Altiris™ Software Portal 7.1 SP2 from Symantec™ User Guide

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http://www.symantec.com

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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.

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- Telephone and Web-based support that provides rapid response and up-to-the-minute information
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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.

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- 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:
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  - 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:

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Customer service

Customer service information is available at the following URL:

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

- Questions regarding product licensing or serialization
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- Latest information about product updates and upgrades
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- 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	supportsolutions@symantec.com

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Symantec Early Warning Solutions	These solutions provide early warning of cyber attacks, comprehensive threat analysis, and countermeasures to prevent attacks before they occur.
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To access more information about Enterprise services, please visit our Web site at the following URL:

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Select your country or language from the site index.

Contents

Chapter 1

Introducing the Software Portal

This chapter includes the following topics:

About the Software Portal

The Software Portal lets users submit requests and install software through a Web-based interface with little or no administrator involvement. This self-service approach to software delivery reduces help desk calls and simplifies the process of requesting and delivering software. Because the Software Portal uses predefined software information and delivery settings, it can automate most of the deliveries that result from the software requests.

The administrator who sets up the Software Catalog decides which software each user or group of users is allowed and specifies which software requires approval. These settings determine the amount of intervention that is required for specific software requests. Requests for pre-approved software require no further action from anyone. Requests for other standard software require approval from a manager or an administrator but upon approval, the software delivery is automatic. Only the requests for non-standard software require the manager or the administrator to take further action to deliver the software.

The Software Portal is installed on the client computers. Therefore, the users can create requests and the managers can approve the requests without requiring access to the Symantec Management Console.

The Software Portal supports requests for Windows and Mac OS software.

See "Software request workflow" on page 14.

See "Requesting software in the Software Portal" on page 25.

See "Processing a software request" on page 34.

What you can do with the Software Portal

The actions that you can perform in the Software Portal are as follows:

- Configure your profile to enter your user information and preferences.
  See "Setting up the Software Portal with your user profile" on page 20.
- Request software. (Windows and Mac OS only)
  You can request the software that is standard for your organization, which is known as listed software. You also can request non-standard software, which is known as unlisted software. For example, unlisted software can be a special utility that you need for your work but that no one else in the organization needs.
  See "Requesting software in the Software Portal" on page 25.
- Review and manage your software requests.
  See "Reviewing or adding comments to a software request" on page 29.
  See "Canceling a software request" on page 30.
- Review the software requests and approve or deny them, if you are a manager.
  See "Processing a software request" on page 34.
  Some requests might also need an administrator's approval.

Chapter 2

Introducing software requests

This chapter includes the following topics:

About the software in the Software Portal

An administrator adds software to the Software Portal and configures the settings and the permissions that let users request the software. The terms that describe these settings and permissions appear on the Software Portal pages where the software is displayed.

See "About the Software Portal" on page 9.

Table 2-1 Terms that describe the software in the Software Portal

Term	Description
Listed	The software that is in the Software Catalog and published to the Software Portal for the current user. Listed software is available for the user to request. If it is not recommended for the current user, it does not appear on the user's **Home** page by default. The term **Listed** can also apply to a request for listed software.
Unlisted	Software that meets any of the following conditions: ■ The software is not in the Software Catalog. ■ The software is in the Software Catalog but is not published to the Software Portal. ■ The software is published to the Software Portal but not for the current user. Unlisted software cannot be delivered automatically on request. The term **Unlisted** can also apply to a request for unlisted software.
Approved	The listed software that is pre-approved for a specific user. Typically, the software that does not require a license is pre-approved. For example, Adobe Reader and the Google Toolbar do not require a license. Approved software is delivered or scheduled for delivery as soon as the user submits a request for it. No further action is needed. The person who publishes the software to the Software Portal can pre-approve it.
Recommended	The listed software that is recommended for a specific user. For example, the software that is part of the user's set of core applications should be recommended. Recommended software appears on the user's **Home** page by default. The user can also display all the software that is published for them. The person who publishes the software to the Software Portal can designate it as recommended.

About the approval of software requests

Every software request that is created in the Software Portal must be approved before the software is installed. Different user roles can approve the software requests, depending on the type of request and the stage of the software request process.

