ivanti

Workspace Control

Release Notes

2022.1 (version 10.8.10.0)

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Important Information

Read the following information before continuing with installing or upgrading Ivanti Workspace Control.

Starting with Workspace Control version 10.4, Microsoft Windows Server 2012, Windows 7 and Windows 8.0 were supported only as best effort. Since Workspace Control 2022 version 10.8.0.0, the specified operating systems are no longer supported and with Workspace Control 2022.1 version 10.8.20.0 the installation of Workspace Control on machines running these operating systems will not be possible anymore.

New installation

Before performing a new installation of Ivanti Workspace Control, please read the following release note carefully:

ActiveReports components

The ActiveReports components (libraries and object code) included in this release are proprietary to Data Dynamics, Ltd. (acquired by: GrapeCity, Inc.). By downloading and installing this release, end-users assume and accept sole responsibility of the use of the ActiveReports components, and will not act contrary to license terms applicable and available via https://www.grapecity.com/legal/eula.

Notices Files

The **Notices Files** offer information about the third-party components used in Ivanti Workspace Control, including the Relay Server and the Web Console. These files provide the names of the external components and copyright and license information. The Notices Files are bundled together with the Workspace Control installation files in the product archive available from Ivanti Workspace Control Product Downloads and Release Notes.

Microsoft .NET Framework prerequisite

Workspace Control 2022.1 (version 10.8.10.0) requires .NET Framework 4.7.2 or higher.

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Drivers

The following table shows when Workspace Control drivers were last updated:

Driver	Last updated in
FileGuard	Ivanti Workspace Control version 10.3.40.0
ImgGuard	Ivanti Workspace Control version 10.6.20.0
NetGuard	Ivanti Workspace Control 2020 (version 10.5.0.0)
RegGuard	Ivanti Workspace Control 2021.2 (version 10.7.10.0)
RESNFLT	Ivanti Workspace Control 2021.1 Service Update 1 (version 10.6.40.0)



When upgrading to a Workspace Control version that updated one of drivers listed in the table above, a restart is required to activate the updated driver.

Datastore

The following table shows the Workspace Control version that introduced the Datastore revision level that applies to Workspace Control 2022.1.

Datastore revision level	Introduced in
13	RES Workspace Manager 2014 SR3



When upgrading to Workspace Control 2022.1, if the Datastore is of a lower revision level than the level specified in the table above, then the Datastore is automatically updated.

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What's New

This section covers new features, enhancements, improvements or compatibility updates included in Workspace Control 2022.1 (version 10.8.10.0).

User Voice Feature Requests

Thank you for your support and continued submission of Product Enhancement Requests using the Product Ideas page on the Ivanti Community. These requests are reviewed every week and form a valuable input for the Workspace Control product roadmap. Please continue to submit your ideas and vote for your favorites.

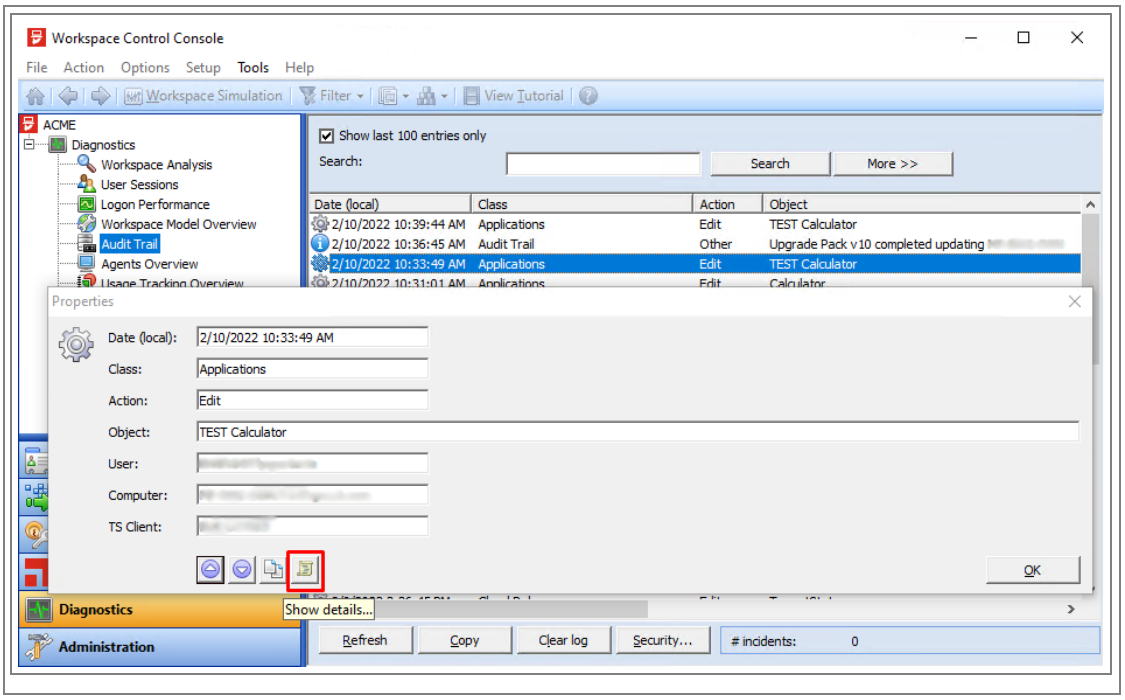
The following user requests have been addressed in this version of Workspace Control:

Audit Trail Details

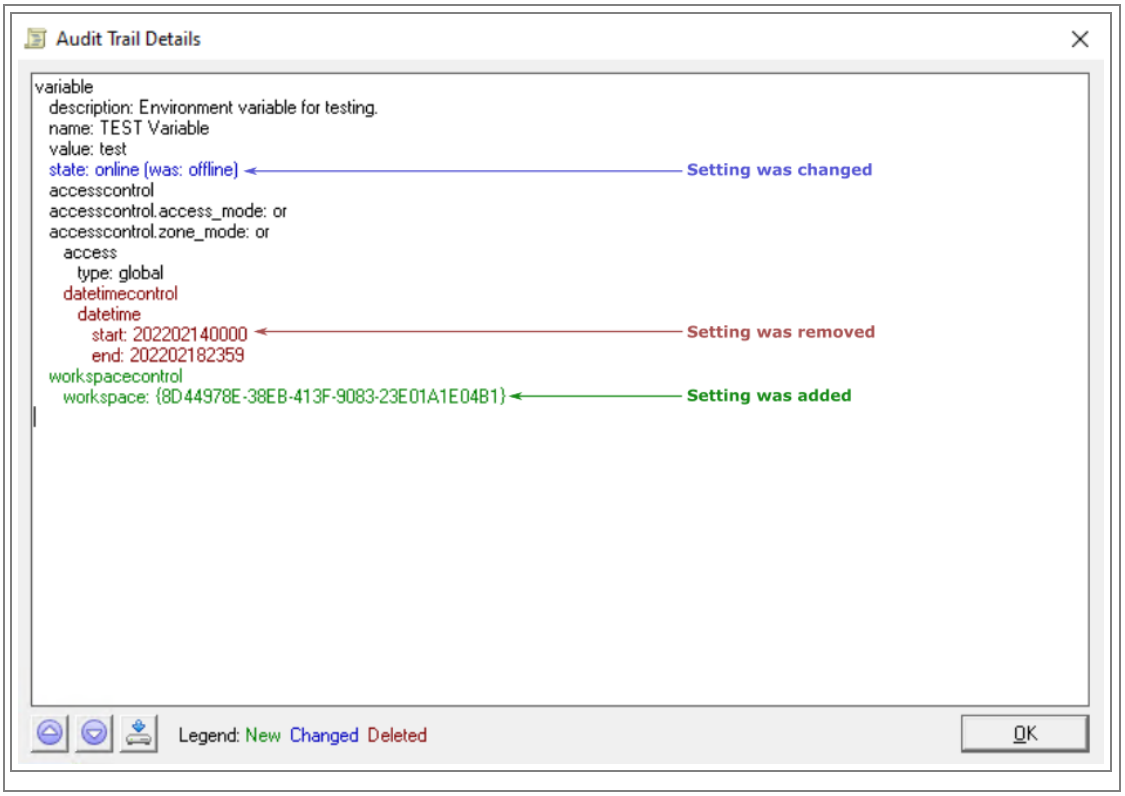
The **Audit Trail** now displays details regarding configuration changes made to the Workspace Control environment. For example, when new environment variables or managed applications are created, when the configuration of an already existing Workspace Container is modified, or when deleting Website Rules. These changes are shown in different colors depending on their nature.

Audit Trail details are found in the Workspace Control Console, under **Diagnostics > Audit Trail**. Open an entry by double-clicking on it. In the **Properties** window, select **Show details**.

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In the **Audit Trail Details** window, newly added items or settings are displayed using **green text**. Settings that have been changed are displayed using **blue text** and their previous value is shown in parentheses. Removed items or settings are displayed using **red text**.



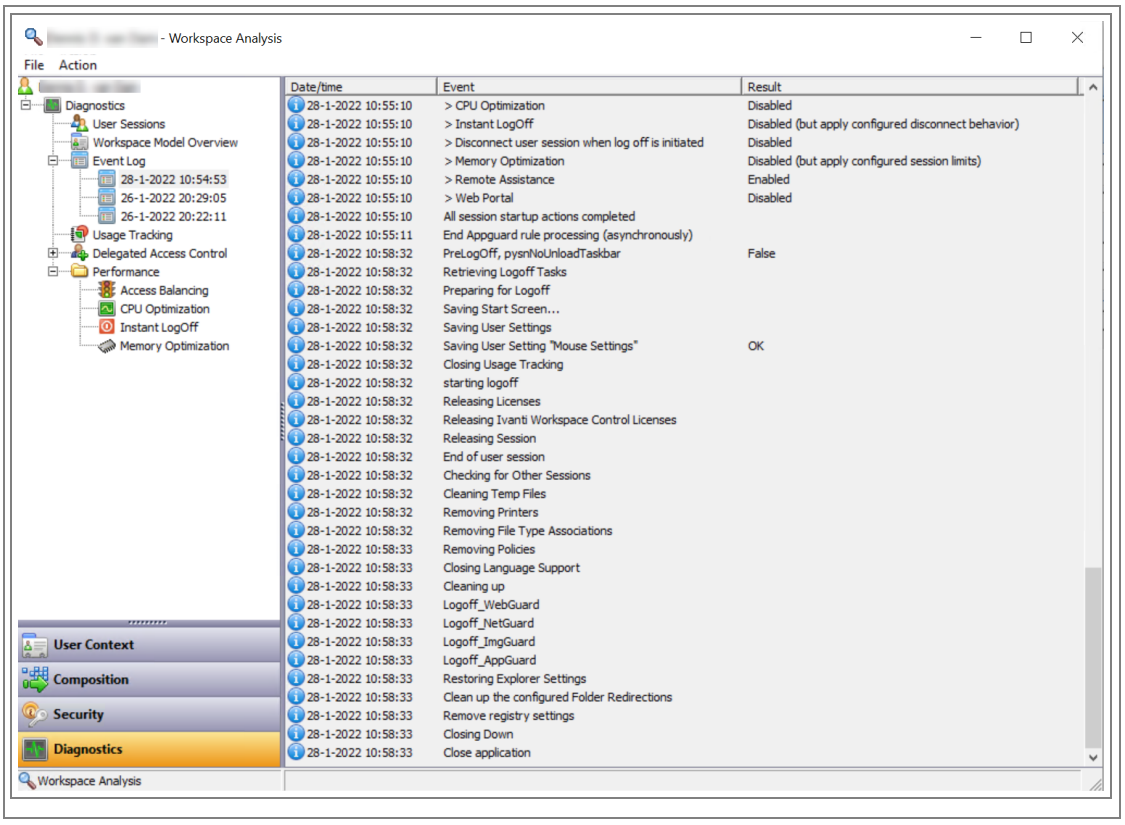
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From the **Audit Trail Details** window, export the item's previous configuration to a Building Block by selecting **Export original configuration to building block** . A previous configuration is the configuration that was before the changes currently listed in the **Audit Trails Details** window were made.

