

Symantec™ Management Platform Installation Guide

Version 7.0



Symantec™ Management Platform Installation Guide

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Documentation version 7.0

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Symantec Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering and Symantec Security Response to provide alerting services and virus definition updates.

Symantec's maintenance offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and Web-based support that provides rapid response and up-to-the-minute information
- Upgrade assurance that delivers automatic software upgrade protection
- Global support that is available 24 hours a day, 7 days a week
- Advanced features, including Account Management Services

For information about Symantec's Maintenance Programs, you can visit our Web site at the following URL:

www.symantec.com/techsupp/

Contacting Technical Support

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

www.symantec.com/techsupp/

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

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

- Product release level
- Hardware information
- Available memory, disk space, and NIC information
- Operating system

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

Licensing and registration

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

www.symantec.com/techsupp/

Customer service

Customer service information is available at the following URL:

www.symantec.com/techsupp/

Customer Service is available to assist with the following types of issues:

- 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 maintenance 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

Maintenance agreement resources

If you want to contact Symantec regarding an existing maintenance agreement, please contact the maintenance 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	supportolutions@symantec.com

Additional enterprise services

Symantec offers a comprehensive set of services that allow you to maximize your investment in Symantec products and to develop your knowledge, expertise, and global insight, which enable you to manage your business risks proactively.

Enterprise services that are available include the following:

Symantec Early Warning Solutions	These solutions provide early warning of cyber attacks, comprehensive threat analysis, and countermeasures to prevent attacks before they occur.
Managed Security Services	These services remove the burden of managing and monitoring security devices and events, ensuring rapid response to real threats.
Consulting Services	Symantec Consulting Services provide on-site technical expertise from Symantec and its trusted partners. Symantec Consulting Services offer a variety of prepackaged and customizable options that include assessment, design, implementation, monitoring, and management capabilities. Each is focused on establishing and maintaining the integrity and availability of your IT resources.
Educational Services	Educational Services provide a full array of technical training, security education, security certification, and awareness communication programs.

To access more information about Enterprise services, please visit our Web site at the following URL:

www.symantec.com

Select your country or language from the site index.

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Product overview

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, data collected by one solution about the software installed on company computers is used by another solution to help you 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
- Event triggered and scheduled task and policy execution
- File deployment and installation

- Reporting
- Centralized management through a single, common interface
- Configuration Management Database (CMDB)

The platform is installed as part of a solution (the products that run on the platform) or suite (a group of solutions) installation, such as Altiris Client Management Suite or Altiris Server Management Suite.

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.
- Altiris Agent
The software that is installed on a computer to enable Notification Server to monitor and manage it. After the Altiris 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.

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 the platform has not already been previously installed.

During the platform installation, each of the platform services is installed. The services, including the Notification Server service, 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 accessing the console remotely, the computer must be on the network, running Microsoft Internet Explorer, and be able to access the Notification Server computer.

As part of the platform installation, you set up the Configuration Management Database (CMDB), which is used to store the data that is collected by the platform and your solutions. 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 you installed are used to help manage other computers (most solutions are), you must install the Altiris 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 data that is collected 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.
- 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.
- Repair or uninstall installed products.
- Access Altiris Notification Server Migration Wizard to migrate Notification Server 6.x data to Symantec Management Platform 7.0.

Symantec Installation Manager lets you download other products from Symantec, such as Deployment Solution. Symantec Installation Manager lets you select these products for download and then run their individual installation programs.

Planning the installation of the Symantec Management Platform products

This chapter includes the following topics:

- [About developing an installation plan](#)
- [Installation guidelines for an evaluator](#)
- [Installation guidelines for a small environment](#)
- [Installation guidelines for a large environment](#)
- [System requirements for Symantec Management Platform](#)

About developing an installation plan

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 [Symantec Management Platform Capacity Planning](#) and [Altiris 7 Planning and Implementation Guide](#) at the following URLs:

<https://kb.altiris.com/article.asp?article=45597&p=1>

<https://kb.altiris.com/article.asp?article=45803&p=1>

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 an upgrade. If the installation is an upgrade, you need to determine if it is an on-box upgrade or an off-box upgrade. For both a first-time installation or an upgrade, 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 22.

See [“Overview of the installation of the Symantec Management Platform products”](#) on page 27.

- How many computers do I 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.

See [“Installation guidelines for a small environment”](#) on page 15.

See [“Installation guidelines for a large environment”](#) on page 16.

- 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 17.

- 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, we recommend that you install the products in a test environment before you install them in a production environment.

See [“Installation guidelines for an evaluator”](#) on page 14.

Installation guidelines for an evaluator

As an evaluator, use Symantec Installation Manager to install the Symantec Management Platform products. Use the same installation process that is used for a first-time installation in a production environment, but for a very small environment.

See [“About installing the Symantec Management Platform products”](#) on page 22.

See “[Overview of the installation of the Symantec Management Platform products](#)” on page 27.

Table 2-1 Installation guidelines for an evaluator

Guideline applies to	Description
Computers	<p>You need a server with Windows Server 2003 for the platform. You also need a least one client computer with a supported Windows, Linux, or Mac operating system.</p> <p>Note: For evaluation, you can install the platform and the client computer on virtual machines.</p>
SQL Server	<p>You should install Microsoft SQL Server Express 2005 on the server computer. You can download SQL Server Express for free at Microsoft.com.</p> <p>When the SQL Server is on the same computer as Notification Server, we recommend that you optimize your SQL Server maximum memory settings. This optimization can significantly improve product performance. For more information, see Microsoft KB 321363 and KB 319942.</p>
System requirements	<p>During the installation process, Symantec Installation Manager displays an Install Readiness page. This page verifies that the computer meets the system requirements. You only need to meet the minimum system requirements that are listed on this page.</p> <p>See “System requirements for Symantec Management Platform” on page 17.</p>
Configuration	<p>You should accept the default settings wherever possible to quickly install the product.</p>
Getting started	<p>By default, when the installation is complete the Symantec Management Console opens to the Getting Started Web part. This Web part contains videos and links to the help topics that explain the key concepts and tasks of the platform.</p>

Installation guidelines for a small environment

A small environment has 500 or fewer managed computers.