Table 2-2 Users who can approve software requests

Approver	When their approval is needed
Administrator, Software Catalog	The Software Catalog administrator can pre-approve software for specific users or groups when the software is published to the Software Portal. Pre-approval streamlines the request process by eliminating the need for additional intervention from the manager, administrator, or help desk. For example, the administrator can pre-approve a group of software tools that users in a specific department require.
Administrator, Software Portal	A request requires an administrator's approval in the following situations: ■ When the user is not assigned to a manager In this case, the request is sent directly to the administrator. ■ When a manager is out of the office or does not respond to a software request. ■ When the request is for an unlisted software resource and the manager assigns the request to the administrator An unlisted software resource is not in the Software Catalog or is not published to the Software Portal for the person who creates the request. A request for an unlisted software resource requires the manager or the administrator to take additional action. A manager who has access to the software can approve the request and provide the software to the user. A manager who does not have access to the software can approve the request and assign it to the administrator, who can provide the software. For example, the administrator can obtain new software or create a software delivery task.
Manager	A request requires a manager's approval when the software is not pre-approved for a user who is assigned to that manager. The software can be listed or unlisted. When a manager approves a request for listed software, the software is delivered. When a manager approves a request for unlisted software, the manager can choose to assign it to the Software Portal administrator for additional action. See "Processing a software request" on page 34.

Software request workflow

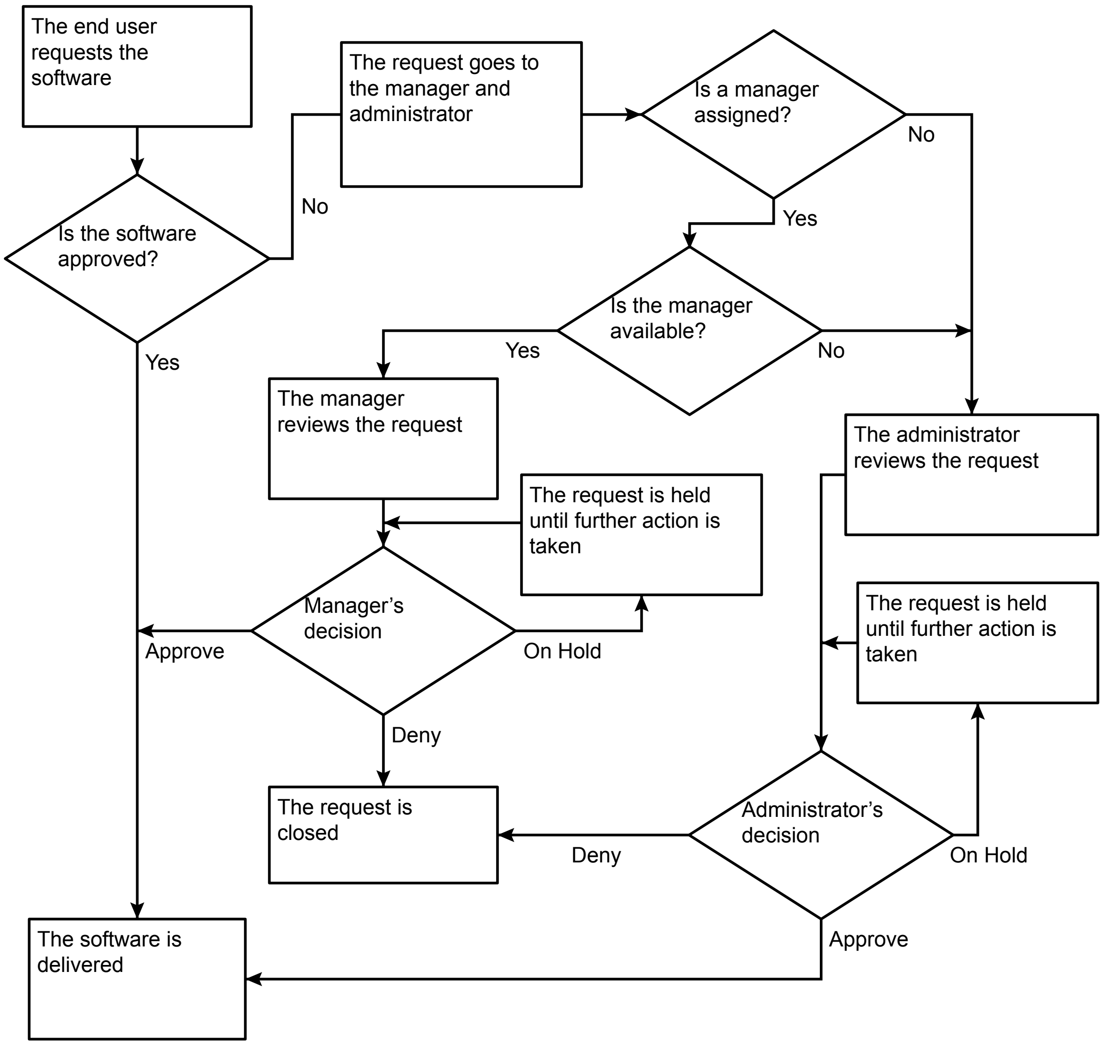
Figure 2-1 shows how a software request is processed through the Software Portal.

