



Wise Package Studio™ Migration to AdminStudio®

Symantec Customer FAQ

Last Updated: November 6, 2011

1 What is Symantec announcing?

Symantec is announcing two changes that impact our enterprise application packaging products. First, Symantec will end of life the existing Wise Package Studio™ products and the Wise Connector, which provides integration between Wise Package Studio and the Altiris software catalog. Second, Symantec is providing a migration path for existing Wise Package Studio customers to a new product, AdminStudio® for Symantec™ from Flexera Software™.

2 What is AdminStudio for Symantec?

AdminStudio for Symantec is a branded version of Flexera Software™ AdminStudio®, an industry-leading, best-of-breed software packaging product. Symantec will offer three editions of AdminStudio for Symantec: Enterprise, Professional, and Standard. In addition, Symantec will also offer the AdminStudio Virtualization Pack, an optional add-on pack that provides advanced packaging support for the application virtualization technologies from Microsoft (App-V), VMware (ThinApp) and Citrix (Xen App).

The three editions of AdminStudio for Symantec will include all of the functionality found in the traditional AdminStudio product plus functionality specifically developed for users of Altiris management suites and existing Wise Package Studio users.

3 What are the benefits of migrating to AdminStudio for Symantec?

Customers that immediately migrate to AdminStudio for Symantec will have:

- The ability to repackage 64-bit applications into the Windows Installer (.MSI) format, something which has become increasingly important as more and more organizations migrate to Windows 7 and are therefore standardizing on 64-bit Windows clients and using 64-bit applications.
- The ability to repackage applications into the native package formats supported by leading application virtualization technologies, including Microsoft (App-V), VMware (ThinApp), and Citrix (XenApp), using the Application Virtualization Pack add-on to AdminStudio for Symantec.

4 What is the migration offer and how long will the program remain open?

Wise Package Studio licenses covered by current Essential Support or Basic Maintenance as of November 7, 2011, are eligible to migrate to AdminStudio for Symantec. The current Wise Package Studio shipping version is 8.0. To qualify for the migration offer customers must purchase one year of Silver Level support for AdminStudio for Symantec from Symantec. The migration program will be offered until November 7, 2012.

5 If the maintenance and support contract on my Wise Package Studio licenses has expired, can I still participate in the migration program?

Yes. Customers with Wise Package Studio licenses covered by support and maintenance that expired on, or after, November 7, 2010, are eligible to participate in the offer. In order for such licenses to be eligible for the offer, customers must purchase retroactive support and maintenance on those licenses through the date on which they opt into the offer.



Wise Package Studio™ Migration to AdminStudio®

Symantec Customer FAQ

Last Updated: November 6, 2011

6 What AdminStudio product am I entitled to as part of the migration offer ?

The table below provides the entitlement options.

Product Description	Upgrade/Replacement Product
Wise Package Studio Suite	AdminStudio for Symantec Enterprise Edition
Wise Package Studio Professional Edition, Wise Package Studio Enterprise Management Server module, and Wise Package Studio Quality Assurance module	AdminStudio for Symantec Enterprise Edition
Wise Package Studio Professional Edition and Wise Package Studio Enterprise Management Server module	AdminStudio for Symantec Enterprise Edition
Wise Package Studio Professional Edition and Wise Package Studio Quality Assurance Module	AdminStudio for Symantec Professional Edition
Wise Package Studio Professional Edition	AdminStudio for Symantec Professional Edition
Wise Package Studio Standard Edition	AdminStudio for Symantec Standard Edition

7 Will AdminStudio for Symantec provide the same level of integration with the Altiris products as Wise Package Studio?

Yes. The version of Flexera AdminStudio for Symantec available in November 2011 will include limited integration with Altiris, but not full integration with the Altiris software catalog and library.

Flexera plans to enhance that integration by developing an Altiris Connector that will enable packages created in AdminStudio for Symantec Enterprise and Professional Editions to be added to the Altiris software catalog and library in much the same way that the Wise Connector that Symantec provides.

8 If I migrate to AdminStudio for Symantec, can I continue to use Wise Package Studio?

Yes. Migration to AdminStudio for Symantec does not affect your existing Wise Package Studio product license. If you are in the midst of a Windows 7 migration, you can continue to use Wise Package Studio to repackage applications.

9 Will Flexera AdminStudio for Symantec be part of IT Management Suite?

No. AdminStudio for Symantec will only be available as an add-on purchase to the Altiris management suites.



Wise Package Studio™ Migration to AdminStudio®

Symantec Customer FAQ

Last Updated: November 6, 2011

10 How long will Symantec support Wise Package Studio products and the Wise Connector?

Symantec will provide limited support for issues at all severity levels until November 7, 2012 for both Wise Package Studio and Wise Connector. Partial supports begins on November 7, 2012 and will be provided until the End of Support life on November 7, 2013.

11 When will license and renewal sales of Wise Package Studio no longer be available?

Wise Package Studio licenses will no longer be generally available for sale as of November 7, 2011. Wise Package Studio maintenance renewals will be available until November 5, 2012.

12 Will there be any additional releases of Wise Package Studio?

Yes. A Wise Package Studio 8.0 maintenance release is planned for the first half of next year. The release is expected to include critical bug fixes, and 64-bit support for the WiseScript Editor and SetupCapture tools.

13 Will I be able to continue to create WiseScript packages?

Yes. You will be able to continue to use Wise Package Studio to create WiseScript packages. The Wise Package Studio 8.0 maintenance release planned for late 2011 or early 2012 will enhance the WiseScript Editor by adding 64-bit support. Flexera plans to add the enhanced WiseScript Editor to AdminStudio for Symantec and will continue to develop and support the tool going forward.

14 Will I be able to use metadata from packages created in Wise Package Studio for conflict detection purposes in AdminStudio for Symantec?

Yes. Flexera has developed a data migration utility that will enable metadata related to Windows Installer packages from Wise Package Studio's Software Manager database to be used for conflict detection purposes in AdminStudio for Symantec.

15 Are the terms and conditions of AdminStudio for Symantec End User License Agreement different from those in the End User License Agreement for Symantec products?

Yes. Use of AdminStudio for Symantec is governed by terms of Flexera Software's End User License Agreement (EULA). Flexera's standard EULA does not allow the product to be used by managed or hosted service providers. A different licensing model is available for managed and hosted service providers.

16 After migrating to AdminStudio for Symantec, who should I contact for support?

Support for the AdminStudio for Symantec will be provided by Flexera. Customers with support questions related to AdminStudio for Symantec Customers should contact Flexera directly.

17 How can I participate in the offer or obtain additional information?

Contact your Symantec partner or account representative to participate in the migration offer or to obtain additional information.
