

KACE Privilege Manager for Windows 4.3

Release Notes

January 2019

These release notes provide information about the KACE Privilege Manager for Windows release.

Topics:

- [About this release](#)
- [New features](#)
- [Enhancements](#)
- [Deprecated features](#)
- [Resolved issues](#)
- [Known issues](#)
- [System requirements](#)
- [Product licensing](#)
- [Product improvement program](#)
- [Upgrade and installation instructions](#)
- [More resources](#)
- [Globalization](#)
- [About us](#)

About this release

Giving users administrator rights creates security risks but must be weighed against constant help desk calls for basic operations like updating Adobe Reader, Java, or simply changing the time zone on desktops.

Privilege Manager lets you grant selected privileges to users so they can update their own computers, reducing help desk calls while maintaining a secure network. By automating user privilege settings, Privilege Manager keeps users working; this enables you to focus on higher priority tasks, for exceptional resource and time savings.

As a system administrator, you can use Privilege Manager to elevate and manage user rights quickly and precisely with validation logic targeting technology. This provides administrators the ability to create rules that allow administrator-level access to specific applications for specific users. You can also enable your end users to request elevated privileges for specific applications through self-service and instant elevation.

- Privilege Manager for Windows 4.3 is a minor release, with new features and functionality. See [New features](#) and [Enhancements](#).

i **IMPORTANT:** Customers upgrading from previous versions of Privilege Manager, such as 3.x and earlier, are required to obtain a new license file. Please refer to the Product licensing section of this document for additional information.

i **IMPORTANT:** The security status of the installation file can become "blocked" after download, inhibiting the ability of the product to be properly installed. Please see [KB 262298](#) for information on detecting and resolving this issue.

New features

New features in Privilege Manager for Windows 4.3:

- **Customizable client side UI dialogs (797)** – Add Support for the customization (text only) of all client-side dialogs. Admins can now translate dialogs in UI as needed to support non-English language end users more readily.

See also:

- [Enhancements](#)
- [Resolved issues](#)

Enhancements

The following is a list of enhancements implemented in Privilege Manager for Windows 4.3.

Table 1: Server enhancements

Enhancement	Issue ID
SQL Server 2017 support: Allows an existing SQL Server 2017 database to be targeted during the installation of Privilege Manager.	791

Deprecated features

The following is a list of features that are no longer supported starting with Privilege Manager for Windows 4.3.

- N/A

Resolved issues

The following is a list of issues addressed in this release.

Table 2: Console resolved issues

Resolved Issue	Issue ID
Fixed issue with an occasional error being displayed after denying a self-service request in the Console.	828
Fixed issue with Data Collection server configuration not supporting FQDN or IP address.	795
Fixed issue with a typo within the Passcode wizard.	401
Fixed issue where GPOs were occasionally losing Advance Settings if a GPO error occurred during a save operation.	805

Table 3: Reporting resolved issues

Resolved Issue	Issue ID
Fixed Issue with an unexpected ActiveReports watermark found within the footer of some reports.	809
Fixed issue with duplicate scheduled report emails being sent.	803

Known issues

The following is a list of issues, including those attributed to third-party products, known to exist at the time of release.

Table 4: General known issues

Known Issue	Issue ID
Some log files are still being created and maintained on the system drive even when Privilege Manager has been installed to a non-system drive.	618
Some duplicate records exist in the database and could be optimized.	624
No ability to perform a database cleanup of the records stored in the Privilege Manager database.	623
Occasional "Access is Denied" errors when saving PM GPOs.	815
With Data Collection enabled, possible startup delay on Windows 10 workstations (stuck at "please wait.." for an extended period of time) if the workstation is unable to resolve the DNS name of the currently configured Data Collection server. Workaround: Replace the configured Data Collection server name with the IP address for the	790

Known Issue	Issue ID
Data Collection server.	
<p>“Error 1920” encountered during a PM client installation repair (initiated from Add/Remove Programs), if the PM client was manually installed.</p> <p>Workaround: Instead of performing a repair, the client can be manually uninstalled then re-installed.</p>	721

