



# Ivanti Device and Application Control 5.1

## Release Notes

**ivanti**

**Device and  
Application Control**

powered by HEAT



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# Notices

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## **Version Information**

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# Table of Contents

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<b>Release Notes.....</b>	<b>7</b>
System Requirements.....	7
Minimum Hardware Requirements.....	7
Supported Operating Systems.....	8
Supported Databases.....	11
Other Software Requirements.....	11
Recommended Configuration.....	12
Client Supported Languages.....	13
New Features.....	13
Issues Resolved.....	15
Known Issues.....	16



# Release Notes

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These Release Notes cover the 5.1 release of Ivanti Device and Application Control.

## System Requirements

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The following sections describe the minimum system requirements necessary for successful installation of Ivanti Device and Application Control and the languages supported by the client.

The listed specifications are a minimum; larger network environments, may require additional hardware and software resources. The system requirements for Ivanti Device and Application Control are listed in the following topics.

**Important:** For installation or upgrade to Ivanti Device and Application Control version 5.1:

- You must have a valid license file that is issued specifically for version 4.5 or later. Confirm that you have the required license file available before you begin installation.
- License files issued before Ivanti Device and Application Control version 4.5 will not work with the Application Server and may cause your Application Servers to stop working.
- The Ivanti Device and Application Control 4.5 license must be installed before you install or upgrade the Ivanti Device and Application Control database, and then the Application Server.
- Request a new license file using the **Downloads** tab on the Self-Service Portal.

## Minimum Hardware Requirements

The minimum Ivanti Device and Application Control hardware requirements depend upon your service network environment, including the type of database supported, the number of Application Servers you need to support a distributed network, and the number of subscribed clients.

The hardware requirements for Ivanti Device and Application Control vary depending upon the number of servers and clients you manage. The following minimum hardware requirements will support up to:

- 200 connected Ivanti Device and Application Control clients for Device Control
- 50 connected Ivanti Device and Application Control clients for Application Control

Table 1: Minimum Hardware Requirements

Ivanti Device and Application Control Component	Requirement
Database	<ul style="list-style-type: none"><li>• 1 GB (4 GB recommended) memory</li><li>• Pentium® Dual-Core CPU processor or AMD equivalent</li><li>• 3 GB minimum hard disk drive</li><li>• 100 Mbits/s NIC</li></ul>

Ivanti Device and Application Control Component	Requirement
Application Server	<ul style="list-style-type: none"> <li>• 512 MB (1 GB recommended) memory</li> <li>• Pentium® Dual-Core CPU or AMD equivalent</li> <li>• 3 GB minimum hard disk drive</li> <li>• 100 Mbits/s NIC</li> </ul>
Management Console	<ul style="list-style-type: none"> <li>• 512 MB (1 GB recommended) memory</li> <li>• 15 MB hard disk drive for installation, and 150 MB additional for application files</li> <li>• 1024 by 768 pixels for display</li> </ul>
Client	<ul style="list-style-type: none"> <li>• 256 MB (1 GB recommended) memory</li> <li>• 10 MB hard disk drive for installation, and several additional GB for full shadowing feature of Device Control</li> <li>• 100 Mbits/s NIC</li> </ul>

## Supported Operating Systems

Ivanti Device and Application Control supports multiple Microsoft Windows operations systems for the Application Server, Management Console, database, and client.

The operating system requirements for Ivanti Device and Application Control components are outlined as follows.

Table 2: Operating System Requirements

Ivanti Device and Application Control Component	Requirement
Database	<p>One of the following:</p> <ul style="list-style-type: none"> <li>• Microsoft Windows Server 2008 R2 with SP1 (64 bit only)</li> <li>• Microsoft Windows Server 2012 (64-bit only)</li> <li>• Microsoft Windows Server 2012 R2 (64-bit only)</li> <li>• Microsoft Windows Server 2016, Standard Edition (64-bit only)</li> <li>• Microsoft Windows Server 2016, Datacenter Edition (64-bit only)</li> <li>• Microsoft Windows Server 2016, Essentials (64-bit only)</li> </ul>



