

Symantec™ Management Platform 7.1 MP1 Installation Guide



Symantec™ Management Platform Installation Guide

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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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www.symantec.com/business/support/

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- Questions regarding product licensing or serialization
- 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 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_apac@symantec.com

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

North America and Latin America supportsolutions@symantec.com

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Introducing the Symantec Management Platform

This chapter includes the following topics:

- [About the Symantec Management Platform](#)
- [Components of the Symantec Management Platform](#)
- [How the Symantec Management Platform works](#)
- [About Symantec Installation Manager](#)

About the Symantec Management Platform

The Symantec Management Platform provides a set of services that IT-related solutions can leverage. Solutions plug into the platform and take advantage of the platform services, such as security, reporting, communications, package deployment, and Configuration Management Database (CMDB) data. Because solutions share the same platform, they can share platform services as well as data. Shared data is more useful than data that is only available to a single solution. For example, one solution collects data about the software that is installed on company computers and another solution uses the data to manage software licenses. A third solution can also use this data to help you update software. This close integration of solutions and the platform makes it easier for you to use the different solutions because they work in a common environment and are administered through a common interface.

The platform provides the following services:

- Role-based security
- Client communications and management

- Execution of scheduled or event-triggered tasks and policies
- Package deployment and installation
- Reporting
- Centralized management through a single, common interface
- Configuration Management Database (CMDB)

When you install a solution or suite, the platform is also installed if it is not already installed.

See [“Components of the Symantec Management Platform”](#) on page 10.

See [“How the Symantec Management Platform works”](#) on page 11.

Components of the Symantec Management Platform

The Symantec Management Platform includes the following components:

- **Notification Server**
The Symantec Management Platform service that processes events, facilitates communications with managed computers, and coordinates the work of the other Symantec Management Platform services.
- **Symantec Management Agent**
The software that is installed on a computer to enable Notification Server to monitor and manage it. After the Symantec Management Agent is installed, that computer becomes a managed computer.
- **Configuration Management Database (CMDB)**
The database that stores all of the information about managed computers.
- **Symantec Management Console**
A Web-based user interface that lets you monitor and manage Notification Server and its solutions.
- **Software Management Framework**
An interface that lets you create and manage the software resources that are in the Software Catalog. It also lets you manage the packages that are in the Software Library. The Software Catalog page provides a central location for initiating the software-related tasks that are performed in your organization.
- **Reports**
A way to gather automated information. You can view reports for any managed computer from the Symantec Management Console.
- **Site servers**

The Symantec Management Platform can host several types of middleware components, such as package servers and task servers. The official name for a middleware component is "site service." Any component that hosts a site service is known as a site server.

See ["About the Symantec Management Platform"](#) on page 9.

See ["How the Symantec Management Platform works"](#) on page 11.

How the Symantec Management Platform works

Products that are designed to plug into the Symantec Management Platform are known as solutions. Multiple solutions that are installed as a unit are known as suites. When you install a solution or suite, the platform is also installed if it is not already installed.

During the platform installation, each of the platform services is installed. These services include the Notification Server service. The services are installed on a single computer that is known as the Notification Server computer. This computer is the computer you access, through the Symantec Management Console, to perform your administration and your management work.

The Symantec Management Console is a browser-based console that can be accessed from the Notification Server computer or remotely. When you access the console remotely, the computer must be on the network, running Microsoft Internet Explorer, and have access to the Notification Server computer.

As part of the platform installation, you set up the Configuration Management Database (CMDB). The CMDB stores the data that the platform and your solutions collect. The CMDB is a Microsoft SQL Server database.

After the platform and solutions are installed, you need to do some configuration. If any of the solutions manage other computers (most solutions do), you must install the Symantec Management Agent on the computers to be managed. The agent facilitates communications between the managed computer and the platform and solutions. The agent also receives tasks from the platform and solutions, helps install software, and sends collected data from the managed computer to the platform. There is an agent for managing UNIX, Linux, and Macintosh OS computers and one for managing Windows computers.

As solutions and the agent collect data, the data is stored in the CMDB, where it can be used in numerous ways. The data is used to generate the reports that help you manage your network. The data can also be used to trigger the actions that help prevent or address issues automatically.

The data that is collected and the tasks that are performed depend on the solutions and suites you install. The platform lets you run a single solution or numerous

solutions. Regardless of the number of solutions installed, they are all managed through the Symantec Management Console. A single console means there is no need to learn new interfaces as you add new solutions to your environment.

See [“About the Symantec Management Platform”](#) on page 9.

See [“Components of the Symantec Management Platform”](#) on page 10.

About Symantec Installation Manager

Symantec Installation Manager is used to install the Symantec Management Platform products. Symantec Installation Manager uses an installation wizard that walks you through the installation process. During the installation process, Symantec Installation Manager verifies hardware and software prerequisites and lets you install some required components such as Microsoft .NET. The installation wizard also helps you perform the initial configuration of Notification Server and the database.

See [“About the Symantec Management Platform”](#) on page 9.

Use Symantec Installation Manager for the following tasks:

- Install new products.
- Install optional components.
- Apply purchased licenses.
- Check for and install updates.
- Create an installation package to install the products on a computer that does not have an Internet connection.
- Create a support package that you can send to support.
- Repair or uninstall installed products.
- Reconfigure a product that did not configure successfully during installation.
- Access Symantec Notification Server Migration Wizard to migrate data from Notification Server 6.x or Symantec Management Platform 7.0.

Installing the Symantec Management Platform products

This chapter includes the following topics:

- [About developing an installation plan](#)
- [System requirements for Symantec Management Platform](#)
- [About installing the Symantec Management Platform products](#)
- [Managing the installation of the Symantec Management Platform products](#)
- [Overview of the installation process](#)
- [Installing Symantec Installation Manager](#)
- [Starting Symantec Installation Manager](#)
- [Delaying the update of Symantec Installation Manager](#)
- [Installing the Symantec Management Platform products](#)
- [About installation tasks you can perform after the initial installation](#)
- [About modifying the installation of a product](#)
- [Creating an installation package](#)
- [Adding a product listing file](#)
- [Updating the product listing](#)

About developing an installation plan

You use Symantec Installation Manager to install the Symantec Management Platform products. Before you install and run Symantec Installation Manager, you should develop an installation plan.

For more information, see the documents at <https://www-secure.symantec.com/connect/articles/altiris-endpoint-management-migrations-and-upgrades-71>.

As you develop an installation plan, you should answer the following questions:

- What type of installation should you perform?

You must determine if the installation is a first-time installation or a migration from a previous version of the product. For both a first-time installation or a migration, you must also determine whether the computer can have an Internet connection. Although the overall process for each of these types of installations is very similar, the type of installation affects how you install the product. See “[About installing the Symantec Management Platform products](#)” on page 20.

See “[Overview of the installation process](#)” on page 24.

For more information see the [IT Management Suite Migration Guide v6x to v7.1](#) or the [IT Management Suite Migration Guide v7.0 to v7.1](#).
- How many computers do you plan to manage with the Symantec Management Platform products?

You configure the installation differently depending on the size of your environment. For example, in a large environment you would not install SQL Server on the same computer where you install the Symantec Management Platform products.

For more information, see the [IT Management Suite Planning and Implementation Guide v7.1](#).
- Does the computer meet the system requirements?