More details about this User Voice Feature Request are found on Ivanti Ideas.

User Session Event Log displays logoff events

User session event logs now show logoff events. When the Workspace Control managed session is closed on a Workspace Control Agent, the events associated with the session logoff process are written to the event log for that session.



Event logs are found in the Workspace Control Console, under **Diagnostics > User Sessions**. The right-side pane displays on overview of the currently active Workspace Control managed user sessions. Open a user session by double-clicking on it. In the **Workspace Analysis** window for the selected user session, navigate to **Diagnostics > Event Log** and select a log.

More details about this User Voice Feature Request are found on Ivanti Ideas.

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New Enhancements and Improvements

The following enhancements and/or improvements are part of this version of Workspace Control:

Export Logon Performance information to CSV file

Logon Performance displays statistics regarding Workspace Control session logons. If the feature is enabled, Workspace Control Agents send logon information to the Datastore when a Workspace Control managed session is started. The feature is found in the Workspace Control Console, under **Diagnostics > Logon Performance**.

Logon performance information can now be exported to a CSV file, either using the Workspace Control Console, or using the `pwrtech` command line. For more details, see the Workspace Control Administration Guide.

Export Relay Server Overview to CSV file

In the Workspace Control Console, under **Administration > Relay Servers**, you can configure the default behavior of Relay Servers and you can see what Relay Servers are installed and connected to the current Workspace Control environment.

Relay Server information found under the Relay Servers tab can now be exported to a CSV file. For more details, see the Workspace Control Administration Guide.

Export Maintenance Task Results to TXT file

Datastore maintenance must be performed at regular intervals. This default maintenance allows you to remove references in the Datastore, to remove users that no longer exist, to check license locks and to clean up or clear log files. Datastore maintenance can be done from the Workspace Control Console, under **Administration > Maintenance**.

The results for the following maintenance tasks can now be exported as TXT files:

- **Search for non-existing users**
- **Verify SIDs for groups and users**

For more details, see the Workspace Control Administration Guide.

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AddDeferFlagsDuringFastConnect

In the latest versions of the Microsoft operating systems, the feature **Fast Connect** might not work as expected. In multi-tenant environments, this can result in the locking of the User Accounts. This is resolved by configuring the `AddDeferFlagsDuringFastConnect` registry setting.

Create the following string value to set the value of the `DeferFlags` registry setting to 4 during session sign-in. This applies only to mapped drives configured with the **Fast Connect** option.

Key	`HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\RES\Workspace Manager`
Value	`AddDeferFlagsDuringFastConnect`
Type	`REG_SZ`
Data	`Yes`

For more details, see the Workspace Control Administration Guide.

Improved Workspace Control translations

Minor translation improvements were made to the Workspace Control Console for the following languages:

- Danish
- Dutch
- German

RESTracelog renamed to IWCTracelog

The default name of the `RESTracelog` log file was changed to `IWCTracelog`. The default name can be changed to something else, as desired by the Workspace Control administrator.

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Previous versions

The following sections covers the new features, enhancements, improvements or compatibility updates introduced in previous versions of Workspace Control.

- "Workspace Control 2022.1 (10.8.0.0)" on the next page

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Workspace Control 2022.1 (10.8.0.0)

This section covers new features, enhancements, improvements or compatibility updates included in Workspace Control 2022.1 version 10.8.0.0.

User Voice Feature Requests

Thank you for your support and continued submission of Product Enhancement Requests using the Product Ideas page on the Ivanti Community. These requests are reviewed every week and form a valuable input for the Workspace Control product roadmap. Please continue to submit your ideas and vote for your favorites.

The following user requests have been addressed in this version of Workspace Control:

Authorized Owners

Authorized Owners increases the security of your Workspace Control environment by not allowing untrusted software to run. Untrusted software is software that is not installed by company authorized entities, such as administrators or automation accounts.

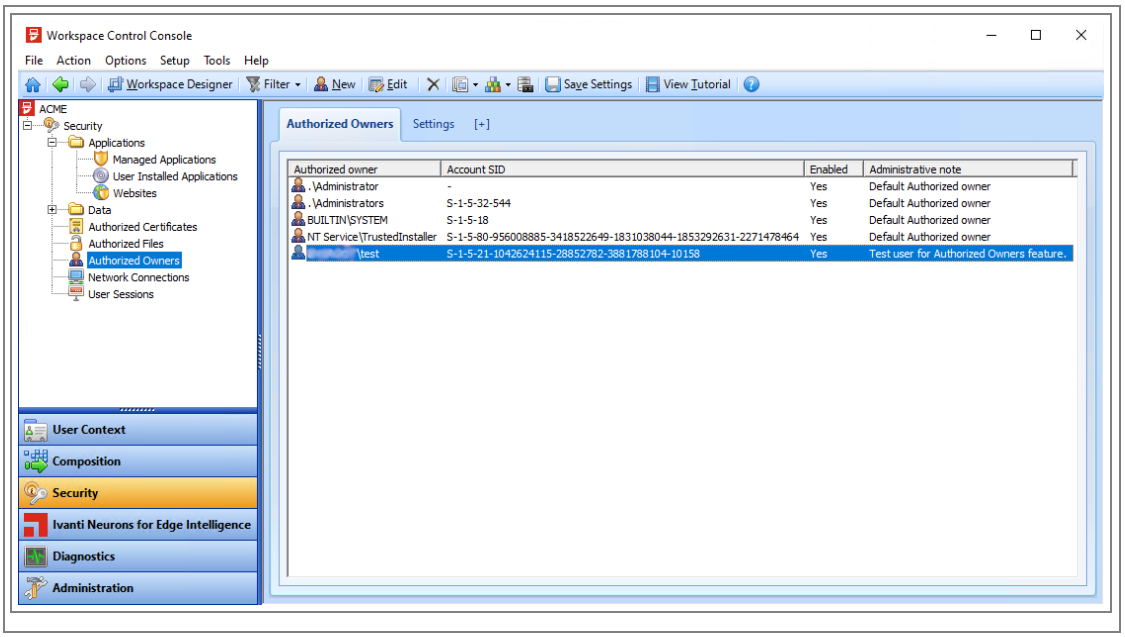
Authorized Owners is based on NTFS ownership and enables administrators to allow applications to be started only if the file owner of the executable matches the configured NTFS owner. Workspace Control checks executables to ensure that their ownership matches the configured authorized owners. If end-users launch an application and the NTFS file owner of the executable is not found in the list of authorized owners, then Workspace Control blocks the application from starting.

When enabling the **Authorized Owners** feature, the following authorized owners list is evaluated before Workspace Control allows an application to start:

- `NT AUTHORITY\SYSTEM`
- `BUILTIN\Administrators`
- `.\Administrators`
- `NT Service\TrustedInstaller`

To enable the Authorized Owners feature, open the Workspace Control Console and navigate to **Security > Authorized Owners > Settings** tab. Set the **Authorized Owners** option to **Enabled** and then select **Save Settings** from the main menu bar.

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The **Authorized Owners** feature offers the following capabilities:

- Configured authorized owners are visible under the **Authorized Owners** tab.
- New authorized owners can be added.
- Existing authorized owners can be removed.
- Option to enable or disable specific authorized owners.
- Administrative notes can be added to authorized owners. They can also be edited.
- The Authorized Owners feature can be enabled or disabled for specific Workspace Containers.

For more details on how to configure the feature and its new enhancements, see Workspace Control Administration Guide.

More details about this Feature Request are found on Ivanti Ideas.

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Export Security Logs as CSV files

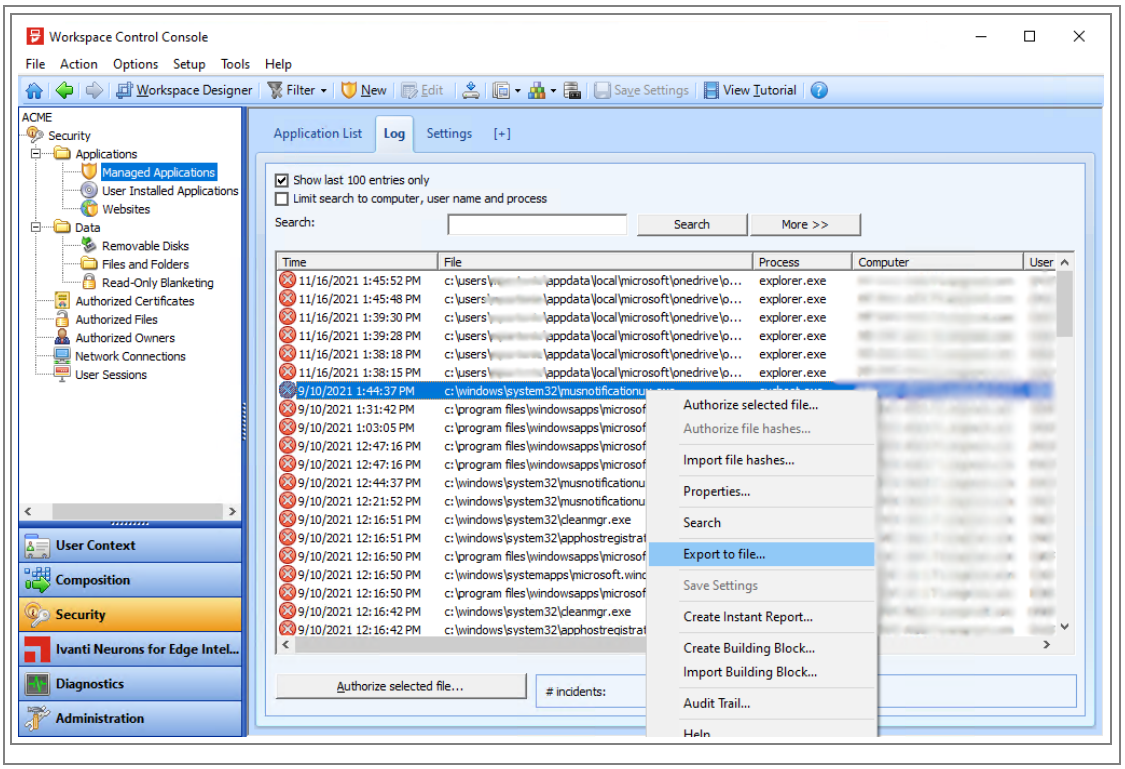
The log information found under the **Log** tab for the following Workspace Control nodes can now be exported as CSV files:

- **Security > Applications > Managed Applications**
- **Security > Applications > User Installed Applications**
- **Security > Applications > Websites**
- **Security > Data > Removable Disks**
- **Security > Data > Files and Folders**
- **Security > Data > Read-Only Blanketing**
- **Security > Authorized Certificates**
- **Security > Network Connections**

To export the information found under the **Log** tab as a CSV file, follow these steps:

1. Right-click on any entry and then select **Export to file** from the context-menu.
2. Select a location where to save the CSV file, enter an appropriate name for the file and then select **Save**.