For more information, see [Symantec Management Platform Capacity Planning](#) and [Altiris 7 Planning and Implementation Guide](#) at the following URLs:

<https://kb.altiris.com/article.asp?article=45597&p=1>

<https://kb.altiris.com/article.asp?article=45803&p=1>

Table 2-2 Installation guidelines for a small environment

Guideline applies to	Description
Server computer	<p>In a small environment, you can install the Symantec Management Platform on a VMware ESX Server. If you use a VMware ESX Server for the platform, we recommend that you install SQL Server off-box on a physical computer. If you choose to host SQL Server in a virtual environment, then refer to Microsoft's Web site for supported virtualization configurations.</p> <p>See "System requirements for Symantec Management Platform" on page 17.</p>
Managed computers	<p>A single Symantec Management Platform can support up to 500 managed computers.</p>
SQL Server	<p>You can use Windows SQL Server Express 2005 and install it on the same server as the platform.</p> <p>When the SQL Server is on the same computer as Notification Server, we recommend that you optimize your SQL Server maximum memory settings. This optimization can significantly improve product performance.</p> <p>For more information, see On-box SQL Server maximum memory settings at the following URL:</p> <p>https://kb.altiris.com/article.asp?article=45092&p=1</p>
Database size	<p>In a small environment, a typical installation without solutions can expect to have a database of approximately 500 MB. With solutions, the database can increase to 1 GB. Additional growth is dependent on the purging strategy and database maintenance plan for the SQL Express installation.</p> <p>Should database size become an issue with SQL Express, evaluate whether the event data class purging is aggressive enough. You should also evaluate the solutions that significantly contribute to disk consumption.</p>

Installation guidelines for a large environment

A large environment can have as many as 10,000 managed computers.

For more information, see [Symantec Management Platform Capacity Planning](#) and [Altiris 7 Planning and Implementation Guide](#) at the following URLs:

<https://kb.altiris.com/article.asp?article=45597&p=1>

<https://kb.altiris.com/article.asp?article=45803&p=1>

Table 2-3 Installation guidelines for a large environment

Guideline applies to	Description
Server computer	<p>The recommended hardware requirements in a large environment are significantly higher than for smaller environments. In a large environment, you need to ensure adequate user performance, manage bandwidth, and expedite data loading processes. Remember that during installation when Symantec Installation Manager performs a readiness check, it does not verify that these requirements are sufficient for a large environment.</p> <p>Note: We do not support running Symantec Management Platform on a virtual machine in a large environment.</p> <p>See “System requirements for Symantec Management Platform” on page 17.</p>
Managed computers	<p>The Symantec Management Platform can support up to 10,000 managed client computers and 5,000 software resources for large environments.</p>
SQL Server	<p>In a large environment, we recommend that you host SQL Server off-box.</p>
Database size	<p>The database with managed computers, software, and solutions can grow to 15 GB. Additional growth is dependent on the purging strategy and database maintenance plan for the SQL Server installation. Such a maintenance plan would provide for the reduction in the database size anytime significant resources or data changes take place on the server. For example, significant changes in the database can occur with post installations, the import or discovery of computer resources, and the import of software resources.</p>

System requirements for Symantec Management Platform

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 following system requirements.

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

For more information, see [Symantec Management Platform Capacity Planning](#) and [Altiris 7 Planning and Implementation Guide](#) at the following URLs:

<https://kb.altiris.com/article.asp?article=45597&p=1>

<https://kb.altiris.com/article.asp?article=45803&p=1>

Table 2-4 Hardware requirements and recommendations

Hardware	Minimum requirements for evaluation	Recommended for small business	Recommended for large enterprise
CPU	Pentium 4	Dual processor dual core	Dual processor quad core
CPU Speed	1.8 GHz	2.53 GHz	2.53 GHz
RAM	1 GB	4 GB, DDR2	8 GB, DDR2
Cache	not checked	3 MB L2	6 MB L2
Network	not checked	Gigabit	Gigabit
Hard disk	5 GB of free disk space	10,000 RPM SCSI or better. 10 GB of free disk space.	10,000 RPM SCSI for RAID 1, 4, or 10. Additional space dependent on implementation of site services, Software Library, and other considerations.

Table 2-5 Software requirements and recommendations

Software	Minimum requirements for evaluation	Recommended for small business	Recommended for large enterprise
Microsoft.NET	Microsoft.NET 3.5	Microsoft.NET 3.5	Microsoft.NET 3.5
Microsoft Operating system	Microsoft Windows Server 2003 (Windows Server 2008 is not supported.)	Microsoft Windows Server 2003 (Windows Server 2008 is not supported.)	Microsoft Windows Server 2003. (Windows Server 2008 is not supported.)
Web browser	Microsoft IE 7	Microsoft IE 7	Microsoft IE 7
Microsoft IIS	IIS 6	IIS 6	IIS 6
AJAX	AJAX 1.0	AJAX 1.0	AJAX 1.0

Table 2-5 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 Express	<p>Microsoft SQL Server 2005 Express for 500 or less managed computers.</p> <p>Microsoft SQL Server 2005 Standard or Enterprise for more than 500 managed computers.</p>	<p>Microsoft SQL Server 2005 Enterprise.</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 15 GB.</p> <p>See Microsoft SQL Server best practices for disk, file growth, and maintenance strategies.</p>

Installing the Symantec Management Platform products

This chapter includes the following topics:

- [About installing the Symantec Management Platform products](#)
- [Managing the installation of the Symantec Management Platform products](#)
- [Installing Symantec Installation Manager](#)
- [Overview of the installation of the Symantec Management Platform products](#)
- [Installing the Symantec Management Platform products](#)
- [Install New Products page, Product Updates page, or Products page](#)
- [Install Readiness Check page](#)
- [Notification Server Configuration page](#)
- [Database Configuration page](#)
- [About installation tasks you can perform after the initial installation](#)
- [Starting Symantec Installation Manager](#)
- [Installing an update or an additional product](#)
- [Applying licenses to a solution](#)
- [Repairing the installation of an installed product](#)
- [About modifying the installation of a product](#)

- [Uninstalling the Symantec Management Platform products](#)
- [Creating an installation package](#)
- [Adding a product listing file](#)
- [Updating the product listing](#)

About installing the Symantec Management Platform products

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.

