RayManageSoft Unified Endpoint Manager

RAYMANAGESOFT® UNIFIED ENDPOINT MANAGER

Discover to Manage

Release Notes for release 2.4

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Contents

Introduction

RayManageSoft Unified Endpoint Manager provides a cloud-based solution for software deployment as well as patch management and an overview over the entire IT infrastructure.

It is possible to automate the management and software deployment for huge parts of the infrastructure while at the same time, keep individual schedules and lists of optional and mandatory software for specific endpoints.

RayManageSoft Unified Endpoint Manager can manage a multi-tenant environment, which means that it can manage multiple tenants or multiple infrastructure environments which can be hosted by different storage hosters. Currently Microsoft Azure, Amazon S3, and MinIO are the storage hoster which are supported by RayManageSoft Unified Endpoint Manager.

System Requirements

RayManageSoft Unified Endpoint Manager requires a cloud storage to store all uploaded package files and to make them available to all devices. In this version cloud storage backed by Azure infrastructure, Amazon Web Services, and MinIO is supported.

Prerequisites

- Docker Images for RayManageSoft Unified Endpoint Manager.
- Docker for Linux (on-premise installation)
- Microsoft SQL Server
    o The server must be reachable from the Docker environment.
- A cloud storage solution (Azure, MinIO, Amazon Web Services)
- A valid RayManageSoft Unified Endpoint Manager license, either in form of an order number or in form of a license file.

> **Note:**
> RayManageSoft Unified Endpoint Manager uses linux docker images. Make sure that Docker has been switched to **Linux Containers** mode. It is not possible to pull the images when running **Windows Containers**.

Supported Web Browsers

- Microsoft Edge version 80 and newer
- Mozilla Firefox version 74 and newer
- Google Chrome version 80 and newer

What's New?

## Package Store Integration with 10K+ Packages

The relaunched Package Store platform offers several thousands of apps in 10K different versions, most of them with further configuration options. Package Store has a simple interface, which guides through the complete process, from searching the application, through selecting the version, to the configuration of the package. RMSC-882
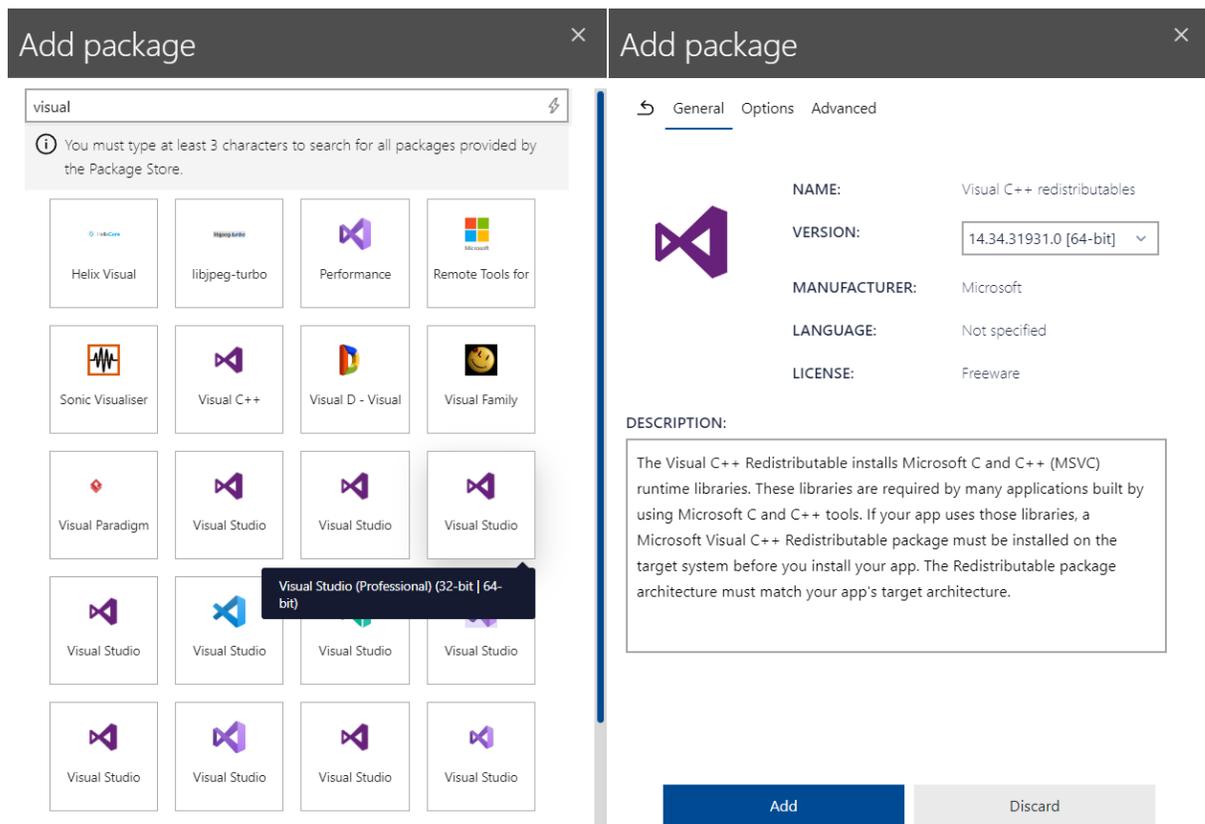
Once a package from the Package Store has been selected, the user can configure the options and continue with the processing, which includes downloading the sources and do the magic in order to create a ready to use package.