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Security logs can also be exported using the `pwrtech` command-line option:

`pwrtech.exe /exportlog /type=<Workspace Control node> /output=<output filepath> [/outputtype=csv] [/start=<start date>] [/end=<end date>]`

For example:
`pwrtech.exe /exportlog /type=application /output=C:\export\managed_apps.csv /outputtype=csv /start=20211201 /end=20220118`

`/outputtype`, `/start` and `/end` are optional parameters. If `/outputtype` is not specified, then the security logs are exported as XML files instead of CSV files.

For more details on `pwrtech.exe /exportlog`, see the Workspace Control Administration Guide.

More details about this Feature Request are found on Ivanti Ideas.

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Export Event Logs

Event Logs can now be exported as CSV files. To export event logs, open the Workspace Control Console, navigate to **Diagnostics > Workspace Analysis > Analysis** tab and double-click on a user. This opens the Workspace Analysis for the selected user. In the Workspace Analysis window, navigate to **Diagnostics > Event Log**.

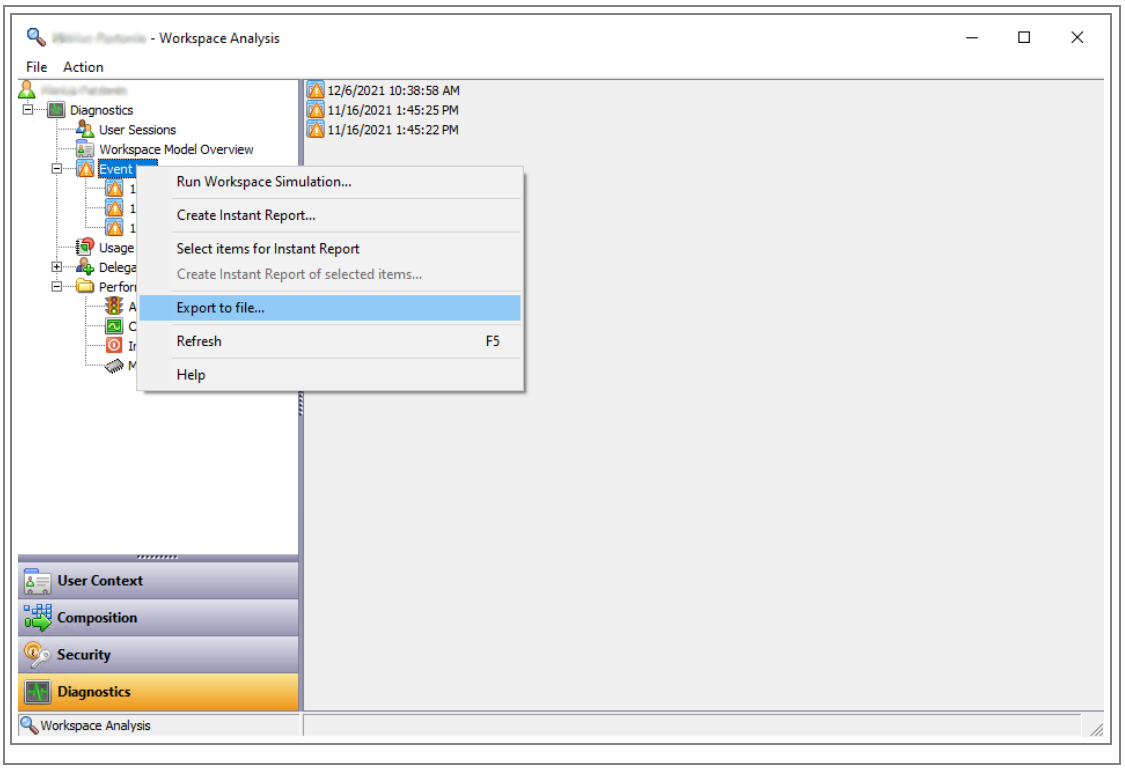
- To export all event logs:
    - Right-click on the **Event Log** node in the left-side navigation menu and then select **Export to file** from the context menu. Select the location where to save the CSV files and select **OK**.
    - Select the **Event Log** node in the left-side navigation menu and then in the main menu bar, select **Action > Export to file**. Select the location where to save the CSV files and select **OK**.

    Each individual event log is exported as a separate CSV file.

- To export specific event logs:
    - Right-click on a specific event log in the left-side navigation menu and then select **Export to file** from the context menu. Select the location where to save the CSV file and select **OK**.
    - Select a specific event log. Right-click on any log entry in the right-side pane and then select **Export to file** from the context menu. Select the location where to save the CSV file and select **OK**.

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More details about this Feature Request are found on Ivanti Ideas.

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Search Event Logs

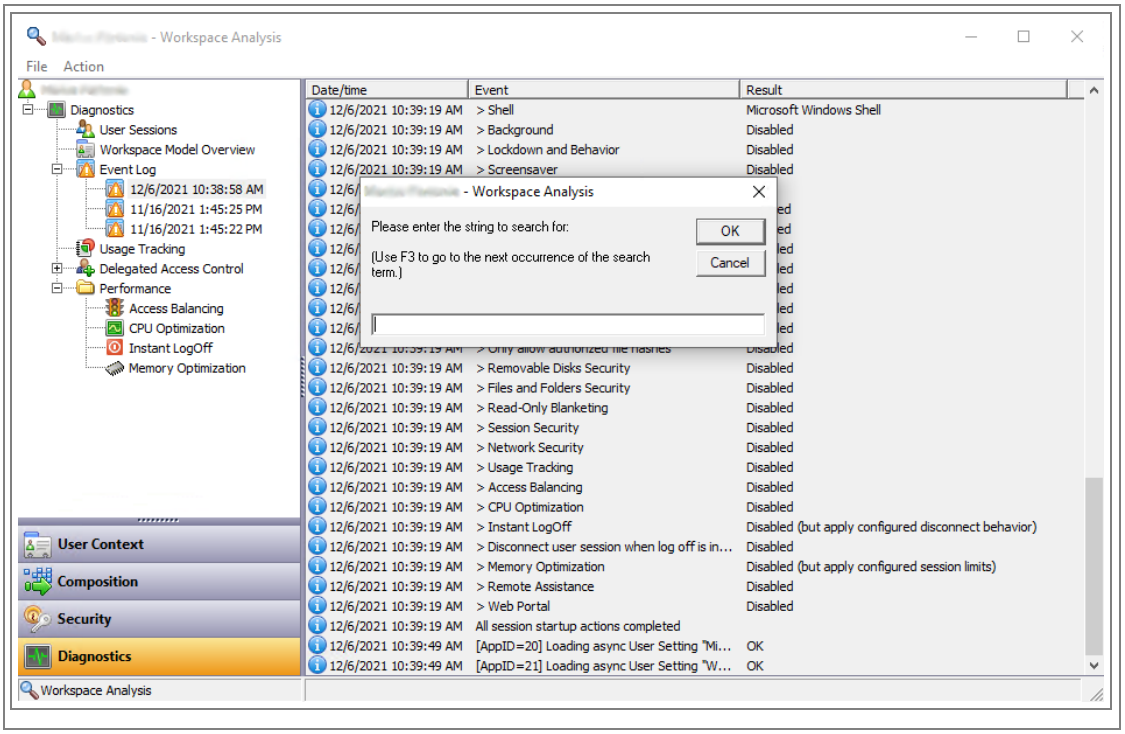
Event Logs can now be searched to find specific events. To search event logs, open the Workspace Control Console, navigate to **Diagnostics > Workspace Analysis > Analysis** tab and double-click on a user. This opens the Workspace Analysis for the selected user. In the Workspace Analysis window, navigate to **Diagnostics > Event Log**.

To search event logs for a specific event, use one of the following methods:

- Select an event log or select any log entry in the right-side pane, and then press **CTRL + F**.

  Use **F3** to continue the search and find the next occurrence of the searched criteria.

- Select an event log and then in the main menu bar, select **Action > Search**.
- Right-click on an event log in the left-side navigation menu, or right-click on any log entry in the right-side pane, and then select **Search** from the context menu.



More details about this Feature Request are found on Ivanti Ideas.

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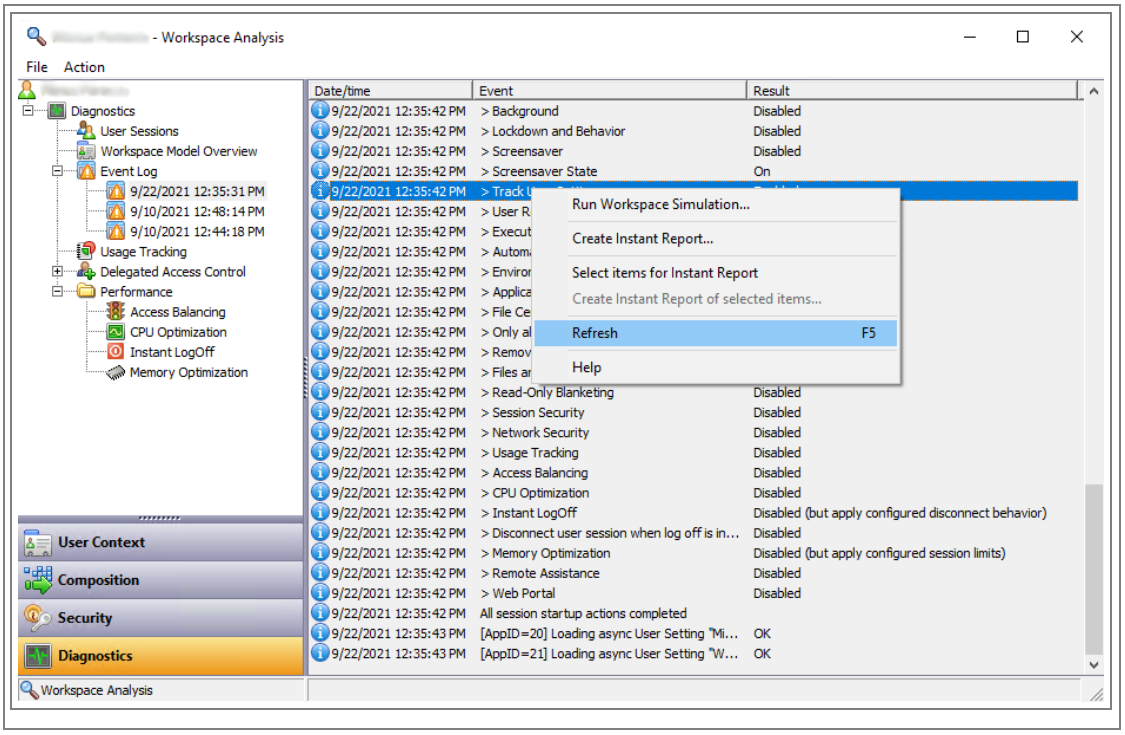
Refresh Event Logs for Workspace Analysis

The Workspace Analysis tool is now enhanced with the option to refresh user event logs.