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 Sever 6.x.
- **On-box upgrade**
An on-box upgrade installs the Symantec Management Platform 7.0 products on a computer where Notification Server 6.x is installed. Symantec Installation Manager uninstalls Notification Server 6.x, installs the Symantec Management Platform 7.0 products, and lets you migrate 6.x data to the 7.0 platform.
- **Off-box upgrade**
An off-box upgrade installs the Symantec Management Platform 7.0 products on a computer where Notification Server 6.x is not installed. Symantec Installation Manager installs the Symantec Management Platform 7.0 products and then helps you migrate the 6.x data to the 7.0 platform.
- **Offline installation**
An offline installation installs the Symantec Management Platform 7.0 products on a computer that does not have an Internet connection. An offline installation can be a first-time installation, and on-box upgrade, or an off-box upgrade. 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 40.

The installation process for a first-time installation, an on-box upgrade, and an off-box upgrade is very similar. The primary difference between a first-time installation and an upgrade is that you do not migrate 6.x data with a first-time installation. For an offline installation, you use this same installation process after you create an installation package.

See [“Overview of the installation of the Symantec Management Platform products”](#) on page 27.

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, and repairing installations.

See [“About installation tasks you can perform after the initial installation”](#) on page 35.

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 22.

See [“Overview of the installation of the Symantec Management Platform products”](#) on page 27.

Note: We recommend that you install and test Symantec Management Platform 7.0 in a test environment before you install it in a production environment.

Warning: If you install the Symantec Management Platform products on a Notification Server 6.x computer, backup the Notification Server database before you begin the installation. If you need to revert to Notification Server 6.x, you can then use the backup database to restore the 6.x data.

Table 3-1 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>For more information, see Symantec Management Platform Capacity Planning and Altiris 7 Planning and Implementation Guide at the following URLs:</p> <p>https://kb.altiris.com/article.asp?article=45597&p=1</p> <p>https://kb.altiris.com/article.asp?article=45803&p=1</p>

Table 3-1 Process for managing the installation of the Symantec Management Platform products (*continued*)

Step	Action	Description
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 26.</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.</p>
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 an upgrade, Symantec Installation Manager manages this process as well.</p> <p>See “Installing the Symantec Management Platform products” on page 29.</p> <p>See “About data migration” on page 45.</p> <p>By default, after you complete the installation, the Symantec Management Console opens and displays the Getting Started Web part. This Web part contains videos and links to the help topics that explain the key concepts and tasks of the platform.</p>

Table 3-1 Process for managing the installation of the Symantec Management Platform products (*continued*)

Step	Action	Description
Step 4	Perform installation tasks after the initial installation of the Symantec Management Platform products.	After you install the Symantec Management Platform products, you use Symantec Installation Manager to perform additional installation tasks. These tasks can include updating installed products, installing new products, applying licenses, and repairing broken installations. See “About installation tasks you can perform after the initial installation” on page 35.

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 22.

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 40.

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 EXE file is Symantec_sim_7_0 with the build number of Symantec Installation Manager appended.

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

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

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

- 3 In the **Welcome** dialog box, click **Next**.

- 4 In the **License Agreement** dialog box, check **I accept the terms in the license agreement**, and click **Next**.

- 5 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.

- 6 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 of the Symantec Management Platform products](#)" on page 27.

Overview of the installation of the Symantec Management Platform products

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 23.

See [“About installing the Symantec Management Platform products”](#) on page 22.

Table 3-2 Overview of the installation of the Symantec Management Platform products

Type of tasks	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. If the installation is an on-box upgrade, these tasks also include the option to export Notification Server 6.x data to a data store file.</p> <p>See “Starting Symantec Installation Manager” on page 36.</p> <p>See “Installing the Symantec Management Platform products” on page 29.</p>
Installation	<p>After you complete the preinstallation tasks, Symantec Installation Manager performs the following installation tasks:</p> <ul style="list-style-type: none"> ■ (On-box upgrade only) Uninstalls Notification Server 6.x and all installed solutions. ■ Installs the platform and the selected solutions. ■ Configures the installed products. ■ Lets you apply licenses to the products.
(Upgrade only) Data migration	<p>After the installation is complete, Symantec Installation Manager manages the migration of the 6.x data to Symantec Management Platform 7.0 as follows:</p> <ul style="list-style-type: none"> ■ With an on-box upgrade, Symantec Installation Manager starts the migration wizard. The migration wizard lets you import 6.x data from the data store file that you created during the preinstallation tasks. See “Migrating Notification Server 6.x data with an on-box upgrade” on page 48. ■ With an off-box upgrade, Symantec Installation Manager provides instructions for exporting the 6.x data from the Notification Server computer. After you export the data, Symantec Installation Manager starts the migration wizard to import the data. See “Migrating Notification Server 6.x data with an off-box upgrade” on page 50.

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 22.

See [“Overview of the installation of the Symantec Management Platform products”](#) on page 27.

Note: We recommend that you install and test Symantec Management Platform 7.0 in a test environment before you install it in a production environment.

Warning: If you install the Symantec Management Platform products on a Notification Server 6.x computer, backup the Notification Server database before you begin the installation. If you need to revert to Notification Server 6.x, you can then use the backup database to restore the 6.x data.

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 40.

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 36.

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 **Programs > Altiris > Symantec Installation Manager > Symantec Installation Manager**.

See [“Installing Symantec Installation Manager”](#) on page 26.

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

See [“Install New Products page, Product Updates page, or Products page”](#) on page 31.

- 3 On the **Selected Products and Features** page, verify that the correct products are selected, and click **Next**.

If you need to change the product selection, click **Select additional products**. If you selected a suite, you can expand the suite to see the solutions that are included.

- 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, type the answers for the requested information, and click **Next**.

- 6 (On-box upgrade only) Click **OK** in the dialog boxes that inform you about uninstalling Notification Server 6.x and installing the migration wizard.

In the first dialog box, the option to run the migration wizard is selected by default. With this option selected, the migration wizard runs before Notification Server 6.x is uninstalled. The migration wizard migrates your 6.x data to the 7.0 platform.

See [“Migrating Notification Server 6.x data with an on-box upgrade”](#) on page 48.

