.rayNET

// Release Notes 3.0

RayManageSoft Unified Endpoint Manager

RAYMANAGESOFT® UNIFIED ENDPOINT MANAGER

Discover to Manage

Release Notes for release 3.0

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Raynet GmbH Germany
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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

Supported OS

The following OS can be managed using RayManageSoft Unified Endpoint Manager.

- [Windows Desktop](#)
- [Windows Server](#)
- [MacOS](#)

Windows Desktop

- Windows 7
- Windows 8
- Windows 8.1
- Windows 10
- Windows 11

Windows Server

- Windows Server 2008 R2
- Windows Server 2012
- Windows Server 2012 R2
- Windows Server 2019
- Windows Server 2022

MacOS

- Apple Mac OS 10.12
- Apple Mac OS 10.13
- Apple Mac OS 10.14
- Apple Mac OS 10.15
- Apple Mac OS 11
- Apple Mac OS 12
- Apple Mac OS 13

What's New?

AppCenter for Windows and macOS `RMSC-1723` `RMSC-1848` `RMSC-1753` `RMSC-1785` `RMSC-1820`

The RMS UEM AppCenter for macOS has been implemented in this release. It provides an overview of the installed and available packages. Additionally, the AppCenter contains a simple management, so that the user can repair or uninstall the packages (as long as the policies allow it).
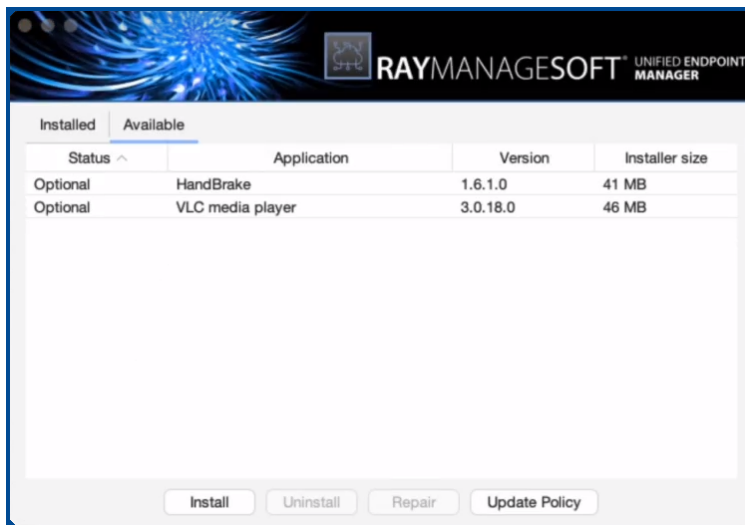
AppCenter running on macOS

Both Windows and macOS have now native support for user interaction for postponement. The administrator can set up packages, so that the actual installation can be pushed, until specific number of times or until a specific date. The user has an easy to understand prompt, which lets him pick up the desired action.
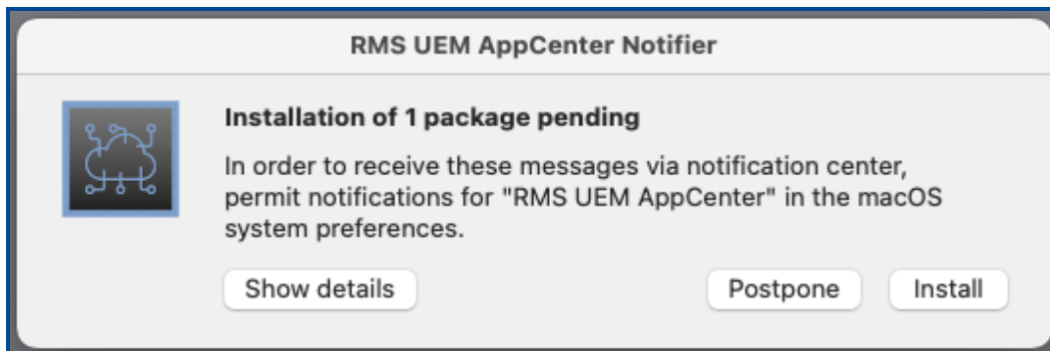

Postponement prompt running on macOS

📎	**Note:**

> On Windows, the AppCenter replaces the previously available Selector / Deployment Manager.