During the installation process, Symantec Installation Manager performs a readiness check to determine if the computer is ready for the installation. However, this check only verifies that the computer meets the minimum requirements. Before you begin the installation, you should make sure that the computer meets the system requirements that are appropriate for your environment.

See “[System requirements for Symantec Management Platform](#)” on page 15.
- Is the installation for a production environment or for evaluation purposes?

If you are an evaluator, you can quickly install and begin testing the products. In a production environment, Symantec recommends that you install the products in a test environment before you install them in a production environment. Use the test environment to evaluate and validate the Symantec

Management Platform 7.1 functionality. Throughout the process, keep the test server available to test, troubleshoot, and validate hotfixes and updates. For more information, see the [IT Management Suite Planning and Implementation Guide v7.1](#).

System requirements for Symantec Management Platform

You use Symantec Installation Manager to install the Symantec Management Platform products. During the installation process, Symantec Installation Manager displays an **Install Readiness Check** page. On this page, Symantec Installation Manager verifies many of the system requirements.

See “[About Symantec Installation Manager](#)” on page 12.

However, this check only verifies that the computer meets the minimum requirements. Before you begin the installation, you should make sure that the computer meets the system requirements that are appropriate for your environment.

For more information, see the [IT Management Suite Planning and Implementation Guide v7.1](#).

For more information, see the documents at <https://www-secure.symantec.com/connect/articles/altiris-endpoint-management-migrations-and-upgrades-71>.

The requirements for Symantec Management Platform, package service, and task service are listed in the following tables:

- [Table 2-1](#) lists the hardware requirements and recommendations for Symantec Management Platform.
- [Table 2-2](#) lists the software requirements and recommendations for Symantec Management Platform.
- [Table 2-3](#) lists the required third-party software.
- [Table 2-4](#) lists the supported operating systems for package service.
- [Table 2-5](#) list the supported operating systems for task service.

Table 2-1 Hardware requirements and recommendations

| Hardware | Minimum requirements for evaluation | Recommended for small business | Recommended for large enterprise |
|----------|-------------------------------------|--------------------------------|----------------------------------|
| CPU | Dual core at 2.0 GHz | Dual processor dual core | Dual processor quad core |

Table 2-1 Hardware requirements and recommendations (*continued*)

| Hardware | Minimum requirements for evaluation | Recommended for small business | Recommended for large enterprise |
|-----------|-------------------------------------|--|---|
| CPU Speed | 1.8 GHz | 2.53 GHz | 2.53 GHz |
| RAM | 1.5 GB | 4 GB, DDR2 | 8 GB, DDR2 |
| Cache | not checked | 3 MB L2 | 6 MB L2 |
| Network | not checked | Gigabit | Gigabit |
| Hard disk | 15 GB of free disk space | 10,000 rpm SCSI or better. 20 GB of free disk space. | 10,000 rpm SCSI for RAID 1, 4, or 10 Additional space is dependent on the implementation of site services, the Software Library, and other considerations. |

Table 2-2 Software requirements and recommendations

| Software | Minimum requirements for evaluation | Recommended for small business | Recommended for large enterprise |
|----------------------------|---|--|--|
| Microsoft .NET | Microsoft .NET 3.5 SP1 | Microsoft .NET 3.5 SP1 | Microsoft .NET 3.5 SP1 |
| Microsoft Operating system | Microsoft Windows Server 2008 R2 | Microsoft Windows Server 2008 R2 | Microsoft Windows Server 2008 R2 |
| Web browser | Microsoft IE 7 or IE 8 | Microsoft IE 7 or IE 8 | Microsoft IE 7 or IE 8 |
| Microsoft IIS | IIS 6 Management Compatibility, ASP, and Web Server role services | IIS 6 Management Compatibility Mode, ASP, and Web Server role Services | IIS 6 Management Compatibility Mode, ASP, and Web Server Role Services Note: If the required IIS Role Services are not installed, you are prompted to install them on the Install Readiness Check page. See “IIS role services installed by Symantec Installation Manager” on page 19. |
| AJAX | AJAX 1.0 | AJAX 1.0 | AJAX 1.0 |

Table 2-2 Software requirements and recommendations (*continued*)

| Software | Minimum requirements for evaluation | Recommended for small business | Recommended for large enterprise |
|----------------------|---|--|---|
| Microsoft SQL Server | Microsoft SQL Server 2005 or 2008 Express | <p>Microsoft SQL Server 2005 or 2008 Express for 500 or less managed computers</p> <p>Microsoft SQL Server 2005 or 2008 Standard or Enterprise for more than 500 managed computers</p> | <p>Microsoft SQL Server 2005 or 2008 Enterprise</p> <p>Symantec recommends that you host SQL server off-box.</p> <p>Use the following configuration guidelines:</p> <ul style="list-style-type: none"> ■ Virtual disk 1: Operating system and SQL Server (RAID 1, 5, or 10) ■ Virtual disk 2: Data (36 GB minimum disk size) ■ Virtual disk 3: Logs (36 GB minimum disk size) ■ Virtual disk 4: Temp db (36 GB minimum disk size) <p>The SQL Server database for large environments with managed computers, software, and multiple solutions can grow to 35 GB.</p> <p>See Microsoft SQL Server best practices for disk, file growth, and maintenance strategies.</p> |

Note: Symantec Management Platform also supports VMware ESX 3.5 or 4.0 and Microsoft Hyper-V Server 2008 R2.

See [“About supported SQL Server collations”](#) on page 19.

Table 2-3 Required third-party software

| Software | When required |
|---------------------------|--|
| Sun Java Runtime 6 | Java JRE is required for LiveState and Altiris Package Conversion. Java JRE is also required on any computer that remotely accesses the Symantec Management Console when the Software Library is used as the package source. |
| Microsoft Silverlight 3.0 | Silverlight is required for the deployment portal of Deployment Solution and the First Time Setup page in the Symantec Management Console. |

Table 2-3 Required third-party software (*continued*)

| Software | When required |
|------------------------------------|--|
| Adobe Flash Player 10 | The Adobe Flash Player plug-in for Internet Explorer is required for the Resource Association Diagram in the Asset Management Suite. |
| Microsoft Access 2010 OLEDB driver | Data Connector requires this driver to be able to communicate with Access (.mdb) and Excel (.xls) files. Install the 64-bit version of the driver. |

Table 2-4 Supported operating systems for package service

| Type of operating system | Supported operating system |
|---------------------------|---|
| Microsoft Windows desktop | Windows XP SP2 Windows XP SP3 32-bit Windows Vista SP1 Windows Vista SP2 Windows 7 Windows 7 SP1 |
| Microsoft Windows server | Windows Server 2003 SP2 Windows Server 2003 R2 SP2 Windows Server 2008 Windows Server 2008 SP2 Windows Server 2008 R2 |
| Linux servers | Red Hat Enterprise Linux AS 4 Red Hat Enterprise Linux ES 4 Red Hat Enterprise Linux Server 5 SUSE Linux Enterprise Server 10 SUSE Linux Enterprise Server 11 |

Table 2-5 Supported operating systems for task service

| Type of operating system | Supported operating system |
|---------------------------|---|
| Microsoft Windows desktop | Windows XP SP2 64-bit Windows XP SP3 32-bit Windows Vista SP2 Windows 7 Windows 7 SP1 |
| Microsoft Windows server | Windows Server 2003 SP2 Windows Server 2003 R2 SP2 Windows Server 2008 Windows Server 2008 SP2 Windows Server 2008 R2 |

About supported SQL Server collations

Symantec Management Platform supports the following SQL Server collations:

- Latin1_General_BIN - Legacy binary format
- Latin1_General_BIN2 - Binary format
- Latin1_General_CI_AI - Latin (“normal”) alphabet, case insensitive, accent insensitive
- Latin1_General_CI_AS - Latin alphabet, case insensitive, accent sensitive
- Latin1_General_CS_AI - Latin alphabet, case sensitive, accent insensitive
- Latin1_General_CS_AS - Latin alphabet, case sensitive, accent sensitive

See “[System requirements for Symantec Management Platform](#)” on page 15.