Table 5: Installation and Upgrade known issues

Known Issue	Issue ID
<p>Privilege Manager may fail to install SQL Express correctly if the Privilege Manager Reporting setup reboots after the installation of Windows Installer v 4.5.</p>	586
<p>Occasionally, SQL Server 2008 Express may fail to install.</p> <p>Workaround: Use a remote database or try to install SQL Server 2008 Express on your own. If you call Tech Support, please provide the SQL Server 2008 Express install logs (found at %ProgramFiles%\Microsoft SQL Server\100\Setup Bootstrap\Log). We'll try to solve the problem.</p>	658
<p>There is a problem sending data from clients to the database installed with the Privilege Manager console if there is an older Privilege Authority or Privilege Manager client running on the network.</p> <p>Workaround: Ensure that the Client Data Collection Settings in the Advanced Policy Settings for the relevant GPO are enabled and that the Privilege Manager server information is correct. Also, make sure that the Privilege Authority clients are upgraded to the current version.</p>	1568
<p>Some files might still be present after the console or client are uninstalled.</p>	1837
<p>Installing the client on Windows 8.1 and Windows Server 2012 R2 operating systems using the Client Deployment Settings Wizard might take longer than installing the client on previous versions of Windows.</p>	1939
<p>After uninstalling the Privilege Manager console from a computer that also has the Privilege Manager client installed, the Start menu shortcut to the Privilege Manager for Windows User Guide will fail to open the guide and instead prompt the user for the location of the PAClient.msi file.</p> <p>Workaround: Either uninstall and then re-install the Privilege Manager client, or re-install the Privilege Manager console.</p>	1960
<p>Applying a pro license to an installation with an expired trial license can cause the loss of previously saved policies.</p>	535
<p>Server Upgrade from 2.5 - problem in msi upgrade from v2.5 (service being unregistered).</p>	1615
<p>Rules in GPOs do not work after an upgrade from v 2.0.x.</p> <p>Workaround: To make your rules work after an upgrade, re-save them. Or force Gpupdate on your client.</p>	653

Table 6: Licensing known issues

Known Issue	Issue ID
Applying a Professional license fails to prevent a rule with an expiration date from expiring. Workaround: After you apply the license, open a rule that is going to expire, make your changes, and save it.	932

Table 7: Server known issues

Known Issue	Issue ID
Sometimes when configuring the reporting feature, the connection to the web service fails on the last step of the wizard. Workaround: Try again (click the Previous and Next buttons).	834
If you select a remote Privilege Manager server on a computer with a firewall enabled, you may encounter a "Database Connection" error when using the Reporting or Discovery and Remediation functions. Workaround: Add the following firewall exceptions to the remote Privilege Manager Server: <ul style="list-style-type: none"> • SQL Server Browser Service: %ProgramFiles(x86)%\Microsoft SQL Server\90\Shared\sqlbrowser.exe • SQL Server<ServerName>: %ProgramFiles%\Microsoft SQL Server\MSSQL10.PAREPORTING\MSSQL\Binn\sqlservr.exe 	1105
Clients using SQL Server 2012 for their Privilege Manager database may fail to send their data. Workaround: Reinstall the server using the Privilege Manager Server Configuration Wizard.	1655
If Windows Firewall is configured to deny connections (the "Don't allow exceptions" and "Block all connections" options are chosen in all other operating systems), Privilege Manager does not automatically override the settings when configuring firewall exceptions during Privilege Manager server setup. Workaround: Add an exception to the firewall manually for %ProgramFiles(x86)%\Quest\Privilege Authority\Console\Data Collection Service\PADataCollectionWinSvc.exe.	1657
While using the Privilege Manager Server Setup wizard to download and install SQL Server Express on Windows 8.1, the user might receive a message that the computer needs to be rebooted. Workaround: Reboot the computer and then restart the Privilege Manager Server Setup wizard to complete the server setup.	1949
If the administrator is prompted to reboot the computer after installing a pre-requisite while using the Privilege Manager Server Setup wizard, once the computer is rebooted and setup wizard continues, the administrator will need to press the "Back" button to re-enter any of the "Server Email Notification Configuration" settings that they might have entered prior to the reboot.	1980
If the administrator is changing the selected Privilege Manager Server that the console points to by setting up a Privilege Manager Server on the local computer, once the wizard and	1981

Known Issue	Issue ID
Privilege Manager Server Configuration is closed, the administrator might need to re-open that dialog and make sure the newly configured Privilege Manager Server is the currently selected server if the reporting screens still appear to be pulling data from the previously selected server.	