Automatic Creation of Packages and Patches for macOS `RMSC-1726` `RMSC-1728`

The built-in integration of Package Store has been extended and now supports both Windows and macOS apps. Package Store is a quick way of preparing a ready-to-be-deployed app with common settings. The app is preconfigured and yet still allows flexibility and configuration options both general as well as app-specific.
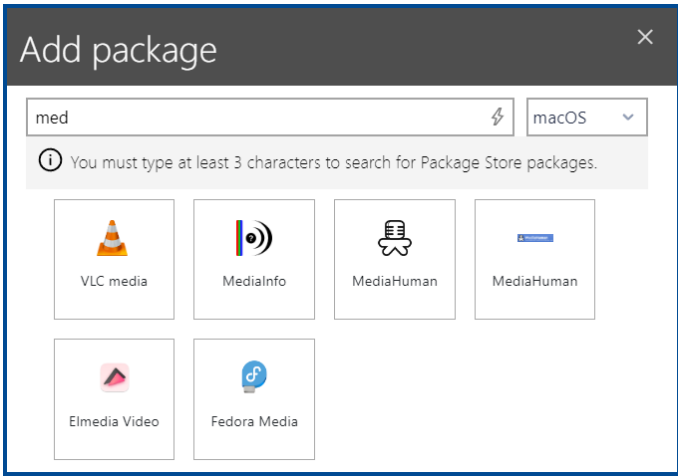
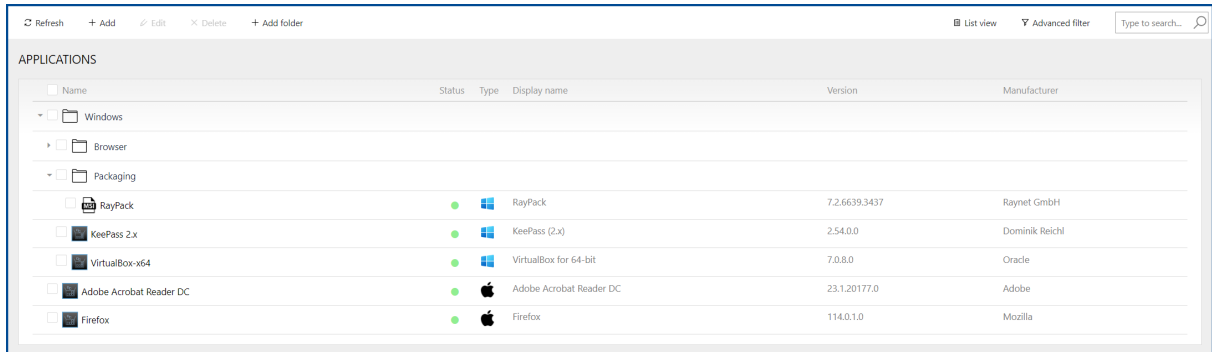Package Store package selection for macOS packages

Similarly to the previously available patching ability for Windows patches, patching for macOS applications has been implemented. Package Store packages for macOS can be used as a source for automatic patching.
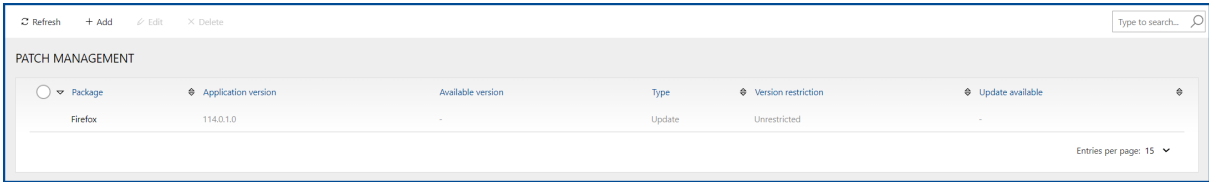
Patch Management page showing a macOS package

