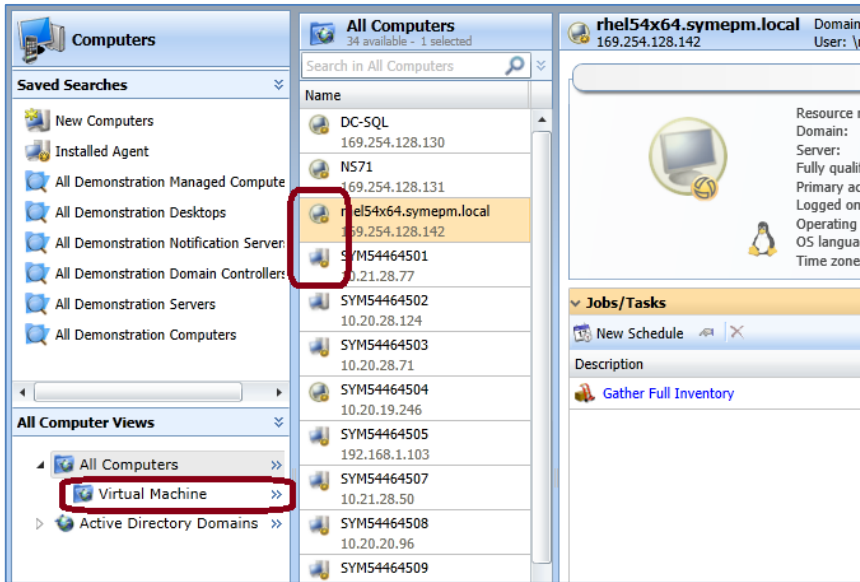
Summary Views of Computer Groups

ITMS 7.1 SP2 has introduced a summary view of computer groups within the new console views. A new chevron is available within the interface (as shown in the screenshot below) which, when selected, will give you a basic summary of the systems included within the selected computer group.



Differentiation between Physical and Virtual Systems

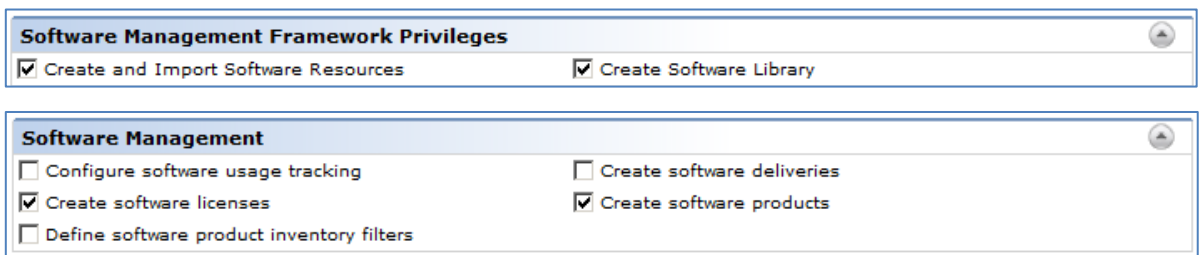
ITMS 7.1 SP2 introduces differentiation within the new console views between physical and virtual systems. As shown in the screenshot below, a separate computer group now exists for virtual system, and a circular icon will be assigned to all virtual systems. This enhancement will make easier for administrator to manage, at a glance, a mixed physical and virtual environment.



Software Management UI Improvements

Software Management Security Roles

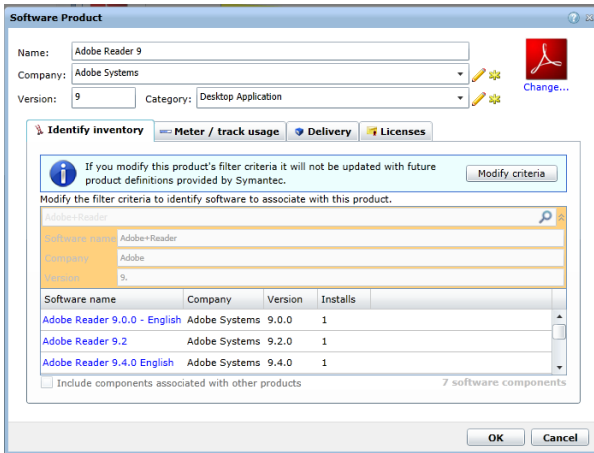
Since the introduction of the new console views in ITMS 7.1, we have received numerous requests (primarily from a Software Management perspective) to add security support to components within the interface. Administrators wanted to provide specific roles within their organization access to only the portions of the interface which they would require. ITMS 7.1 SP2 introduces this support through the use of newly developed Software Management Security Roles.