## Automatic Patching of Third Party Software Products

It is now possible to automatically manage patches and updates for all packages from the Package Store using easy to define update rules. Once a new version of a package is available it is possible to automatically download the sources, create the package and then update it. The packaging options for the Package Store will be reused for updates. `RMSC-608`
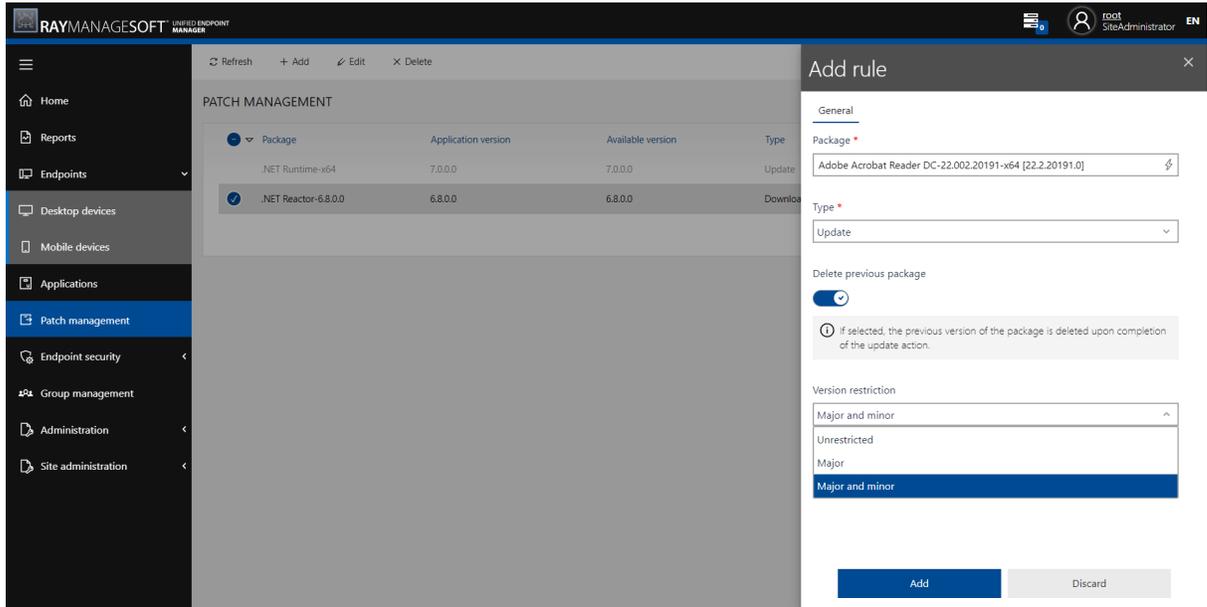
Micromanage the automated patch management by using the new dialogs for creating and editing the patch management rules.
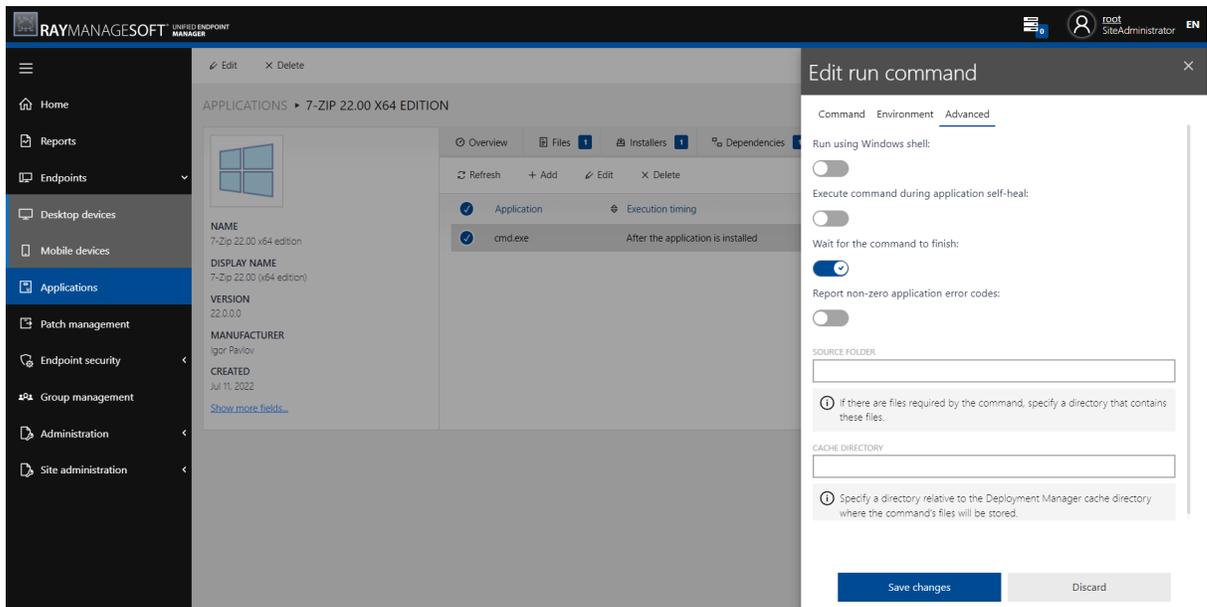
Deploy Registry Keys to Managed Applications