Open the Workspace Control Console and navigate to **Diagnostics > Workspace Analysis** or **User Sessions**. From the right-side pane, open the Workspace Analysis tool for a user from the list. In the **Workspace Analysis** window, navigate to **Diagnostics > Event log**.

To refresh the event log, use one of the following methods:

- Select an event log and press **F5**.
- In the main menu bar, select **Action > Refresh**.
- Right-click on an event log in the left-side navigation menu, or right-click on any log entry in the right-side pane, and then select **Refresh** from the context menu.

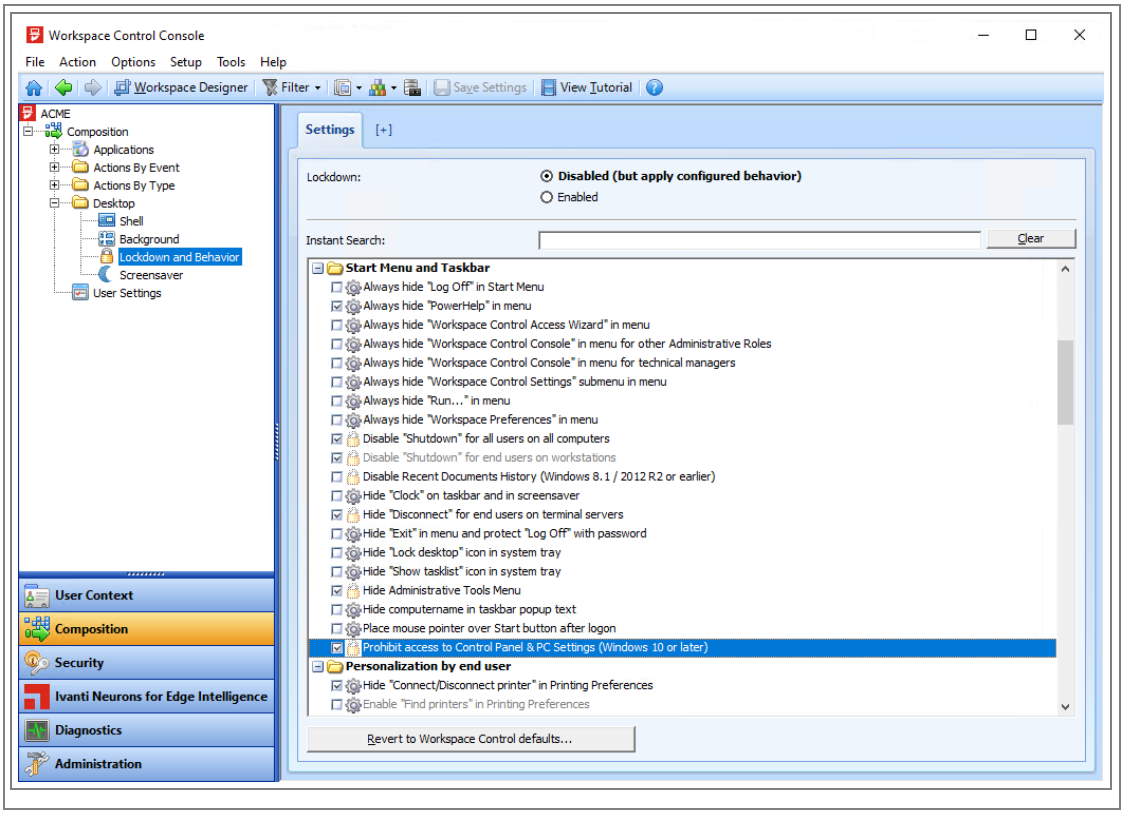


More details about this Feature Request are found on Ivanti Ideas.

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Prohibit access to Windows Control Panel and PC Settings

To prevent end-users on Workspace Control Agents from editing Windows settings, select the **Prohibit access to Control Panel & PC Settings** option from within the Workspace Control Console, under **Composition > Desktop > Lockdown and Behavior > Settings** tab, in the **Start Menu and Taskbar** section.



Deselecting the option grants end-users access to the Windows Control Panel and PC Settings.

This option is applicable only for Microsoft Windows 10 or later operating systems.

More details about this Feature Request are found on Ivanti Ideas.

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Expanded Application List Search

The **Search** option for the **Application List** now accepts more search options. The option is found in the Workspace Control Console, under **User Context > Applications > Application List** tab and accepts the following search criteria:

- **Application ID** — Workspace Control searches for application IDs that ***exactly*** match the entered criteria.
- **Application Title** — Workspace Control searches for application titles that contain the entered criteria.
- **Administrative Note** — Workspace Control searches for administrative notes that contain the entered criteria.
- **Application GUID** — Workspace Control searches for application GUIDs that contain the entered criteria.

> Enter at least **six** (6) consecutive characters that are part of the application GUID. When entering less than six characters, the search does not filter based on the application GUID. This prevents incorrect results when searching based on the application ID.

For more details and examples on how to use the **Search** option, see Workspace Control Administration Guide.

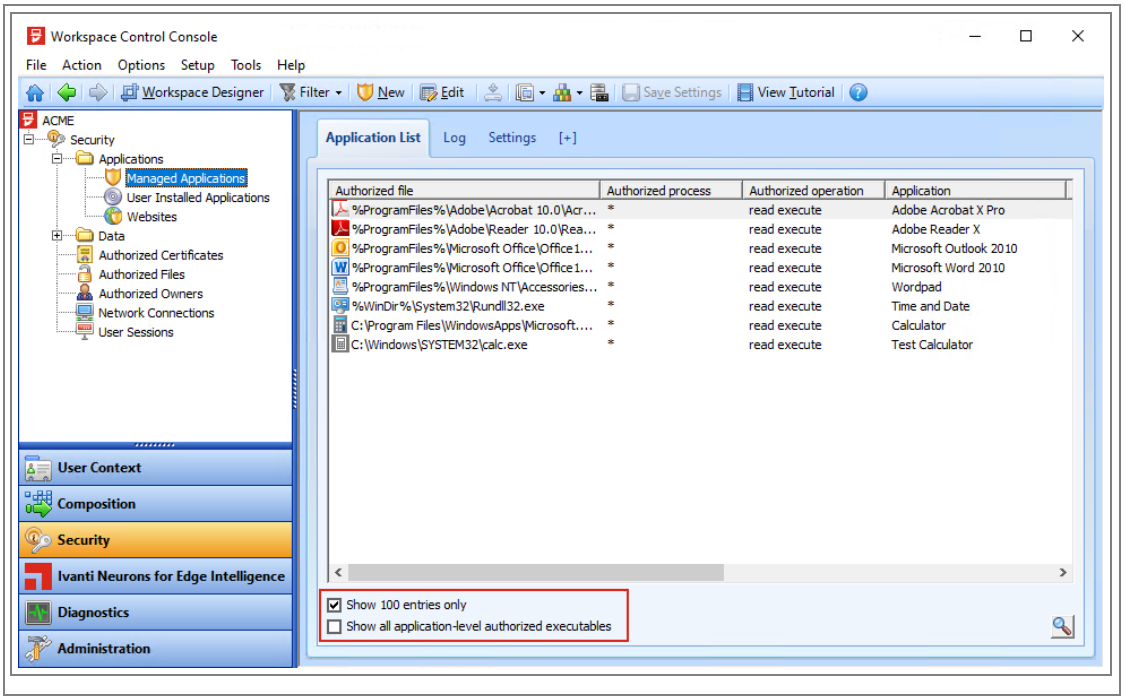
More details about this Feature Request are found on Ivanti Ideas.

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Show only 100 entries in Managed Applications under Security node

In the Workspace Control Console, under the **Security > Applications > Managed Applications > Application List** tab, the number of displayed applications can now be limited to only the first 100 entries.

By default, the **Show 100 entries only** option is selected and the Workspace Control Console shows only the first 100 entries when opening the **Managed Applications** node. To view all the applications, deselect the checkbox next to the **Show 100 entries only** option.



- Selecting **Show all application-level authorized executables** disables the **Show 100 entries only** option. To re-enable the **Show 100 entries only** option, first deselect the **Show all application-level authorized executables** option.
- The **Show 100 entries only** option is always enabled when navigating to the **Managed Applications** node, except when the **Show all application-level authorized executables** is already configured.

More details about this Feature Request are found on Ivanti Ideas.

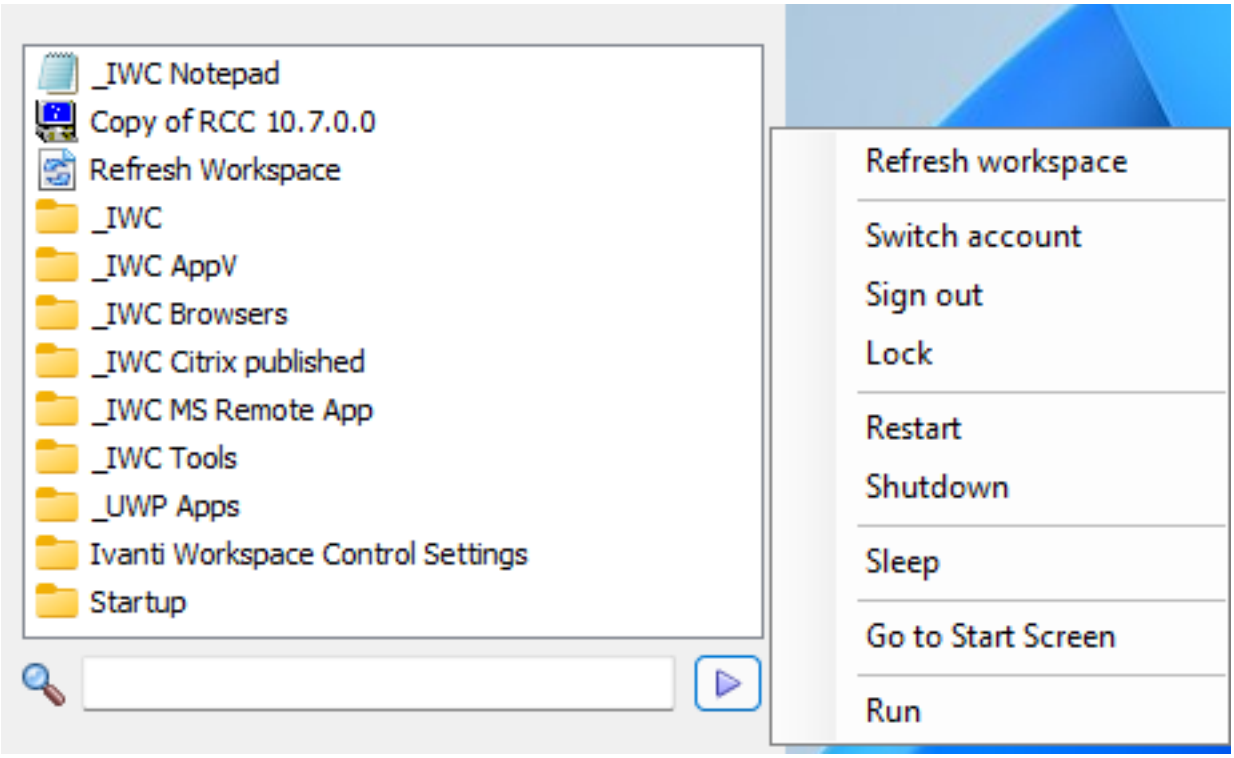
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New Enhancements and Improvements

