



IBM Endpoint Manager for Remote Control Release Notes

Version 9.1.0



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Note

Before using this information and the product it supports, read the information in "Notices" on page 7.

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Release Notes

Important: Upgrading to version 9.1.0

Note: The following limitation is not an issue when you upgrade from version 9.0.0 or 9.0.1 to version 9.1.0.

In IBM® Endpoint Manager for Remote Control version 9.0.0 new capabilities were introduced that can cause compatibility issues with earlier versions. The issues occur if the different components are not upgraded in the correct order.

The limitation applies only to environments where the gateway and broker components are deployed. In these environments, the broker and gateway must be updated before the server or the target components. After they are upgraded, the targets and server can be upgraded in the order that best suits your environment because there are no dependencies between them.

Always back up any properties files. You must back up your properties files for a controller upgrade in this release because any existing properties are lost.

For more information, see the *IBM Endpoint Manager for Remote Control Installation Guide*.

What's new

A summary of new features and enhancements included in version 9.1.0 of IBM Endpoint Manager for Remote Control.

Features introduced in version 9.1.0

- NIST SP800-131A compliance

IBM Endpoint Manager for Remote Control version 9.1.0 components can be configured for NIST SP800-131A compliance. The National Institute of Standards and Technology (NIST) Special Publications (SP) 800-131A standard strengthens algorithms and increases the cryptographic key lengths to improve security. For more information about enabling NIST SP800-131A compliance when you install the components, see the *IBM Endpoint Manager for Remote Control Installation Guide*. For more information about enabling NIST SP800-131A compliance when you remotely install the target software, see the *IBM Endpoint Manager for Remote Control Administrator's Guide* and the *IBM Endpoint Manager for Remote Control Controller User's Guide*. For more information about configuring the broker and gateway components for NIST SP800-131A compliance, see the *IBM Endpoint Manager for Remote Control Administrator's Guide*. For more information about enabling NIST SP800-131A compliance when you create a server or target configuration in the IBM Endpoint Manager console, see *IBM Endpoint Manager for Remote Control Console User's Guide*.

- Change your password

You can now change your password by using the **Change My Password** feature in the server UI. To change your password, you must enter your current password too. For more information about changing your password, see the *IBM Endpoint Manager for Remote Control Controller User's Guide*.

- Enhanced password storage

To improve password security, use a new property in the `trc.properties` file. The **password.iterationcount** property determines the number of times a password is hashed before it is saved to the database. The higher the iteration count the longer it takes someone to break it. For more information about the new property, see the *IBM Endpoint Manager for Remote Control Administrator's Guide*.

- Preconfigure the controller component

You can now apply custom configuration settings when you install the controller component. Preconfiguring the controller is useful for unattended installations. You can set your configuration values in the configuration file and copy the file to the computers that you want to install the controller on. The `trc_controller.properties` file name was changed to `trc_controller.cfg` to allow preconfiguration. During an upgrade, the installer combines the old configuration with the new configuration automatically. For more information about preconfiguring the controller, see the *IBM Endpoint Manager for Remote Control Installation Guide*.

- Configure SSL certificate

During the server installation, when you are using the server installer, you can configure settings for your SSL certificate. You can choose to use a self-signed certificate that is generated by the installer or use an existing certificate store that is already saved. For more information about configuring your certificate, see the *IBM Endpoint Manager for Remote Control Installation Guide*.

Previous limitations that are fixed in version 9.1.0

- On Windows 8 and Windows Server 2012 operating systems, drawing and guidance now work in Modern UI mode. Drawing and Guidance actions now work during a remote control session if the user is in the Modern UI.
- On Windows 8 and Windows Server 2012 operating systems, the OSSN banner is displayed in Modern UI Mode. If the **On Screen Session Notification** policy is enabled, the overlay, indicating that a session is active, is now shown if the user is in Modern UI mode. Visible indication is given to show that the remote control session is active.
- Previously a gateway that makes two or more connections to the same endpoint for the same request, incorrectly tried to start a session between the two endpoint connections. To ensure that this problem is fixed, all gateways in your environment must be updated, otherwise the problem might still occur.