It is now possible to deploy registry keys to managed applications using the built-in package editor. `RMSC-451`
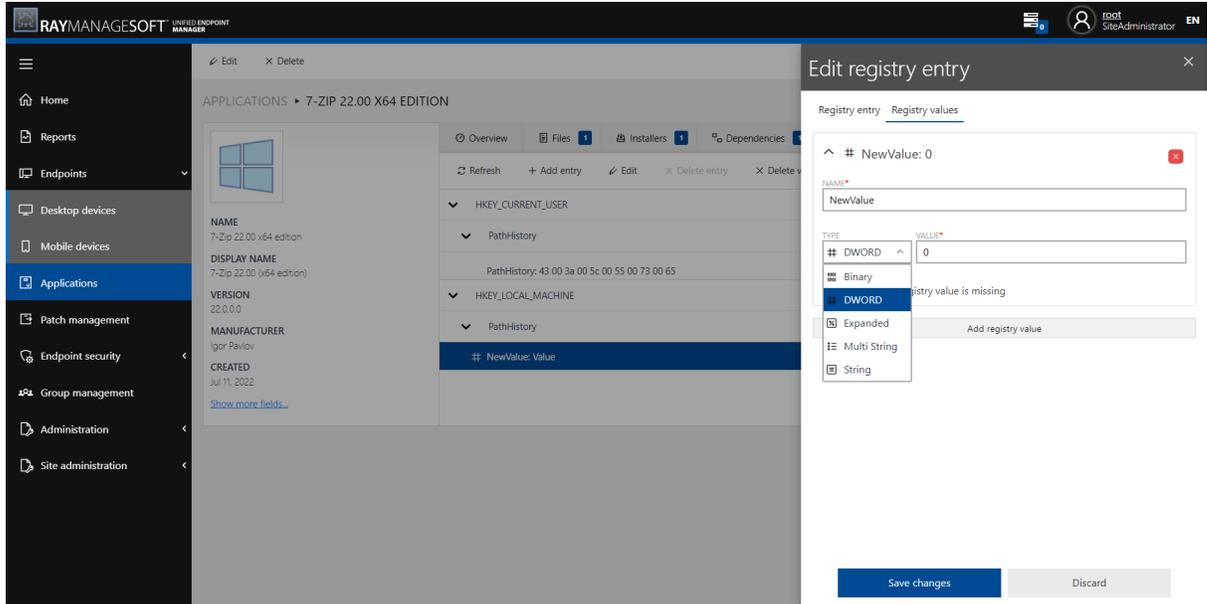
## Run Custom Commands on Managed Applications