<b>Ivanti Device and Application Control Component</b>	<b>Requirement</b>
Application Server	One of the following: <ul style="list-style-type: none"><li>• Windows Server 2008 R2 with SP1 (64 bit only)</li><li>• Windows Server 2012 (64-bit only)</li><li>• Windows Server 2012 R2 (64-bit only)</li><li>• Windows Server 2016, Standard Edition (64-bit only)</li><li>• Windows Server 2016, Datacenter Edition (64-bit only)</li><li>• Windows Server 2016, Essentials Edition (64-bit only)</li></ul>
Management Console	One of the following: <ul style="list-style-type: none"><li>• Windows 7 SP1 (32-bit and 64-bit)</li><li>• Windows Server 2008 R2 with SP1 (64 bit only)</li><li>• Windows Server 2012 (64 bit only)</li><li>• Windows Server 2012 R2 (64 bit only)</li><li>• Windows Server 2016, Standard Edition (64-bit only)</li><li>• Windows Server 2016, Datacenter Edition (64-bit only)</li><li>• Windows Server 2016, Essentials Edition (64-bit only)</li><li>• Windows 8 (32-bit and 64-bit)</li><li>• Windows 8.1 (32-bit and 64-bit)</li></ul>

Ivanti Device and Application Control Component	Requirement
Client	<p>One of the following:</p> <ul style="list-style-type: none"><li>• Windows Server 2008 R2 (64 bit only)</li><li>• Windows Server 2012 (64 bit only)</li><li>• Windows Server 2012 R2 (64 bit only)</li><li>• Windows Server 2016, Standard Edition (64-bit only)</li><li>• Windows Server 2016, Datacenter Edition (64-bit only)</li><li>• Windows Server 2016, Essentials Edition (64-bit only)</li><li>• Windows 7 SP 1 (32-bit and 64-bit)</li><li>• Windows Embedded Standard 7 SP1 (32-bit and 64-bit)</li><li>• Windows 7 Thin PC</li><li>• Windows 8 (32-bit and 64-bit)</li><li>• Windows 8.1 (32-bit and 64-bit)</li><li>• Windows Embedded 8.1 Industry Pro and Industry Enterprise (64-bit) <b>NOTE:</b> <i>Both these editions are identified as Windows Embedded 8.1 Industry by Microsoft.</i></li><li>• Windows 10 Education, Enterprise, and Professional editions (32-bit and 64-bit)</li><li>• Citrix XenApp 7.12</li><li>• Citrix XenApp 7.14.1</li><li>• Citrix XenDesktop 7.12</li><li>• Citrix XenDesktop 7.14.1</li></ul>

## Supported Databases

Ivanti Device and Application Control supports multiple releases of Microsoft® SQL Server®. You should choose the database instance required by your network operating environment and the number of Application Servers and subscribed clients the application must support.

The database requirements for Ivanti Device and Application Control components are outlined as follows.

Table 3: Database Requirements

Ivanti Device and Application Control Component	Requirement
Database	One of the following: <ul style="list-style-type: none"> <li>• Microsoft SQL Server 2008, Standard Edition (32-bit and 64-bit)</li> <li>• Microsoft SQL Server 2008, Enterprise Edition (32-bit and 64-bit)</li> <li>• Microsoft SQL Server 2008, Express Edition (32-bit and 64-bit)</li> <li>• Microsoft SQL Server 2008 R2, Standard Edition (32-bit and 64-bit)</li> <li>• Microsoft SQL Server 2008 R2, Enterprise Edition (32-bit and 64-bit)</li> <li>• Microsoft SQL Server 2008 R2, Express Edition (32-bit and 64-bit)</li> <li>• Microsoft SQL Server 2012, Standard Edition (32-bit and 64-bit)</li> <li>• Microsoft SQL Server 2012, Enterprise Edition (32-bit and 64-bit)</li> <li>• Microsoft SQL Server 2012, Express Edition (32-bit and 64-bit)</li> <li>• Microsoft SQL Server 2014, Standard Edition (32-bit and 64-bit)</li> <li>• Microsoft SQL Server 2014, Enterprise Edition (32-bit and 64-bit)</li> <li>• Microsoft SQL Server 2014, Express Edition (32-bit and 64-bit)</li> <li>• Microsoft SQL Server 2016, Standard Edition (64-bit only)</li> <li>• Microsoft SQL Server 2016, Enterprise Edition (64-bit only)</li> <li>• Microsoft SQL Server 2016, Express Edition (64-bit only)</li> </ul>

## Other Software Requirements

Ivanti Device and Application Control requires the following additional software.