See "About the Software Portal" on page 9.

This diagram does not illustrate the additional steps that are required to deliver unlisted software. Unlisted software is either not in the Software Catalog or is not published to the Software Portal. Therefore, it cannot be delivered automatically and someone must take additional steps to deliver it.

See "About the approval of software requests" on page 12.

Figure 2-1 Software request workflow diagram for listed software



Statuses of software requests in the Software Portal

The status of a software request indicates its place in the Software Portal approval process. As a software request is processed, the user, manager, and administrator can check its status at any time.

A software request is created when a user uses the Software Portal to request software. A manager or an administrator processes a software request by changing its status.

See "Processing a software request" on page 34.

Users of the Software Portal can check the status of software requests from the following locations:

- Under the **Request Status** section on the user's **Home** page, the **Manager Portal** page, or the **Administrator Portal** page, depending on your user role.
- In any of the **Request Details** dialog boxes that appear when a request is opened.
- In the reports that are available in the Symantec Management Console. Typically, these reports are available to the administrator only.
- In the Web parts that are associated with the Software Portal.

Some of the statuses are used for reporting purposes only and do not appear on any pages or dialog boxes in the Software Portal.

Table 2-3 Statuses of software requests in the Software Portal

Status	Description
Approved (Complete)	The request is approved and the software is either installed or scheduled for installation.
Approved (Pending)	The request is for unlisted software and a manager approved it and sent it to an administrator for approval.
Canceled	The user canceled the request.
Closed	A request is closed when it has any of the following statuses: ■ Approved (Complete) ■ Canceled ■ Denied The Closed status does not appear in the **Request Status** list or in the **Request Details** dialog boxes. However, it is included in the messages that appear when someone tries to edit a request that is closed.

Table 2-3 Statuses of software requests in the Software Portal *(continued)*

Status	Description
Denied	The manager or the administrator denied the request.
Failure	An attempt to deliver the requested software was made and it failed. This status describes the software delivery rather than the software request. It appears on the Software Portal reports and the Web parts that appear in the Symantec Management Console.
On Hold	The manager or the administrator placed the request on hold pending further research. For example, the manager might place a request on hold and enter comments to ask the user to justify the need for the software. The administrator might need to check the availability of a license or obtain the software.
Open	The request is not closed. For example, an On Hold request is considered to be Open.
Scheduled	The request is approved and is scheduled for delivery.
Submitted	The user created the request but no one has taken further action on it.
Success	The requested software was delivered successfully. This status describes the software delivery rather than the software request. It appears on the Software Portal reports and the Web parts that appear in the Symantec Management Console.

See "About the software in the Software Portal" on page 11.

About request status notifications

The Software Portal can facilitate communication about software requests by sending email messages automatically as a result of certain actions. An email notice can be triggered when a software request's status changes and when someone adds a comment to a software request.

When you configure your user profile, you can specify for the receipt of email messages about requests. These preferences become the default for any software requests that you create or review. You can override the default email settings for specific software requests.