It is now possible to run custom commands on managed packages using the built-in package editor. `RMSC-453`

## System-Specific Deployment of Software Packages

It is now possible to define the targets for applications based on the specific systems, architectures and/or languages. This can be easily configured using the built-in package editor. `RMSC-452`
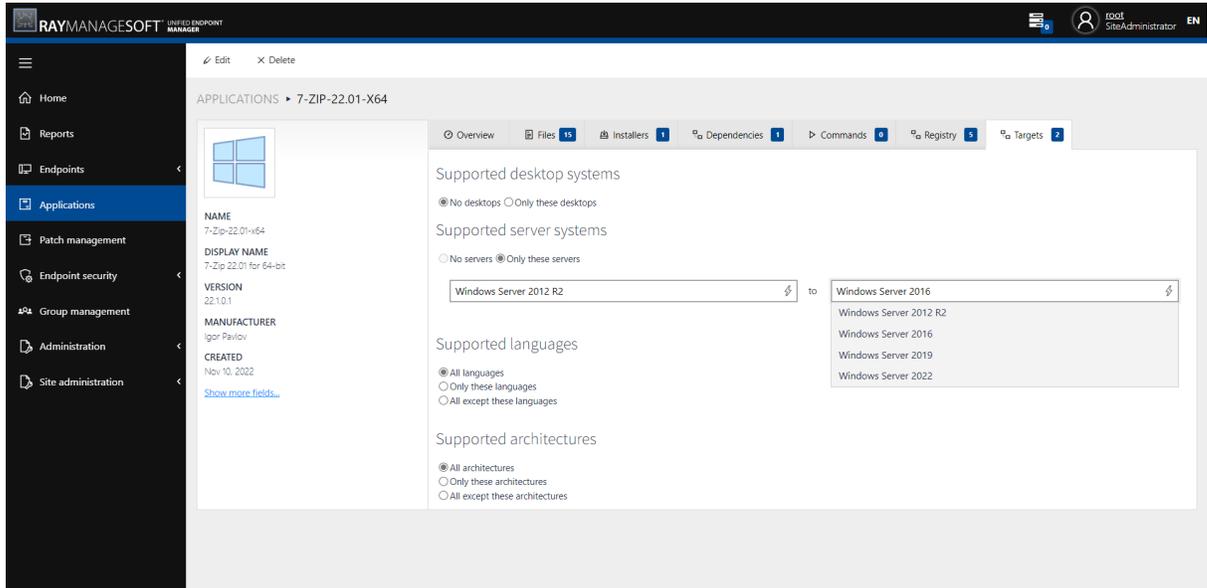
Automatic Normalization and Data Enrichment of the Software Inventory