Additional software requirements for Ivanti Device and Application Control components are outlined as follows.

Table 4: Other Software Requirements

Ivanti Device and Application Control Component	Requirement
Database	No additional software requirements.

Ivanti Device and Application Control Component	Requirement
Application Server	If you will be encrypting Windows user accounts for centralized Device Control encryption, you will need to install an enterprise level Certificate Authority. See <a href="http://technet.microsoft.com/en-us/library/cc756120.aspx">Microsoft Certificate Authority (http://technet.microsoft.com/en-us/library/cc756120.aspx)</a> for additional information about certificates.
	<p><b>Attention:</b> Certificate authority installation applies to Device Control only for centralized encryption capability.</p> <p>Certificate authority installation applies to both Device Control and Application Control for secure server communications.</p>
	A Certificate Authority is required to use secure communications between clients and servers, and intra-server communications.
Management Console	Microsoft Visual C++ 2008 Redistributable Package.
Client	No additional software requirements.

## Recommended Configuration

To maximize Ivanti Device and Application Control for operation in a Microsoft Windows environment, you should configure your network environment database and client components using the following suggested configurations.

The recommended configurations for Ivanti Device and Application Control components are outlined as follows. These settings represent the usual default settings, but should be confirmed before beginning Ivanti Device and Application Control installation.

Table 5: Recommended Configuration

Ivanti Device and Application Control Component	Requirement
Database	<ul style="list-style-type: none"> <li>• Change the Windows <b>Event Viewer</b> settings to 1024 KB and choose to overwrite events as necessary.</li> <li>• Change Windows <b>Performance</b> settings to prioritize for background applications.</li> </ul>
Application Server	None recommended.
Management Console	None recommended.

Ivanti Device and Application Control Component	Requirement
Client	<ul style="list-style-type: none"> <li>• If you are using Active Directory, configure a corresponding Domain Name System (DNS) server as Active Directory (AD) integrated and create a reverse lookup zone, to provide for name resolution within the Management Console.</li> <li>• Configure NIC to receive IP from DHCP service.</li> <li>• Change the Windows <b>Event Viewer</b> settings to 1024 KB and choose to overwrite events as necessary.</li> </ul>

## Client Supported Languages

The Ivanti Device and Application Control client supports multiple languages in text format.

The Ivanti Device and Application Control client is supported in the following languages:

- English
- French
- Italian
- German
- Spanish
- Japanese
- Simplified Chinese
- Traditional Chinese
- Russian
- Dutch
- Portuguese
- Swedish

## New Features

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### We're Now Ivanti!

If you haven't already heard, HEAT Software has merged with LANdesk to form a brand-new company, **Ivanti**! We've renamed HEAT Endpoint Security Suite to **Ivanti Device and Application Control**. HEAT and Lumension still appear in certain areas e.g. install folders and signing certificates.

### Data Loss Prevention

Use Microsoft Window's Advanced Query Syntax to search the contents, properties, and tags (if supported) of MS Office (Word, Excel, PowerPoint) and PDF files for flagged keywords and phrases.

## **File Type Filtering Expanded to Include MP4 Files**

### **Added Device Support for Thunderbolt 3**

A LaCie D2 Thunderbolt 3 6TB removable was tested and recognized as a USB and manageable accordingly.

### **Added Support for Citrix XenApp and XenDesktop 7.14.1**

### **Expanded Virtualization Support To Include VDI (version 6.3.9600.18623)**

Limitations related to this feature:

- Only USB devices are supported and those devices are not connected as actual devices currently. No encryption or filtering supported. Due to limitations the following are not supported:
  - Windows Portable
  - DVD Burning
  - Shadowing
  - Printing
- The thin client requires the ESDI dll be added to the system32 folder and the reg key set to point to it.
- No encryption of devices is supported as these are not connected as USB.
- Device log events can be used to create special device permissions. The device is not connected so requesting from the machine a list of devices will not work.
- File shadowing is not supported as the devices are not in a mode that the files are intercepted as being copied off.
- Server 2012 R2 server X64

### **Maximum File Size for File Shadowing**

You can now specify a maximum file size limit for file shadowing so you can avoid shadowing very large files that can use up available disk space. When files exceed the max file size, only the file name is shadowed.