The following enhancements and/or improvements are part of this version of Workspace Control:

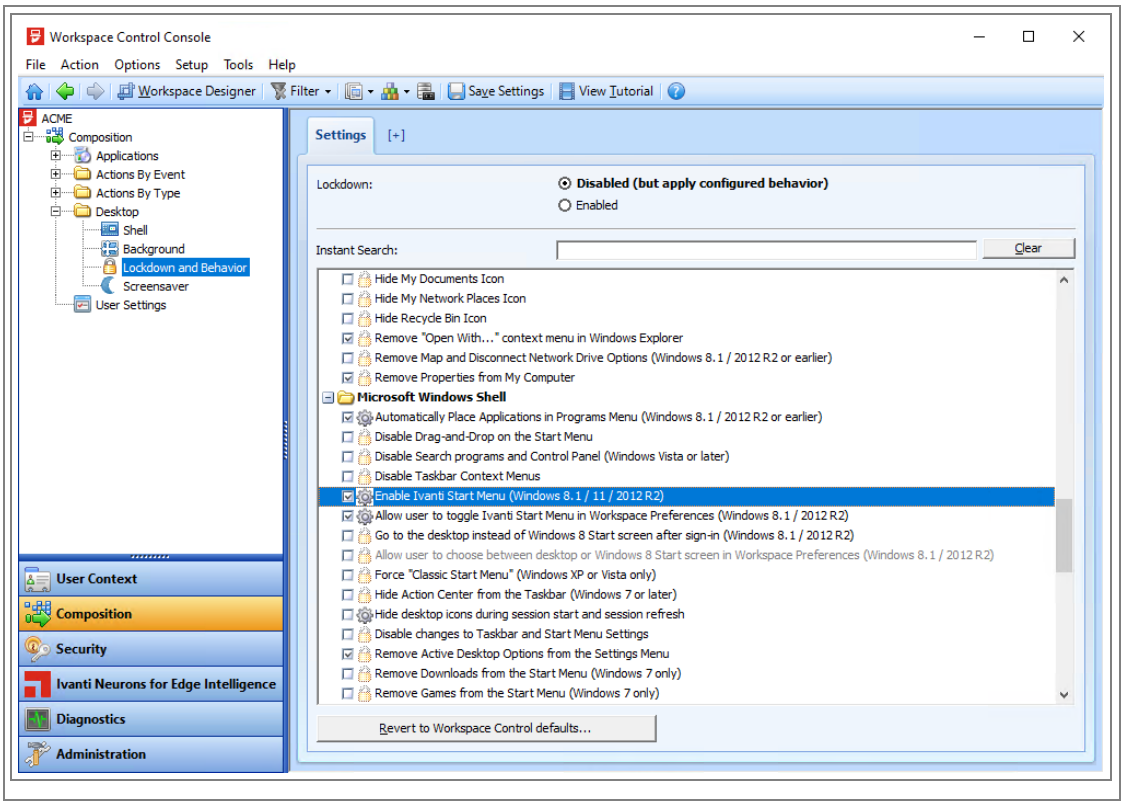
Ivanti Start Menu for Microsoft Windows 11

Workspace Control can now be configured to replace the Start Menu of Microsoft Windows 11 with the Ivanti Start Menu.



To enable the Ivanti Start Menu on Workspace Control Agents, open the Workspace Control Console, navigate to **Composition > Desktop > Lockdown and Behavior > Settings** tab. Navigate to the **Microsoft Windows Shell** section, check the box next to **Enable Ivanti Start Menu (Windows 8.1/11/2012 R2)** and then select **Save Settings** from the main toolbar.

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The Ivanti Start Menu for Windows 11 is compatible with all the configuration options found in **Composition > Applications > Settings** tab. For more details, see the Workspace Control Administration Guide.

Logon Performance

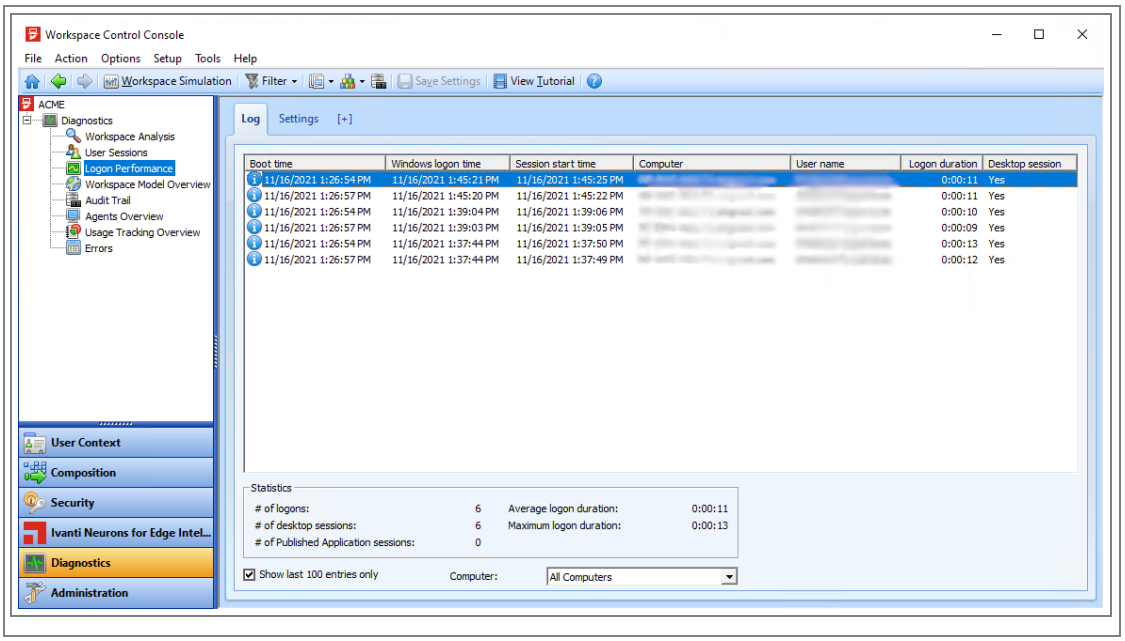
The **Logon Performance** node displays statistics regarding Workspace Control session logons. If the feature is enabled, Workspace Control Agents send logon information to the Datastore when a Workspace Control managed session is started.

To enable the feature, open the Workspace Control Console and navigate to **Diagnostics > Logon Performance > Settings** tab. Set the **Logon Performance** option to **Enabled** and then select **Save Settings** from the main menu bar.

Every time a Workspace Control managed session is started and the logon process starts, the following information is visible in the Workspace Control Console, under the **Log** tab:

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- **Boot time** — the date and time when the machine was powered on.
- **Windows logon time** — the date and time when the user logged onto the Windows operating system and the Windows session started.
- **Session start time** — the date and time when the Workspace Control managed session started.
- **Computer** — the machine where the Workspace Control managed session started.
- **User name** — the user that started the Workspace Control managed session.
- **Logon duration** — the duration of the Workspace Control logon process.
- **Desktop session** — whether or not the Workspace Control managed session was started on as a desktop session or as a published application.

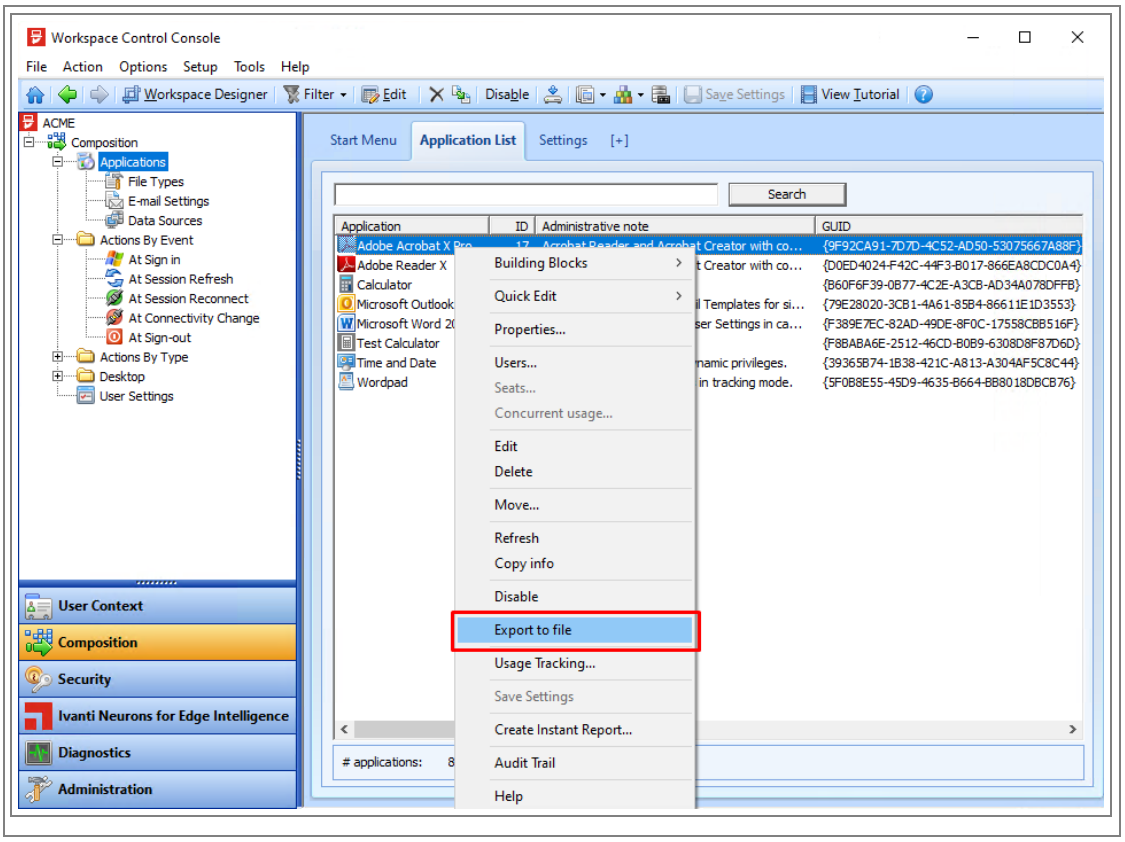


Export Application List

The list of managed applications can now be exported as a CSV file. The applications are visible in the Workspace Control Console, under **Composition > Applications > Application List** tab.

Right-click in **Application List** pane and select **Export to file** from the context menu. In the **Export to file** window, select a location where to export the managed application list, enter a name for the CSV file in the **File name** field, and then select **Save**.

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Use **Search** to filter the application list. Exporting the list after filtering only exports the search results, and not the entire list of applications.

Disable querying all Directory Services

By default, Workspace Control queries all configured Directory Services when retrieving user information for diagnostics purposes. For example, using Workspace Analysis to collect information about user sessions. Directory Services are configured in the Workspace Control Console, under **User Context > Directory Services**.

Create the following string value to disable the query of all configured Directory Services.

