



## **Fixes for CrossTec Enterprise Management System**

### **Fixes in EMS 3.10.001 February 5, 2010**

- Problem resolved whereby the CrossTec EMS Client could not automatically switch between addresses configured in the registry for the EMS Client to connect too after upgrading to CrossTec EMS 3.10.0000.
- Fixed problem where the CrossTec EMS Client Gateway could not connect to the CrossTec EMS Server Gateway if Internet Restrictions had been applied to its local EMS Client.
- Fixed a problem whereby the CrossTec EMS Server could stop responding to Client and Console connections after upgrading to CrossTec EMS 3.10.0000.

### **New in EMS 3.10.001 February 5, 2010**

- Client Gateway MSI installer has been updated to support obtaining the Server Gateway IP address from the installation parameters file (DNA.ini) allowing this to now be silently installed.

### **Fixes in EMS 3.10.000 January 25, 2010**

- Fixed a problem with duplicate alerts being generated when alerts are configured for accessing a restricted application.
- Fixed a problem that allowed the Chat history to be changed by selecting and dragging text.
- Fixed a problem with the Data Export that allowed an operator to export data that they do not have access to through the console.
- Fixed the sorting by columns in the scheduled package dialog.
- Fixed a problem with attaching user defined queries to a component for the User hierarchy.
- Fixed a problem with trying to test a Software Distribution package to a disconnected or Linux Client
- Added a delete option in the Gateway status dialog to remove old gateways that have been physically removed or uninstalled.
- Fixed a problem with the EMS Gateway Client when sending large software distribution packages.
- Fixed a problem with the column sizing in the Software Packages dialog.
- Resolved the correct Internet Metering report will be printed from the EMS Console instead of a blank page.
- Resolved German translation within the Query Scheduler has now been updated correctly.
- Fixed a problem with detecting the License Id for Microsoft Office 2007.
- Resolved the German Translation for the Unmerge and Unmerge All buttons have been updated.
- Resolved when a previously exported Query that was attached to an EMS Component is now imported this will attach to the correct component.
- Fixed a problem with the files for a software distribution packages begin left on the server when they are deleted.
- Added a warning message that is displayed if you try and create a duplicate department in the hierarchy.
- Fixed a problem with the active time for web metering being incorrectly recorded when the Windows Live toolbar is installed.



### **New in EMS 3.10.000 January 25, 2010**

- Added Support for multiline text boxes in the custom user details.
- The License Information dialog now has an additional field in which you can store the cost of the software maintenance
- A registry setting has been added that when set will cause new detected software to be hidden in the EMS Console by default for More information please see **TD599**
- The Hot fixes that are displayed on the Applications list for an individual PC can now be optionally turned off by un-checking the "Show Hot fixes" option that is available in the view panel.
- Added a feature to allow the merging of Programs, so for example different minor versions of a program can be merged in to a new Item showing only the major version.
- The state of the display of the graphs in the EMS console is now stored so that if you hide the graphs and close and re-open the console the graphs will remain hidden.

### **Fixes in EMS 3.01.0001 July 16, 2009**

- **CrossTec Remote Control setup file updated to now include 10.60.0003**
- **Serial Number not appearing in hardware inventory**  
Fix for Serial Numbers not being displayed in the hardware inventory
- **EMS Server Service using 100% CPU due to Approved and Restricted List Size**  
Fix for EMS Server using high CPU utilization due to the url list
- **Smart update process fixes**  
Fix for an issue introduced in EMS 3.00 with the update process

### **New in EMS 3.01 July 16, 2009**

- **Communication Gateway**  
CrossTec EMS now includes CrossTec Gateway Technology providing a stable and secure method for locating and connecting to Clients on remote networks securely via the Internet. Multiple remote locations can communicate data back to a central location with the use of the included Client and Server Gateway Components.
- **Energy Monitor**  
Aimed at helping organizations reduce their carbon footprint, meet internal energy saving targets and reduce operational costs, the new Energy Monitor component tracks all powered-on systems across the enterprise, highlighting their energy consumption and associated costs. Working day hours can be defined making it easy to identify out of hours wastage.
- **Active Directory Integration**  
Full Active Directory Integration is provided in v3. The CrossTec EMS tree view can now mirror your Active Directory structure. Support has been provided to enable membership of AD groups to control logon/access rights to the EMS Console.