See "Statuses of software requests in the Software Portal" on page 16.

See "Setting up the Software Portal with your user profile" on page 20.

The automated email messages ensure that you receive the most current information about the software requests and prevent delays in processing them. For example, the user creates a software request for a new application. The manager denies the request because the user specified an obsolete version. Any change to a software request's status requires a comment to be entered. Therefore, the manager's denial can trigger an email to the user to explain why the request is denied. As a result, the user can take immediate action to provide the required information.

Chapter 3

Setting up your Software Portal

This chapter includes the following topics:

Opening the Software Portal

The first time you open the Software Portal when logged into the system using the domain user account the **Home** page appears. If you do not have pre-populated user details **Display Name** and **E-mail** properties defined in the Active Directory, the **User Profile** page appears. After you have set up your user profile, the Software Portal opens your **Home** page.

See "Software Portal: User Profile page" on page 21.

See "Software Portal: Home page" on page 26.

Note: The Software Portal might not open properly on a computer that runs Windows Server 2003 or 2008. This problem occurs when the computer's browser security settings are set to High, which disables the following Security Settings option: **Launching Programs and Files in an IFRAME**. Because the **Home** page in the Software Portal uses the IFRAME element, the page is not rendered properly. To inquire about changing your browser's security settings, contact your organization's system administrator.

To open the Software Portal

- Take one of the following actions:
  - Double-click the **Symantec Software Portal** shortcut on your Desktop.
  - On the **Start** menu, click **All Programs > Symantec > Symantec Software Portal**
  - Right-click the **Symantec Management Agent** icon in the notification area and then click **Software Portal**.

  The Software Portal might not be available from all these places on your computer.

Setting up the Software Portal with your user profile

The administrator installs the Software Portal on individual computers and provides information about how you can access it. Before you can request or approve software in the Software Portal, you must configure your user profile.

Your user profile contains the information that identifies you in the Software Portal. If you are a manager, you also specify the users whose software requests you can process.

You can also specify your preferences for the receipt of email messages about requests.

See "About request status notifications" on page 17.

To configure your user profile in the Software Portal

1. To open the Software Portal, do one of the following:
   - Double-click the **Symantec Software Portal** shortcut on your Desktop.
   - On the **Start** menu, click **All Programs > Symantec > Symantec Software Portal**
   - Right-click the **Symantec Management Agent** icon in the notification area and then click **Software Portal**.

Note: The Software Portal might not be available from all these places on your computer.

2 On the **User Profile** tab, enter or edit your user information and specify your preferences for the receipt of email messages about requests.

Pre-populated user details are taken from the Active Directory if the required fields are specified for the same user.

See "Software Portal: User Profile page" on page 21.

3 Click **Save Changes**.

Software Portal: User Profile page

This page is available to users and managers.

Your user profile contains the information that identifies you in the Software Portal. If you are a manager, you also specify the users whose software requests you can process.

You can also specify your default preferences for the receipt of email messages about requests.

See "Setting up the Software Portal with your user profile" on page 20.

Table 3-1 Options on the **User Profile** page

Option	Description
User Name **Full Name** **Email** **Work Phone** **Job Title** **Department**	Lets you provide information about yourself to facilitate communication between the people who make the requests and the people who review the requests. Pre-populated user details are taken from the Active Directory if the required fields are specified for the same user.
Approver	Displays one or more people who can approve your software requests. This option is read only for users.
Send an email when the request state changes	Lets you receive an email message when someone changes the status of one of your software requests. This check box provides the default for the software requests that you create. See "About request status notifications" on page 17.

Table 3-1 Options on the **User Profile** page *(continued)*

Option	Description
Send an email when comments are added	Lets you receive an email message when someone adds a comment to one of your software requests. This check box provides the default for the software requests that you create. See "About request status notifications" on page 17.
Add User	Lets you specify the users or groups of users whose software requests you can process. This option appears only if you are a manager. See "Add User dialog box" on page 22.

Add User dialog box

This dialog box lets administrators define the users or groups of users who can request a particular software resource in the Software Portal. It also lets managers specify the users or groups of users whose software requests they can process.

