

Altiris™ Deployment Solution 7.1 SP1a MR1 from Symantec™ Release Notes



Altiris Deployment Solution 7.1 SP1a MR1

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About Deployment Solution 7.1 SP1a MR1

Deployment Solution lets you integrate standard deployment features with Symantec Management Platform. It helps reduce the cost of deploying and managing servers, desktops, and notebooks from a centralized location in your environment. The solution offers OS deployment, configuration, PC personality migration, hardware independent imaging, and software deployment across hardware platforms and OS types.

This product is part of the following suites:

- Altiris™ Client Management Suite from Symantec
- Altiris™ Server Management Suite from Symantec
- Altiris™ IT Management Suite from Symantec

This component is part of the Symantec Management Platform .

What's new in Deployment Solution 7.1 SP1a MR1

In the 7.1 SP1a MR1 release of Deployment Solution, the following new enhancement are added:

Table 1-1 List of Enhancements

| Feature | Description |
|--|--|
| The Apply System Configuration supports tokens for hostname | Tokens can also be used to change the hostname using Apply System Configuration , for example %Customtoken%, %Serialnumber%. For more information, refer to Creating an Apply System Configuration task in the following guide: <i>Altiris™ Deployment Solution 7.1 SP1a MR1 from Symantec™ User Guide.</i> |
| The Deploy Image with Ghost Partition Deployment | Deployment Solution now supports Ghost partition deployment. For more information, refer to Setting advanced Deploy Image options in the following guide : <i>Altiris™ Deployment Solution 7.1 SP1a MR1 from Symantec™ User Guide.</i> |
| The Predefined computers import with MAC address only | Predefined computers can be imported with only MAC address. For more information, refer to Predefined Computers options in the following guide : <i>Altiris™ Deployment Solution 7.1 SP1a MR1 from Symantec™ User Guide.</i> |
| The Install Windows OS with the Domain Join option | The Install Windows OS task supports the domain join option. Client computer can also join domain without an inventory but inventory data option must be selected. FQDN must be used as domain credential. For example, Symantec.com\User and not Symantec\user. For more information, refer to Performing an OS installation in the following guide: <i>Altiris™ Deployment Solution 7.1 SP1a MR1 from Symantec™ User Guide.</i> |
| The Install Windows OS for Windows 7 SP1 | The Install Windows OS task is supported for Windows 7 SP1. |

General installation and upgrade information

You install this product by using the 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 *IT Management Suite Implementation Guide* at <http://www.symantec.com/docs/DOC3464>.

For more information about migrating from 6.x and 7.0 to 7.1 SP1a MR1, see the following documentation resources:

- *IT Management Suite Migration Guide version 6.x to 7.1 SP1* at <http://www.symantec.com/docs/DOC3988>
- *IT Management Suite Migration Guide version 7.0 to 7.1 SP1* at <http://www.symantec.com/docs/DOC3989>

Before you upgrade from 7.1 SP1 or 7.1 SP1a to 7.1 SP1a MR1 ensure that you do the following:

- Turn off all the PXE services.
- Take a backup of all the directories of the C:\\Program Files\\Altiris\\Altiris Agent\\Agents\\Deployment\\Task Handler\\Copy File directory on the Notification Server computer.
After the upgrade is completed copy the directories from the backup location to the C:\\Program Files\\Altiris\\Altiris Agent\\Agents\\Deployment\\Task Handler\\Copy File directory.

To upgrade from 7.1 SP1 or 7.1SP1a to 7.1 SP1a MR1

- 1 Open the Symantec Installation Manager.
- 2 On the **Installed Products** page, click **View and install updates**
- 3 On the **Product Updates** page, select the products to update.

Fixed issues

The following are the previous issues that were fixed in this release for the features that are mentioned:

- Apply System Configuration.
- See [Table 1-2](#) on page 6.
- Deploy Image
See [Table 1-3](#) on page 6.
- Driver Database Manager
See [Table 1-4](#) on page 6.
- Install Windows OS
See [Table 1-5](#) on page 7.
- Migration
See [Table 1-6](#) on page 7.
- Predefined Computers

See [Table 1-7](#) on page 7.

■ Preboot Configuration

See [Table 1-8](#) on page 7.

■ Uninstall

See [Table 1-9](#) on page 8.

