ObserveIT 6.6.2 Release Notes

This document lists new supported platforms, known issues, and issues that were discovered and fixed since the release of ObserveIT version 6.6.1. It is important that you read this document before you install and configure ObserveIT version 6.6.2.

The documentation of the latest product release is available here.

New Supported Platforms

The following new platforms are supported in this release:

- Citrix XenApp and Citrix XenDesktop 7.8 environments
- Windows 10 (32-bit and 64-bit)
- Microsoft Edge browser for Windows 10
- Ubuntu 16 LTS i386/x86_64

A full list of all currently supported platforms and their update versions is provided in the product documentation here.

Resolved Issues

- [Issue #46225] – When defining an application recording policy that excludes an application from being recorded, the application's URL is no longer case-sensitive.
- [Issue #46494] – The system event 1204 "Unrecorded Agent Sessions" is no longer displayed after an Agent installation completes successfully.
- [Issue #46810] – When the Queue folder is full, the Agent no longer toggles between online and offline mode.
- [Issue #46811] – Unnecessary events are no longer written to the Event Viewer.
- [Issue #46890] – The logger process now terminates properly after closing an SFTP session on an HP-UX Agent.

Known Issues

The following Alert Rules do not work on a Windows 10 platform:

1. Backdoor detected - Adding local users – CANNED
2. Backdoor detected - Potential local or admin password change – CANNED
3. Suspicious activity - Editing high privilege account properties – CANNED
4. System tampering - Create a new local user – CANNED
5. System tampering - Modify computer date or time – CANNED
6. System tampering - Modify Internet connection proxy settings – CANNED

Limitations

- [Issue #38966] – .NET Framework version 3.5 is mandatory for Agent installation.
- The Windows Key Logger functionality does not support Asian languages, such as Korean, Chinese (Traditional/Simplified), and Japanese, etc.
- Graphical (X) applications are not recorded except for the supported X terminals, such as GNOME-terminal or dtterm.

In-App Elements

- [Issue #22203, #22873] – Applications that were developed using the following technologies are not supported for marking and capturing user interactions with applications:
  - Java-based apps, desktop and web (Java applets)
  - JTK-based apps
  - Flash-based app (Adobe Air, web)
  - Proprietary windows-based technologies such as SAP Business One
- [Issue #31562] – Capturing In-App elements metadata on user interactions with applications/websites is disabled on Citrix and Terminal Servers.
- [Issue #31563, #31564] – Opera and Firefox browsers are not supported for marking In-App elements data.
- [Issue #31652] – Alert rules cannot be created from an In-App element password field using the "empty" or "not empty" operator.

Active Directory Limitations

- User domain is NOT Equal to group domain:
- *Old Agent*: Only when USER domain is nested in DL (different domain to USER) that is nested in another DL (different domain to USER).
- User domain is NOT equal to resource domain (domain of the Agent machine):
- *New Agent*: DL group from USER domain will not work (see Microsoft known behavior: http://technet.microsoft.com/en-us/library/cc755692%28v=ws.10%29.aspx.)
- The Application Server must have access to at least one Domain Controller of the 'Login Domain', otherwise the old Agent will fail to retrieve the user's group membership. This also occurs when there is “One Way Trust” between forests.
- In order that the Application Server/Web Console will refresh the Active Directory networking topology (for example, when there is a new Domain Controller, forest trust relationship, etc.), the user must reset the IIS **(**Microsoft Internet Information Server).