



Altiris Plug-in User Guide

Version 3.0

JAMF Software, LLC
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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 Casper Suite or Recon Suite v8.6 running in your environment
- A JSS user account with the following API privileges:
 - Read Computers
 - Read Mobile Devices

For instructions on granting API privileges to JSS user accounts, see the "Managing JSS User Accounts" section of the *Casper Suite Administrator's Guide*.

- 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
```

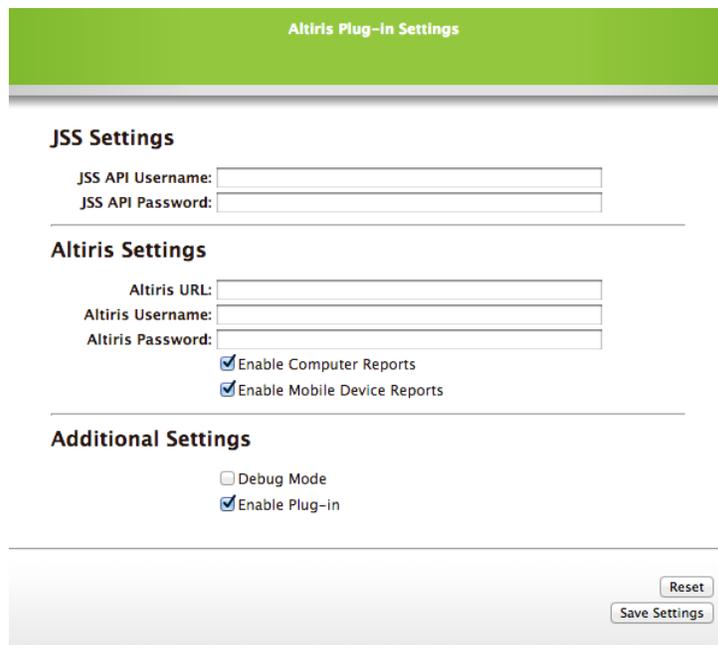
- On Windows, run Command Prompt as an administrator and execute a command similar to the following:

```
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 <https://jss.mycompany.corp:8443/AltirisPluginSettings.html>.
3. Enter credentials for a JSS user account with API privileges to read computers and mobile devices.



The screenshot shows the 'Altiris Plug-in Settings' web interface. It features a green header bar with the title 'Altiris Plug-in Settings'. Below the header, the settings are organized into three sections: 'JSS Settings', 'Altiris Settings', and 'Additional Settings'. The 'JSS Settings' section contains two text input fields for 'JSS API Username' and 'JSS API Password'. The 'Altiris Settings' section includes three text input fields for 'Altiris URL', 'Altiris Username', and 'Altiris Password', followed by two checked checkboxes: 'Enable Computer Reports' and 'Enable Mobile Device Reports'. The 'Additional Settings' section has two checkboxes: 'Debug Mode' (unchecked) and 'Enable Plug-in' (checked). At the bottom right of the form, there are two buttons: 'Reset' and 'Save Settings'.

4. 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".

5. 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.
6. Choose which inventory information you want to send to Altiris.
7. Select the **Enable Plug-in** checkbox, and then click **Save Settings**.

Troubleshooting the Altiris Plug-in

The log for the Altiris plug-in is located in one of the following locations on the server that hosts the JSS:

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

To enable Debug mode for the Altiris plug-in:

1. Log in to the JSS with a web browser.
2. Navigate to <https://jss.mycompany.corp:8443/AltirisPluginSettings.html>.
3. Select the **Debug Mode** checkbox, and then click **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.

Known Issues

The following are known issues in the Altiris plug-in v3.0:

- 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.