Table 1-2 Apply System Configuration

| Issue | Description |
|--|--|
| The Apply System Configuration did not support tokens | The Apply System Configuration option that was used to change host name of client did not support tokens. |

Table 1-3 Deploy Image

| Issue | Description |
|---|---|
| The Ghost Deploy Image task did not support Partition deployment task | The Partition option in Ghost deploy Image task was disabled. |
| The Deploy Image task of Windows 7 with DeployAnywhere asks for first time setup login | The DeployAnywhere task failed the first time setup of administrator login for Windows 7 . |

Table 1-4 Driver Database Manager

| Issue | Description |
|---|---|
| The multiple drivers when added using mapped drives, the driver manager did not update the page | When multiple drivers were added from the Driver Database Management option using the mapped drive, the Add Driver page did not refresh. When the page reopened, it did not display the previously added drivers. |
| Driver with the space in the driver folder name did not add the driver. | Driver with the space in the driver folder name did not get added. |
| The Preboot driver database showed no error message when a driver was added | The Add Driver functionality in Driver database Management for Preboot showed no error message even if an invalid folder was selected. |

Table 1-5 Install Windows OS

| Issue | Description |
|--|--|
| The Install Windows OS task for Windows 7 SP1 32-bit and 64-bit fails even though the correct key is provided | The Install Windows OS task for Windows 7 SP1 32-bit and 64-bit gave the following error: The Unattend answer file contains Invalid product key. |
| The Install Windows OS task did not join domain when Join Domain option was used | The Install Windows OS page did not add client computer to the domain even if Join Domain option is used. |

Table 1-6 Migration

| Issue | Description |
|---|--|
| The Deployment Automation Folder for Windows x86 bit uninstall policy did not populate the computer with x64 bit with Altiris Agent of 32 bit | Deployment Automation Folder for Windows x86bit uninstall policy did not roll out on Windows 7 64-bit when Altiris agent upgraded to 32-bit. |

Table 1-7 Predefined Computers

| Issue | Description |
|--|--|
| Predefined Computers which were imported with MAC address only data in .csv or txt file were not able to create proper computer resource in Notification Server. | When predefined computers were imported by providing MAC address only, the preboot did not match the predefined computer when computer boots into Preboot. This happens since PECT Agent does not send MAC address only hash to Notification Server. |

Table 1-8 Preboot Configuration

| Issue | Description |
|--|--|
| The Recreate Preboot Environment task did not add preboot to inv_pxe_image_list table for a new site server | The inv_pxe_image_list table did not populate with information about the new site server when Recreate Preboot Environment task was executed. |

| Table 1-9 Uninstall | |
|--|--|
| Issue | Description |
| The Deployment Site Server component with x86 uninstall policy did not remove files and folder under Deployment folder | The Deployment Site Server components for windows x86 uninstall policy removed the files and folder under the deployment folder. Also, the entries of Deployment Task Server Handlers disappear from the list under Symantec Management Agent settings on site server. |
| The WAIK folder did not get installed | The WAIK folder failed to install if Deployment Site Server Components were uninstalled earlier. |

Known issues

The following are the known issues of the Deployment Solution 7.1 SP1a MR1 release:

- Apply System Configuration
See [Table 1-10](#) on page 9.
- Console
See [Table 1-11](#) on page 9.
- Copy File
See [Table 1-12](#) on page 9.
- Driver Database Management
See [Table 1-13](#) on page 10.
- Imaging - Create Image
See [Table 1-14](#) on page 11.
- Imaging - Deploy Image
See [Table 1-15](#) on page 11.
- Imaging - Prepare for Image Capture
See [Table 1-16](#) on page 13.
- Install Windows OS
See [Table 1-17](#) on page 13.
- Linux Support
See [Table 1-18](#) on page 14.
- Plug-in Policy

See [Table 1-19](#) on page 15.

- Preboot Configuration
See [Table 1-20](#) on page 15.
- Predefined Computers
See [Table 1-21](#) on page 15.

Table 1-10 Apply System Configuration

| Issues | Description |
|---|--|
| The error message does not display System Configuration task when the task fails. | The System Configuration task with serial number token fails and does not show any error message on computers where Bios serial number contain space. |
| The Apply System Configuration task is not supporting token for Linux and VMWare clients | The Apply System Configuration task is not supporting token for Linux clients and token %serialNumber% is not supporting VMware clients. |

Table 1-11 Console

| Issues | Description |
|--|---|
| Deployment Solution console refresh error. | After entering some inputs, ensure that you do not leave the page idle for more than 20 minutes. Otherwise, you receive an error. You have to restart the browser or refresh the page to remove the error message. The changes you made are not to saved by restarting or refreshing the browser. The 20-minute session time out limitation is common for Web-based applications. |