- **Console Roles**

Access rights for Console Operators are now controlled by defined profiles or 'Roles'. Once created the Role can be assigned to multiple operators. Roles can be linked to a Windows Group and are relevant when Active Directory is being used.

- **Change PC Owner**

When EMS connects to a Client PC for the first time it will automatically 'bind' the logged on user as the PC Owner. A new 'Bind Users' dialog allows you to manually change the PC Owner details if this is not the permanent 'owner'.

- **User Interface - Enhanced**

The CrossTec EMS User Interface has been totally refreshed for version 3. Included among the changes is the introduction of separate PC and User tree views, making it easier to distinguish between the physical asset and items associated with the user (such as Internet and Application usage), as well as a completely new navigation bar and dynamic component "action panels".

- **Software Inventory – Enhanced**

The newly introduced 'Installed Programs' option mirrors the add/remove programs structure of your Client machines, detailing the license levels for the displayed applications. CrossTec EMS now features three level software inventory : Software Programs (eg MS Office), Software Applications (eg MS Word) and Software Resources (eg Letter.doc)

It is now possible to remove a Single Application from an Application group rather than having to unmerge the entire group of Applications.

Check and Uncheck buttons have been added to the Applications list, this means that after selecting multiple Applications from the Software Applications list you can now use the Check or Uncheck buttons to hide or show the selected Applications in the Software Inventory List.

- **License Administration - Enhanced**

The process for assigning license information to a PC's asset data has been refined. New 'Leasing Administration' and 'Maintenance Administration' dialogs have been added enabling operators to quickly assign licenses to any number of PCs.

The location field within the License information for Software Applications will also now provide a drop down list of previous entries entered for you to choose from.

- **Internet Metering – Enhanced**

Support for Sub-Url's added allowing you to restrict both complete and specific pages within a website.

It is now possible to apply all four levels of Internet Access to Departments in half hour Blocks, including Unrestricted Access, Approved Sites only, Block restricted Sites and Block All Sites.

Internet Restrictions applied to a EMS Client will now continue to be applied to the EMS Client machine even if the Client has been restarted and has not reconnected to the EMS Server.



- **Additional Hardware – Enhanced**

Peripheral Hardware items such as PDAs or Mobile phones can now be assigned to multiple machines simultaneously extending CrossTec EMS's use as a central reporting point for technology assets.

- **Database Wizard – Enhanced**

New 'Miscellaneous Settings' dialog added to the EMS Database Wizard enabling you to enter the SQL Server address, set a timeout for Database Queries, force Active Directory Authentication and add EMS Gateway settings.

- **Query Tool – Enhanced**

The CrossTec EMS Query tool is a unique utility that allows an operator to produce custom reports and data views based on all database fields. This has been extended to include the following:

- Totaling Options are now available

CrossTec EMS now provides Totaling Options to provide Totals for values such as time and cost.

- Additional fields for PC Memory added

The following fields have now been added to the Query tool relating to the Memory installed in PC's:- Memory Slot, Memory Slot Capacity and Memory Type.

- Application Description field added

An Application Description field has now been included in the Query Tool to allow you to find individual Applications that are part of a Merged Application group.

- Last Logged on User field added

A field to report the Last Logged on User has been added to the Query Tool

- File Resource Size field added

The Query Tool now includes a field for the "File Resource Size" to report the file size for software resources.

- **User Details - Enhanced**

It is now possible to select to hide the General Page from the EMS User Details, allowing you to show only custom User detail tabs created.

- **When clicking on a HTTPS link in internet metering it takes you to a HTTP site and displays a page cannot be found message**

Fixed it is now possible to access HTTPS links recorded in the Internet Metering History from the EMS Console

- **Fixed problem where the previous version of an installed application would still appear in the Software Inventory list as installed until a Force refresh was performed**

Problem resolved the previous version for a upgraded software installation will no longer appear in the Client Software Inventory, only the version of the application will be reported.