Inventory data will automatically be processed and based on the raw data collected. The inventory data will be processed and products and editions will be identified. `RMSC-1006`
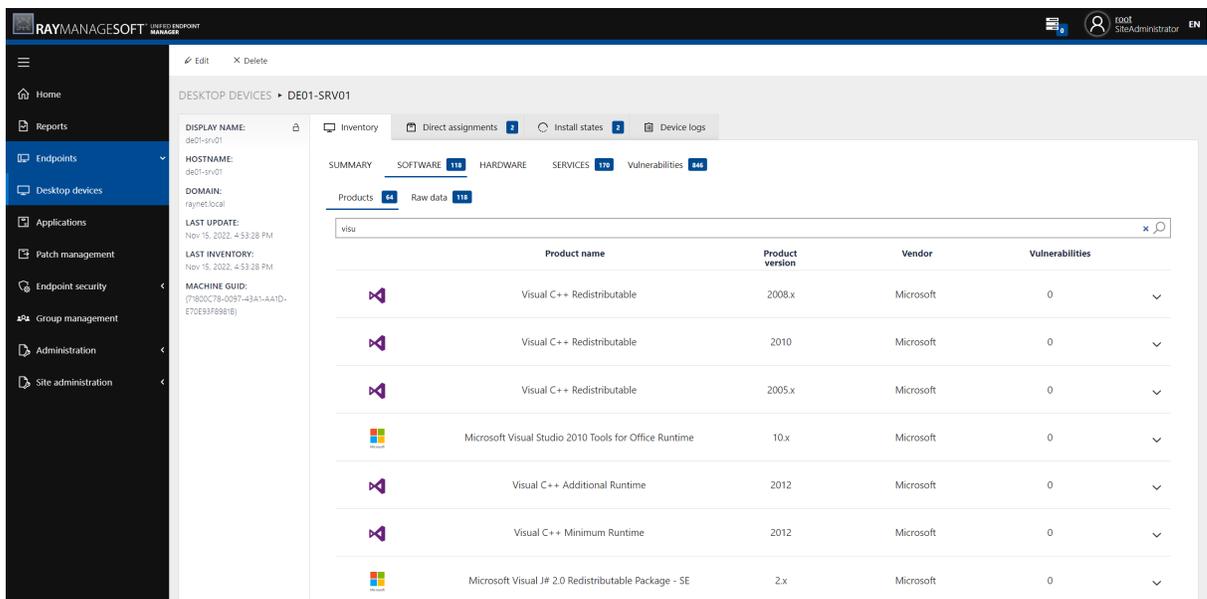
For all identified products, potential vulnerabilities will be determined and shown according to their vulnerability score.

Other Improvements and Changes

- With this release, HTTP Basic authentication has been implemented. Managed devices must now provide a user and password combination for download and upload actions towards the server. `RMSC-632` `RMSC-1015`
- A CLI tool that can be used to allocate packages in addition to create users and groups has been added. `RMSC-797`
- The add package dialogs have been reworked. `RMSC-816` `RMSC-840` `RMSC-848`
- A "hidden" flag for packages has been implemented. If activated, the selector will not display the package in the **Installed** tab. `RMSC-859`
- All package changes are now validated before creating OSD/NDC files. `RMSC-853`
- The handling of bad requests has been improved and the messages that will be displayed have been unified and translations for all supported languages have been implemented. `RMSC-1016`
- The RayManageSoft UEM agent has now received a RayManageSoft UEM branding. `RMSC-1163`
- Groups now support priority. The priority is used during the generation of the policy file. If there are duplicated package assignments, these will be combined to one assignment using the highest priority. `RMSC-860` `RMSC-883`
- The **Device Settings** UI has been reworked. `RMSC-1298`
- The **Tenant Settings** UI has been reworked. `RMSC-879`
- The default reports have been updated. `RMSC-1287`

Resolved Issues

The following issues have been resolved in RayManageSoft Unified Endpoint Manager 2.4.

- An issue with the uninstallation of packages with the type `.exe` has been fixed. `RMSC-800`
- An issue with the database clean-up task running in the background has been fixed. `RMSC-791`
- Issues with the license activation via file and order number have been fixed. `RMSC-846` `RMSC-1257`
- There have been fixes regarding the failover package generation. `RMSC-416`
- Issues with the policy file generation have been fixed. `RMSC-860`
- There had been an issue regarding the configuration of monthly triggers. This has been fixed. `RMSC-923`
- An issue with package naming when uploading folders has been fixed. `RMSC-891`
- Managed devices will no longer lose the Machine GUID while upgrading. `RMSC-1058`
- The Windows 11 and the Server 2022 logo are now shown properly. `RMSC-952`
- There have been fixes on the load indicator on multiple RayManageSoft Unified Endpoint Manager pages. `RMSC-1069`
- There have been fixes and improvements to translations on multiple RayManageSoft UEM pages. `RMSC-1094` `RMSC-1101` `RMSC-1118` `RMSC-1119` `RMSC-1127`
- The merge logic for existing devices by device name and domain has been fixed. `RMSC-1304`
- The assignment of packages to the devices and the group dialog has been fixed. `RMSC-1276`

Migrating from Previous Versions

In order to migrate RayManageSoft Unified Endpoint Manager from a previous version, follow the installation instructions described in the *RayManageSoft Unified Endpoint Manager Installation Guide*. As some changes in the database will be required, it is recommended to contact a Raynet consultant regarding the migration process.