### **Removed support for Windows Vista and Windows Server 2008**

Windows Server 2008 R2 is still supported.

### **Removed Support for the Manual Import of a Signature File During Installation.**

The option is still visible on the install pane but will not work if selected.

### **Publicly Available Help Online**

You can now access the Ivanti Device and Application Control Help content (both PDFs and WebHelp) at <https://help.ivanti.com>. We encourage you to use the WebHelp as it's updated frequently, and new content is added on a regular basis.

## Issues Resolved

The Ivanti Device and Application Control 5.1 release resolves the following issues:

Table 6: Issues Resolved

ID	Description
248014	Fixed an issue that caused the SXS service to crash when building a large number of new clients.
252290	Fixed the issue where the Macro and Script protection eventlog messages were controled by the DC device eventlog is on, when AC Execution eventlog should be the option to control it.
252146	Fixed an issue that caused a black screen on reboot of a Lenovo Thinkpad Tablet 10 20E3.
239926	Fixed an issue that caused only the C drive to be blocked on Citrix XenDesktop 4.x
251830	Fixed an issue that prevented a portable encrypted stick from unlocking when using SVolBro.
251723	Fixed an issue that caused a USB mouse to appear to be in use in VMWare and therefore could not be attached.
251778	Fixed an issue that caused Device Control policies to not get enforced when Kaspersky Endpoint Security 10 was installed.
251797	Fixed an issue that caused generic redirects to not work on the latest Citrix 7.11+.
249913	Fixed an issue that caused Device Control to clash with Secure Islands IQ-Protector and Word to crash.
251353	Fixed an issue with encryption pop-ups and Device Attached notifications.
250245	Fixed a minor visual issue in the Client Deployment Tool.
250882	Fixed a license verification issue that prevented Application Control options from enabling.
250967	Fixed an issue where data could not be encrypted or stored if more than approximately 4GB.
250105	Fixed an issue where MSI files were not being extracted by the Filetool.
249400	Fixed an issue that caused unexpected SXE service behaviors and errors when generating reports.
249985	Fixed an issue that caused File Group Management to not function correctly.
250278	Fixed an issue where endpoints would hang when encrypting with BitLocker.

ID	Description
250103	Fixed an issue that prevented saving to a network share when using Microsoft Edge and Adobe Reader DC.
249197	Fixed an issue that caused system conflicts with Bromium.
249000	Fixed an issue that caused a stop code (unmountable boot volume error) when BitLocker and Unified Write Filter were enabled.
246783	Fixed a burning issue with encrypted discs.

## Known Issues

The Ivanti Device and Application Control 5.1 release contains the following known issues:

**Note:** The known issues listed below are cumulative and may include issues discovered in a previous version of Ivanti Device and Application Control.

Table 7: Known Issues

ID	Title
12322	"Failed to install the hcmon driver" error when installing VMWare View® Client on a client machine. See KB 1688 for more details on this issue.
47453	SXS stopped by client installation from the Client Deployment Tool and hangs the install when on the same machine. <b>Workaround:</b> If SXS is started (via <i>net start sxs</i> ) at this point the installation continues. Otherwise, it will fail and SXS remains offline. <ul style="list-style-type: none"> <li>• If Yes is selected the service will be restarted on client install completion and reboot.</li> <li>• If No is selected the service stays up. On next reboot the client install completes and SXS is restarted on reboot.</li> </ul>
47509	5.1 Silent Installer SXS Install Fails - StartService failed Error 1069: The service did not start due to a logon failure. <b>Workaround:</b> Use Interactive (local install).
249000	There is an existing issue where a stop error can occur when the boot disk is encrypted with BitLocker and protected with UWF. Customers should not enable UWF in this case.