- **Hardware Inventory Displays the correct number of Physical Processors installed**

Hardware Inventory: Fix applied to display correct number of Physical Processors installed



- **The Active time is now reported correctly when using multiple Tabs in IE7**  
Fixed CrossTec EMS will now report the correct Active Time for each website tab opened within Internet Explorer 7
- **Client Status reports the Incorrect Platform information for Windows XP 64bit**  
Windows XP 64bit Workstations will now report the correct Operating System information in the Platform Column in the Client Status
- **When accessing the next page of query results for a new query attached to a component the results are displayed incorrectly**  
Resolved problem whereby the next page results for a Query attached to a EMS Component would not display the expected results.
- **Warehouse will not receive the requested package if the Warehouse Operating system is not selected as supported for the Software Package**  
The Operating System restrictions for a package will no longer be applied to Warehouses.
- **EMS Software Distribution Actions changing switches to lower case**  
Command line switches included in the Action for a Software Package will no longer change to lower case when the package is executed on the Client
- **Application Restrictions Configured on a top level Department would not be inherited by Sub Departments**  
Department Application restrictions will now also apply to Sub Department.

#### **Fixes in EMS 2.70 February 21<sup>st</sup> 2007**

- Fixes problem in query tool when query on Software Inventory file names containing multiple point separators in file name.
- New Installed applications detected by Application Metering component and added to Software inventory now Inventory for all PC's containing the product.
- Fixes installation issue installing on Hungarian Operating systems.
- Installer now places EMS Console in Windows Firewall exceptions list. No longer prompted to add to firewall exceptions list on first usage.
- Fixes Installation issues when using SQL Express Database
- Fixes a problem in Query Tool. "Database error connection busy with another hstmt"
- Fixes an obscure GPF when opening dynamic groups.
- Fixes a problem where system alerts could continue to display in console for a period of time after they have been closed.
- Database Error: S1000 - When Moving Clients in the Console
- EMS MSI Installer for Console now installs desktop icons to All Users
- Installer updated to install user DSN rather than system DSN in previous versions. Should no longer be necessary to logon Console as administrative user for first logon



### Fixes in EMS 2.60F1 November 11<sup>th</sup> 2006

- Software Inventory - Linux Display issue at PC Level
- Change EMS Logo dialog - text is cut off by radio button control
- Runtime Time Error Within EMS 2.60 (Using Back Button in Console)
- Updated reports contained in SmartupdateC.dll to be consistent with 2.60 Main installer
- Intermediate fix for New clients incorrectly overwriting existing client details due to MAC address (Alt identifier) being the same (e.g. VPN connected clients etc..) Note: Server registry key required to set this. This is not a permanent solution. Whilst this resolves the immediate problem there are known issues relating to Import / Export which rely on the Alt Identifier.
- Entering incorrect license details in DBWizard contains %s value in error dialog
- EMS clients not updating hardware and software inventory when set to run at startup and also set NOT to run at intervals
- Fix for priority updates bypassing smart update.

### Fixes in EMS 2.60 July 27<sup>th</sup> 2006

- Installing with a remote SQL server no longer results in client/console IP address incorrectly being set to SQL server instead of EMS Server
- Fixes Java(TM) Plug-in Fatal Error "The Java Runtime Environment cannot be loaded" when using IE7 Beta software
- Bios Installation Date added to Query Tool
- Fixes a Console sort order problem in Application Metering at PC level.
- Fixes a problem in the Console when editing an Alert and changing the Alert contact email address details.
- Fixes a Database Timeout Error:SI1T00 Timeout Expired that could occur when using the Console to manage the application restricted list.
- Deploy : Fix for Client Deploy "Failed to get platform information (1326)"
- Fixes problems associated with using Case Sensitive Databases
- Alerting: Fixes problems with multiple Network Connection and CD Alerts notifications
- Applications run from a network drive mapping are now detected by Internet metering
- Custom User Details: scroll bar for drop down combo boxes added
- Potential fix for reported incidence when undocking a laptop from a docking station: System Message "An Application is preventing your Laptop from Undocking."
- Potential fixes for Java related errors loading the Console "Java Runtime Environment can't be loaded"