IIS role services installed by Symantec Installation Manager

If the required IIS role services are not installed, you are prompted to install them on the **Install Readiness Check** page. Symantec Installation Manager can install and configure these IIS role services for you.

See “[System requirements for Symantec Management Platform](#)” on page 15.

When you click the option to install IIS role services on the **Install Readiness Check** page, the following IIS role services that are not installed get installed:

- HTTP Redirection

- Logging Tools
- Tracing
- Basic Authentication
- Windows Authentication
- Digest Authentication
- Client Certificate Mapping Authentication
- IIS Client Certificate Mapping Authentication
- URL Authorization
- IP and Domain Restrictions
- Dynamic Content Compression
- IIS Management Scripts and Tools
- Management Service
- IIS-6 Management Compatibility

Note: Role services that are not listed here may be required. When Symantec Installation Manager performs the readiness check, it identifies the role services that need to be installed and can automatically install them.

About installing the Symantec Management Platform products

You use Symantec Installation Manager to install the Symantec Management Platform products. Symantec Installation Manager manages the entire installation process including licensing, data migration, and updates.

See [“About Symantec Installation Manager”](#) on page 12.

See [“Overview of the installation process”](#) on page 24.

The following types of installations can be performed with Symantec Installation Manager:

- First-time installation
A first-time installation is for anyone who currently does not have Notification Server 6.x or Symantec Management Platform 7.x installed.
See [“Installing the Symantec Management Platform products”](#) on page 29.
- Off-box migration

An off-box migration installs the Symantec Management Platform 7.1 products on a new computer. After you install Symantec Management Platform 7.1, you can migrate Notification Server 6.x or 7.0 data to the 7.1 Notification Server. How you migrate data and the data that is migrated depends on whether you are currently on Notification Server 6.x or Symantec Management Platform 7.0.

For more information, see the [IT Management Suite Migration Guide v6x to v7.1](#) or the [IT Management Suite Migration Guide v7.0 to v7.1](#).

Note: If your current Notification Server is installed on a 64-bit server, you can install the Symantec Management Platform 7.1 products on that computer. However, you must install the Windows 2008 R2 operating system before the installation. For more information about installing the Symantec Management Platform 7.1 products on your current Notification Server, see [HOWTO32427](#).

■ Offline installation

An offline installation installs the Symantec Management Platform 7.x products on a computer that does not have an Internet connection. An offline installation can be a first-time installation or a migration. To perform an offline installation, you have to create an installation package. To create the installation package, you use Symantec Installation Manager on a computer that has an Internet connection. You then run the installation package on the computer that does not have an Internet connection.

See [“Creating an installation package”](#) on page 45.

After you install Symantec Management Platform and the products that run on the platform, you use Symantec Installation Manager to perform additional installation tasks. These tasks include updating installed products, adding products, applying licenses to products, installing optional components, creating support packages, reconfiguring installed products, and repairing installations.

See [“About installation tasks you can perform after the initial installation”](#) on page 36.

Managing the installation of the Symantec Management Platform products

You use Symantec Installation Manager to manage the installation of the Symantec Management Platform products. Symantec Installation Manager manages the entire installation process including licensing, data migration, and updates.

See [“About installing the Symantec Management Platform products”](#) on page 20.

See [“Overview of the installation process”](#) on page 24.

Note: Symantec recommends that you install and test Symantec Management Platform 7.1 in a test environment before you install it in a production environment.

Table 2-6 Process for managing the installation of the Symantec Management Platform products

| Step | Action | Description |
|--------|--|---|
| Step 1 | Configure your system to meet the recommended system requirements. | <p>When you install Symantec Management Platform products, Symantec Installation Manager checks for the minimum system requirements. If the minimum system requirements are not met, it does not proceed with the installation. However, the minimum system requirements may not be sufficient for your environment. Before you install Symantec Management Platform products, you should determine what the recommended system requirements are for your environment and configure your system accordingly. The recommended system requirements primarily depend on the number of your managed endpoints.</p> <p>See “System requirements for Symantec Management Platform” on page 15.</p> <p>For more information, see the IT Management Suite Planning and Implementation Guide v7.1.</p> |
| Step 2 | Install Symantec Installation Manager. | <p>You install Symantec Installation Manager in one of the following ways:</p> <ul style="list-style-type: none"> ■ Download and install it from http://www.symantec.com. ■ If the Symantec Management Platform product is distributed on a CD, install it from the CD. <p>See “Installing Symantec Installation Manager” on page 25.</p> <p>Except for an offline installation, you install Symantec Installation Manager on the computer where you plan to install the Symantec Management Platform products. With an offline installation, you install Symantec Installation Manager and then use it to create an installation package. You then use the installation package to install Symantec Installation Manager and the Symantec Management Platform products on an offline computer.</p> <p>See “Creating an installation package” on page 45.</p> |

Table 2-6 Process for managing the installation of the Symantec Management Platform products (*continued*)

| Step | Action | Description |
|--------|---|---|
| Step 3 | Install the Symantec Management Platform products. | <p>You use Symantec Installation Manager to install the Symantec Management Platform products. If the installation is a migration, Symantec Installation Manager manages this process as well.</p> <p>See “Installing the Symantec Management Platform products” on page 29.</p> <p>For more information, see the IT Management Suite Migration Guide v6x to v7.1 or the IT Management Suite Migration Guide v7.0 to v7.1.</p> <p>By default, when the installation is complete the Symantec Management Console opens. It opens to the Getting Started Web part if the products you installed do not specify that a different page in the console should open. You can also access the Getting Started Web part if you click My Portal on the Home menu. The Getting Started Web part contains videos and links to the help topics that explain the key concepts and tasks of the platform.</p> |
| Step 4 | (Migration only) Migrate Notification Server 6.x or 7.0 data to the 7.1 computer. | <p>When you migrate from Symantec Management Platform 7.0 to Symantec Management Platform 7.1, you can keep your 7.0 Notification Server database. You can also migrate data that is not in the database.</p> <p>When you migrate from Notification Server 6.x to Symantec Management Platform 7.1, you have to create a new database. However, you can migrate a lot of the data that is in your Notification Server 6.x database although some of the migrated data is read-only. You can also migrate data that is not in the database.</p> <p>For more information, see the IT Management Suite Migration Guide v6x to v7.1 or the IT Management Suite Migration Guide v7.0 to v7.1.</p> |

Table 2-6 Process for managing the installation of the Symantec Management Platform products (*continued*)

| Step | Action | Description |
|--------|---|--|
| Step 5 | Perform installation tasks after the initial installation of the Symantec Management Platform products. | <p>After you install the Symantec Management Platform products, you can use Symantec Installation Manager to perform the following installation tasks:</p> <ul style="list-style-type: none"> ■ Reconfigure installed products. ■ Update installed products. ■ Install new products. ■ Install optional components. ■ Apply licenses. ■ Repair broken installations. ■ Create a support package. <p>See “About installation tasks you can perform after the initial installation” on page 36.</p> |

Overview of the installation process

Symantec Installation Manager manages the installation of the Symantec Management Platform products. As Symantec Installation Manager works through the installation process, it manages different types of tasks.