Applications Can Now Be Displayed in Tree-Like Structures `RMSC-1647`

The list of applications now has two alternate modes. Next to the previously available list mode (flat), the users are now able to create tree structures with multi-level nesting. This change makes it easier to manage package, move them between different states / rings / functional folders, and find the required entries without much effort.
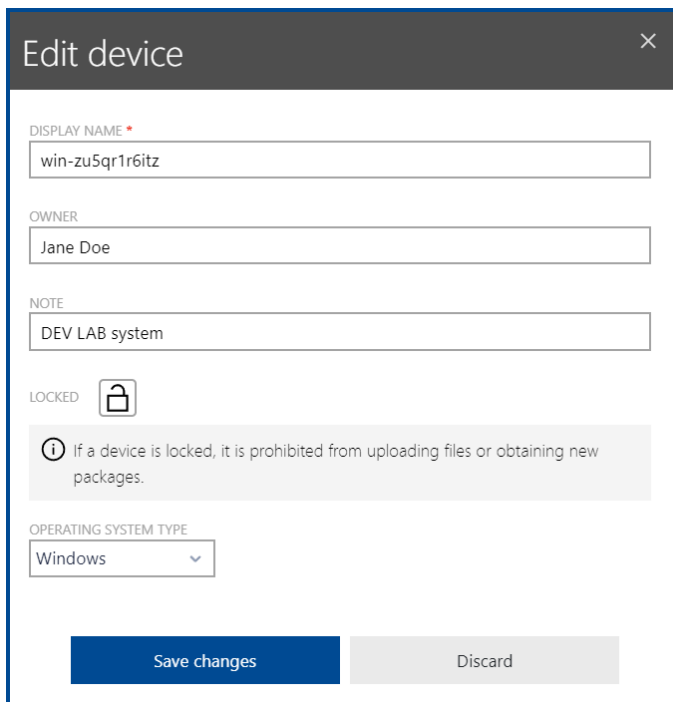

Applications page using the new Tree view

Tag Groups, Devices and Packages with Target Operating System `RMSC-1854`

Core elements for the organization of policies and assignments (groups, devices, and packages) now support an extra property that defines the desired operating system. This makes it easier to manage platform assignment when working with hybrid environments and with mixed Windows and macOS devices and apps.

Edit device dialogue

The Assignment Dialog Has Been Redesigned `RMSC-513` `RMSC-1550` `RMSC-1832`

The package assignment dialog has been redesigned. The **General** settings are now more descriptive and frequently used options have been pulled up to be displayed earlier.
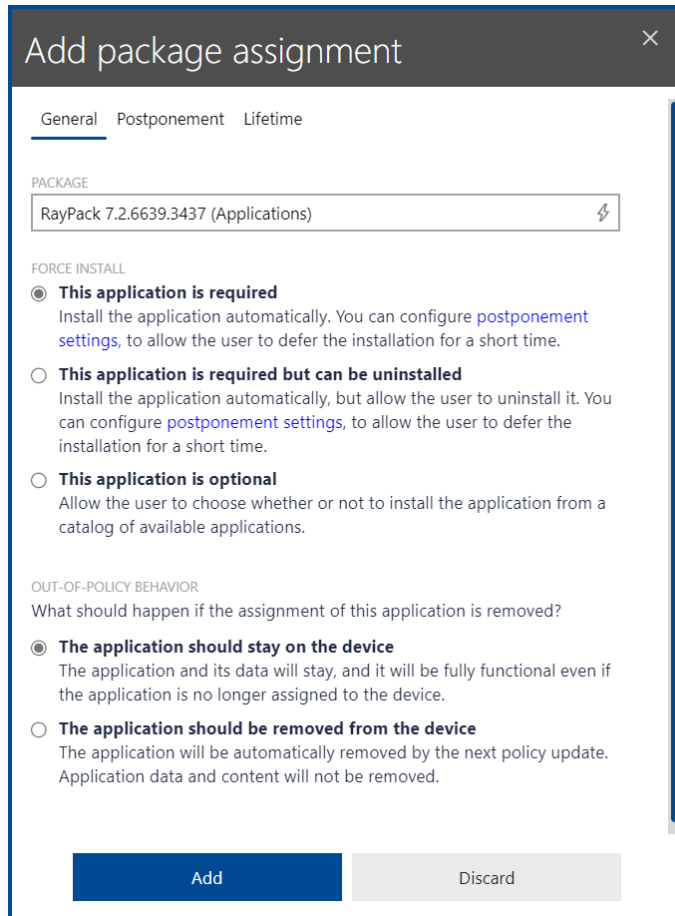
Package Assignment dialogue - General tab

In the new **Postponement** tab it is possible to configure specific settings that will affect whether and for how long the end user is allowed to postpone the installation of an app.

Package Assignment dialogue - Postponement tab

In the new **Lifetime** tab it is possible to configure a specific timeframe in which the assignment is valid. This enables the setup of assignments for apps to groups or devices, that should only be used from and/or until a specific date.