As shown in the screenshots above, the following security roles have been added in ITMS 7.1 SP2:

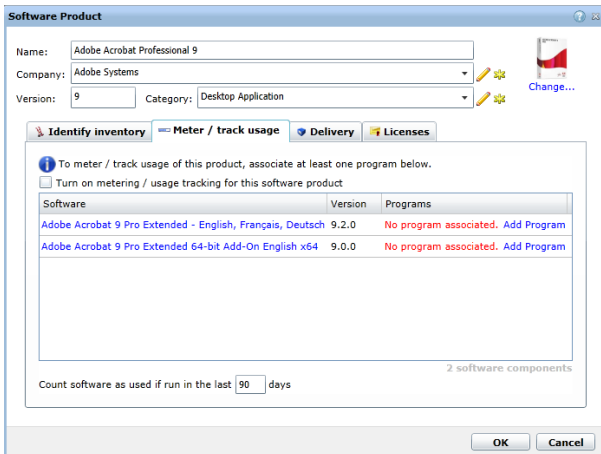
- Define Software Product Inventory Filters

This security role enables a user to view a modify the Software Product Identify Inventory tab within a managed Software Product, and is also required (along with the Create Software Products security role) in order to view Newly Discovered Software within the new console view.



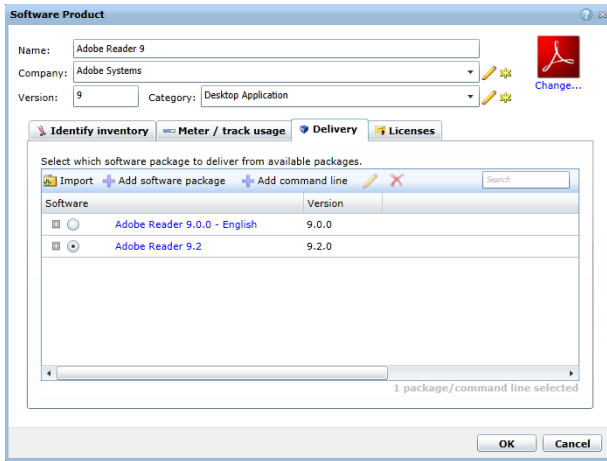
- Configure Software Usage Tracking

This security role enables the user to view the metering tab within a managed Software Product, which is used to enable or modify license metering for the applicable product.



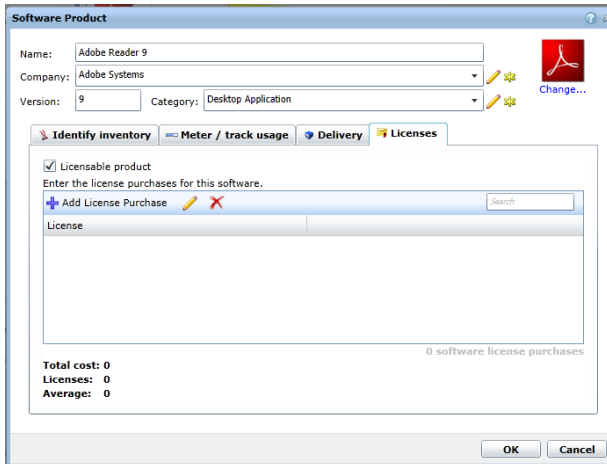
- Create and Import Software Resources

This security role (which exists as part of the Software Framework) enables the user to import software resources from the right-click menu within the Silverlight Software Management interface, or from within a managed Software Product