Key	`HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\RES\Workspace Manager`
Value	`DisableLookupAccountSidInIWCDomains`
Type	`REG_SZ`
Data	`Yes`

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Block client IP address from being sent to the Datastore

To configure Workspace Control to ignore a specific IP range or IP address when sending client IP addresses to the Datastore, create the following registry setting (string value):

Key	• `HKEY_LOCAL_MACHINE\SOFTWARE\RES\Workspace Manager` (32-bit) • `HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\RES\Workspace Manager` (64-bit)
Value	`IgnoreClientIPAddress`
Type	`REG_SZ`
Data	*<XXX.XXX.XXX.XXX>* (digit groups of the IP address or range to ignore)

For details on how to configure the registry setting, see the Ivanti Workspace Control Administration Guide.

Additional information is found in this KB article.

Do not show all applications when accessing Managed Applications under Security

In the Workspace Control Console, under **Security > Applications > Managed Applications**, if the **Show all application-level authorized executables** option is selected, Workspace Control displays all managed applications every time the **Managed Applications** node is accessed. This behavior can take up to several minutes depending on the number of configured managed applications.

Create the following string value to deselect the **Show all application-level authorized executables** option every time the **Managed Applications** node is accessed, even if the option is already selected. This reduces load times by configuring Workspace Control not to display all managed applications.

Key	`HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\RES\Workspace Manager`
Value	`RememberManagedApplications`
Type	`REG_SZ`
Data	`No`

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Improved Zone Rules

When configuring **Zones** in the Workspace Control Console, under **User Context > Locations and Devices**, an IP address check is now implemented for **Rules** to prevent incorrect IP configurations that can result in undesired behavior, such as mapping the wrong network drives or printers. The check verifies if the entered IP address is composed of four digit groups, and that each digit group is between 0 and 255.

This applies to the following Zone Rules:

- **Computer > IP address > IP address/IP address range**
- **Network > IP address > IP address/IP address range**
- **Remote Desktop > IP address > IP address/IP address range**

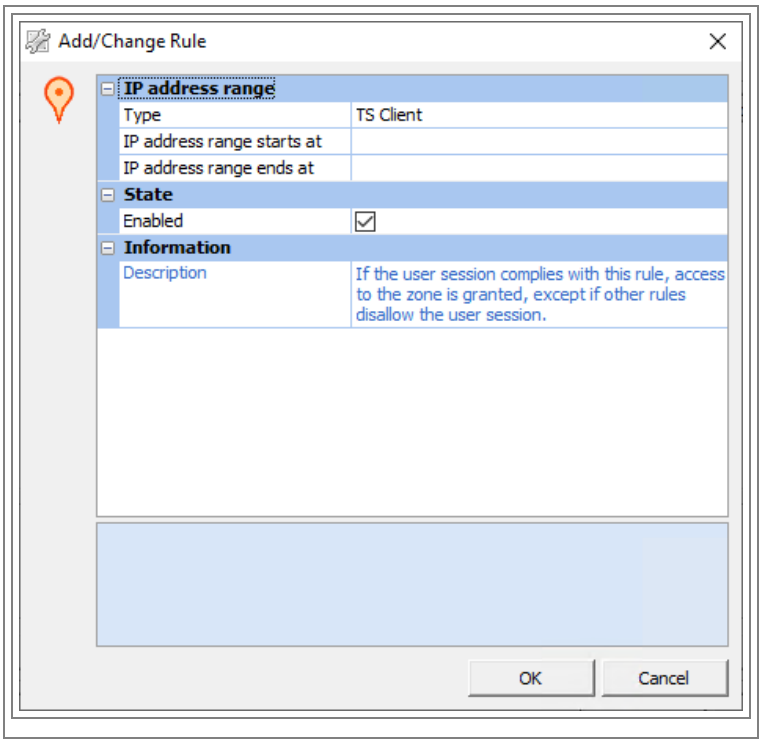


Wildcards can still be used when entering an IP address.

The following fields found in IP address range Zone Rules have been renamed to better reflect their functionality:

- **IP address starts at** was renamed as **IP address range start at**
- **IP address ends at** was renamed as **IP address range ends at**

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Blacklisting and Whitelisting changed to Deny and Allow

The **Blacklisting** and **Whitelisting** options in Workspace Control are now renamed to **Deny** and **Allow** respectively. This changes occurred in the Workspace Control Console for the following options:

- **Security > Applications > User Installed Applications > Settings** tab **> Software installations**.
- **Security > Applications > Websites > Settings** tab **> Security method**.
- **Security > Authorized Certificates**. Open a certificate and in the **Authorize Certificate** window **> Mode**.
- **Security > Network Connections > Settings** tab **> Security method**.

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Exclude processes from preventing session logoff

In Workspace Control sessions, Citrix published applications are started as separate full-screen sessions without a taskbar. When such applications are closed, Workspace Control also closes the session. To prevent the session from closing while sub-processes started by the application are still running, Workspace Control compares the processes running at session end against the processes running at session start. If Workspace Control finds additional running processes, the session remains opened.



When enabled, the option applies to all Workspace Control managed sessions.

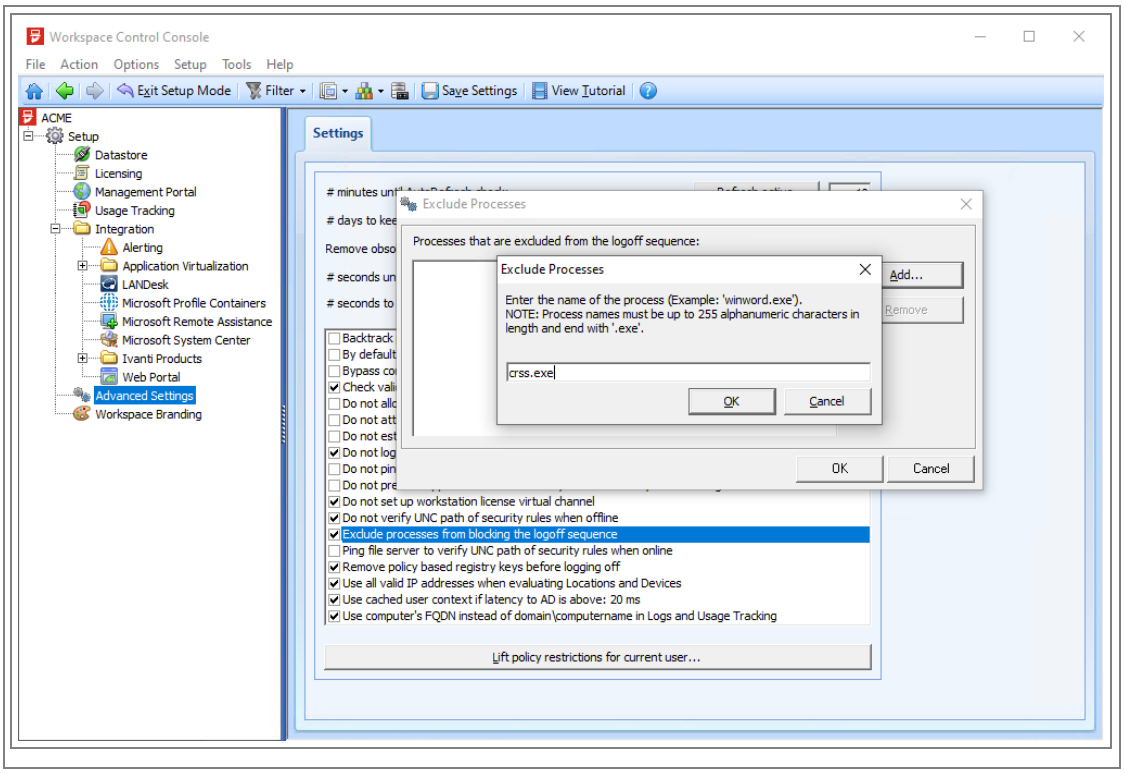
To exclude processes from preventing Workspace Control to close the session, open the Workspace Control Console and then, from the main menu bar, select **Setup > Advanced Setup**. Select the **Exclude processes from blocking the logoff sequence** option. Configure the processes to be excluded and then select **Save Settings** from the main menu bar.

Process names must follow these rules:

- Be up to 255 characters in length.
- Contain only alphanumeric characters.
- End in `.exe` as the extension.

For example: `crss.exe`.

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The session now ends even if the excluded processes are still running.

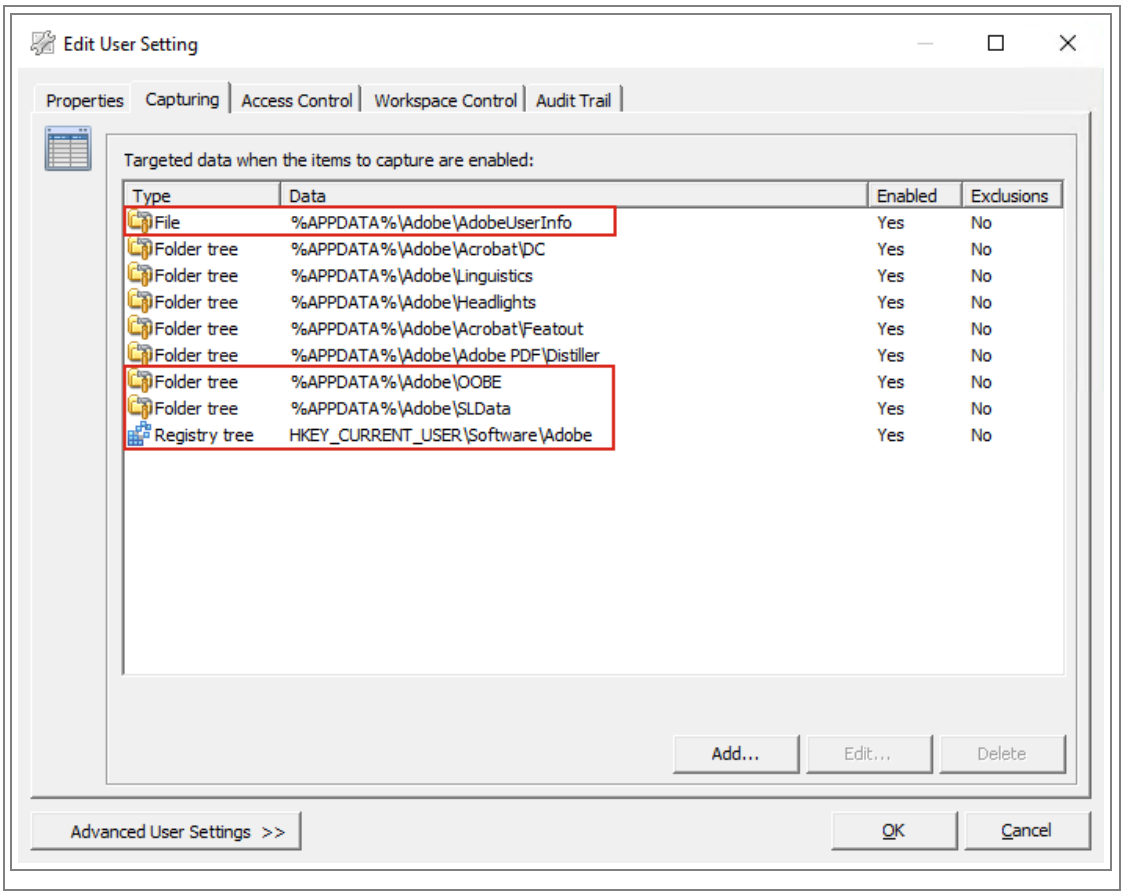
If the `ExcludeProcesses` registry setting is already configured in your Workspace Control environment, enabling the **Exclude processes from blocking the logoff sequence** option overrules the registry setting. For details on the `ExcludeProcesses` registry setting, see the Ivanti Workspace Control Administration Guide.