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

With an on-box upgrade, this check only verifies that the computer is ready to install the migration wizard.

See [“Install Readiness Check page”](#) on page 32.

- 8 (On-box upgrade only) If you selected the option to run the migration wizard, install the wizard, and export the 6.x data to a data store file.

Symantec Installation Manager displays the **Review Installation Details** page. When you click **Begin install**, it installs and starts the migration wizard so that you can export the 6.x data. After you export the 6.x data, Symantec Installation Manager returns to the **Selected Products and Features** page. When you click **Next** on the **Selected Products and Features** page, the **Install Readiness Check** page reappears to verify that the computer is ready for the installation.

See [“Exporting Notification Server 6.x data to a data store file”](#) on page 52.

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

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

- 10 On the **Database Configuration** page, configure the database, and click **Next**.
See [“Database Configuration page”](#) on page 34.
- 11 On the **Review Installation Details** page, verify the installation details, and click **Begin install**.

The selected products are installed. With an on-box upgrade, the Notification Server 6.x products are uninstalled first.
- 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 don’t 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 37.
- 13 On the **Installation Complete** page, click **Finish**.

If the installation is an upgrade, check **Run Notification Server 6 Migration Wizard** to migrate 6.x data from the Notification Server 6.x computer.

See [“About data migration”](#) on page 45.

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 36.
- The **Create installation package** option lets you access the **Products** page.
See [“Creating an installation package”](#) on page 40.

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

Warning: With an on-box upgrade, on the **Install New Products** page, select all of the products for which you have corresponding 6.x products. To migrate the data of a 6.x product, you must install the corresponding 7.0 product. If you do not install the 7.0 product, the data is lost.

Table 3-3 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.
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.

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

Table 3-4 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.

Table 3-4 Options on the **Notification Server Configuration** page (*continued*)

Option	Description
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	<p>The Fully Qualified Domain Name must resolve to the same computer where Notification Server is installed.</p>
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 3-5 Options on the **Database Configuration** page

Option	Description
SQL Server name	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.
Database name	The Use existing option lets you reinstall the Symantec Management Platform products on a different computer and access the existing database. If you used SQL credentials, the Refresh option lets you view an exiting database.
Database timeout	The number of seconds before the database times out. You can increase this value if you generate reports with large amounts of data.

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:

- Install updates or additional products.
See [“Installing an update or an additional product”](#) on page 36.
 - Apply licenses to products.
See [“Applying licenses to a solution”](#) on page 37.
 - Repair installations.
See [“Repairing the installation of an installed product”](#) on page 39.
 - Uninstall products.
See [“Uninstalling the Symantec Management Platform products”](#) on page 39.
- See [“Starting Symantec Installation Manager”](#) on page 36.

You initiate these tasks from the **Installed Products** page, which lists the products that were installed with Symantec Installation Manager.

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 26.

See [“About installation tasks you can perform after the initial installation”](#) on page 35.

To start Symantec Installation Manager

- ◆ Do one of the following to start Symantec Installation Manager:
 - On the **Start** menu, click **Programs > Altiris > Symantec Installation Manager > Symantec Installation Manager**.
 - In the **Symantec Management Console**, on the **Help** menu, click **Install/Uninstall Solutions**.
 - In the **Symantec Management Console**, on the **Installed Products** Web part or the **Licensing** Web part, click **Install additional products** or **Add licenses**.

For more information, see topics on Web parts in the *Symantec Management Platform Help*.

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 36.
 - See [“Installing Symantec Installation Manager”](#) on page 26.
- 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 **Review selected updates**.

See “[Install New Products page, Product Updates page, or Products page](#)” on page 31.

- 4 If you clicked **Install new products**, on the **Install New Products** page, select the products to install, and click **Review selected products**.

See “[Install New Products page, Product Updates page, or Products page](#)” on page 31.

- 5 On the **Selected Products and Features** page, verify that you selected the correct products, and click **Next**.

To change the product selection, click **Select additional products**. If you selected a suite, you can expand the suite to see the products that are included.

- 6 On the **End User License Agreement** page, check **I accept the terms in the license agreements**, and click **Next**.

- 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 don't 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 37.

- 10 On the **Installation 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 30-day trial licenses. If you are not connected to the Internet, it applies 7-day trial licenses.

If you upgrade from Notification Server 6.x and migrate your data, most valid licenses are migrated as well. These licenses appear 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 7.0 solution has an expired license, it uses a trial license.

Because some Notification Server 6.x solutions bundle with other solutions on Symantec Management Platform 7.0, 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 36.
- 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 don't 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.

To repair the installation of an installed product

- 1 Start Symantec Installation Manager.
See [“Starting Symantec Installation Manager”](#) on page 36.
- 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**.

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.

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.

To uninstall products with Symantec Installation Manager

- 1 Start Symantec Installation Manager.
See “[Starting Symantec Installation Manager](#)” on page 36.
- 2 If the **Install New Products** page appears, click **Cancel**, and click **Yes** to confirm the cancellation.
- 3 On the **Installed Products** page, select the product to uninstall.
When you select a product, the **Uninstall** option appears.
- 4 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.
- 5 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.

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 26.
- 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 36.
- 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 install, and specify the location for the zip file.
See [“Install New Products page, Product Updates page, or Products page”](#) on page 31.
- 6 Click **Review selected products**.
- 7 On the **Selected Products and Features** page, verify that you selected the correct products, and click **Next**.
If you need to change the product selection, click **Select additional products**. If you selected a suite, you can expand the suite to see the products that are included.
- 8 On the **End User License Agreement** page, check **I accept the terms in the license agreements**, and click **Next**.
- 9 On the **Contact Information** page, type the answers for the requested information, and click **Next**.
- 10 (Optional) On the Product Licensing page, apply licenses, and click **Next**.
If you don't 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 37.

- 11 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.

- 12 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.

To add a product listing

- 1 Start Symantec Installation Manager.
See [“Starting Symantec Installation Manager”](#) on page 36.
See [“Installing Symantec Installation Manager”](#) on page 26.
- 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 43.

- 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 42.

To update the product listing manually

- 1 Start Symantec Installation Manager.
See [“Starting Symantec Installation Manager”](#) on page 36.
See [“Installing Symantec Installation Manager”](#) on page 26.
- 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 36.
See [“Installing Symantec Installation Manager”](#) on page 26.
- 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.