The administrators and the managers access the **Add User** dialog box from the following locations:

Administrators	Administrators can access the **Add User** dialog box from the following places in the Symantec Management Console: ■ The **Software Publishing** tab that appears when the administrator adds a software resource to the Software Portal. ■ The **Software Publishing** tab that appears when the administrator adds a Managed Software Delivery policy to the Software Portal.
Managers	Managers can access the **Add User** dialog box from their **User Profile** page in the Software Portal. For more information, see the topics on the **User Profile** page in the *Software Portal User Guide*. See "Software Portal: User Profile page" on page 21.

Table 3-2 Options in the **Add User** dialog box

Option	Description
User Domain	Lets you type the domain in which to search for users.

Table 3-2 Options in the **Add User** dialog box *(continued)*

Option	Description
Search for user	Lets you search the specified domain for a specific user or a group of users. You can type part of the user name or group name, or you can leave the search box empty to search all users.
Select users	Displays the search results, from which you can select a user or group to add. You can select and add multiple users and groups.

Chapter 4

Requesting software

This chapter includes the following topics:

Requesting software in the Software Portal

(Windows and Mac OS only)

In the Web-based Software Portal, you can request software and install it on your computer with little or no administrator involvement.

By default, only the software that is recommended for you is displayed.

After you create a software request, it is processed as follows:

- If the software is listed and it is pre-approved, the software delivery is scheduled to occur on the date and time that you specify.
- If the software is listed and it requires approval, the request is assigned to an approver.
- If the software is unlisted, the request is assigned to an approver.

The number of requests that you can have open at one time might be limited. When you reach your limit you cannot create a new request until an open request is closed.

Before you can request software, you must configure your user profile.

See "Setting up the Software Portal with your user profile" on page 20.

To request software in the Software Portal

1. To open the Software Portal, do one of the following:
   - Double-click the **Symantec Software Portal** shortcut on your Desktop.
   - On the **Start** menu, click **Programs > Symantec > Symantec Software Portal**
   - Right-click the **Symantec Management Agent** icon in the notification area and then click **Software Portal**.

   Note: The Software Portal might not be available from all these places on your computer.

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2. If the **Home** page does not appear, click **Home**.
3. On the **Home** page, do one of the following:
   - If the software that you want is in the list, select the software in the list and click **Request Software**.
   - If the software that you want is not in the list, click **Show All** to display all the software that is available to you.
     If the software that you want still does not appear in the list, click **Request Unlisted Software**.

   See "Software Portal: Home page" on page 26.
4. In the **Request Confirmation** dialog box or the **Unlisted Request Confirmation** dialog box, enter information about the request.

   See "Request Confirmation dialog box, Unlisted Request Confirmation dialog box" on page 27.
5. Click **OK**.

Software Portal: Home page

This page lets you create software requests, check the status of your requests, add comments to your requests, and cancel requests.

See "Requesting software in the Software Portal" on page 25.

See "Reviewing or adding comments to a software request" on page 29.

See "Canceling a software request" on page 30.

Table 4-1 Options in the **Request Software** section

Option	Description
Request Software	Lets you create a request for the software that you select in the list. See "Request Confirmation dialog box, Unlisted Request Confirmation dialog box" on page 27.
Request Unlisted Software	Lets you create a request for the software that does not appear in the list.
Show Recommended	Displays only the software that is recommended for you. This software appears in the list by default.
Show All	Displays all the software that is available for you to download from the Software Portal.

Table 4-2 Options in the **Request Status** section

Option	Description
Edit	Opens the **Request Details** dialog box, where you can add comments to a request and check the request history. The request history lists all the comments and actions that are associated with the request.
Cancel Request	Lets you cancel a request. You can cancel open requests only.

Request Confirmation dialog box, Unlisted Request Confirmation dialog box

These dialog boxes appear when you request software in the Software Portal.

See "Requesting software in the Software Portal" on page 25.

The kind of software that you request determines which dialog box appears as follows:

Request Confirmation	Appears when you request the software that is in the list on the **Home** page

Unlisted Request Confirmation	Appears when you request the software that is not in the list on the **Home** page

Some of the options differ depending on which dialog box appears.

