



Altiris Plug-in User Guide

Version 3.1

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Contents

Page 4	Overview
Page 4	Requirements
Page 5	Installing the Altiris Plug-in
Page 5	Configuring the Altiris Plug-in
Page 6	Troubleshooting the Altiris Plug-in Enabling Debug Mode
Page 7	Release History
Page 7	Known Issues

Overview

The Altiris plug-in sends inventory information from the JAMF Software Server (JSS) to an Altiris database. It uses the JSS Events API to ensure that the Altiris database always has the most up-to-date hardware and software information for the computers and mobile devices in your JSS.

Note: Inventory information acquired using Recon.exe and sent from the JSS to an Altiris database may be less complete than inventory information that is acquired using Altiris on Windows computers.

Requirements

Installing and configuring the Altiris plug-in requires:

- The JSS v8.6 or later
- A JSS user account with privileges to read computers and mobile devices

For instructions on granting privileges to JSS user accounts, see the *Casper Suite Administrator's Guide*.

Note: If you are using the JSS v8.7 or earlier, these privileges are API privileges.

- The following components installed on the server that hosts the Altiris database:
 - Altiris Client Management Suite 7.1
 - Symantec Administrator SDK (ASDK) 7.1
 - (Optional) Altiris Mobile Management 7.2
 - Java 1.6
- Credentials for an Active Directory account, or a local administrator account on the server that hosts the Altiris database. This user must be a member of the "Symantec Administrators" group in Altiris and have read/write privileges to the Altiris database.

Installing the Altiris Plug-in

1. On the server that hosts the JSS, extract the Altiris plug-in ZIP file.
2. Run the JSS_Altiris_PluginInstaller_3.0.jar file.
 - On OS X and Linux, execute a command similar to the following:

```
sudo java -jar /path/to/JSS_Altiris_PluginInstaller_3.0.jar
```

- On Windows, run Command Prompt as an administrator and execute a command similar to the following:

```
java -jar /path/to/JSS_Altiris_PluginInstaller_3.0.jar
```

3. When prompted to restart Tomcat, type "y" to proceed.

Configuring the Altiris Plug-in

1. Log in to the JSS with a web browser.
2. Navigate to the Altiris plug-in settings page:
 - If the version of the JSS is 9.0 or later, navigate to <https://jss.mycompany.corp:8443/pluginSettings.html?plugin=altiris>.
 - If the version of the JSS is 8.7 or earlier, navigate to <https://jss.mycompany.corp:8443/AltirisPluginSettings.html>.
3. Select **Enable Plug-in**.
4. Enter credentials for a JSS user account.

The account must have privileges to read computers and mobile devices.
5. Enter the URL of the server that hosts the Altiris database.

The URL must include the correct protocol and domain. For example, "https://altiris.mycompany.corp".
6. Enter credentials for an Active Directory account, or a local administrator account on the server that hosts the Altiris database.

This user must be a member of the "Symantec Administrators" group in Altiris and have read/write privileges to the Altiris database.
7. Choose which inventory information you want to send to Altiris.
8. Click **Save** or **Save Settings**.

Troubleshooting the Altiris Plug-in

The location of the log for the Altiris plug-in varies depending on the platform and the location of the JSS. If your JSS is installed in the default location, the log is located in one of the following locations on the JSS host server:

- **OS X:** /Library/JSS/Logs/
- **Linux:** /usr/local/jss/logs/
- **Windows:** C:\Program Files\JSS\Logs\

Enabling Debug Mode

1. Log in to the JSS with a web browser.
2. Navigate to the Altiris plug-in settings page:
 - If the version of the JSS is 9.0 or later, navigate to <https://jss.mycompany.corp:8443/pluginSettings.html?plugin=altiris>.
 - If the version of the JSS is 8.7 or earlier, navigate to <https://jss.mycompany.corp:8443/AltirisPluginSettings.html>.
3. Select **Debug Mode**.
4. Click **Save** or **Save Settings**.

Release History

Version	Changes
v2.0	<ul style="list-style-type: none">▪ Added support for mobile devices.▪ Added Debug mode.▪ Added support for international characters.
v3.0	Re-implemented the plug-in to interact with the JSS Events API, allowing inventory information from the JSS to be updated in Altiris in real time.
v3.1	<ul style="list-style-type: none">▪ Added support for the JSS v9.0 or later.▪ Fixed an issue that prevented the Altiris plug-in from sending information for computers in the JSS that do not have a UDID.▪ Fixed an issue that prevented the Altiris plug-in from being installed on Windows.▪ Fixed an issue that prevented the Altiris plug-in from being installed on a server multiple instances of the JSS web application.▪ Fixed an issue that prevented the Altiris plug-in from sending information for computers when the collection of UNIX executables is enabled in the JSS v8.7 or earlier.▪ Fixed an issue that caused the Altiris plug-in to create a duplicate computer record in Altiris when inventory is updated for the computer in the JSS.

Known Issues

The following are known issues in the Altiris plug-in v3.1:

- When you upgrade the JSS, you need to re-install the Altiris plug-in.
- If your JSS is hosted on a Windows server, some international characters may not be exported properly.