Known issues in version 9.1.0

At time of publication, the following issues were known.

- In some cases, the controller incorrectly displays the following error message, Unable to Connect. The Certificate from the peer is issued for a different host. If the message is displayed and the certificate is issued for the correct host, the certificate might fail for a different reason. For example, with the controller in NIST mode, the certificate might have an RSA key less than 2048 bits.
- At time of publication, Java™ Web Start does not support NIST mode and might prevent the controller and player from enforcing compliance with SP800-131a requirements. When NIST SP800-131A compliance is enabled and the controller or player are started by using Java Web Start, compliance with the SP800-131A requirements is not fully enforced. Full compliance with the SP800-131A requirements in this scenario is enforced when the other remote control components are already configured for SP800-131A.

- At time of publication, Java Web Start does not support NIST mode and might prevent the controller and player from enforcing compliance with FIPS 140-2 requirements. When NIST SP800-131A compliance is enabled and the controller or player are started by using Java Web Start, compliance with the FIPS 140-2 requirements might not be fully enforced for all HTTPS encrypted communications.
- When the Remote Control server is configured to be compliant with the NIST SP800-131A requirements, it requires all encrypted SSL/TLS connections to use TLS 1.2 exclusively. This compliance requirement can prevent connectivity from the server to other components that might not support TLS 1.2 connections or might require further specific configuration. For example, database servers, LDAP servers, or mail servers.
- Java does not support legacy use of SSL certificates with SHA-1. This issue affects the server and the controller. When NIST SP800-131A compliance is enabled, the server and the controller components disallow the usage or verification of certificates that use SHA-1. The certificates must be updated to SHA-2.
- If the **ServerURL** key already has a value set in the target registry, the Windows operating system target installer might add port 80 to the URL. This issue causes a problem if the URL is for HTTPS, because HTTPS uses port 443 by default. Normally, the server URL is generated by the installer and always contains the port number. However, this issue can happen if you manually edit the registry and set the **ServerURL** key without a port and then run the installer. A port 80 value is then added to the **ServerURL** key.
- End of session audit messages might be missing from the target's audit messages when the session ends. This issue affects both local audits and the audit entries that are stored in the server's session history.
- After you hand over the session to a different controller, the custom tools are missing from the new controller's action menu. Any special key sequences that are configured are also missing from the menu. This issue happens in managed and broker collaboration sessions when the controller hands over control or grants control to a new controller.

Known limitations in version 9.1.0

At time of publication, the following limitations were known.

- This limitation applies to Windows 8.1 and Windows Server 2012 R2 operating systems and it affects standard users only. During a session with an on-demand target, if you select 'Inject Alt + Tab' from the controller action menu, it has no effect on the target system. Starting with Windows 8.1 and Windows Server 2012 R2 operating systems, Microsoft blocks applications from injecting the Alt + Tab keyboard shortcut except for Ease of Access applications. The on-demand target can mark itself as an Ease of Access application when it is run by an administrator user but not when it is run by a standard user.
- Some virtualization software does not render a mouse on the guest. Instead, only the mouse on the host is used to stop the user from seeing two pointers instead of one. As a side effect, when the virtual machine is under the control of a remote controller, the local user might not see the mouse move within the guest window.
- During the server installation, when you are using the installer program, the auto-generated certificate overwrite and password options are not enabled at first. If you are using an auto generated certificate and want to enable the overwrite and password options, click **Use an auto generated certificate store** to enable them.

Appendix. Support

For more information about this product, see the following resources:

- http://pic.dhe.ibm.com/infocenter/tivihelp/v26r1/topic/com.ibm.tem.doc_9.1/welcome/welcome.html
- IBM Endpoint Manager Support site
- IBM Endpoint Manager wiki
- Knowledge Base
- Forums and Communities

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