> ☝ **Be aware:**
> Ensure to create a backup of your database before starting with the upgrade process!

Integrations

When migrating from RayManageSoft Unified Endpoint Manager 2.3 or older, it will be necessary to recreate all previously configured integrations as the settings for the integrations have been changed.

Breaking Changes

These are the breaking changes in this release. A change is considered "breaking" if it significantly changes or removes a behavior present in one of the previous releases.

- RayManageSoft Unified Endpoint Manager has been migrated to .NET 6.0. `RMSC-801`
- RayManageSoft Unified Endpoint Manager is now fully Linux based. `RMSC-799` `RMSC-36`

Known Issues

The following list, represents the known issues at the time of the first release of this version of RayManageSoft Unified Endpoint Manager. For a complete list of known issues in RayManageSoft Unified Endpoint Manager refer to the [Raynet Knowledge Base](). If there are any known issues, the respective information can be found there and will be kept up-to-date.

- **Packaging of a package sometimes fails due to a MinIO connection issue**
  Sometimes, due to connection problems a change could not be uploaded to MinIO and therefore the packaging will fail. If this is the case, redo the change. In most cases, the next upload will work directly. `RMSC-1098`

- **More than one device schedules can be processed on the same device**
  Assigning more than one device schedule packages to a device can result in a faulty policy generation. Instead of considering the first one with the highest priority, all schedule packages will be added to the policy and processed by the managed device. Ensure to not assign several schedule packages to a managed device until this problem has been solved. It is planned to be fixed in the next service pack. `RMSC-1350`

- **Removing an update management policy from a device does not remove the policy lock from the windows update settings of the device**
  When removing an update management policy from a device, the policy lock will not be removed from the Windows Update settings of the device. `RMSC-1188`

- **Update issue when adding users to a tenant**
  After adding a user to a tenant the page will not get updated automatically. In order to update the page it needs to be manually refreshed. `RMSC-1128`

- **Wrong last inventory value**
  The date shown as **Last Inventory** value depends on the import date of the inventory and not on the actual date the file has been generated. `RMSC-1230`

- **Duplicated device settings and schedules**
  When changing the defaults in the tenant settings, device settings and schedules will be duplicated. The duplicates need to be removed manually. `RMSC-1246`

- **Delete option for folders in a package does not work**
  The deletion of a folder in the **Files** sub tab does not work, as these are only virtual folders and the deletion of multiple files through the deletion of the folders is not supported. `RMSC-1291`

- **Warning that the suggested silent parameter for exe package files needs to be verified is missing**
  There are cases, where the automatically suggested silent parameter for `.exe` package files might be wrong. Always verify the suggested silent parameter by checking the page of the

manufacturer. `RMSC-1337`

- **Registry value display issue**
  As soon as there are two registry values containing the same value only one of them will be displayed. `RMSC-1338`

- **No feedback when tabs contain validation errors that prevent saving**
  When editing a package and inserting invalid information into a field that will be validated, there is no information that there are errors in the tab. Clicking on the **Save** button will result in no reaction. `RMSC-1344`

- **Adding a dependency to a package that was previously assigned to a device adds the package to the install states**
  The dependency package to a package that was previously assigned still has its install state displayed. Nevertheless this is just an UI issue. The dependency package that is wrongly displayed in the install states is not assigned and will not be installed on the managed device. `RMSC-1354`

- **Error message for circular dependencies is missing**
  When creating a circular dependency between packages by adding a dependency, only a generic error is given. It does not provide proper information towards the problem. `RMSC-1351`

- **The install failed log is not processed correctly**
  Some failed installations are not processed correctly. The package install state will remain on pending instead of switching to failed. `RMSC-1349`

- **Device settings version is sometimes increased automatically when settings are changed**
  When editing the settings of a device settings package it is possible that some unneeded version changes of the package might be experienced. This will be removed in the next release / service pack. Version changes are supposed to be done manually once a set of changes is completed. `RMSC-1347`

- **The install state in the device details view gets updated regardless of the priority of the assigned group**
 The deployment state displayed per device on the device details view of the install state tab does not reflect the priority of the assignments. This means that an actual higher prioritized optimal assignment can be overwritten by a lower prioritized forced assignment. Nevertheless, the policy generated for the device is correct. `RMSC-1356`

Additional Information

Visit www.raynet.de for further information on RayManageSoft Unified Endpoint Manager and take a look at the additional resources available at the Knowledge Base: http://raynetgmbh.zendesk.com/.