Migrating Notification Server 6.x data to Symantec Management Platform 7.0

This chapter includes the following topics:

- [About data migration](#)
- [Migrating Notification Server 6.x data with an on-box upgrade](#)
- [Migrating Notification Server 6.x data with an off-box upgrade](#)
- [Exporting Notification Server 6.x data to a data store file](#)
- [Exporter Configuration or Importer Configuration page](#)
- [About the Store Browser](#)
- [Viewing the data in a data store file](#)
- [Exporting data from a data store file](#)
- [Comparing two data store files](#)
- [Importing Notification Server 6.x data to Symantec Management Platform 7.0](#)

About data migration

When you upgrade from Notification Server 6.x to Symantec Management Platform 7.0, you can migrate most of the Notification Server 6.x data. Symantec Installation Manager manages the installation and uses Altiris Notification Server Migration Wizard to manage the data migration.

See [“About Altiris Notification Server Migration Wizard”](#) on page 47.

See [“About the data store file”](#) on page 47.

For more information, see [Migration of 6.x data to Symantec Management Platform 7.0](#) at the following URL:

<https://kb.altiris.com/article.asp?article=44969&p=1>

Note: You cannot migrate managed computers.

The process for migrating 6.x data varies depending on the type of upgrade you perform as follows:

On-box upgrade

An on-box upgrade installs the Symantec Management Platform 7.0 products on a computer where Notification Server 6.x is installed. Symantec Installation Manager manages the entire upgrade process. Near the beginning of the upgrade process, Symantec Installation Manager runs the migration wizard to export the 6.x data to a data store file. Near the end of the upgrade process, Symantec Installation Manager runs the migration wizard again to import the 6.x data into Symantec Management Platform 7.0.

See [“Migrating Notification Server 6.x data with an on-box upgrade”](#) on page 48.

Off-box upgrade

An off-box upgrade installs the Symantec Management Platform 7.0 products on a computer where Notification Server 6.x is not installed. After the 7.0 products are installed, Symantec Installation Manager provides the instructions for exporting the 6.x data. After you copy the exported data to the 7.0 platform computer, Symantec Installation Manager runs the migration wizard so that you can import the data.

See [“Migrating Notification Server 6.x data with an off-box upgrade”](#) on page 50.

When the migration wizard exports and imports data, it uses exporters and importers. These exporters and importers define what data is migrated. If an exporter or importer is not defined for a set of data, then that data is not migrated.

About Altiris Notification Server Migration Wizard

Altiris Notification Server Migration Wizard helps you migrate Notification Server 6.x data to Symantec Management Platform 7.0. The Migration Wizard lets you export the 6.x data to a data store file. It then lets you import this data from the data store file into Symantec Management Platform 7.0.

See [“About data migration”](#) on page 45.

See [“About the data store file”](#) on page 47.

The migration wizard lets you customize the data that you export and import. It uses exporters to export data and a corresponding set of importers to import data. Each product that has data to migrate has its own set of exporters and importers. When you export or import 6.x data, you can select the exporters or importers to use. You can also filter the data that an exporter or importer migrates. When you filter data, you select the specific data that you want to export or import.

Note: You cannot migrate managed computers.

When you migrate 6.x data, Symantec Installation Manager manages the migration process. With an on-box upgrade, it starts the migration wizard to export the data and later starts it to import the data. With an off-box upgrade, Symantec Installation Manager provides instructions for installing the migration wizard on the Notification Server 6.x computer. It also starts the migration wizard on the Symantec Management Platform 7.0 computer when you are ready to import the data.

The EXE for the migration wizard is `NSUpgradeWizard.exe`, and by default, it is in the `C:\Program Files\Altiris\Upgrade` directory. To run the migration wizard, you must be a member of the local administrators group.

About the data store file

A data store file stores Notification Server 6.x data. When you migrate Notification Server 6.x data to Symantec Management Platform, you first export the data to a data store file. You then import the data from the data store file into Symantec Management Platform 7.0. To export and import the data, you use Altiris Notification Server Migration Wizard.

See [“About Altiris Notification Server Migration Wizard”](#) on page 47.

By default, the data store file is saved in the `C:\Program Files\Altiris\Upgrade\Data` directory. It has an `.adb` extension, is easy to copy and back up, and is not dependent on SQL.

You can view the data in a data store file with the Store Browser. If you perform multiple imports, you can view the data to determine which data to import next. The data store file organizes the data by product. The data for each product is stored in tables. The name of each table is *ProductName.TableName*.

See “[Viewing the data in a data store file](#)” on page 56.

Migrating Notification Server 6.x data with an on-box upgrade

When you upgrade from Notification Server 6.x to Symantec Management Platform 7.0, you can migrate most of the Notification Server 6.x data. Symantec Installation Manager installs Altiris Notification Server Migration Wizard and starts it to export and import the data.

See “[About data migration](#)” on page 45.

For more information, see [Migration of 6.x data to Symantec Management Platform 7.0](#) at the following URL:

<https://kb.altiris.com/article.asp?article=44969&p=1>

With an on-box upgrade, you can export the 6.x data only one time. If the 7.0 version of a product is not yet released, the 6.x data for that product is not exported. You should therefore not upgrade and migrate your 6.x data until the 7.0 version of all of your products are released. When you import the data, you can perform multiple imports and import different sets of data with each import.

Warning: If you perform an on-box upgrade before all of your 7.0 products are released, the data for those products is not migrated and is lost.

Warning: With an on-box upgrade, on the **Install New Products** page, select all of the products for which you have corresponding 6.x products. To migrate the data of a 6.x product, you must install the corresponding 7.0 product. If you do not install the 7.0 product, the data is lost.