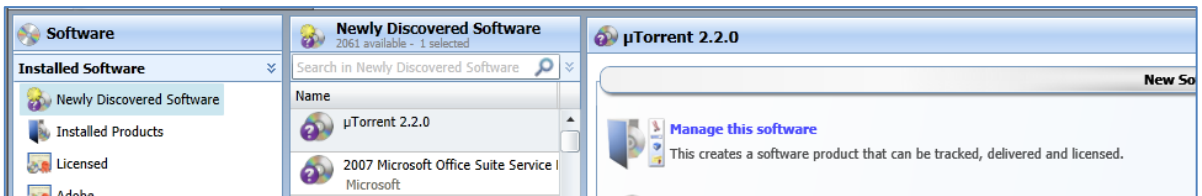
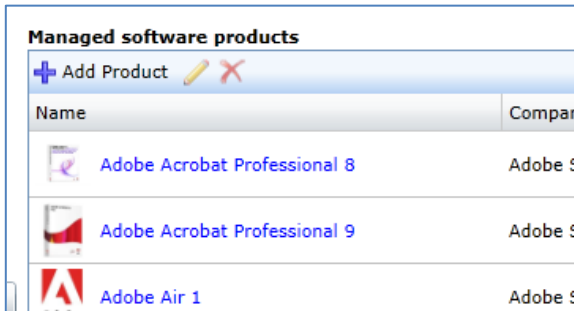
- Create Software Licenses

This security role enables the user to view and access the Licenses tab within a managed Software Product in order to created or edit software licenses related to that Software Product.



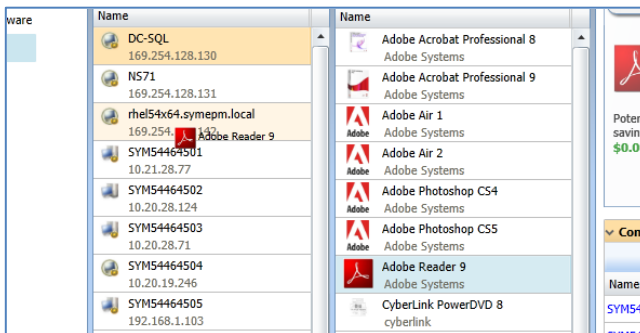
- Create Software Products

This security role enables the user to create a new software product (from within the Manage Software Catalog interface, or using the Manage this Software link within the new console view). The Create Software Products security role is also required (along with the Define Software Product Inventory Filters security role) in order to view Newly Discovered Software within the new console view.



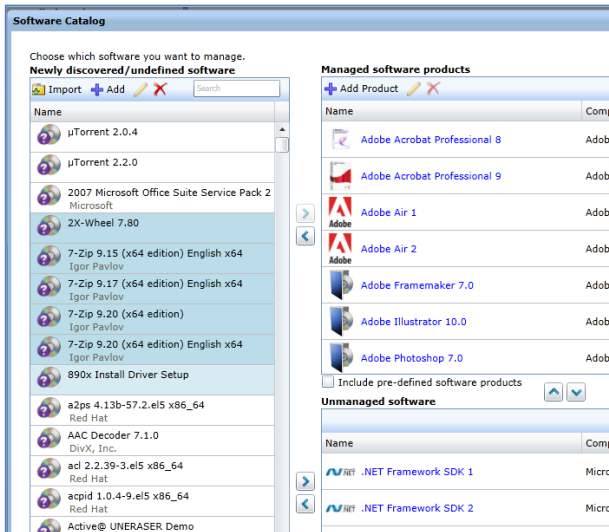
- Create Software Delivery

This security role (which exists as part of the Software Framework) enables the user to deliver software to the end user **using either tasks or policies**. Within the new console views, this security role enables the user to drag-and-drop software to a managed client system.