Raynet is looking forward to receiving feedback from your RayManageSoft Unified Endpoint Manager experience. Please contact your Raynet service partner or use the Raynet Support Panel to add your ideas or requirements to the RayManageSoft Unified Endpoint Manager development roadmap!
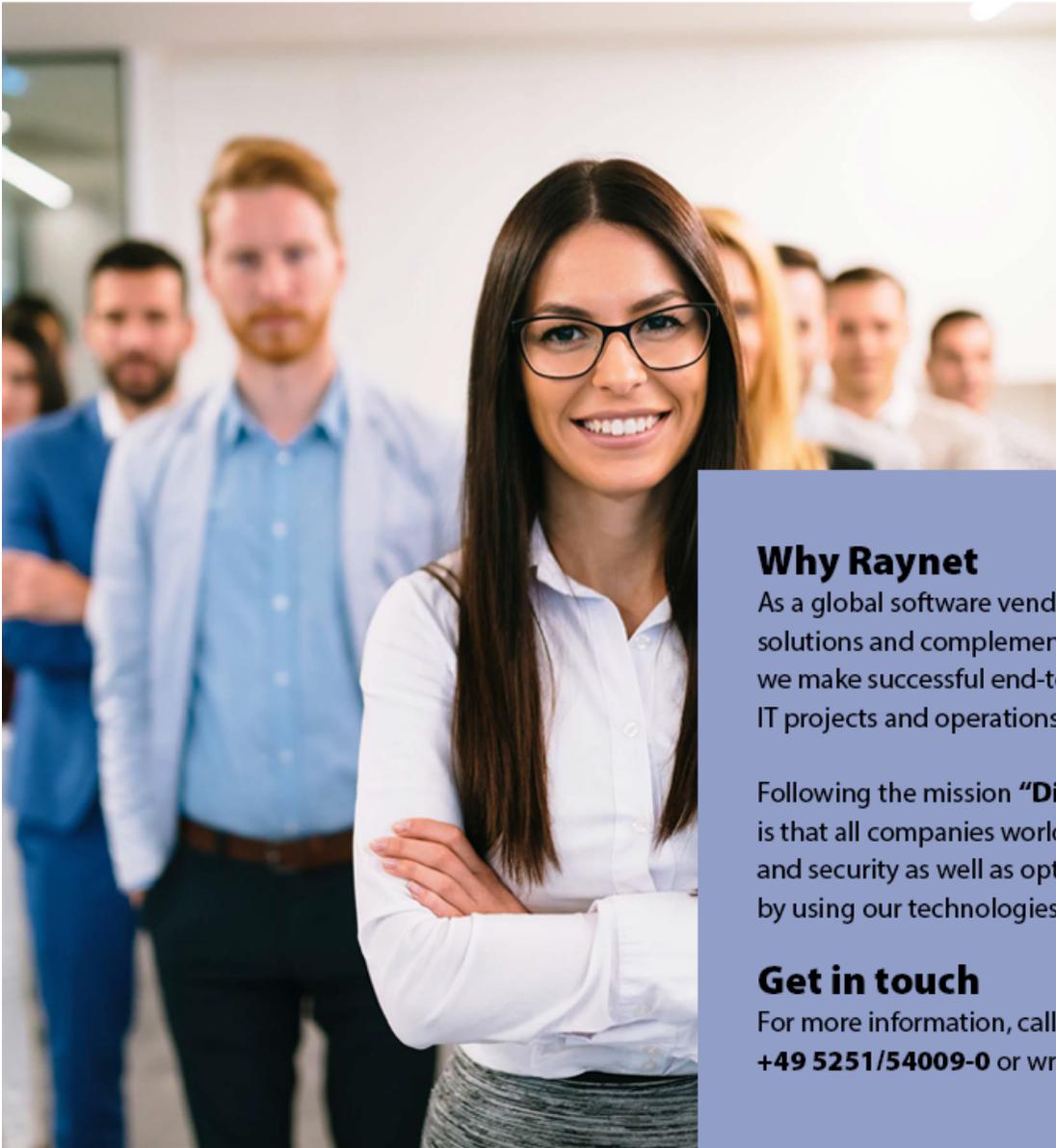
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