See [“Managing the installation of the Symantec Management Platform products”](#) on page 21.

See [“About installing the Symantec Management Platform products”](#) on page 20.

Note: Symantec recommends that you install and test Symantec Management Platform in a test environment before you install it in a production environment.

Table 2-7 Overview of the installation process

| Type of task | Description |
|-----------------|--|
| Preinstallation | <p>When you run Symantec Installation Manager, a wizard walks you through a set of preinstallation tasks. These tasks configure the installation, Notification Server, and the SQL Server.</p> <p>See “Starting Symantec Installation Manager” on page 28.</p> <p>See “Installing the Symantec Management Platform products” on page 29.</p> |

Table 2-7 Overview of the installation process (*continued*)

| Type of task | Description |
|---------------------------------|---|
| Installation | <p>After you complete the preinstallation tasks, Symantec Installation Manager performs the following installation tasks:</p> <ul style="list-style-type: none"> ■ Installs the platform, the selected products, and the selected optional components. ■ Configures the installed products. ■ Lets you apply licenses to the products. <p>See “About installing optional components” on page 38.</p> <p>See “Applying licenses to a solution” on page 41.</p> |
| (Migration only) Data migration | <p>If you migrate to Symantec Management Platform 7.1, you can also migrate the Notification Server 6.x or 7.0 data. How you migrate data and the data that is migrated depends on whether you are currently on Notification Server 6.x or Symantec Management Platform 7.0.</p> <p>When migrating from Symantec Management Platform 7.0, you can connect to the 7.0 database to migrate all of its data. You can also use the migration wizard to migrate data that is not in the database.</p> <p>When migrating from Notification Server 6.x, you have to create a new database. However, you can use the migration wizard to migrate a lot of the data that is in your Notification Server 6.x database. Most of the data that the migration wizard migrates is actionable although some of it is read-only. You can also migrate data that is not in the database.</p> <p>For more information, see the IT Management Suite Migration Guide v6x to v7.1 or the IT Management Suite Migration Guide v7.0 to v7.1.</p> |

Installing Symantec Installation Manager

Symantec Installation Manager manages the installation of the Symantec Management Platform products. Symantec Installation Manager manages the entire installation process including licensing, data migration, and updates.

See [“About installing the Symantec Management Platform products”](#) on page 20.

Except for offline installations, you install Symantec Installation Manager on the computer where you plan to install the Symantec Management Platform products.

With an offline installation, you install Symantec Installation Manager on a computer that has an Internet connection. You then use Symantec Installation Manager to create an installation package that you run on the computer that does not have an Internet connection.

See [“Creating an installation package”](#) on page 45.

If you migrate from Symantec Management Platform 7.0, use the same installation path for Symantec Installation Manager that you used on the 7.0 computer. For example, if the installation path is C:\Program Files on the 7.0 computer, then use C:\Program Files on the 7.1 computer. If the installation path is D:\Program Files on the 7.0 computer, then use D:\Program Files on the 7.1 computer.

Warning: If you change the installation path for Symantec Installation Manager from 7.0 to 7.1, you cannot upgrade the Symantec Management Agent and the agent plug-ins.

To install Symantec Installation Manager

- 1 Run the Symantec Installation Manager EXE file.

If a Symantec Management Platform product has a **Software Download** page at Symantec.com, you download the Symantec Installation Manager EXE file from that page. You access a product’s **Software Download** page by clicking the product’s **Trialware** link. When you click the option to download the product on the **Software Download** page, the Symantec Installation Manager EXE file is downloaded. The name of the file is symantec_sim.exe.

If a Symantec Management Platform product is distributed on a CD, the EXE file runs from the CD.

- 2 If Microsoft Windows Installer 4.5 is not installed, click **Yes** in the dialog box that asks you to install it.

After you click **Yes**, a **Software Update Installation Wizard** appears and walks you through the installation of Windows Installer 4.5. After you install Windows Installer, you may have to reboot your computer.

Microsoft Windows Installer 4.5 is a prerequisite for the installation of Symantec Installation Manager.

- 3 If Microsoft .NET Framework 3.5 SP1 is not installed, click **Yes** in the dialog box that asks you to install it.

After you click **Yes**, a **Welcome to Setup** dialog box appears where you initiate the installation of .NET Framework. After you install .NET Framework, you may have to reboot your computer.

.NET Framework 3.5 SP1 is a prerequisite for the installation of Symantec Installation Manager.

- 4 If Microsoft SQL Server is not installed on the computer, in the dialog box that appears, click one of the following options:

| | |
|---------------|---|
| Yes | Opens Web Platform Installer that installs Microsoft SQL Server 2008 Express. Before SQL Server Express is installed, a dialog box appears where you must select the authentication mode. Microsoft recommends the use of Windows Integrated Authentication mode. Symantec recommends that you always use a strong password with the authentication mode that you select. |
| No | Proceeds with the installation of Symantec Installation Manager without installing Microsoft SQL Server. Use this option when Microsoft SQL Server is installed off-box. |
| Cancel | Cancels the installation of Symantec Installation Manager. Use this option when you want to install Microsoft SQL Server Standard or Enterprise before installing Symantec Installation Manager. |

- 5 In the **Welcome** dialog box, click **Next**.
- 6 In the **License Agreement** dialog box, check **I accept the terms in the license agreement**, and click **Next**.
- 7 In the **Destination Folder** dialog box, click **Begin install** to install the files in the default location.

To install the files in a different location, click **Browse**, and specify a different location.
- 8 In the final dialog box, click **Finish**.

By default, the **Automatically launch Symantec Installation Manager** option is selected on this page. This option opens Symantec Installation Manager to the **Install New Products** page.

See [“Overview of the installation process”](#) on page 24.

Starting Symantec Installation Manager

After you use Symantec Installation Manager to install the Symantec Management Platform products, you then use Symantec Installation Manager to perform additional installation tasks. To perform these tasks, you must first start Symantec Installation Manager.

See [“Installing Symantec Installation Manager”](#) on page 25.

See [“About installation tasks you can perform after the initial installation”](#) on page 36.

When you start Symantec Installation Manager, if a new version is available, you are prompted to update to the new version. You can choose to update immediately or you can choose to delay the update.

See [“Delaying the update of Symantec Installation Manager”](#) on page 28.

To start Symantec Installation Manager

- ◆ On the **Start** menu, click **All Programs > Symantec > Symantec Installation Manager > Symantec Installation Manager**.

Delaying the update of Symantec Installation Manager

When you start Symantec Installation Manager, if a new version is available, you are prompted to update to the new version. You can choose to update immediately or you can choose to delay the update. For example, if the latest version must pass change control before you can use it, you might choose to delay the update. You can delay the update until the new version of Symantec Installation Manager is approved.