Ability to Select Multiple Components from within the Managed Software Catalog

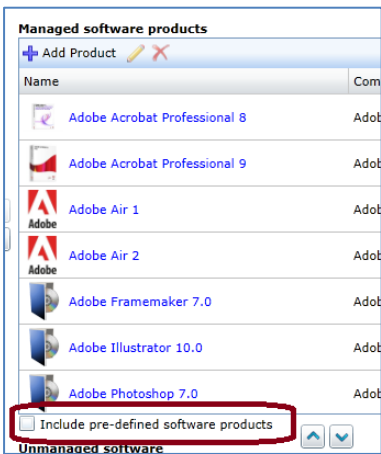
When managing the Software Catalog with ITMS 7.1, only one entry within the “Newly discovered / undefined software” panel could be selected at a time. The ability only select individual entries within the catalog became problematic when users desired to move multiple software entries to the “Unmanaged software” list. ITMS 7.1 SP2 has added multiple select to the Software Catalog interface to enable users to move multiple entries to the “Unmanaged software” list, but note that when multiple entries are selected, you will be unable to move those entries to the “Managed software products” list, as a product can only be developed from a single software component.



Changed Managed Software Product Definition

In ITMS 7.1 a Software Product was only displayed if an instance of the product was detected as installed within the environment, otherwise the product was hidden from view. The hidden product (when an instance of the product had not been installed) was based upon the definition of managed software as installed software. Based upon feedback, the definition of managed software has now been modified to include any software that has been licensed, is deliverable, or has been detected as installed within the environment. This allows an administrator to create a deliverable Software Product for distribution within the environment, which not possible in ITMS 7.1.

In addition to the above feature, ITMS 7.1 SP2 also has enabled the ability view hidden Software Products (known as pre-defined software products) which are Software Products which are neither licensed, deliverable, or installed (and thus are normally hidden from view). To view these hidden entities, simply check the “Include pre-defined software products” checkbox, as shown in the screenshot below:



Ability to Create Blank Software Products

With the addition of security roles within ITMS 7.1 SP2, the use case was created of a user being able to develop a software product, without being able to define any of the properties of that product (metering, deliverables, inventory filter, licenses). To accommodate this use case, ITMS 7.1 SP2 supports the ability to create a Software Product that includes any combination of Software Product properties.

As an example, using ITMS 7.1 SP2, a user could create a Software Product with nothing but the Software Product name. This Software Product (which would be hidden from view by default, and would only be visible if checking the “Include pre-defined software products” checkbox) could be modified by a different user with separate software roles to then modify the inventory filters, metering, and delivery properties, and then handed off to yet another user who might have access to apply the licensing filter. This use case would not have been possible in ITMS 7.1 as the primary user would have had to enter many of these properties in order to create the initial Software Product.

Dynamic Application Metering Support

When using ITMS 7.1 to meter usage of a Software Product, the user was required to specify the specific (and static) executable that would be metered. Selecting a specific (and static) executable was problematic when users would upgrade or patch their software, which would change the executable, and break the metering process.

In order to address this, ITMS 7.1 SP2 has added dynamic application metering support. The dynamic application metering feature enables ITMS to automatically detect an executable that is assigned, within the operating system, to an .msi application and automatically add it to the metering tab within a Software Product. If new versions of software are detected as part of Software Product inventory filter, the applicable executable is automatically added to the metering tab, and included in tracking usage and license consumption. This feature removes the requirement of the administrator to constantly monitor managed Software Products and ensure that all applicable components of that product are assigned appropriate executables for metering.

To use this feature, inventory and file inventories must be completed, and the NS.Nightly task must be ran. Once these inventory and NS.Nightly tasks have been performed, the applicable executables will automatically be assigned to Software Products. When creating a new Software Product, any assigned

software components which have been included the above inventory process, will automatically publish their applicable executable to the metering tab.

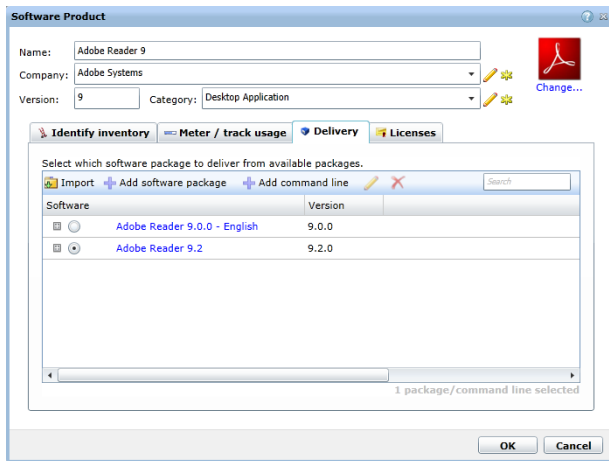
Note that although the executables are automatically added to the metering tab, the administrator will still be required to enable metering with the Software Product for this information to be used.