Add package assignment ✕

General   Postponement   **Lifetime**

LIFETIME OF ASSIGNMENT

○ **Always active**

○ **Effective from**

06/20/2023 01:39 PM

○ Local Time   ○ UTC Time

◉ **Effective range**

06/24/2023 01:00 PM 🗓   -   06/30/2023 01:00 PM 🗓

◉ Local Time   ○ UTC Time

This application will be available on the managed device starting from **2023-06-24 13:00** until **2023-06-30 13:00 Local Time**

[**Add**]   [Discard]

Two New Options for Package Store Packages Are Available `RMSC-1727`

It is now possible to enable the patching of applications using Package Store packages using two new options that have been introduced with this release:

- **Prevent downgrade**: ensures that the installation on the target device will be prevented if a higher version of the application is already installed on the target device.

- **Install this package only if another version of this product is already installed**: ensures that the installation on the target device will be prevented if no previous version of the applications is installed.

These two options can be used in combination to use UEM and Package Store functions as a patching mechanism even if the original deployments are handled by an external system (for example Microsoft Intune).
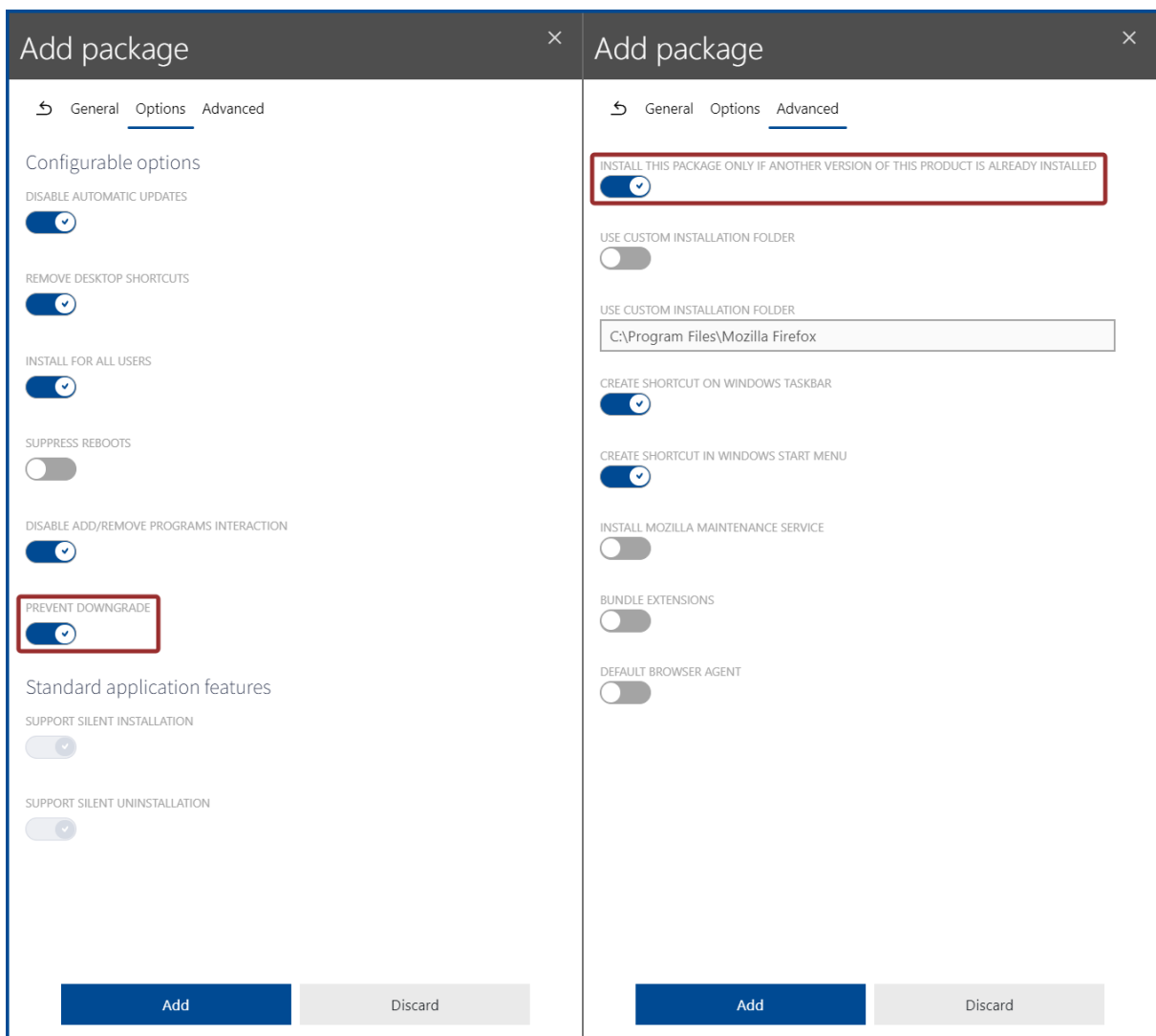
Options dialogue and Advanced dialogue with the new options