See [“Starting Symantec Installation Manager”](#) on page 28.

If you delay the update of Symantec Installation Manager, you do not lose any of its current functionality. However, Symantec Installation Manager is not able to update the product listing. An updated product listing contains the latest products and updates. If you do not update Symantec Installation Manager, you also cannot take advantage of any changes in the functionality of the updated version.

Note: Symantec recommends that you update Symantec Installation Manager when an updated version is available.

When you delay updating Symantec Installation Manager, you can specify when Symantec Installation Manager should remind you to perform the update. If you then start Symantec Installation Manager after the specified time has elapsed,

you are again prompted to perform the update. Each time the prompt appears, you can update Symantec Installation Manager or delay the update. If the specified time to delay the update has not elapsed, you can update the product listing to begin the update process.

See [“Updating the product listing”](#) on page 47.

To delay the update of Symantec Installation Manager

- 1 When the **Update Symantec Installation Manager** dialog box appears, select when you want to be reminded to perform the update.

This dialog box appears only when an updated version of Symantec Installation Manager is available. If you previously selected to delay the update, the dialog box does not appear until the delayed time expires.

You can select to be reminded in one day, three days, one week, or one month.

- 2 Click **OK**.

Installing the Symantec Management Platform products

Symantec Installation Manager manages the entire installation process for the Symantec Management Platform products.

See [“About installing the Symantec Management Platform products”](#) on page 20.

See [“Overview of the installation process”](#) on page 24.

Note: Symantec recommends that you install and test Symantec Management Platform in a test environment before you install it in a production environment.

For an offline installation, you must create and run an installation package before you can install the Symantec Management Platform products.

See [“Creating an installation package”](#) on page 45.

The following procedure is for an initial installation that installs the Symantec Management Platform and any other products that are selected. After the initial installation, you also use Symantec Installation Manager to install updates or additional products.

See [“Installing an update or an additional product”](#) on page 37.

To install the Symantec Management Platform products

- 1 Start Symantec Installation Manager.

When you complete the installation of Symantec Installation Manager, it starts by default. You can also start it on the **Start** menu at **All Programs > Symantec > Symantec Installation Manager > Symantec Installation Manager**.

See [“Installing Symantec Installation Manager”](#) on page 25.

- 2 On the **Install New Products** page, select the products to install, and click **Next**.

See [“Install New Products page, Product Updates page, or Products page”](#) on page 32.

Warning: When migrating from Symantec Management Platform 7.0, be sure to have exact product parity. Failure to have exact product parity can result in the corruption of the database and the operating system when you connect to the 7.0 database.

- 3 On the **Optional Installations** page, select the optional components that you want to install and click **Next**.

When migrating to Symantec Management Platform 7.1, be sure to select the option to install the migration wizard components.

See [“About installing optional components”](#) on page 38.

- 4 On the **End User License Agreement** page, verify that the correct products were selected, check **I accept the terms in the license agreements**, and click **Next**.

If you need to change the product selection, click **Back** twice.

- 5 On the **Contact Information** page, type the answers for the requested information, and click **Next**.

- 6 On the **Install Readiness Check** page, verify that the computer meets the minimum requirements, and click **Next**.

See [“Install Readiness Check page”](#) on page 33.

- 7 On the **Notification Server Configuration** page, configure Notification Server, and click **Next**.

See [“Notification Server Configuration page”](#) on page 33.

- 8** If you are prompted to set Classic .NET AppPool, click **OK**.
Classic .NET AppPool must be set to continue with the installation.
- 9** If you are prompted to configure SSL for the selected Web site, click **OK** to configure SSL automatically or click **Cancel**.
SSL must be configured for the selected Web site. If you click **OK**, SSL is configured for this Web site with port 443. If you click **Cancel**, you can select a different Web site or configure SSL manually.
- 10** On the **Database Configuration** page, configure the database, and click **Next**.
When migrating from Symantec Management Platform 7.0, connect to the restored 7.0 database.
See [“Database Configuration page”](#) on page 35.
- 11** On the **Review Installation Details** page, verify the installation details, and click **Begin install**.
The selected products are installed.
- 12** (Optional) On the **Product Licensing** page, apply licenses, and click **Next**.
This page appears only when you initially install a product that requires a license.
If you do not apply licenses, trial licenses are applied. You can use Symantec Installation Manager to apply licenses at any time.
See [“Applying licenses to a solution”](#) on page 41.
When migrating to Symantec Management Platform 7.1, you must first copy your product licenses to a location that is accessible from the 7.1 computer.
For more information, see topics on migrating licenses in the [IT Management Suite Migration Guide v6x to v7.1](#) or the [IT Management Suite Migration Guide v7.0 to v7.1](#).
- 13** On the **Installation Complete** page, click **Finish**.
If you installed the migration wizard, **Run Notification Server Migration Wizard** is checked on the **Installation Complete** page. If **Run Notification Server Migration Wizard** is checked when you click **Finish**, a dialog box displays the instructions for migrating the Notification Server 6.x or 7.0 data.
For more information, see the [IT Management Suite Migration Guide v6x to v7.1](#) or [IT Management Suite Migration Guide v7.0 to v7.1](#).

Install New Products page, Product Updates page, or Products page

These pages let you select the products to install, update, or include in an installation package. On each of these pages, the options for selecting the products are the same.

You access these pages from the **Installed Products** page as follows:

- The **Install new products** option lets you access the **Install New Products** page.
 See [“Installing the Symantec Management Platform products”](#) on page 29.
- The **View and install updates** option lets you access the **Product Updates** page.
 See [“Installing an update or an additional product”](#) on page 37.
- The **Create installation package** option lets you access the **Products** page.
 See [“Creating an installation package”](#) on page 45.

The **Installed Products** page also has the filtering and search options that appear on these product pages.

Table 2-8 Options on the product pages

| Option | Description |
|------------------------------------|---|
| Filter by | Defines what options appear in the Filter drop-down list. |
| Filter | Filters the products to display. The Filter by drop-down list defines the options that appear. |
| Search | Filters the displayed products. After you type a value, only the products with that value in their name or description appear. |
| Product summary | A summary of a product displays when you click a product name. |
| Product check box | A product is included in the installation when you check its check box. If you select a product that has one or more dependencies that are not checked, a dialog box appears that lists the dependencies. Click OK in the dialog box to install the dependencies. If you click Cancel , the check box for the product is also unchecked. |
| Show all available versions | Displays the previous versions of the products that are still available. |

Table 2-8 Options on the product pages (*continued*)

| Option | Description |
|------------------------|---|
| Output location | (Products page only) Displays the location of the ZIP file for the installation package. By default, the file is put on your desktop. |

Install Readiness Check page

This page verifies whether the computer meets the minimum requirements for the installation. It also provides the recommended requirements for the installation.

See “[Installing the Symantec Management Platform products](#)” on page 29.

When a requirement is not met or includes a recommendation, a link in the requirement provides additional information or lets you install the required product. If a link does not let you install a required product, you must install the requirement yourself. After you install a requirement yourself, you can click **Check install readiness again** to recheck the readiness of your computer.

A symbol precedes each installation requirement as follows:



The requirement and any recommendations are met.



The requirement is met and you can continue with the installation, but there are some recommendations to consider.