Ability to Meter Single Components within a Software Product

In order to enable metering within a Software Product using ITMS 7.1, every included software component was required to include an associated executable. ITMS 7.1 SP2 has enabled metering to be enabled as long as *one* included component has an associated executable. While it still suggested that all assigned components have an associated executable, this is no longer required.

Ability to Import Deliverable Components from within the Software Management interface

ITMS 7.1 SP2 has introduced the ability to import software directly from the Delivery Tab within a Software Product. In ITMS 7.1, in order to add deliverable software packages to a Software Product, a user was required to leave the Software Product and import the software packages using the traditional interface; a technique that was cumbersome and confusing. The new Delivery tab within the Software Product can now be used to directly import the appropriate packages in order enable the delivery of the applicable software.

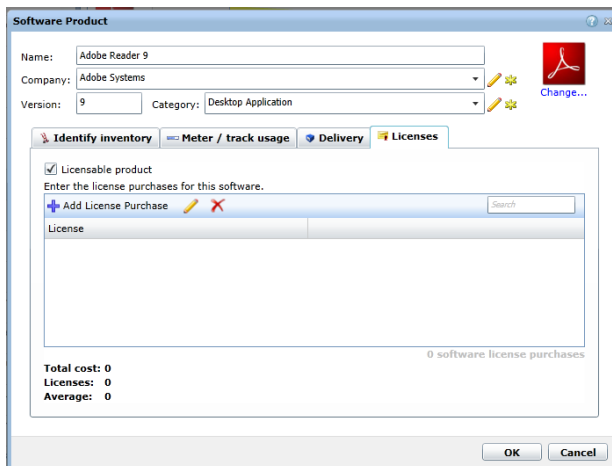


Asset Management UI Improvements

Ability to Display Existing Licenses and Purchases within the New Console Views

ITMS introduced the Software Product interface within the new console view, which include a simplified form for creating and managed licenses (as shown below). The new license interface in ITMS 7.1 was restricted, however, to only display licenses that had been developed within the new interface, and would not display existing licenses that had been developed in the traditional Asset Management Suite interface. This was problematic to users who had created purchases and licenses prior to ITMS 7.1, and who could not view these licenses within the new Software Product Interface.

ITMS 7.1 SP2 has added resolved this issue, and the new Software Product interface will now display all appropriate License Purchases, even if they were not created in the traditional Asset Management Suite interface.



Ability to Display Multiple Purchases within the New Console Views

The new license interface within a Software Product, introduced with ITMS 7.1, was limited to displaying only single licenses with multiple purchases (even if multiple purchases were created for a license, only one purchase would be displayed). While having a single license per purchase is recommended, this is not always possible in the real-world. To address this issue, ITMS 7.1 SP2 has modified to support multiple purchases within the interface.

To create a multiple purchases, simple click Add License Purchase (which will, by default, open the Add License Purchase interface and attempt to modify an existing purchase) and rename the Software license. Renaming the license will result in a new purchase and license.

Ability to Correctly Display License Compliance within the New Console Views for Applications which do not Require a Software License

When reporting on Software Product License and Usage with ITMS 7.1, there was not a method to determine if the software was even a licensable product. As shown below, for example, Adobe Reader would display as being under licensed, even though it was a free product, and thus licenses were not applicable.

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ITMS 7.1 SP2 introduced the ability to indicate that a product was licensable via a checkbox on the Licenses tab (as shown below). If not marked, a Software Product will never show as being under licensed, regardless of how many are installed and / or used. Usage Metering will still occur, but the graphic will always indicate a perfect license count.