Table 8: Self-service elevation known issues

Known Issue	Issue ID
The Self-Service Elevation Request Prompt does not display for a MSI Windows Installer file. Workaround: Launch the Self-Service Elevation Request Form via the Elevate! button. You must configure the corresponding Self-Service Elevation Request settings.	1311
The Adobe Flash Player ActiveX control does not trigger the Self-Service Elevation Request Prompt.	1555
Some processes do not trigger the Self-Service Elevation Request Prompt even though they trigger User Account Control (UAC).	1674
On Windows 8.1 and Windows Server 2012 R2, if your client is running on a system with UAC turned off, when you right-click the Privilege Manager icon in the Windows system tray and select the "View status of advanced features" dialog, the Self-Service Elevation Request and Self-Service Elevation Request (ActiveX installations) should display as "N/A" (Not Applicable) but will incorrectly display a status of "Enabled."	1865
When using Internet Explorer (IE) 11, ActiveX discovery and self-service requests are not sent to the server. Workaround: Follow these steps on the client computer: <ul style="list-style-type: none"> • Enable the GPE ActiveX Installer inside the IE plugin screen because by default IE 11 requires the user to enable or disable any newly loaded IE toolbar/extension. • Uncheck the Enable Enhanced Protected Mode checkbox on the Advanced tab, under Security, of the Internet Options dialog. Both of these steps can also be completed from the server using Microsoft group policy object settings.	
When using Internet Explorer (IE) 11, ActiveX discovery and self-service requests are not sent to the server. Workaround: Follow these steps on the client computer: <ol style="list-style-type: none"> 1. Enable the GPE ActiveX Installer inside the IE plugin screen because by default IE 11 requires the user to enable or disable any newly loaded IE toolbar extension. 2. Uncheck the Enable Enhanced Protected Mode checkbox on the Advanced tab, under Security, of the Internet Options dialog. Both of these steps can also be completed from the server using Microsoft Group Policy Object settings.	1868

Table 9: Rules known issues

Known Issue	Issue ID
<p>A login failure occurs when connecting to the database and web service if you are using a SQL Server from an untrusted domain.</p> <p>Workaround: Use the database server on the same trusted domain network environment.</p>	698
<p>When configuring reporting to use an existing SQL Server, in the Configure Database and Services step to install prerequisites, create a database, and start the service, the user is brought to an incorrect wizard step when clicking Previous.</p> <p>Workaround: Click Next to go to the step on the wizard to Select an Existing SQL Server.</p>	832
<p>On rare occasions, when adding validation logic parameters, no results display when browsing for domain organizational units.</p> <p>Workaround: Manually locate the OU by entering its exact name into the text entry field of the domain organizational unit's browser dialog.</p>	913
<p>Sometimes changing settings on the Advanced Policy Settings tab of a Group Policy Settings page results in the "Network path was not found" error once you save the changes to the GPO.</p> <p>Workaround:</p> <ul style="list-style-type: none"> Restart the Privilege Manager console. Check that the changes you made on the Advanced Policy Settings tab of the Group Policy Settings page have been saved. If not, re-apply your changes and save the GPO. 	1671
<p>If a process is running from a Universal Naming Convention (UNC) or mapped drive, a rule which specifies the file version, file hash, product code or publisher might fail to match it because the security permissions set on the network resource prevent the account of the computer that the client is running on from accessing it.</p> <p>Workaround: Edit the rule and check the checkbox for "User's context will be used to resolve system and resource access." This checkbox instructs the client to access the network resource under the security context of the user running the process.</p>	1677
<p>No feedback message displayed when a user is denied execution access due to a blacklist setting</p>	124
<p>Attempting to edit a rule might display the message "Could not find the type of the file security" if the product was just upgraded from Privilege Authority v2.7 or older.</p>	1859
<p>The Rule Type filter on the Instant Elevation Report mistakenly contains Privilege Authority v 2.7-related values. An Instant Elevation Report generated based on these values contain no data.</p> <p>Workaround: Use only file, ActiveX, Windows Installer, and script file filters.</p>	1743

Table 10: Reporting known issues

Known Issue	Issue ID
<p>Under complex conditions, you may see this error in the Privilege Manager console log</p>	665