Table 1-12 Copy File

| Issues | Description |
|--|--|
| Space in the password causes the Copy file task to fail in both production and Automation | The Copy file task fails on the Linux client computer in production and automation environment, if there is a space in the password to log on to the Notification Server computer . |

Table 1-13 Driver Database Management

| Issues | Description |
|---|--|
| No progress message on Driver Manager console. | <p>The following are the known issues for Driver Manager:</p> <ul style="list-style-type: none"> ■ When you import files to the driver database, there is no indication in the console about the progress of the task after you click OK. ■ Drivers with more than two similar driver files with the same vendor and version cannot be added to the driver database. The console does not display any error message for the driver files that are not added to the driver database. |
| In the Driver Database Manager page, during the XP GH0 image import using the resource import tool, multiple driver folders can be selected, but not added . | When you select multiple driver source folders through the Add Driver page of the Settings > Deployment > Driver Management > DeployAnywhere tab of the Notification Server computer console, only the first driver source folder gets added to the DeployAnywhere database. If this error occurs, you are required to provide the user input. |
| The driver database of Deploy Anywhere uses the older version of the driver | <p>When two drivers with different versions are present in the driver database of DeployAnywhere (DA), the DA uses the driver with the older version and does not install the driver with the newer version for some device drivers. This error occurs for some unspecified device which may install the older version instead of the new version.</p> <p>For more details, refer to the Troubleshooting section of the Deployment Solution user guide.</p> |

Table 1-13 Driver Database Management (*continued*)

| Issues | Description |
|--|---|
| The Deploy Anywhere driver manager while importing an Intel driver adds Incorrect driver name | During import of an Intel driver to the DeployAnywhere (DA) driver manager, the DA driver manager incorrectly adds the driver name as <code>Intel.machine.inf.10.2.28</code> . The correct driver name that DA must add is the service name, <code>Intel.elqexpress.10.2.28</code> . |

Table 1-14 Imaging - Create Image

| Issues | Description |
|---|---|
| Capture image fails if site server has different credentials than Notification Server | The Capture Image task requires Notification Server credentials instead of site server credentials. |
| The Create Image task fails on Linux Pre OS computer if the image name contains space | Creating an image of the Linux client on the HTTP location fails if the image name contains space in the create Image task. For more details, refer to the Troubleshooting section of the Deployment Solution user guide. |
| The Create Image task fails with domain user credentials for Rdeploy Imaging with HTTP | The Create Image task fails when domain user credentials are used to execute HTTP imaging task with Rdeploy tool. |

Table 1-15 Imaging - Deploy Image

| Issues | Description |
|-----------------------|--|
| HTTP imaging support. | The following are known issues for HTTP imaging: <ul style="list-style-type: none"> ■ The HTTP imaging option is not supported in a Linux boot environment. ■ RapiDeploy imaging tool does not support HTTP configured on Windows 2008 R2, IIS 7.5. To store images on HTTP Web server , use the Windows 2003 server on IIS 6.0. |

Table 1-15 Imaging - Deploy Image (*continued*)

| Issues | Description |
|---|---|
| OS license description for 32-bit and 64-bit architecture. | When you perform the Deploy Image task, both 32-bit and 64-bit architecture is displayed for the selected image. To avoid confusion, when you add an OS license from the Settings menu, ensure to add a description to its Product key . In the description field specify if the license is for 32-bit and 64-bit. |
| The Deploy Image task gets error during the XP GH0 image import when the Windows XP operating system boots with DeployAnywhere | When you execute the Deploy Image task with the DeployAnywhere option enabled on a Windows XP computer, you encounter a non-functioning of the keyboard and mouse. This occurs while booting the operating system. This problem does not recur frequently. For more details, refer to the Troubleshooting section of the Deployment Solution user guide. |
| The Reboot to Automation task does not boot the client computer in automation environment after the Deploy Image task gets completed on Windows 7 SP1 x64 | <p>The client computer does not boot into Automation environment successfully after the Reboot to Automation task is executed.</p> <p>The workaround for the issue is to reinstall the automation folder in production after the image has been deployed to the disk.</p> |
| The Deploy Image task fails if the built-in administrator account is disabled during the capture the image task on Windows 7 operating system. | <p>The administrator account of Windows 7 remains disabled even after the built-in administrator is enabled before you capture the image.</p> <p>The workaround for this task requires the built-in administrator account to be enabled before you capture the image.</p> |