Table 4-1 Process for migrating Notification Server 6.x data with an on-box upgrade

Step	Action	Description
Step 1	Select the Symantec Installation Manager option to run the migration wizard.	<p>During the installation process, Symantec Installation Manager detects that Notification Server 6.x is installed. After you complete the Contact Information page, Symantec Installation Manager displays a dialog box that informs you that Notification Server 6.x will be uninstalled. This dialog box also has a check box for running the migration wizard.</p> <p>See “Installing the Symantec Management Platform products” on page 29.</p> <p>If this check box is checked, Symantec Installation Manager completes a readiness check to verify that the computer meets the requirements for installing the migration wizard.</p>
Step 2	Install the migration wizard.	<p>After you click Next on the Install Readiness Check page, the Review Installation Details page appears. When you click Begin install on this page, the migration wizard is installed and then starts in export mode.</p>
Step 3	Export 6.x data to a data store file.	<p>The migration wizard runs in export mode and lets you export 6.x data to a data store file.</p> <p>See “About the data store file” on page 47.</p> <p>See “Exporting Notification Server 6.x data to a data store file” on page 52.</p> <p>Warning: After you complete this step and begin the next step, you can no longer export 6.x data to a data store file.</p>
Step 4	Import 6.x data into Symantec Management Platform 7.0.	<p>After you export the 6.x data to a data store file, Symantec Installation Manager continues the installation process. After it installs the selected 7.0 products, it starts the migration wizard in import mode.</p> <p>See “Installing the Symantec Management Platform products” on page 29.</p> <p>The migration wizard lets you import the 6.x data from the data store file. If you don’t import all of the data, you can manually run the migration wizard to perform additional imports of the data.</p> <p>See “Importing Notification Server 6.x data to Symantec Management Platform 7.0” on page 60.</p>

Table 4-1 Process for migrating Notification Server 6.x data with an on-box upgrade (*continued*)

Step	Action	Description
Step 5	Make any modifications to the imported data that are needed to make it compatible with new 7.0 features.	You must modify some 6.x data after it is migrated to make it compatible with new 7.0 features. For example, a migrated 6.x software delivery package is not compatible with Quick Delivery and Managed Software Delivery in Software Management Solution. Before you can use these delivery methods to deliver the migrated package, you must assign the package to a software resource. For more information, see the topic on assigning a 6.x software package to a software resource in the <i>Symantec Platform Management Help</i> .

Migrating Notification Server 6.x data with an off-box upgrade

When you upgrade from Notification Server 6.x to Symantec Management Platform 7.0, you can migrate most of the Notification Server 6.x data. Symantec Installation Manager uses Altiris Notification Server Migration Wizard to migrate the data.

For more information, see [Migration of 6.x data to Symantec Management Platform 7.0](#) at the following URL:

<https://kb.altiris.com/article.asp?article=44969&p=1>

You install the migration wizard on the Notification Server 6.x computer to export the 6.x data to a data store file. Symantec Installation Manager also installs the migration wizard on the Symantec Management Platform 7.0 computer so that you can import the data.

See [“About data migration”](#) on page 45.

See [“About the data store file”](#) on page 47.

With an off-box upgrade, you can perform multiple exports and imports of the 6.x data.

Table 4-2 Process for migrating Notification Server 6.x data with an off-box upgrade

Step	Action	Description
Step 1	Install the migration wizard installation package on the Notification Server 6.x computer.	<p>After Symantec Installation Manager installs the 7.0 products, its Installation Complete page has a Run Notification Server 6 Migration Wizard check box. If you check this check box, a dialog box displays a link to the installation package for the migration wizard. By default, the installation package is in the C:\Program Files\Altiris\Symantec Installation Manager\Migration Package directory. Copy this installation package to the Notification Server 6.x computer and install it.</p> <p>See “Installing the Symantec Management Platform products” on page 29.</p>
Step 2	Export 6.x data to a data store file.	<p>After the migration wizard is installed on the Notification Server 6.x computer, it starts in export mode. The migration wizard lets you export 6.x data to a data store file. You can also manually run the migration wizard and export 6.x data multiple times.</p> <p>See “Exporting Notification Server 6.x data to a data store file” on page 52.</p>
Step 3	(Optional) View the data in the data store file.	<p>After you export data to a data store file, you can use Store Browser to view the data that was exported.</p> <p>See “Viewing the data in a data store file ” on page 56.</p>
Step 4	(Optional) Compare two data store files.	<p>If you export 6.x data multiple times, you can use StoreDiff to compare two data store files. StoreDiff creates a data store file that contains the differences between the two data store files. You can then use Store Browser to view these differences.</p> <p>See “Comparing two data store files” on page 58.</p>
Step 5	Copy the migration data to the Symantec Management Platform 7.0 computer.	<p>By default, the data store file is created in the Altiris\Upgrade\Data directory. In some instances, additional data migration files are created and saved in this same directory. For example, if you export locally saved software delivery package files, a PackageFiles folder is created that contains folders for all of the package files.</p> <p>You must copy the Data directory and whatever files and folders it contains to the Symantec Management Platform 7.0 computer.</p>

Table 4-2 Process for migrating Notification Server 6.x data with an off-box upgrade (*continued*)

Step	Action	Description
Step 6	Import the 6.x data into Symantec Management Platform.	<p>On the Symantec Management Platform 7.0 computer, you return to the Symantec Installation Manager dialog box that displayed the link to the installation package for the migration wizard. When you click OK on this dialog box, the migration wizard starts. If Symantec Installation Manager is not running, you can start the migration wizard manually. The migration wizard lets you import the 6.x data from the data store file into Symantec Management Platform.</p> <p>See “About Altiris Notification Server Migration Wizard” on page 47.</p> <p>See “Importing Notification Server 6.x data to Symantec Management Platform 7.0” on page 60.</p>
Step 7	Make any modifications to the imported data that are needed for it to work with 7.0 features.	<p>You must modify some 6.x data after it is migrated to make it compatible with new 7.0 features. For example, a migrated 6.x software delivery package is not compatible with Quick Delivery and Managed Software Delivery in Software Management Solution. Before you can use these delivery methods to deliver the migrated package, you must assign the package to a software resource.</p> <p>For more information, see the topic on assigning a 6.x package to a software resource in the <i>Symantec Management Platform Help</i>.</p>

Exporting Notification Server 6.x data to a data store file

When you upgrade from Notification Server 6.x to Symantec Management Platform 7.0, you can migrate most of the Notification Server 6.x data. One step in the migration process is to export the 6.x data to a data store file. You use Altiris Notification Server Migration Wizard to export 6.x data to a data store file. The migration wizard lets you select the data to export.

