



# Altiris Plug-in User Guide

Version 3.2

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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 JSS v9.4 or later
- The following components installed on the server that hosts the Altiris database:
  - Altiris Client Management Suite v7.5
  - Symantec Administrator SDK (ASDK) v7.5
  - (Optional) Altiris Mobile Management v7.2
  - Java v1.6
- 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.
- (JSS v9.4 or later) A JSS user account with privileges to read:
  - Computers
  - Smart computer groups
  - Static computer groups
  - Mobile devices
  - Smart mobile device groups
  - Static mobile device groups

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

# 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.jar` file.
  - On OS X and Linux, execute a command similar to the following:

```
sudo java -jar /path/to/JSS_Altiris_PluginInstaller.jar
```

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

```
java -jar /path/to/JSS_Altiris_PluginInstaller.jar
```

**Note:** To view a list of optional command-line arguments before running the installer, enter `--help` or `-h` after the name of the JAR file.

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

To access the Settings page for the plug-in, accounts that do not have full access to the plug-in will need to be granted "read" and/or "update" privileges. To grant these privileges, view the account in the JSS, click the Privileges tab, and then select the **Read** and/or **Update** checkbox for the **Plugin Settings** privilege as needed.

## Configuring the Altiris Plug-in

1. Log in to the JSS with a web browser.
2. Navigate to the Altiris plug-in settings page:  
`https://jss.mycompany.corp:8443/pluginSettings.html?plugin=altiris`
3. Select **Enable Plug-in**.
4. Enter credentials for a JSS user account.  
The account must have privileges specified in the "Requirements" section.
5. Enter the URL of the server that hosts the Altiris database.  
The URL must include the correct protocol and domain. For example, "`http://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**.
9. (Optional) To manually send inventory information to Altiris, click **Export Manually** and then follow the onscreen instructions.

## 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:  
<https://jss.mycompany.corp:8443/pluginSettings.html?plugin=altiris>
3. Select **Debug Mode**.
4. Click **Save** or **Save Settings**.

# Release History

Version	Changes
v3.2	<ul style="list-style-type: none"><li>▪ Added support for exporting Android devices to Altiris in the JSS v9.4 or later.</li><li>▪ Added support for exporting device ownership type to Altiris in the JSS v9.4 or later.</li><li>▪ Added an assistant to allow administrators to send mobile device or computer groups to Altiris on demand.</li><li>▪ Added the debug flag -d or -debug to the installer to assist with troubleshooting installation issues.</li><li>▪ Fixed an issue where the Client Date field in the Aex_AC_Identification table was empty.</li><li>▪ Fixed an issue where some users were reporting an error saving the settings for the plug-in.</li><li>▪ Fixed an issue parsing the version numbers of the JSS.</li><li>▪ Fixed an issue in the installer that caused it to fail if Tomcat 7.0 was not installed.</li></ul>
v3.11	<ul style="list-style-type: none"><li>▪ Added support for the JSS v9.1.</li><li>▪ Fixed an issue that caused the secondary MAC address instead of the primary MAC address to appear in the Altiris database. The secondary MAC address is now used only if the primary is unavailable.</li><li>▪ Fixed an issue that prevented the following fields from being populated in the Altiris database:<ul style="list-style-type: none"><li>▪ Physical (Defaults to "1")</li><li>▪ Routable (Defaults to "1" if the computer has an IP address in the JSS)</li><li>▪ IP Routing Enabled (Defaults to "0")</li><li>▪ WINS Proxy Enabled (Defaults to "0")</li></ul></li></ul>

v3.1	<ul style="list-style-type: none"> <li>▪ Added support for the JSS v9.0.</li> <li>▪ Fixed an issue that prevented the Altiris plug-in from sending information for computers in the JSS that do not have a UDID.</li> <li>▪ Fixed an issue that prevented the Altiris plug-in from being installed on Windows.</li> <li>▪ Fixed an issue that prevented the Altiris plug-in from being installed on a server multiple instances of the JSS web application.</li> <li>▪ 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.</li> <li>▪ 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.</li> </ul>
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.
v2.0	<ul style="list-style-type: none"> <li>▪ Added support for mobile devices.</li> <li>▪ Added Debug mode.</li> <li>▪ Added support for international characters.</li> </ul>

## Known Issues

The following are known issues in the Altiris plug-in v3.2:

- 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.