

Symantec™ Workflow 7.1 MP1 Release Notes



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Symantec™ Workflow 7.1 MP1 Release Notes

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About Symantec™ Workflow 7.1 MP1

Symantec Workflow provides advanced logic and workflow capability to Notification Server and the Symantec solutions. It lets you use pre-built workflow and workflow packs, and also lets you build custom workflow processes.

This product is part of the following suites:

- [Altiris™ IT Management Suite from Symantec™](#)

What's new in this version

Symantec Workflow 7.1 includes several new features.

Table 1-1 List of new features

Feature	Description
New module in the Symantec Management Platform controls deployment and publishing.	The new module is named Enterprise Management.
User interface is reworked for Workflow Manager.	The tools that go along with Workflow Manager are now named Workflow Explorer. To view the tools, click Start > Programs > Symantec > Workflow Designer > Tools .
Creating a new project is made easier.	<ul style="list-style-type: none">■ A new wizard is provided to help you select a project type. To see this wizard, after you open a new project in Workflow Manager, click Help me decide.■ When you create a new project, you can select the template projects.
All projects now include a critical errors model in each project as a default.	The critical errors model runs when any errors in the workflow happen that are not handled by exception triggers. The default behavior of this model is to log the error to the Process Manager database.
A new tool that compares projects is provided.	The tool helps to compare projects to each other after you update workflows from solutions such as ServiceDesk, then receive an update from ServiceDesk that needs to be merged with your own personal updates.
In the Symantec Management Platform, there is a repository for workflow projects.	The Workflow Repository manages versions of projects through Workflow Manager. This lets you centrally store projects in the Configuration Management Database (CMDB) and share them with colleagues.
Licensing is removed.	Workflow is delivered free of license.

General installation and upgrade information

You install this product by using the Symantec Installation Manager. You can download the installation files directly to your server or you can create offline installation packages.

For more information, see the *IT Management Suite Implementation Guide* at <http://www.symantec.com/docs/DOC3464>.

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

- *IT Management Suite Migration Guide version 6.x to 7.1* at <http://www.symantec.com/docs/DOC3549>
- *IT Management Suite Migration Guide version 7.0 to 7.1* at <http://www.symantec.com/docs/DOC3550>

System requirements

Hardware prerequisites

The hardware requirements for Workflow match standard ASP.NET runtime requirements. The following minimum hardware configuration is recommended:

Table 1-2 Hardware prerequisites

Workflow piece	Prerequisites
Workflow Server	The prerequisites for installing Workflow Server are as follows: <ul style="list-style-type: none">■ Dual processor■ 4 GB RAM
Workflow Designer	The prerequisites for installing Workflow Designer are as follows: <ul style="list-style-type: none">■ 2 GHZ processor■ 1 GB of free disk space■ 3 GB RAM

Software prerequisites

Workflow Solution includes a number of pieces that can be installed on the same or on different computers. If you install all of them on one computer, that computer

must meet all the prerequisites that are listed in the table. If you install only one piece, the host computer must meet the prerequisites for that piece.

Table 1-3 Software prerequisites

Workflow piece	Prerequisites
Workflow Solution	<p>The prerequisites for installing Workflow Solution are as follows:</p> <ul style="list-style-type: none"> ■ Microsoft .NET Framework 3.5 ■ Symantec Management Platform 7.1 ■ Symantec Management Platform Webservice 7.1 ■ Symantec Administrator ASDK
Workflow Server	<p>The prerequisites for installing Workflow Server are as follows:</p> <ul style="list-style-type: none"> ■ Microsoft .NET Framework 3.5 ■ Microsoft IIS 6.x or higher
Workflow Designer	<p>The prerequisites for installing Workflow Designer are as follows:</p> <ul style="list-style-type: none"> ■ Microsoft .NET Framework 3.5 ■ Workflow Server (Workflow Server is installed automatically during Workflow Designer installation) ■ Microsoft IIS 6.x or higher
Process Manager	<p>The prerequisites for installing Process Manager are as follows:</p> <ul style="list-style-type: none"> ■ Microsoft .NET Framework 3.5 ■ Microsoft IIS 6.x or higher ■ Microsoft SQL Server 2005 or SQL Express ■ Workflow Server (Workflow Server is installed automatically during Workflow Designer installation)

Operating system compatibility

You can run Workflow Designer, Workflow Server, and Process Manager on many operating systems. However, Symantec recommends that you run them only on the operating systems that are listed in the table.

Table 1-4 Operating system compatibility

Workflow Designer	Workflow Server	Process Manager	Workflow Solution
<ul style="list-style-type: none"> ■ Windows XP SP3 32-bit ■ Windows Vista SP2 32-bit 	<ul style="list-style-type: none"> ■ Windows Server 2003 R2 SP2 32-bit ■ Windows Server 2003 R2 SP2 64-bit ■ Windows Server 2008 R2 64-bit 	<ul style="list-style-type: none"> ■ Windows Server 2003 R2 SP2 32-bit ■ Windows Server 2003 R2 SP2 64-bit ■ Windows Server 2008 R2 64-bit 	Workflow Solution supports all operating systems that Symantec Management Platform supports.