Other Improvements and Changes

- Improved performance of data normalization and enrichment (RayVentory Catalog). `RMSC-1517`
- When a new inventory is received, the reconciliation engine ensures it is rejected if a newer version of the inventory is already available. `RMSC-1838`
- When downloading the macOS agent if the backend is configured with HTTPS, the certificate gets downloaded automatically and integrated into the installation sources. During the installation of the agent, the certificate will get installed to the internal store. `RMSC-1786` `RMSC-1788`
- It is now possible to view packaging options for imported Package Store packages. Previously, these settings were only visible when creating the package. `RMSC-1920`
- A new scheduling event option "don't rerun option" has been implemented. This option enables for the event to be configured to delay the next run for a certain amount of time once it was successfully executed. This way a short repeat time in combination with a high delay for the next run can be configured to make sure that clients with a short on-time are covered. `RMSC-1812`
- The device information has been extended by the serial number. It is gathered during the inventory import. `RMSC-1714`
- New functions have been added to the automation tool.
  - It is now possible to automatically remove a device or package assignment from a group. `RMSC-1703`
  - It is now possible to automatically delete a device or group. `RMSC-1890`
- A Folder and upload file support has been added for macOS packages which is similar to the folder and upload file supported for windows packages. `RMSC-1796`
- The logging on macOS agent components has been improved. `RMSC-1690` `RMSC-1836`
- It is now possible to simultaneously assign multiple devices to a single group. `RMSC-1289`
- The install state indicator has been improved. In case of overlapping assignments, depending on priority and lifetime specification, the most highly prioritized assignment is identified and used to determine the deployment state value. `RMSC-1356` `RMSC-1877` `RMSC-1846` `RMSC-1813`
- It is now possible to filter the raw data in the **device details** view of a macOS device to only display the data within `/Applications`. `RMSC-1841`
- The RMS UEM AppCenter documentation for the Windows and the macOS agent has been improved. The documentation can be accessed from within the RMS UEM AppCenter to gain general knowledge about the RMS UEM AppCenter and the functionalities it offers. `RMSC-1917` `RMSC-1911`

Resolved Issues

The following issues have been resolved in RayManageSoft Unified Endpoint Manager 3.0.

- Fixed an issue where the version of the agent was not correctly identified during the inventory import from a macOS device. `RMSC-1718`
- Fixed an issue where the operating system for macOS devices was not displayed correctly. `RMSC-1840`
- Fixed various minor text and localization issues on tooltips, warnings, and error messages. `RMSC-1918`
- Fixed an issue where Package Store packages were incorrectly uploaded to the Azure Storage. `RMSC-1967`
- Fixed an issue where some files could be missing when creating third party installer (`.exe`) packages. `RMSC-1973` `RMSC-1980`
- Fixed the uninstallation and installation operation order in "Apply Policy" on the macOS agent. `RMSC-1986`
- Certain application installations on the macOS failed due to missing permissions. For these the installation can now be performed using the `osascript` installation of the package with the default string. `RMSC-1975`

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*.

> **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.

> **Be aware:**
> The Catalog integration needs to be recreated when migrating from RayManageSoft Unified Endpoint Manager 2.5 or older!

Migrating the Database

The database migration is handled automatically during the initial launch.

> **Be aware:**
> RayManageSoft Unified Endpoint Manager 3.0 will not install properly when upgrading from a previous version of the product and if there is any null value in its Prerequisite table, column Match. RMSC-2014
> In order to migrate this condition, we recommend to execute the following query on your RMS UEM database before migration to version 3.0:
> ```
> Update [Prerequisite]
> Set [Match] = 0
> Where [Match] IS NULL
> ```

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`

- **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`

- **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`

- **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`

- **Drag & Drop issue in the applications tree view**
  When dropping an item between two packages, the item gets moved to the root folder. Dropping needs to be restricted to folder items only. `RMSC-1898`

- **Adding an unmanaged dependency for a packages**
  When adding an unmanaged dependency for a package an error that the given product code is not correctly read when supplying a reference package might occur. `RMSC-1987`

- **macOS AppCenter auto-refresh**
  The installation and uninstallation of available packages that have been started by the user are also not refreshed automatically. The list only gets updated after switching between the tabs. `RMSC-1994`

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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