Enhanced User Settings template for Adobe Acrobat Professional DC

The **User Settings** template used to capture the settings for Adobe Acrobat Professional DC is now enhanced with additional capture items:

- File — `%APPDATA%\Adobe\AdobeUserInfo`
- Folder tree — `%APPDATA%\Adobe\OOBE`
- Folder tree — `%APPDATA%\Adobe\SLData`
- Registry tree — `HKEY_CURRENT_USER\Software\Adobe`

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The Adobe Acrobat Professional DC template is found in the Workspace Control Console, under **Composition > User Settings > User Settings** tab. Right-click in the right-side pane and from the context menu, select **New > Templates > Other Applications > Adobe Acrobat Professional > DC**.

Log on and Log off changed to Sign in and Sign out

Multiple configuration settings throughout the Workspace Control product have been renamed. Settings that contained **Log on** or **Log off** have been changed to **Sign in** and **Sign out**, respectively.

For example, the following are some of the settings that have been renamed in the Workspace Control Console, under **Composition > Desktop > Lockdown and Behavior**.

- **Workspace Composer** section:
    - **Always hide "Log Off" in context menu** was changed to **Always hide "Sign out" in context menu**.

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- **Workspace Control Shell** section:
    - **Do not show welcome message after log on** was changed to **Do not show welcome message after sign-in**.

Renamed default Building Blocks for Ivanti product integrations

When exporting Building Blocks from the Workspace Control Console, the default building block names for the following Ivanti product integrations have been changed:

- Ivanti Automation

  Renamed from `res_wisdom_integration` to `ivanti_automation_integration`.

- Ivanti Identity Director

  Renamed from `res_itstore_integration` to `ivanti_identity_integration`.

Ivanti Neurons for Edge Intelligence integration security improvement

The security of the Ivanti Neurons for Edge Intelligence integration with Workspace Control has been improved.

Improved proxy settings detection

The capability of Workspace Control to detect proxy settings has been improved. The improvement applies to activating Workspace Control licenses through a proxy server.

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Bug Fixes

The following customer support issues have been resolved in this version of Workspace Control:

Problem ID	Title
86109	User settings synchronization does not start when **User Settings caching** is set to **Cache locally at sign-in, during the session, and at sign-out, unless otherwise specified**, and the `UserSettingsSyncIntervalOnly` registry setting is configured. User Setting caching is configured in the Workspace Control Console, under **Composition > User Settings > Settings** tab. More details in the following KB article.
86995	Shutting down Workspace Control managed sessions running on Microsoft Windows 10 sometimes, under rare circumstances, results in a restart instead. More details in the following KB article.
87223	After upgrading to Workspace Control 2021.1 version 10.6.40.0 or higher, changes to the icon size of desktop items are not saved between Workspace Control managed sessions. In the Workspace Control Console, under **Composition > User Settings**, the following template is used to capture and restore desktop icon size settings: **Windows > 10/2016/2019 > Control Panel > Desktop and Start Menu Layout**. More details in the following KB article.
88362	When an **E-mail Setting** is used to provide e-mail configuration for Microsoft Outlook, starting a Workspace Control managed instance of Outlook in a Workspace Control managed session, results in the following SetMAPI error: *Access to path: C:\users\%USERNAME%\AppData\Local\RES\WM\Session#\pwmXXXX.tmp has been denied*. More details in the following KB article.
88407	Sometimes, the Workspace Control Agent cache is not updated immediately, if configured, on machines running Remote Desktop Services 2019. The Agent cache update interval is configured using **Update agent cache on change**, found in the Workspace Control Console, under **Administration > Agents > Settings** tab. More details in the following KB article.

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Problem ID	Title
88489	After upgrading to Workspace Control 2021.1 version 10.6.30.2 or higher, Workspace Control **File Types** associations are applied during user sign-in, but are then overwritten by the operating system which applies its default file associations. More details in the following KB article.
88540	After upgrading to Workspace Control 2021.1 version 10.6.20.0 or higher, triggering a Relay Server **Force Cache Update** results in the following error: *Failed to force cache update on these Workspace Control Relay Servers: <name of Relay Server>*. More details in the following KB article.
88606	After upgrading to Workspace Control 2022.1 version 10.8.0.0, not all translations are applied in **Workspace Preferences** or **Printing Preferences**. These settings are found in end-user sessions, in the **Start Menu**, under **Workspace Control settings**. More details in the following KB article.
88732	After upgrading to Workspace Control 2020.0 version 10.5.20.0 or higher, if the Citrix Receiver is configured for two or more Citrix Sites, then Citrix Published Applications cannot be enumerated for the second site onward when **Citrix StoreBrowse** is used. More details in the following KB article.
88777	Citrix Published Applications set to **Autolaunch at session start** trigger several errors during session logon, followed by the logoff of the Workspace Control managed session. **Autolaunch at session start** is configured under **Properties > Settings** tab when editing application properties. More details in the following KB article.
	After upgrading to Workspace Control 2021.2 version 10.7.10.0 or higher, the **Object** column of the **Audit Trail** did not show details for events where the **Website Security** setting was changed. **Website Security** is configured in the Workspace Control Console, under **Security > Applications > Websites > Settings** tab.
	Sometimes, when the Cloud Relay feature is first enabled, or disabled and then re-enabled, the following error may occur after receiving the *Ivanti Cloud Relay has been enabled* confirmation message: *Failed to retrieve account settings*. After navigating to another node and then back to the **Administration > Cloud Relay** node, everything works as expected.

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Previous versions

The following section covers the customer support items resolved in previous versions of Workspace Control.

- "Workspace Control 2022.1 (10.8.0.0)" on the next page

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Workspace Control 2022.1 (10.8.0.0)

The following customer support issues have been resolved in this version of Workspace Control:

Problem ID	Title
74609	After upgrading to Workspace Control version 10.5.10.1, configuring Workspace Control to use Microsoft Active Directory (in the Workspace Control Console, under **User Context > Directory Services**), can result in session login times to increase. This occurs when configuration items (such as zones, applications, drive and port mappings, and more) are based on Active Directory groups. Link to KB article
74754	If the Citrix XenApp Publishing integration is enabled in the Workspace Control Console, applications that point to network drives or shares take a long time to remotely publish. The publishing process can time out and generate the following error: *Publish remote FAILED for farm '<Farm name>' on <Publishing Server> - Timeout occurred waiting for task ready*. Link to KB article
74895	The Workspace Control splash screen becomes unresponsive for up to 10 seconds while loading license information. This occurs when a user logs both onto a session running Windows Desktop OS and a Microsoft RDS-based session. Both sessions need to be managed by Workspace Control and the machines on which the user logs on must be both connected to the same Datastore. Link to KB article
76686	Logging into a Workspace Control managed RDP session or Citrix XenApp or XenDesktop session on Microsoft Windows Server machines results in a black screen during the login process. Link to KB article

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Problem ID	Title
76917	Microsoft TS RemoteApp Server Groups are not correctly updated in the Workspace Control Console. They are visible under **Setup > Integration > Application Virtualization > Microsoft TS RemoteApp**, in the right-side pane, under the **Server Groups** tab. This occurs in the following conditions: • The Microsoft TS RemoteApp Integration is enabled in the Workspace Control Console. • Multiple Microsoft Remote Desktop Session Host Servers are simultaneously added to a Remote Desktop Service Collection group using the **Add RD Session Host Servers** task under **Server Manager > Remote Desktop Services > Collections** in Microsoft Windows Server operating systems. Link to KB article
76927	Remote Procedure Calls (RPCs) to machines that have an active Workspace Control managed session result in failure. Link to KB article
77668	After configuring **Date and Time Access Control** restrictions to allow access to websites only during specific time intervals using the **Only allow access on** option, websites are still accessible outside the defined restrictions until a Workspace Refresh is performed. Link to KB article
77179	Sometimes, when opening the Workspace Control Console, the following error occurs: *Connection to primary database could not be established. Connection could not be established. Invalid connection string attribute. Login failed for user <username>*. Reopening the Workspace Control Console fixes the issue. Link to KB article
77891	When publishing a new Managed Application to Citrix XenDesktop using the Workspace Control Console, the following error occurs: *Workspace Control Console failed to publish the application to the following farms: <farmname> - Unknown error while publishing*. Link to KB article

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Problem ID	Title
77963	After creating a new Citrix administrator account with the same Active Directory access and Citrix role as the previous administrator account, and configuring the new administrator in the Workspace Control Console, the following error occurs when publishing a new managed application to Citrix XenDesktop: *Workspace Control Console failed to publish the application to the following farms: <farmname> - Unknown error while publishing*. Link to KB article
78258	Logging onto a VMware Horizon View session from a Workspace Control managed session results in the Horizon View session to claim a separate Workspace Control license, instead of using the license present in the Workspace Control session on the local client. Link to KB article
86093	When Workspace Control is configured to manage Citrix Published Applications using Citrix XenApp/XenDesktop, and there are over 150 Citrix Delivery Groups in the environment, results in the Citrix Delivery Groups to go missing after some time elapses. Link to KB article
86141	After a virtual machine is re-imaged and it keeps its name, setting up a new Workspace Control Agent on the machine can result in duplicate Agent entries in the Workspace Control Console, under **Administration > Agents**. This occurs if, under the **Settings** tab, the option **Identify Agents by** is set to **Computer domain name and NetBIOS name**. Link to KB article
86324	When Read-Only Blanketing is enabled in the Workspace Control Console, under **Security > Data > Read-Only Blanketing**, and **Tracing** is also enabled, various Workspace Control components are blocked from writing in the trace file by Read-Only Blanketing. Link to KB article

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Problem ID	Title
86332	When Workspace Control is set up to manage Citrix Published Applications in an environment with over 150 Citrix Delivery Groups, if configuration changes within the Workspace Control product required the Citrix Published Application to be unpublished first, the following error occurs: *Workspace Control Console failed to unpublish the application. Please remove the published application manually from the following farms: Unknown error while publishing*. Link to KB article
86374	In Workspace Control managed sessions running on Microsoft Windows 10 21H1, if the option **Windows Shell shortcut creation** is set to **Replace all unmanaged shortcuts** in the Workspace Control Console, under **Composition > Applications > Settings** tab, an unmanaged Microsoft Edge icon remains present on the taskbar. Link to KB article
86669	Starting the **Restore User Settings** wizard as application from the Start Menu, after another application was already opened and its window maximized, results in the wizard to not launch into focus and remains hidden behind the maximized application. The wizard's icon is visible on the taskbar. Link to KB article
86855	Workspace Refresh is performed twice if the `AdminRefreshWhenOnline` registry setting is configured to update the Active Directory group membership of Workspace Control Agents, and a Workspace Refresh is also configured to trigger when the **Connection State** of Workspace Control Agents changes from *Offline* to *Online*. Link to KB article
87027	When the Windows PowerShell is used to display custom Toast messages to end users, the messages are not shown if in the Workspace Control Console, under **Composition > Applications > Settings** tab, the option **Windows Shell shortcut creation** is set to **Replace all unmanaged shortcuts**. The option can also be configured on Workspace Containers. Link to KB article