Known issues

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

For the most up-to-date information, latest workarounds, and other technical support information about this solution, see the [Technical Support knowledge base](#).

Table 1-5 Known issues

Issue	Description	Article link
It is not possible to log on to the Process Manager with the Administrator credentials after you change the Administrator password in the Process Manager portal.	You should not use the Process Manager portal to change the Administrator password. Instead, change the Administrator password through the ChangeAdminPassword.exe utility that you run on the Workflow Server. You can find it in the <code>ProcessManager</code> directory, which is in the root of the Workflow installation directory.	

Fixed issues

The following are the previous issues that were fixed in this release. If additional information about an issue is available, the issue has a corresponding Article link.

Table 1-6 Fixed issues

Issue	Description	Article link
It is not possible to use non-ASCII characters when searching certain items in Process Manager.	In Process Manager, when you use a search term that contains non-ASCII characters to search a knowledge base article or a document, no results are returned.	

Table 1-6 Fixed issues (*continued*)

Issue	Description	Article link
	When you open an incident, the ticket opens in the full process view, not the incident process view.	
After the upgrade, the processes do not load.	After you upgrade from Workflow Solution 7.0 MR2 to Workflow 7.1, the processes do not load.	
	Workflow-specific privileges do not get applied to the users.	
	When you run a deployed workflow on Microsoft IIS 7, you get a blank page.	
When you use the WordtoPdf conversion component, the document that contains a graphic file generates an error.	The error is as follows: Image file cannot be written to disk. When saving the document to a stream either PdfExportImagesFolder should be specified or custom streams should be provided via PdfExportImageSaving event handler. Please see documentation for details.	
ServiceDesk Installer stops responding.	ServiceDesk Installer stops responding when in the installation wizard you click Back . Error 404 is displayed.	
	All fields for searching a user are case-sensitive.	
	You cannot add root pages of Document Library type in the Process Manager portal.	
	You cannot add documents on the Process View page.	
	When you select Data Type for Grid component, an object reference error is displayed.	

Other things to know

The following are things to know about this release. If additional information about an issue is available, the issue has a corresponding Article link.

Table 1-7 Other things to know

Issue	Description	Article link
When you uninstall Workflow Solution through Symantec Installation Manager, Workflow Server remains installed on the server.	This is done intentionally so that it does not interfere with the workflows that are in process. To remove Workflow Server, you must manually run the uninstall.	

Documentation that is installed

Table 1-8 Documentation that is included into the product installation

Document	Description	Location
Help	<p>Information about how to use this product.</p> <p>Help is available at the solution level and at the suite level.</p> <p>This information is available in HTML help format.</p>	<p>The Documentation Library, which is available in the Symantec Management Console on the Help menu.</p> <p>Context-sensitive help is available for most screens in the Symantec Management Console.</p> <p>You can open context-sensitive help in the following ways:</p> <ul style="list-style-type: none"> ■ The F1 key when the page is active. ■ The Context command, which is available in the Symantec Management Console on the Help menu.
User Guide	<p>Information about how to use this product.</p> <p>This information is available in PDF format.</p>	<ul style="list-style-type: none"> ■ The Documentation Library, which is available in the Symantec Management Console on the Help menu. <p>The Documentation Library provides a link to the PDF User Guide on the Symantec support Web site.</p> <ul style="list-style-type: none"> ■ Supported Products page
Symantec Management Platform Help	Information about how to use the Symantec Management Platform	Same as above.

Other information

Table 1-9 Information resources that you can use to get more information

Document	Description	Location
Implementation Guide	Information about how to install, configure, and implement this product. This information is available in PDF format.	<ul style="list-style-type: none"> ■ The Documentation Library, which is available in the Symantec Management Console on the Help menu. The Documentation Library provides a link to the PDF Implementation Guide on the Symantec support Web site. ■ Supported Products page
<i>ITMS 7.1 Implementation Guide</i>	Information about capacity recommendations, design models, scenarios, test results, and optimization best practices to consider when planning or customizing ITMS.	http://www.symantec.com/docs/DOC3464
<i>Symantec Management Platform User Guide</i>	Information about using the Symantec Management Platform.	Symantec Management Platform Documentation page
<i>Symantec Management Platform Release Notes</i>	Information about new features and important issues in the Symantec Management Platform.	Symantec Management Platform Documentation page
<i>Symantec Management Platform Installation Guide</i>	Information about using Symantec Installation Manager to install the Symantec Management Platform products.	http://go.symantec.com/sim_doc
Knowledge base	Articles, incidents, and issues about this product.	SymWISE support page
Symantec Connect	An online magazine that contains best practices, tips, tricks, and articles for users of this product.	Symantec Connect page