The requirement is not met. Do not continue with the installation until you meet the requirement .

Notification Server Configuration page

This page lets you configure the Notification Server credentials and the Web site and email settings. On this page, you must either import, select, or have Symantec Installation Manager create a security certificate. You also have the option to use SSL to access the Symantec Management Console.

See “[Installing the Symantec Management Platform products](#)” on page 29.

Table 2-9 Options on the **Notification Server Configuration** page

| Option | Description |
|--|---|
| User name | The user name to use to access Notification Server. Include the domain or use <i>./username</i> or <i>computername/username</i> . The user name must be a Windows user with local administrator rights to the Notification Server computer. |
| Password | The password for the account. |
| Web site | <p>The Web site for Notification Server.</p> <p>After you configure a Web site, the Refresh option lets you see the Web site in the drop-down list.</p> <p>After you configure a Web site, a Service Unavailable message may occur when you click Next, if one or more of the following conditions is true:</p> <ul style="list-style-type: none"> ■ The Network Service account does not have Local Activation permissions to the Internet Information Services Admin service. ■ The ASP.NET worker process account on Notification Server does not have the correct file permissions. ■ Microsoft Windows SharePoint Services 3.0 is installed on the same Web site as Notification Server. <p>For more information, see the Microsoft knowledge base article 930461 that describes how to resolve these same issues for a different product.</p> |
| Fully Qualified Domain Name | The Fully Qualified Domain Name must resolve to the same computer where Notification Server is installed. |
| Certificate | Provides two options for supplying a certificate. You can let Symantec Installation Manager create a self-signed SSL certificate or you can select an SSL security certificate manually. Choose the option to select a security certificate manually if you already have one that you can use. If you choose to select a certificate manually, the Select a security certificate file dialog box appears. |
| Use SSL to access the Management Platform | (Optional) Lets you use SSL to access the Symantec Management Console. |

Table 2-9 Options on the **Notification Server Configuration** page (*continued*)

| Option | Description |
|---|---|
| Configure my email information now | <p>(Optional) Lets you configure how Notification Server events are emailed. You must enter the DNS name or IP address of your SMTP server. If the server requires authentication, you must enter a valid user name and password. The Send Test Email option lets you verify that Notification Server sends the email to the correct address.</p> <p>You can also configure the email in the Symantec Management Console after you install the product.</p> |

Database Configuration page

This page lets you configure the Notification Server database.

See “[Installing the Symantec Management Platform products](#)” on page 29.

Table 2-10 Options on the **Database Configuration** page

| Option | Description |
|-------------------------|---|
| SQL Server name | <p>The name of the server that runs Microsoft SQL Server. You can install the Configuration Management Database to a specific SQL Server instance by entering the server name and SQL instance. Example: SQL server name\SQL instance. For the logon, you can use Windows authentication or SQL server authentication.</p> |
| Database name | <p>The Use existing option lets you reinstall the Symantec Management Platform products on a different computer and access the existing database. When migrating from Symantec Management Platform 7.0, it also lets you access a restored 7.0 database. If you used SQL credentials, the Refresh option lets you view an exiting database.</p> <p>For more information, see topics on restoring the Configuration Management Database in the IT Management Suite Migration Guide v7.0 to v7.1.</p> |
| Database timeout | <p>The number of seconds before the database times out. You can increase this value if you generate reports with large amounts of data.</p> |

About installation tasks you can perform after the initial installation

After you use Symantec Installation Manager to install the Symantec Management Platform products, you can then use Symantec Installation Manager to perform the following tasks:

- Reconfigure an installed product.
See [“Reconfiguring an installed product”](#) on page 36.
- Install updates or additional products.
See [“Installing an update or an additional product”](#) on page 37.
- Install optional components.
See [“Installing optional components”](#) on page 39.
- Apply licenses to products.
See [“Applying licenses to a solution”](#) on page 41.
- Repair installations.
See [“Repairing the installation of an installed product”](#) on page 43.
- Uninstall products.
See [“Uninstalling the Symantec Management Platform products”](#) on page 44.
- Create a support package.
See [“Creating a support package”](#) on page 43.

You initiate these tasks from the **Installed Products** page.

Reconfiguring an installed product

After Symantec Installation Manager installs the products that you selected, it configures those products. Normally, Symantec Installation Manager configures the installed products with no problems. However, sometimes Symantec Installation Manager can successfully install a product, but then is unable to configure the product successfully. This failure to configure a product successfully can have many causes. For example, a Web communication problem can cause the configuration to fail. If Symantec Installation Manager is unable to configure any products, a list of these unconfigured products appears at the end of the installation. You can then access these unconfigured products on the **Installed Products** page and attempt to reconfigure them.

See [“About installation tasks you can perform after the initial installation”](#) on page 36.

If you reconfigure a product and it is still not properly configured, uninstall and reinstall the product. If reinstalling a product does not resolve the problem, create a support package that you can send to support.

See [“Creating a support package”](#) on page 43.

To reconfigure an installed product

- 1 On the **Installed Products** page, in the list of **Installed products**, click the product that you want to reconfigure.
- 2 Click **Reconfigure** and click **Yes** on the dialog box that appears.
If the option to reconfigure a product does not appear, the product is properly configured. The option to reconfigure a product appears only if a product is installed but not configured.
- 3 When the configuration is complete, click **Finish** on the **Configuration complete** page.

Installing an update or an additional product

After you use Symantec Installation Manager to install the Symantec Management Platform products, you then use Symantec Installation Manager to install updates or additional products. The installation process is similar to an initial installation but with fewer steps.

When updates for installed products are available, the text following **View and install updates** on the **Installed Products** page is green and displays the number of available updates. An update can be a hotfix or a service pack.

To install an update or add a product

- 1 Start Symantec Installation Manager.
See [“Starting Symantec Installation Manager”](#) on page 28.
See [“Installing Symantec Installation Manager”](#) on page 25.
- 2 On the **Installed Products** page, click one of the following options:
 - **View and install updates**
 - **Install new products**
- 3 If you clicked **View and install updates**, on the **Product Updates** page, select the updates to install, and click **Next**.
See [“Install New Products page, Product Updates page, or Products page”](#) on page 32.

- 4 If you clicked **Install new products**, on the **Install New Products** page, select the products to install, and click **Next**.
See “[Install New Products page, Product Updates page, or Products page](#)” on page 32.
- 5 On the **Optional Installations** page, check the optional components that you want to install and click **Next**.
If an optional component is already installed, the option to install it is disabled. If no optional components are available, this page does not appear.
See “[About installing optional components](#)” on page 38.
- 6 On the **End User License Agreement** page, verify that the correct products were selected, check **I accept the terms in the license agreements**, and click **Next**.
If you need to change the product selection, click **Back** twice.
- 7 On the **Contact Information** page, click **Next**.
- 8 On the **Review Installation Details** page, verify the installation details, and click **Begin install**.
The selected products are installed.
- 9 (Optional) On the **Product Licensing** page, apply licenses, and click **Next**.
This page appears only when you add a new solution.
If you do not apply licenses, trial licenses are applied. You can use Symantec Installation Manager to apply licenses at any time.
See “[Applying licenses to a solution](#)” on page 41.
- 10 On the **Installation Complete** page, click **Finish**.