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Problem ID	Title
87114	After upgrading to Workspace Control 2021.1 version 10.6.40.0 or higher, under **Composition > Applications**, creating a new application using **New Application (using wizard)** results in an empty application after completing the wizard. The **Edit application** window appears, but all fields are empty and the new application cannot be saved without filling in the required fields. Link to KB article
87129	After upgrading Workspace Control Agents to Workspace Control 2021.1 version 10.6.30.2, Workspace Control Composer CPU usage is increased. This occurs when Workspace Control is used to manage Citrix published applications. The CPU usage increases with each Composer process (`pfwsmgr.exe`) running on the host of the published application. Link to KB article
87243	After upgrading to Workspace Control 2021.1 version 10.6.50.0 or higher, duplicating an application results in the creation of a copy without appending *Copy of* before the original application title. This occurs in the Workspace Control Console, under **Composition > Applications > Start Menu** tab. Right-click on an application and then select **Duplicate** from the context-menu. Link to KB article
87507	Using Citrix StoreBrowse to start managed published applications in Published Desktop sessions on newly installed Published Desktop hosts, results in the following error: *Application can't be started Instant passthrough could not be resolved*. Link to KB article
87563	Workspace Control Reporting Services fail to retrieve data from Workspace Control Agents after an installation or upgrade is done to the Agents. Link to KB article
87612	When Windows Explorer is configured with any valid parameter as a Workspace Control managed application, a duplicate of the application shortcut is created on the taskbar of the Workspace Control Agent after the end-user signs out and signs in again. This occurs when running Workspace Control 2021.1 version 10.6.0.0 or higher on Microsoft Windows 10 build 20H2 or higher. Link to KB article

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Problem ID	Title
87627	When launching Workspace Control Usage Tracking Viewer, the splash screen displays an incorrect version of the product. The Usage Tracking Viewer is started from the Workspace Control Console, under **Diagnostics > Usage Tracking Overview > Settings** tab **> Start viewer**. Link to KB article
87629	In a specific scenario, RD Broker collections that contains a single RD host are emptied after the RD host is restarted. This impacts application publishing using Workspace Control. Details on the specific scenario are found in the KB article. Link to KB article
87700	If the Workspace Control Console is configured to use another language than English, navigating to **Setup > Ivanti Products > Neurons for Edge Intelligence**, results in the following error: *Prog: pwrtech.exe Procedure: frm\WSIntelConfig.LoadSettings Error: (383) 'Text' property is read-only Machine: <Machine name>*. Link to KB article
87746	When the user mouse settings are configured to be captured globally using the Mouse Settings template and restored at the start of the Workspace Control session, the mouse settings are applied, but are not active. Link to KB article
87773	After installing or upgrading to Workspace Control 2021.1 version 10.6.40.0, `pwrcache.exe` stops working on machines running Microsoft Windows Server 2008 R2 or Windows 7. Link to KB article
87781	Using Citrix Workspace App version 2109, Citrix published applications that are configured as Workspace Control managed applications fail to start and Workspace Control returns the following error: *Application can't be started... (Instant Passthru could not resolved)*. This occurs if the Citrix StoreBrowse command-line utility is configured to start managed published applications. Link to KB article
87839	When starting a machine, the first communication between the `pfwsmgr.exe` and `res.exe` processes during sign-in results in the following error being logged in the Workspace Control Console, under **Diagnostics > Errors**: *Error (0) — Message could not be parsed (see trace file for details).* Link to KB article

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Problem ID	Title
87862	Configuring a Workspace Control managed application with **Use the User Settings from the following application**, results in the following error during sign-in: *Error id = -2146233079 Error description = The collection has been changed. The inventory operation may not be performed*. Link to KB article
87970	When multiple Directory Services are configured in the Workspace Control Console, under **User Context > Directory Services**, retrieving Workspace Analysis information for user sessions from **Diagnostics > User Sessions** takes longer than expected. Link to KB article
87986	After upgrading to Workspace Control 2021.2 version 10.7.20.0, the following error occurs when using a Designated Windows Account to connect to the Datastore: *Workspace Control Console - Failed to connect to database*. Link to KB article
88135	In Workspace Control 2021.2 version 10.7.20.0, starting a Citrix Published Applications session results in the session being immediately signed out. Link to KB article
88201	In a specific scenario, when the Microsoft Remote Assistance integration is configured in the Workspace Control Console, the local security group is not updated with the group(s) configured for Remote Assistance. Link to KB article
88263	After upgrading to Workspace Control 2021.1 version 10.6.30.0 or higher, the `MonitorEndProgram` registry setting does not work on Windows operating systems using Norwegian. Link to KB article
88408	Running PowerShell scripts on Building Blocks XML files that include the Ivanti Identity Director integration and were created using Workspace Control 2021.2 version 10.7.20.0 or higher, results in error. Link to KB article
88445	After upgrading to Workspace Control 2022.1 version 10.7.30.1, it was possible to start unmanaged applications that were configured as blocked. Link to KB article

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Problem ID	Title
88606	After upgrading to Workspace Control 2022.1 version 10.8.0.0, not all translations are applied in **Workspace Preferences** or **Printing Preferences**. These settings are found in end-user sessions, in the **Start Menu**, under **Workspace Control settings**. Link to KB article
	When changing Workspace Control environments and enabling the Cloud Relay feature in the new environment, Workspace Control Agents that have their **Datastore connection** changed to **inherited** from any other setting fail to correctly apply the new configuration.
	In a specific scenario, the Cloud Relay connection wizard tries to register on the Cloud Relay back-end with an incorrect account ID and registration key.
	After upgrading to Workspace Control 2021.2 version 10.7.20.0, the Workspace Designer fails to import DTS sample files. Link to KB article
	A locally authenticated user with low privileges can obtain key information due to an unspecified attack vector. Link to KB article
	In the Workspace Control Console, under **Setup > Ivanti Products > Ivanti Neurons for Edge Intelligence > Settings** tab, changes made to how Workspace Control downloads and installs the Ivanti Neurons Agent are not saved another Workspace Control node is selected. Link to KB article
	Workspace Control Agents are blocked when connecting to the Datastore using a Relay Server if the **Authorized Owners** feature is enabled. The feature is found in the Workspace Control Console, under **Security > Authorized Owners**. Link to KB article

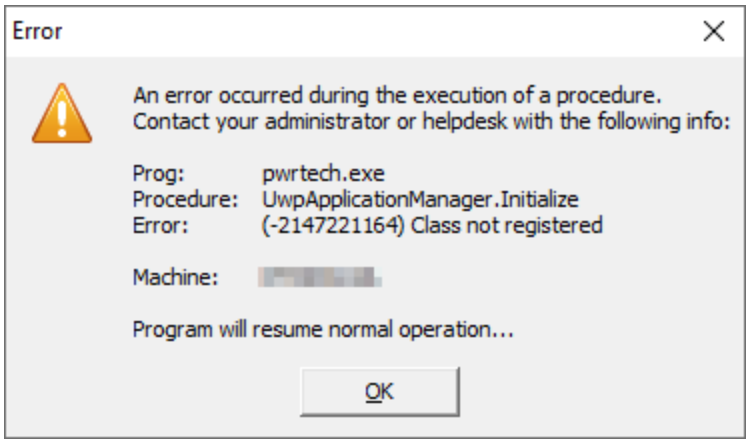
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Problem ID	Title
	The Workspace Control Agent service continues to restart when the `pwrcache.exe` process tries to store encrypted connection information in the Windows registry without knowing what encryption key to use. Link to KB article
	After upgrading to Workspace Control 2022.1 version 10.7.30.1, Building Blocks that include the Ivanti Identity Director integration were sometimes exported with the encrypted Identity Director publication password containing invalid XML characters. Importing these Building Blocks in the Workspace Control Console resulted in an incorrect publication password.

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Known Issues

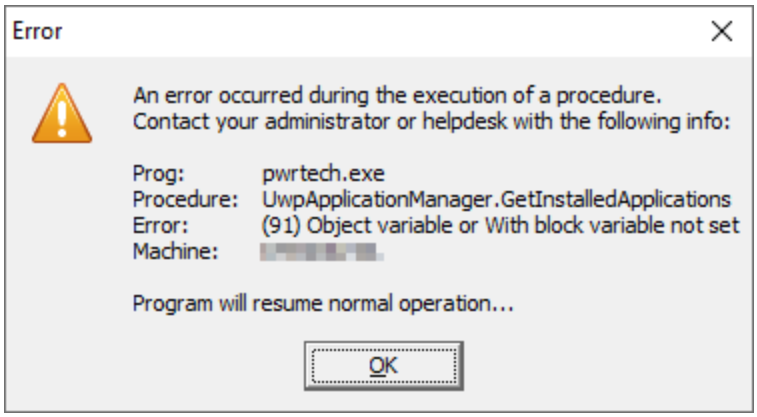
After installing Workspace Control 2022.1 version 10.8.0.0 or 10.8.10.0, the following error messages can occur when editing an application from within the Workspace Control Console, under **Composition > Applications**.



Prog: `pwrtech.exe`

Procedure: `UwpApplicationManager.Initialize`

Error -2147221164: *Class not registered*



Prog: `pwrtech.exe`

Procedure: `UwpApplicationManager.GetInstalledApplications`

Error 91: *Object variable or With block variable not set*

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Workaround

On the machine running the Workspace Control Console, configure the `DisableUWPApps` registry setting to disable UWP application support for the Workspace Control Console.

Key	• `HKEY_LOCAL_MACHINE\SOFTWARE\RES\Workspace Manager` (32-bit) • `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\RES\Workspace Manager` (64-bit)
Value	`DisableUWPApps`
Type	`REG_SZ`
Data	`Yes`

For more details, see the following the KB article: https://forums.ivanti.com/s/article/UwpApplicationManager-Initialize-429-ActiveX-component-can-t-create-object-error-occured-within-Ivanti-Workspace-Control-Console.

This issue will be resolved in Ivanti Workspace Control 2022.1 version 10.8.20.0.

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Additional information

Workspace Control Product Area

Product downloads and documentation, or useful configuration and troubleshooting guides are found at the following link:

https://forums.ivanti.com/s/workspace-control-powered-by-res

Previous Versions of Ivanti Workspace Control

Downloads links to previous versions of Ivanti Workspace Control and their corresponding release notes are available on the Ivanti Community:

https://forums.ivanti.com/s/article/Ivanti-Workspace-Control-revision-download-links

Supported Operating Systems and Technologies

Supported Operating Systems, Database Systems, Directory Services, and third-party software are detailed in the Compatibility Matrix:

https://help.ivanti.com/res/help/en_US/IWC/2022/Help/Content/49657.htm

Workspace Control Upgrade Guide

Information about the upgrade path of Workspace Control is found at the following link:

https://help.ivanti.com/res/help/en_US/IWC/2022/Help/Content/10032.htm

Workspace Control Antivirus Best Practices

Antivirus exclusions required for Workspace Control are found at the following link:

https://forums.ivanti.com/s/article/Ivanti-Workspace-Control-Antivirus-Best-Practices

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Workspace Control Ideas

Vote for new ideas or submit your own ideas for Workspace Control:

https://ivantiideas.uservoice.com/forums/928756-ivanti-workspace-control

Workspace Control Administration Guide

Information about installing, configuring, and using Ivanti Workspace Control is available in the Administration Guide:

https://help.ivanti.com/res/help/en_US/IWC/2022/Help/default.htm

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