Table 1-15 Imaging - Deploy Image (*continued*)

| Issues | Description |
|--|---|
| The Deployment plugin is not able to send custom inventory as soon as the Deploy Image gets completed on Windows XP SP3 x86 | <p>The computer does not join domain because the DS custom inventory is not received on server.</p> <p>The workaround for this issue are as follows:</p> <ul style="list-style-type: none"> ■ Wait for an hour for automatic inventory update. ■ Login as user ■ Click on the configuration button and send basic inventory to the server after deployment plugin is installed. The computer is able to join domain. |

Table 1-16 Imaging - Prepare for Image Capture

| Issues | Description |
|---|--|
| Prepare for image task changes dynamic IP address to static. | When the Prepare for image task is executed on a Windows 7 client computer with a dynamic IP address, the client computer reboots, reconfigures itself, and boots to Windows 7. After the client computer boots, the dynamic IP address of the client computer changes to static DNS and WNS. |

Table 1-17 Install Windows OS

| Issues | Description |
|--|--|
| The Domain Join option from the Windows OS Install task fails if the password contains a space | <p>When a Domain Join option from the Windows OS Install page is used and the password includes a space in it, it fails.</p> <p>The Workaround for this issue requires the user to use password without a space in it.</p> |

Table 1-18 Linux Support

| Issues | Description |
|--|---|
| Linux support for Deployment Solution. | <p>The following are the known issues for Linux support:</p> <ul style="list-style-type: none"> ■ Suse9 computers are not listed under Manage > Filters as the Symantec Management Platform does not support them. ■ After a forced shutdown of a client computer, you cannot create or deploy an image using the Ghost imaging tool. You have to shut down the client computer using the Start > Shutdown option. ■ Agent connectivity credentials (ACC) should be set up on Symantec Management Platform to support multiple site servers in an environment. All site servers require a user account to support ACC so that Linux client computers can access site servers using the ACC credentials. ■ Only the drivers that are built on Linux kernel version 2.6.27.7 can be added to the Preboot driver database. ■ The Linux OS installation task displays a success message while the task is in progress. You have to ensure that the Linux OS installation task is completed before you assign any new task to those client computers. ■ Only the x86 platform is supported for Linux client computers. ■ Linux OS installation only supports SCSI devices as Linux preboot only recognizes SCSI devices. It does not support IDE devices. |

Table 1-19 Plug-in Policy

| Issues | Description |
|--|---|
| Automation folder upgrade from x86 to x64. | To upgrade the automation folder from x86 to x64 on a Windows client computer, you must first uninstall the automation folder for Windows x86. Then, reinstall the automation folder for Windows x64. |

Table 1-20 Preboot Configuration

| Issues | Description |
|---|---|
| Reboot to PXE error. | If a PXE image is corrupted, the client computer booting this PXE image receives the following error: PXEPreZero: Invalid PXE server list . |
| Upgrade of Preboot configurations | The upgrade of Deployment Solution 7.1SP1 to Deployment Solution 7.1 SP1a does not allow the preboot configurations to upgrade automatically. |
| An error occurs when Preboot configuration name contains special characters | The following error is displayed when the preboot configuration name that is used for Pre-Boot Execution Environment (PXE) boot contains special characters: PXEPreZero: Invalid PXE server list format. |

Table 1-21 Predefined Computers

| Issues | Description |
|--|---|
| Duplicate entry is created for Linux client when all lowercase serial numbers are used | when a managed computer boots, duplicate entries of a predefined computer are created if the serial numbers in a CSV file are in the lower case . This issue occurs when the CSV file is used to import the predefined computer into the Linux client computer that is in a VMWare setup. |

Documentation that is installed

Table 1-22 Documentation that is included into the product installation

| Document | Description | Location |
|-----------------------------------|--|--|
| Help | <p>Information about how to use this product.</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"> ■ The F1 key when the page is active. ■ The Context command, which is available in the Symantec Management Console on the Help menu. |
| User Guide | <p>Information about how to use this product.</p> <p>This information is available in PDF format.</p> | <ul style="list-style-type: none"> ■ The Documentation Library, which is available in the Symantec Management Console on the Help menu. <p>The Documentation Library provides a link to the PDF User Guide on the Symantec support Web site.</p> <ul style="list-style-type: none"> ■ Supported Products page |
| Symantec Management Platform Help | Information about how to use the Symantec Management Platform | Same as above. |