About installing optional components

Symantec Installation Manager has an **Optional Installations** page that lets you choose whether to install several components. These components are optional because you may not need them. If you do not need them, you can choose not to install them. If you do not install them, it reduces the installation time and the amount of space the installation uses on the computer.

The **Optional Installations** page appears after you select a product on the **Install New Products** page and click **Next**. This page does not appear if no optional installations are available. You can also access the **Optional Installations** page at any time to install the optional components.

See “[Installing optional components](#)” on page 39.

The optional components that can appear on the **Optional Installations** page are as follows:

■ **Install Documentation**

This option installs the documentation for any products that you selected and for any installed products that do not have installed documentation.

■ **Install Language Support**

This option installs language packs for any products that you selected and for any installed products that do not have installed language packs.

■ **Install Migration Wizard Components for migrating Notification Server data**

This option installs the migration wizard components that you use to migrate Notification Server 6.x or 7.0 data to Symantec Management Platform 7.1. You can install this option without installing any of the Symantec Management Platform products.

Note: If you install the Symantec Management Platform 7.1 products on your current Notification Server, you must migrate any Notification Server data before you upgrade the operating system. You can install Symantec Installation Manager on another computer and install only the migration wizard components on that computer. You can then copy the migration wizard installation package to your current Notification Server and migrate the Notification Server data. For more information about installing the Symantec Management Platform 7.1 products on your current Notification Server, see [HOWTO32427](#).

If a component is already installed, it is not enabled on the **Optional Installations** page except when you create an installation package.

After you install an optional component, you can access it on the **Installed Products** page to uninstall or repair it.

See “[Uninstalling or repairing optional components](#)” on page 40.

Installing optional components

Symantec Installation Manager has an **Optional Installations** page that lets you choose whether to install several components.

See “[About installing optional components](#)” on page 38.

When you install Symantec Management Platform products, the **Optional Installations** page appears if any of the optional components are not installed. You can also use Symantec Installation Manager to access the **Optional**

Installations page at a later time to install any optional components that are not installed. The following procedure describes how to access this page at a later time to install optional components.

See [“Installing the Symantec Management Platform products”](#) on page 29.

To install optional components

- 1 Start Symantec Installation Manager.
See [“Starting Symantec Installation Manager”](#) on page 28.
- 2 On the **Installed Products** page, click **Install optional components**.
- 3 On the **Optional Installations** page, check the components that you want to install and click **Next**.
- 4 On the **End User License Agreement** page, check **I accept the terms in the license agreements** and click **Next**.
- 5 On the **Contact Information** page, click **Next**.
- 6 On the **Review Installation Details** page, verify the installation details, and click **Begin install**.
- 7 On the **Installation Complete** page, click **Finish**.

If you installed the migration wizard, **Run Notification Server Migration Wizard** is checked on the **Installation Complete** page. If **Run Notification Server Migration Wizard** is checked when you click **Finish**, a dialog box displays the instructions for migrating the Notification Server 6.x or 7.0 data.

For more information, see the [IT Management Suite Migration Guide v6x to v7.1](#) or the [IT Management Suite Migration Guide v7.0 to v7.1](#).

Uninstalling or repairing optional components

Symantec Installation Manager has an **Optional Installations** page that lets you choose whether to install several components. If you install any of these optional components, you can also use Symantec Installation Manager to uninstall or repair them.

See [“About installing optional components”](#) on page 38.

See [“Uninstalling the Symantec Management Platform products”](#) on page 44.

To uninstall or repair optional components

- 1 Start Symantec Installation Manager.
See “[Starting Symantec Installation Manager](#)” on page 28.
- 2 To display the optional components that are installed, on the **Installed Products** page, press **Ctrl+Shift+O**.
If you press **Ctrl+Shift+O** again, the optional components are removed from the **Installed Products** page.
- 3 In the list of installed products, select the optional component that you want to uninstall or repair.
An optional component has (**Optional component**) below its name. When you select an optional component, the **Repair** and **Uninstall** options appear.
- 4 To uninstall an optional component, complete the following steps:
 - Click **Uninstall**, and click **Yes** to confirm the removal of the product.
 - On the **Uninstallation Complete** page, click **Finish**.
- 5 To repair an optional component, complete the following steps:
 - Click **Repair**.
Windows Installer performs a repair of the installation.
 - On the **Repair Complete** page, click **Finish**.

Applying licenses to a solution

When you purchase a Symantec Management Platform product, you receive license files for each solution. You use Symantec Installation Manager to apply the licenses. You can apply the licenses when you install a product or at a later time. When you apply licenses, you can add new licenses or update existing licenses. If you do not apply licenses, Symantec Installation Manager applies trial licenses. If you are connected to the Internet, it applies trial licenses that are good for at least 30 days. If you are not connected to the Internet, it applies seven-day trial licenses.

When migrating to Symantec Management Platform 7.1, you must first copy your product licenses to a location that is accessible from the 7.1 computer. You then use Symantec Installation Manager to reapply the licenses.

For more information, see the [IT Management Suite Migration Guide v6x to v7.1](#) or the [IT Management Suite Migration Guide v7.0 to v7.1](#).

After a license is applied, it appears on the **Product Licensing** page of Symantec Installation Manager. If a license is expired, it still appears on the **Product**

Licensing page. If a Symantec Management Platform 7.x solution has an expired license, it uses a trial license.

Note: Because some Notification Server 6.x solutions bundle with other solutions on Symantec Management Platform 7.x, their licenses cannot be reused.

To apply licenses to a solution

- 1 To apply licenses to a solution when you install it with Symantec Installation Manager, on the **Product Licensing** page, click **Install licenses**.

The **Product Licensing** page appears after the product is installed.

See “[Installing the Symantec Management Platform products](#)” on page 29.

- 2 To apply licenses to a solution at any time after you install it, complete the following steps:

- Start Symantec Installation Manager.
See “[Starting Symantec Installation Manager](#)” on page 28.
- On the **Installed Products** page, click **Add/Update licenses**.
- On the **Product Licensing** page, click **Install licenses**.

- 3 In the **Select License Files** dialog box, select the license files to apply, and click **Open**.

To select multiple licenses, press **Ctrl** when you select the license files.

- 4 Read the message that explains how the licenses affect the applicable products, and click **Yes** to proceed.

- 5 After you apply the licenses, on the **Product Licensing** page, click **Next** or **Close**.

- 6 On the dialog box that appears, click **Restart services** to restart the Notification Server services or **Apply without restart** to continue without restarting the services.

If you restart the services, the licenses are applied immediately. If you do not restart the services, the licenses might not be applied for 30 or more minutes.

This dialog box also has an **Always perform this action when installing licenses** option. If you check this option, the dialog box does not appear when you apply additional licenses and the action you select is always performed.

- 7 If you apply the licenses to a solution when you install it, the **Installation Complete** page appears.
- 8 If you apply the licenses to a solution at any time after you install it, the **Installed Products** page appears.

Repairing the installation of an installed product

You use Symantec Installation Manager to install the Symantec Management Platform products. You also use Symantec Installation Manager to repair the installation of any Symantec Management Platform product. Because all of the installation files are MSIs, Symantec Installation Manager invokes Windows Installer to repair an installation.

If you have optional components installed, you can also repair them.

See [“Uninstalling or repairing optional components”](#) on page 40.