See [“About data migration”](#) on page 45.

See [“About the data store file”](#) on page 47.

With an on-box upgrade, you must export all of the 6.x data at one time. With an off-box upgrade, you can perform multiple exports and create multiple data store files.

To export Notification Server 6.x data to a data store file

- 1 Do one of the following to start the migration wizard in export mode:
 - With an on-box upgrade, Symantec Installation Manager installs and starts the migration wizard by default.
 During the installation process, Symantec Installation Manager detects that Notification Server 6.x is installed. Before it uninstalls Notification Server 6.x, it installs and starts the migration wizard in export mode. See [“Migrating Notification Server 6.x data with an on-box upgrade”](#) on page 48.
 - With an off-box upgrade, install the migration wizard installation package on the Notification Server 6.x computer.
 After Symantec Installation Manager installs the 7.0 products, it provides instructions for installing the migration wizard on the Notification Server 6.x computer. After you install the migration wizard, it starts in export mode. You can also manually run the migration wizard to perform subsequent exports.
 See [“Migrating Notification Server 6.x data with an off-box upgrade”](#) on page 50.

See [“About Altiris Notification Server Migration Wizard”](#) on page 47.
- 2 If the **Welcome** page of the migration wizard appears, click **Next**.
- 3 On the **Export / Import Task Selection** page, specify a name and location for the data store file, and click **Next**.
 The default name has three parts: the word Store, the date, and the time. The data store extension must be .adb.
- 4 On the **Exporter Configuration** page, select the data to export, and click **Next**.
 See [“Exporter Configuration or Importer Configuration page”](#) on page 54.
- 5 On the **Product Readiness Check** page, review the messages, and click **Next**.
 This page displays each product that has data that is not included in the export. To view an explanation of why the data is not included, click in the **Message** column.
- 6 If the product readiness warning message appears, click **Yes**.
 This message indicates that not all products meet the product readiness check. To view the explanations for any product readiness warnings, click **No**, and then click **Back**.

- 7 On the **Task Summary** page, verify that the migration wizard is about to perform the correct tasks, and click **Next**.
- 8 When the message that the data export has completed successfully appears, click **OK**.
If the data is not exported successfully, a message with instructions appears.
- 9 (Optional) To display details about each action, check **Show Details**.
- 10 Click **Finish**.

Exporter Configuration or Importer Configuration page

These configuration pages let you select the products whose data you want to migrate. For each product, you can select the exporters or importers to use. These exporters or importers define what data is migrated. For each exporter or importer, you can filter the data to export or import. To access these configuration pages, run Altiris Notification Server Migration Wizard. The Exporter Configuration page appears when the migration wizard runs in export mode. The Importers Configuration page appears when the migration wizard runs in import mode.

See [“About data migration”](#) on page 45.

See [“About Altiris Notification Server Migration Wizard”](#) on page 47.

Table 4-3 Options on the configuration pages

Option	Description
Products	Displays the products whose data you can migrate. Data is exported or imported only for the products that are checked.
Importers or Exporters	Displays the exporters or importers for the product that is selected in the Products section. Data is exported or imported only for the exporters or importers that are checked in the Enabled column.

Table 4-3 Options on the configuration pages (*continued*)

Option	Description
Filters	<p>Displays a dialog box that lets you filter the data that an exporter or importer migrates as follows:</p> <ul style="list-style-type: none"> ■ You can uncheck any item that you don't want to migrate. ■ The Details option lets you display the Filter Details dialog box. <p>You can sometimes change a value on the Filter Details dialog box. For example, when you import a locally stored package file, you can sometimes change the drive to which it is migrated.</p> <p>For more information, see Migration of 6.x data to Symantec Management Platform 7.0.</p>

About the Store Browser

The Store Browser lets you do the following with data store files:

- Analyze the data before you import it.
 The Store Browser lets you view each table and the data in each row of a table before you import the data. If you perform multiple imports, you can view the data to determine what data to import next.
- Export specific data to create a smaller data store file.
 If you encounter errors when you import data, you may need to send a data store file that contains the data to Symantec Technical Support. The Store Browser lets you export specific data to create a smaller data store file that is more portable.
 See [“Exporting data from a data store file”](#) on page 57.
- View differences between two data store files.
 If you have two similar data store files, you can use the StoreDiff utility to create a data store file that highlights their differences. The Store Browser lets you open this data store file and view the differences.
 See [“Comparing two data store files”](#) on page 58.

See [“About the data store file”](#) on page 47.

See [“Viewing the data in a data store file ”](#) on page 56.

By default, the EXE for the Store Browser is installed at C:\Program Files\Altiris\Upgrade. With an off-box upgrade, this file is installed on the

Notification Server 6.x computer and the Symantec Management Platform 7.0 computer.

Viewing the data in a data store file

When you upgrade from Notification Server 6.x to Symantec Management Platform 7.0, you can migrate most of the Notification Server 6.x data. To migrate the 6.x data, you export it to a data store file and then import it into Symantec Management Platform 7.0.

See [“About data migration”](#) on page 45.

See [“About the data store file”](#) on page 47.

After you create a data store file, you can use the Store Browser to view the data in the data store file.

See [“About the Store Browser”](#) on page 55.

To view the data in a data store file

- 1 Start the Store Browser.

By default, this file is installed at C:\Program Files\Altiris\Upgrade.

- 2 In the **Store Browser**, on the **File** menu, click **Open** and select the data store file.
- 3 In the **Table Name** column, select a table.

The rows of the table appear in the right pane.

- 4 To search for specific data, use the following options at the bottom of the right pane:

Starting index	Type a number of a table row, and click Refresh . The table row becomes the first row in the right pane.
Find	Type the search criteria, and select the columns of the table in which to perform the search. All rows in the table that match the search criteria are highlighted. To use regular expressions for the search criteria, check Regex .
Inverse	Check this option to highlight the text that does not match the search criteria.
Regex	Check this option to perform a search with regular expressions. You then type the regular expression in Find .
Refresh	Click this option to complete the search.
Find Next	Click this option to move to the next row that matches the search criteria.

- 5 If a table row has an **Xml** column, do the following to view the XML:
- Double-click the row.
 - In the **Data View for table** dialog box, on the first **Column** drop-down list, click **Xml**.
The XML appears in the **Value** pane.
 - On the second **Column** drop-down list, click **View as XML**.