Table 4-3 Options in the **Request Confirmation** dialog box and the **Unlisted Request Confirmation** dialog box

Option	Description
Software Name	Lets you specify the software that you want. If this request is for unlisted software, type the name of the software. If this request is for listed software, the name and description of the listed software appear.
Version	Lets you type the version of the software that you need. This option appears only when you request unlisted software.
Vendor	Lets you type the name of the vendor who distributes the software, if you know it. Provide this information to help the administrator obtain the correct software. This option appears only when you request unlisted software.
Date Required	Lets you specify the date on which you prefer to have the software delivered after the request is approved. If the software that you request has a predefined delivery schedule, this option does not appear. The scheduled delivery date and time are displayed instead.
Comments	Lets you provide additional information about your request. Some examples of comments are as follows: ■ Describe why you need the software. ■ Specify when you need the software. ■ When you request unlisted software, provide the information that helps the administrator obtain the correct software.
Send an email when the request state changes **Send an email when comments are added**	Let you receive email messages about this request. Your user profile determines the defaults for these options. See "About request status notifications" on page 17. See "Setting up the Software Portal with your user profile" on page 20.
Email address	Displays the email address that is defined in your user profile.

Reviewing or adding comments to a software request

You can review a software request to check its status or to view the actions that have been taken.

See "Statuses of software requests in the Software Portal" on page 16.

Comments provide a means to communicate information about software requests. Users can add comments to justify their need for software or to provide details about the unlisted software that they request. Managers can add comments to explain the status that they assign to the request or to request additional information from the user.

You cannot add comments to a request that is closed.

To review or add comments to a software request

1 To open the Software Portal, do one of the following:

- Double-click the **Symantec Software Portal** shortcut on your Desktop.
- On the **Start** menu, click **Programs > Symantec > Symantec Software Portal**
- Right-click the **Symantec Management Agent** icon in the notification area and then click **Software Portal**.

Note: The Software Portal might not be available from all these places on your computer.

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2 Depending on your role, do either of the following:

- If you are a user, click **Home**.
- If you are a manager and you need to add a comment to a user's request, click **Manage**.

3 Under **Request Status**, double-click the request.

(**Manager Portal** page only) Use the search feature to find the request if necessary.

4 In the **Request Details** dialog box, do either of the following:

- Enter comments.
- To review the request's comments and actions, expand the **Request History** section.

5 Click **OK**.

Request Details dialog box

This dialog box displays the details about a software request. It lets you add comments to a request and check the request history. The **Request History** section lists all the comments and actions that are associated with the request.

Users can use this dialog box to review and add comments to their existing requests.

See "Reviewing or adding comments to a software request" on page 29.

Managers can use this dialog box to review, add comments to, and process a software request.

See "Processing a software request" on page 34.

Canceling a software request

You can cancel the requests that you create in case you request the wrong software or you find that you no longer need the software.

You cannot cancel a request that is closed.

See "Requesting software in the Software Portal" on page 25.

See "Statuses of software requests in the Software Portal" on page 16.

To cancel a software request

1. To open the Software Portal, do one of the following:
   - Double-click the **Symantec Software Portal** shortcut on your Desktop.
   - On the **Start** menu, click **Programs > Symantec > Symantec Software Portal**
   - Right-click the **Symantec Management Agent** icon in the notification area and then click **Software Portal**.

   Note: The Software Portal might not be available from all these places on your computer.

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2. Click **Home**.
3. Under **Request Status**, select the request.

   Use the search feature to find the request if necessary.
4. Click **Cancel Request** and click **OK**

Installing approved software

(Windows and Mac OS only) When your software request is approved, the software is delivered to and installed on your computer. In most cases, the software is installed automatically.

(Windows only) Your administrator might configure the software delivery to require you to initiate the software installation. In that case, you initiate the installation from the Symantec Management Agent that is installed on your computer.

See "Software Portal: Home page" on page 26.