To repair the installation of an installed product

- 1 Start Symantec Installation Manager.
See [“Starting Symantec Installation Manager”](#) on page 28.
- 2 On the **Installed Products** page, select a product to repair.
When you select a product, the **Repair** option appears.
- 3 Click **Repair**.
Windows Installer performs a repair of the installation.
- 4 On the **Repair Complete** page, click **Finish**.

Creating a support package

If you encounter problems with the installation of Symantec Management Platform products, you can create a support package that you can send to Symantec support. The support package is a ZIP file that includes Notification Server logs, Symantec Installation Manager logs, installation history information, and registry information.

See [“Installing the Symantec Management Platform products”](#) on page 29.

The name of the support package is **support** with the date and time appended. By default, the support package is created in the C:\Program Files\Altiris\Symantec Installation Manager\Support directory.

To create a support package

- 1 Start Symantec Installation Manager.
See “[Starting Symantec Installation Manager](#)” on page 28.
- 2 On the **Installed Products** page, click **Settings**.
- 3 In the **Settings** dialog box, click **Create Support Package**.
- 4 To access the support package, in the dialog box that appears, check **Open containing folder** and click **OK**.

Uninstalling the Symantec Management Platform products

You can uninstall the Symantec Management Platform products with Symantec Installation Manager. Symantec Installation Manager lets you uninstall a specific product. If you uninstall the Symantec Management Platform, the platform and the other installed products are uninstalled. When you uninstall the platform with Symantec Installation Manager, Symantec Installation Manager is not uninstalled.

You can also use Windows Add/Remove Programs to uninstall the Symantec Management Platform products. Add/Remove Programs uninstalls the platform, all installed products, and Symantec Installation Manager. If you used Symantec Installation Manager to uninstall the platform, you can use Add/Remove Programs to uninstall Symantec Installation Manager.

If you have optional components installed, you can also uninstall them.

See “[Uninstalling or repairing optional components](#)” on page 40.

To uninstall products with Symantec Installation Manager

- 1 Start Symantec Installation Manager.
See “[Starting Symantec Installation Manager](#)” on page 28.
- 2 On the **Installed Products** page, select the product to uninstall.
When you select a product, the **Uninstall** option appears.
- 3 Click **Uninstall**, and click **Yes** to confirm the removal of the product.
The product is uninstalled from the Symantec Management Platform. The solution no longer appears in the console and all entries in the database are deleted.
- 4 On the **Uninstallation Complete** page, click **Finish**.

To uninstall products with Add/Remove Programs

- 1 Access Windows Add/Remove Programs.
- 2 Click **Symantec Platform and Solutions**, and click **Remove**.

If you uninstalled the Symantec Management Platform products with Symantec Installation Manager, this action uninstalls Symantec Installation Manager.

About modifying the installation of a product

In Symantec Installation Manager, when you select a product on the **Installed Products** page, a **Modify** option appears. At this time, the **Modify** option is disabled for all products.

See [“Repairing the installation of an installed product”](#) on page 43.

Creating an installation package

To install the Symantec Management Platform products on a computer that does not have an Internet connection, you must create an installation package. The installation package is a ZIP file. It contains the files that are needed to install the products that you select when you create the package.

To create an installation package

- 1 Install Symantec Installation Manager on any computer with Internet access.
You use this installation of Symantec Installation Manager to create the installation package.
See [“Installing Symantec Installation Manager”](#) on page 25.
- 2 Start Symantec Installation Manager.
When you install Symantec Installation Manager, it starts by default. You can also start it manually.
See [“Starting Symantec Installation Manager”](#) on page 28.
- 3 If the **Install New Products** page appears, click **Cancel**, and click **Yes** to confirm the cancellation.
- 4 On the **Installed Products** page, click **Create installation package**.
- 5 On the **Products** page, select the products to include in the package, specify the location for the ZIP file, and click **Next**.

See [“Install New Products page, Product Updates page, or Products page”](#) on page 32.

- 6 On the **Optional Installations** page, check the optional components that you want to install and click **Next**.
See [“About installing optional components”](#) on page 38.
- 7 On the **End User License Agreement** page, verify that the correct products were selected, check **I accept the terms in the license agreements**, and click **Next**.
If you need to change the product selection, click **Back** twice.
- 8 On the **Contact Information** page, type the answers for the requested information, and click **Next**.
- 9 (Optional) On the **Product Licensing** page, apply licenses, and click **Next**.
If you do not apply licenses, trial licenses are applied when the products are installed. You can use Symantec Installation Manager to apply licenses at any time.
See [“Applying licenses to a solution”](#) on page 41.
- 10 On the **Review Package Details** page, review the information about the installation package, and click **Begin build**.
The package is created and is saved in the location that is specified on this page.
- 11 On the **Installation Package Complete** page, click **Finish**.

Adding a product listing file

Symantec Installation Manager uses a product listing file to display a list of products that you can install. If you purchase a product that has its own product listing file, you must add that file to install the product.

The default product listing file is `symantec.pl.xml.zip`. A product listing file can also be an uncompressed file.

To add a product listing

- 1 Start Symantec Installation Manager.
See [“Starting Symantec Installation Manager”](#) on page 28.
See [“Installing Symantec Installation Manager”](#) on page 25.
- 2 If the **Install New Products** page appears, click **Cancel**, and click **Yes** to confirm the cancellation.
- 3 On the **Installed Products** page, click **Settings**.
- 4 In the **Settings** dialog box, click **Change product listing**.

- 5 In the **Manage Product Listings** dialog box, click **Add**.
- 6 In the **Add New Product Listing** dialog box, specify the path to the new product listing file, and click **OK**.

By default, the product listing file is refreshed daily. You can change this value to any value in the **Refresh interval** drop-down list. If the path requires a user name and password, specify them as well.

See [“Updating the product listing”](#) on page 47.

- 7 In the **Manage Product Listings** dialog box, click **OK**.
By default, the product listing file you added is selected in this dialog box.
- 8 In the **Settings** dialog box, click **OK**.

The products from the new products listing file appear on the **Install New Products** page.

Updating the product listing

Symantec Installation Manager accesses a product listing file that lists the products you can install and update. By default, it updates the product listing file once a day. You can also manually update the product listing file at any time. You can also edit how frequently Symantec Installation Manager gets the latest product listing file.

See [“Adding a product listing file”](#) on page 46.

To update the product listing manually

- 1 Start Symantec Installation Manager.
See [“Starting Symantec Installation Manager”](#) on page 28.
See [“Installing Symantec Installation Manager”](#) on page 25.
- 2 If the **Install New Products** page appears, click **Cancel**, and click **Yes** to confirm the cancellation.
- 3 On the **Installed Products** page, click **Settings**.
- 4 In the **Settings** dialog box, click **Update now**.

To change when a product listing is updated

- 1** Start Symantec Installation Manager.
See “[Starting Symantec Installation Manager](#)” on page 28.
See “[Installing Symantec Installation Manager](#)” on page 25.
- 2** If the **Install New Products** page appears, click **Cancel**, and click **Yes** to confirm the cancellation.
- 3** On the **Installed Products** page, click **Settings**.
- 4** In the **Settings** dialog box, click **Change product listing**.
- 5** In the **Manage Product Listings** dialog box, select the product listing, and click **Edit**.
- 6** In the **Edit Product Listing** dialog box, in the **Refresh interval**, select the time interval.

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