Known Issue	Issue ID
(PAConsole_Log.txt) that results in a reporting configuration failure: "System.Data.SqlClient.SqlException: Cannot create file 'c:\Program Files\Microsoft SQL Server\MSSQL10.PAREPORTING\MSSQL\DATA\PAReporting.mdf' because it already exists. Change the file path or the file name, and retry the operation." The same error may display for the PAReporting_log.ldf file. Workaround: Manually remove the files to proceed with the web service configuration	
The Elevation Activity Report does not display correctly when exported to an RTF file. Workaround: Export to other file formats.	728
The console report shows the event time according to the current local time zone.	948
Some reports exported in Excel contain columns that do not display on the generated report page in the Privilege Manager console.	1738
Resultant Set of Policy (RSOP) output is empty or blank. Workaround: If the client is installed on your computer and RSOP is failing, follow these steps: <ol style="list-style-type: none"> 1. Install .NET 3.5 Service Pack 1 (SP1). 2. Install GPMC, which is part of the Remote Server Administration Tools for Windows 8.1. 3. Open a command prompt and change the directory to where the client files are installed, such as the following on an x64 computer: C:\Program Files (x86)\Common Files\Quest\Privilege Manager\Client 4. Run the following command: "%WINDIR%\Microsoft.NET\Framework\v2.0.50727\regasm.exe" "PrivilegeManager.Reporters.dll" /tlb /nologo /codebase" RSOP should now work for Privilege Manager.	1881

Table 11: Privileged Application Discovery known issues

Known Issue	Issue ID
When using the Privileged Application Discovery rules generation wizard, if the administrator "groups" the results on the "review" panel for a particular displayed column header, an exception error dialog will be presented if the administrator then attempts to view the details of one of the grouped rules.	1967

System requirements

Before installing Privilege Manager for Windows 4.3, refer to the Privilege Manager Quick Start Guide to ensure that your system meets the following minimum hardware and software requirements.

- Console software and hardware system requirements
- Console and client operating system requirements
- Network requirements
- Required permissions
- Reporting database requirements

Product licensing

Refer to the Privilege Manager Administrator Guide for information on editions and applying a license.

Each Privilege Manager license file is compatible with only a single major version of the product (eg. 3.x or 4.x) . This means existing 3.x licenses will not be valid after upgrading to a 4.x build. Therefore, existing customers are required to obtain a new license file via the License Assistance portal (<https://support.quest.com/contact-us/licensing>) in order to be properly registered after upgrade.

i | **NOTE:** Privilege Manager does not phone home for product licensing.

Product improvement program

To assist in the development of new features, as well as drive future improvements, we have implemented a Product Improvement Program. Feedback from this program provides Product Management with valuable insight into how our products are being used. This information is essential to help the R&D team prioritize existing enhancement requests within the roadmap of the each product. Participation is voluntary, and no personal contact information is ever collected.

Please see the Administrator Guide for more information on the Product Improvement Program, including how to enable/disable the collection of data at any time.

Upgrade and installation instructions

Refer to the Privilege Manager Administrator Guide for upgrade information and the Privilege Manager Quick Start Guide for information on installing the console, configuring the server, and installing the client.

More resources

Additional information is available from the following:

- [Online product documentation](#): This site provides robust search capabilities that allow you to search across all related documents.
- [Privilege Manager Community Forum](#): Get the latest product information, find helpful resources, test the product betas, and join a discussion with the Quest Software team and other community members.

Globalization

This section contains information about installing and operating this product in non-English configurations, such as those needed by customers outside of North America. This section does not replace the materials about supported platforms and configurations found elsewhere in the product documentation.

This release is Unicode-enabled and supports any character set. In this release, all product components should be configured to use the same or compatible character encodings and should be installed to use the same locale and regional options. This release is targeted to support operations in the following regions: North America, Western Europe and Latin America, Central and Eastern Europe, Far-East Asia, Japan.

About us

We are more than just a name

We are on a quest to make your information technology work harder for you. That is why we build community driven software solutions that help you spend less time on IT administration and more time on business innovation. We help you modernize your data center, get you to the cloud quicker and provide the expertise, security and accessibility you need to grow your data-driven business. Combined with Quest's invitation to the global community to be a part of its innovation, and our firm commitment to ensuring customer satisfaction, we continue to deliver solutions that have a real impact on our customers today and leave a legacy we are proud of. We are challenging the status quo by transforming into a new software company. And as your partner, we work tirelessly to make sure your information technology is designed for you and by you. This is our mission, and we are in this together. Welcome to a new Quest. You are invited to Join the Innovation™.

Our brand, our vision. Together.

Our logo reflects our story: innovation, community and support. An important part of this story begins with the letter Q. It is a perfect circle, representing our commitment to technological precision and strength. The space in the Q itself symbolizes our need to add the missing piece — you — to the community, to the new Quest.

Contacting Quest

For sales or other inquiries, visit <https://www.quest.com/company/contact-us.aspx> or call +1-949-754-8000.

Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles

- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product

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Legend

! | **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

i | **IMPORTANT, NOTE, TIP, MOBILE,** or **VIDEO:** An information icon indicates supporting information.

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