Exporting data from a data store file

If you encounter errors when you import data from a data store file, you may need to send the file to Symantec Technical Support. For a large file, you can use Store Browser to create a data store that is a subset of the original data store file. You can export the data that causes the errors and then send this smaller file to support so that they can help resolve the problem.

See [“About the Store Browser”](#) on page 55.

See [“About the data store file”](#) on page 47.

When you export data with the Store Browser, you can select the data tables to export and the specific rows in the data tables. You can specify the rows to export with row numbers, row ranges, or a data string.

To export data from a data store file

- 1 Double-click `StoreBrowser.exe`.

By default, this file is installed at `C:\Program Files\Altiris\Upgrade`. With an off-box upgrade, this file is installed on the Notification Server 6.x computer and the Symantec Management Platform 7.0 computer.

- 2 In the **Store Browser**, on the **File** menu, click **Open**, and select the data store file that contains the data.
- 3 On the **File** menu, click **Export Data**.
- 4 In the **Export Data Form** dialog box, in the **Export** column, check the tables whose data you want to export.

The `NSCore.ExporterVersionInfo` table is always exported. It contains data that the migration wizard needs to import the data from the data store file.

- 5 To export the data for specific rows of a table, click in the **Rows to Export** column and specify the rows as follows:
 - In the **Export Options Form** dialog box, click **Specified Rows**.
 - To specify rows by row number, check **Row Ranges**, and list the rows.
 - To specify the rows that contain a data string, check **Containing String**, and define the string.
 - Click **OK**.
- 6 In the **Export Data Form** dialog box, in **Destination Store**, specify the name and location for the new data store file.
- 7 Click **Export**.

Comparing two data store files

With an off-box upgrade, you can export the same type of 6.x data to a data store file multiple times. If the data on the Notification Server 6.x computer changes between exports, then subsequent data store files contain differences. You can use the `StoreDiff` utility to compare two data store files.

When you compare two data store files that are different, a data store file is created that contains the differences. You then use Store Browser to view this data store file and see the differences. You can use this information to determine the data

to import. The data store file that StoreDiff creates cannot be used to import data into Symantec Management Platform 7.0.

See “[About the data store file](#)” on page 47.

See “[About the Store Browser](#)” on page 55.

To compare two data store files

- 1 Start the StoreDiff utility.

By default, the EXE for the StoreDiff utility is installed in the C:\Program Files\Altiris\Upgrade directory. It is installed on the Notification Server 6.x computer and the Symantec Management Platform 7.0 computer.

- 2 On the **Compare Data Stores** dialog box, click **Browse** to select each of the data store files.

- 3 In **Diff Store**, specify the name and location for the new data store file.

This data store file highlights the differences between the two data stores.

- 4 Click **Generate Diff**.

- 5 On the message that appears, click **OK**.

The message either states that the two data store files are identical or that a new data store file is generated. If a new data store file is generated, the **Store Browser** opens.

- 6 In the **Store Browser**, on the **File** menu, click **Open**, and select the new data store file.

- 7 On the **Diff Store Summary** dialog box, click **OK**.

This dialog box lists the data store files that are compared in this new data store file.

This dialog box also has the following color key for the differences between the two data store files:

Green	New data that exists only in the second data store.
Yellow	Deleted data that exists only in the first data store.
Salmon	Data that exists in both data stores but is different.

- 8 In the left pane of the **Store Browser**, select a table that is shaded with one of the three colors.

Only the tables that have differences between the two data store files are shaded.

- 9 In the right pane, view the rows that have differences between the two data store files.
- 10 If a table row has an **Xml** column, do the following to view the XML:
 - Double-click the row.
 - In the **Data View for table** dialog box, on the first **Column** drop-down list, click **Xml**.
The XML appears in the **Value** pane.
 - On the second **Column** drop-down list, click **View as XML**.

Importing Notification Server 6.x data to Symantec Management Platform 7.0

When you upgrade from Notification Server 6.x to Symantec Management Platform 7.0, you can migrate most of the Notification Server 6.x data. One step in the migration process is to import the Notification Server 6.x data from a data store file into Symantec Management Platform 7.0. You use Altiris Notification Server Migration Wizard to import this data.

See [“About the data store file”](#) on page 47.

See [“About Altiris Notification Server Migration Wizard”](#) on page 47.

When the migration wizard runs in import mode, it lets you select the data to import. You can select the products whose data you want to import. For each product, you can select the importers to use. For each importer, you can filter the data to import.

You can import all of the data at one time or perform multiple imports and import the data in stages. For example, you can perform an import for each product and then check the data after each import. If you don't import all of the data initially, you must manually run the migration wizard for subsequent imports. If you import the same data twice, the last import overwrites any previous import.

After the 6.x data is imported, you can access it in the **Symantec Management Console**.

To import Notification Server 6.x data into Symantec Management Platform 7.0

- 1 Do one of the following to start the migration wizard in the import mode:
 - For the initial import, use Symantec Installation Manager to work through the upgrade process and to start the migration wizard.
See [“Migrating Notification Server 6.x data with an on-box upgrade”](#) on page 48.

See [“Migrating Notification Server 6.x data with an off-box upgrade”](#) on page 50.

- For subsequent imports, locate the migration wizard EXE, and run it manually.

- 2 If the **Welcome** page appears, click **Next**.
- 3 On the **Export / Import Task Selection** page, select the data store file you created when you exported the 6.x data, and click **Next**.

With an on-box upgrade, the file is selected.

- 4 On the **Importer Configuration** page, select the data to import, and click **Next**.

See [“Exporter Configuration or Importer Configuration page”](#) on page 54.

- 5 On the **Product Readiness Check** page, review the messages, and click **Next**.

This page displays each product that has data that is not included in the import. To view an explanation of why the data is not included, click in the **Message** column.

- 6 On the **Task Summary** page, verify the migration tasks the wizard is about to perform, and click **Next**.
- 7 When the message that the data import has completed successfully appears, click **OK**.

If the data is not imported successfully a message with instructions appears.

- 8 (Optional) To display each actions sub-actions, check **Show Details**.
- 9 Click **Finish**.

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