To install approved software

1 Open the Symantec Management Agent in one of the following ways:

- On the **Start** menu, click **Programs > Symantec > Symantec Management Agent**.
- Right-click the **Symantec Management Agent** icon in the notification area and then click **Symantec Management Agent**.
- Run the following command:

  ***installation path*\Altiris\Altiris Agent\AeXAgentActivate.exe**

2 In the **Symantec Management Agent** window, click the **Software Delivery** tab.

  On the **Software Delivery** tab, under **Deliveries available for this computer**, click the software to install.

3 In the left pane, under **Application Tasks**, click the task to install the selected software.

For more information, see the topics about the **Software Delivery** page in the *Symantec Management Agent User Interface Help*.

You can open the *Symantec Management Agent User Interface Help* when you click **Help** in the upper right of the **Symantec Management Agent** window.

Chapter 5

Managing software requests

This chapter includes the following topics:

- Finding and filtering software requests on the Manager Portal page
- Processing a software request
- Software Portal: Manager Portal page

Finding and filtering software requests on the Manager Portal page

You can search for specific types of software requests on the **Manager Portal** page.

See "Processing a software request" on page 34.

See "Software Portal: Manager Portal page" on page 36.

To find and filter software requests

1 To open the Software Portal, do one of the following:

   - Double-click the **Symantec Software Portal** shortcut on your Desktop.
   - On the **Start** menu, click **All Programs > Symantec > Symantec Software Portal**
   - Right-click the **Symantec Management Agent** icon in the notification area and then click **Software Portal**.

Note: The Software Portal might not be available from all these places on your computer.

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2. Click **Manage**.
3. On the **Manager Portal** page, expand the **Filtering options** section.
4. Select the filter criteria from any of the following lists:

Status	Lets you search for the requests with one of the following statuses: ■ **Approve** ■ **Deny** ■ **Open** ■ **On Hold**
Request type	Lets you search for requests for listed or unlisted software.

5. If necessary, click **Show only the requests from users who report directly to me**.

   The users who report to you are those who are defined on your **User Profile** page.
6. Click **Search**.

Processing a software request

If the software is not pre-approved for the user who requests it, the manager must review the request and decide what action to take. To process a software request, the manager changes its status.

The request statuses that you can set are as follows:

- **Approve**
- **On Hold**
- **Deny**

See "Statuses of software requests in the Software Portal" on page 16.

See "About the approval of software requests" on page 12.

The **Manager Portal** page is available only to the users who have permission to approve and deny software requests.

To process a software request

1 To open the Software Portal, do one of the following:

- Double-click the **Symantec Software Portal** shortcut on your Desktop.
- On the **Start** menu, click **Programs > Symantec > Symantec Software Portal**
- Right-click the **Symantec Management Agent** icon in the notification area and then click **Software Portal**.

Note: The Software Portal might not be available from all these places on your computer.

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2 Click **Manage**.

3 On the **Manager Portal** page, under **Requested Software**, select the software request.

Only the requests that require your attention are displayed. Use the search feature to find and display other requests if necessary.

4 Do one of the following:

- To open the request for review, comments, or a status change, click **Edit**.
- To quickly change the status without opening the request, click **Change Status** and on the **Change Status** menu, select the status.

5 If you opened the software request, on the **Request Details** dialog box, do any of the following:

- Change the status.
- Check **Assign request to the Software Portal Administrator**.
  This check box is available only when you approve a request for unlisted software. For example, if you cannot provide the software yourself, approve the request and pass it to the administrator.
- Enter comments to explain why you changed the status or to request additional information.
  Comments are required whenever you change the status.
- To review the request's comments and actions, expand the **Request History** section.

6 To close the **Request Details** dialog box, click **OK**.

Software Portal: Manager Portal page

This page lets a manager view and approve the software requests for the users who are listed on the manager's **User Profile** page.

The **Manager Portal** page appears in the Software Portal on the client computer. The page is available only to the users who have permission to approve and deny software requests.

Table 5-1 Sections on the **Manager Portal** page

Section	Description
Filtering options	Lets the manager use filter options to find a specific group of software requests. See "Finding and filtering software requests on the Manager Portal page" on page 33.
Requested Software	Lets the manager review the software requests and decide what action to take. See "Processing a software request" on page 34. See "About the approval of software requests" on page 12.

Index

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