



## Fixes for CrossTec Enterprise Management System

### Fixes in EMS Chrome Agent 1.5.2 May 17, 2021

- Phrase matches are now captured from Google Docs within the Chrome Browser.

### Fixes in EMS Chrome Agent 1.5.1 April 22, 2021

- Resolved an issue that could cause the start-up splash screen to be displayed indefinitely.

### What is New in EMS 4.85.0002 December 22, 2020

#### Education

- Data updates for phrase matches and concerns are now sent to the cloud ahead of routine inventory updates to improve correlation between EMS Console and Web console in high load environments.

#### Education and Corporate

- Now shows the status of BitLocker as Yes in USB devices properties to show when BitLocker is enabled for that device.
- Added facility to mark phrase matches as "new", "in progress" or "complete" withing phrase review dialog. Also records the owner of the phrase match and keeps a history of changes made to the status. Phrases can be grouped by status, and the status can now be used within the query tool.
- Added one to one audio chat facility to internal remote-control options, initiated by console user with appropriate permissions.
- Improved connection logic to increase EMS Server and Console performance.
- In EMS 4.85, Risk analysis has moved to the "Group by" option on the eSafety component. A message will be displayed on first view of the eSafety feature.
- Enhanced Software Distribution status messages to explain in more detail the failure/success of a software distribution.
- Added Acceptable Use Policy to cover the basic health and social distancing measures to be followed on return to work or school.
- Added keyboard shortcuts for reviewing phrases. Ctrl+Right Arrow - next phrase, Ctrl+Left Arrow - previous phrase, Ctrl + End - last phrase, Ctrl + Home - first phrase, Ctrl + Down arrow - mark as false alarm and Ctrl + Up arrow unmark false alarm.
- Added a selectable option to USB Device Control to limit Agent USB device requests to those that have BitLocker enabled.
- Added mechanism to allow the Administrator to choose how Agents are updated, they can choose between automatic updates (smart update) or a third-party method such as GPO/SSCM. Automatic updates are now off by default.
- Console operators are no longer removed from database when deleted. They are rendered unusable but will continue to appear in appropriate areas of console user interface (e.g., phrase match ownership) with a modified name and the date of deletion. If the operator is linked to a EMS Cloud operator this will also be inoperable.
- Implement an additional server queue for software inventory data to improve throughput.
- A banner is presented when console starts to inform the customer that a Mac agent update is available if all installed Mac Agents are older than the latest available to download.



- Add server registry key to allow a configurable throttle to certain console notifications so as to improve console UI responsiveness when under heavy load.
- Server performance monitoring statistics can now be collected over a period of time for analysis by CrossTec technical staff by enabling special logging keys.
- Server logging registry settings are now recognized "on the fly" and logging will start when a key is set and stop when a key is cleared after a delay of up to 5 minutes. There is now no need for a server restart to trigger logging to start or stop

## **What is Fixed in EMS 4.85.0002 December 22, 2020**

### **Education**

- Resolved EMS Server crash due to corrupt eSafety phrase match data.
- Updated English Keyword List for EMS 4.85.
- Resolved a EMS Server Crash that could occur when a EMS Chrome Agent reported a concern with certain file types attached (.jpg, .png and .PDF).
- Fix applied to "Exclude Safeguarding Resources from all keyword and internet monitoring" option, as some resources we not being excluded.
- Resolved an issue where excluded applications for phrase matching wasn't being adhered to.
- The Safeguarding Users option is now available from both PC and User mode views.
- Updated the Safeguarding resources list.

### **Education and Corporate**

- Corrects an issue found by some customers where SQL connection was compromised after upgrade to 4.85.0000 if smart update to agents was deferred.
- Fixed an issue where the EMS Client was causing high CPU usage with the Windows Defender Smart Screen service.
- Microsoft Remote Assistance (MSRA.exe) requires "Windows 10, 2004" update to function when EMS Agent is installed.
- Resolved an issue when using a RDP session which caused high RAM usage at the Agent.
- Fixed incorrect Department total number in the PC/User hierarchy for large EMS environments.
- Resolved an issue where smart update would fail if the operating system entry in hardware inventory was empty for an Agent.
- Fixed the force update option for Software Inventory as it was not always collecting the most up to date inventory of an Agent.
- Resolved a EMS Console crash which could occur when making changes to a Department.
- Included the latest CTIRU Filtering List in EMS 4.85.
- Resolved DRP save changes issue due to time zone settings on server.
- Resolved a gateway security key error when using external remote-control option from within EMS and CrossTec Remote Control.
- Updated the EMS block website page to https.
- EMS Agents that have exceeded the license limit now automatically reconnect to the EMS Server once the server is back within the license limit.
- Resolved an issue where the plus and minus icons to resize thumbnails were unresponsive.
- Fixed an issue where the Console would display a previously displayed component after switching from the explorer view.



- Resolved a EMS Console crash which could occur when an Agent logged out and the Console was on user's thumbnail view.
- Added an option to USB control to be able to allow/block users from requesting approval for their USB devices.
- Fixed an issue where bookmark node names were not displaying correctly for efficiency view groups.
- Resolved an issue where if CrossTec EMS had been migrated from a CrossTec SQL instance to a custom SQL instance, any future running of the installer would revert registry keys to the older SQL instance.
- Fixed an issue where Alerts were being displayed for multiple Console users when only one Console user was set to receive the alert.
- Resolved a EMS Server crash when performing smart update to Agents.
- Resolved an issue where the EMS Server was not be able to find a PC based on AltIdentifier/MacAddress if it already existed in the database.
- Fixed a EMS Server service stopping issue when checking the AD Profile of a User.
- Corrected the Alert Summary count on the dashboard of the EMS Console to reflect all Alert types.
- In EMS 4.85, the Add/Remove programs entry for the EMS Agent is off by default for silent/GPO installations. An Add/Remove programs entry will still be added for manual installations. The Add/Remove programs entry can also be specified by using a EMS.ini alongside the silent/GPO installation.
- Operator email, URL and PIN now not received until synchronization has completed properly
- Resolved an issue where the Activity and Explorer icons could sometimes go missing from the EMS console interface when first logging into the Console.
- Fixed a print query issue when loading multiple page query results for printing, the option is now provided to open the output in your default browser.
- Improved the EMS Cloud synchronization process to reduce the impact on Agent connections and incoming data.
- Resolved an issue that could occur when switching departments in the hierarchy, where explorer view would be displayed empty.
- Resolved an issue in German where the Audio dialog was incorrectly displayed.
- Resolved an issue where the find user feature was not finding a user account that could be seen in the EMS Console.
- Resolved a network connection error when using an RDP session to smart update.
- Fixed an issue in Hardware Inventory, where BIOS asset tags were not saved after being edited.
- Fixed an issue where a CrossTec EMS Chrome Agent could be duplicated in the PC hierarchy.
- Fixes an SQL error in corporate edition when viewing internet usage details for a single user
- Added protection against potential for server error due to an out of bound array element
- Latest CrossTec SchoolVue and CrossTec Remote Control packages are included in EMS 4.85.0002.
- Resolved a database exception error in the EMS Console when selecting Efficiency view.
- Fixed an Agent crash when reading profiles which contain large title blocking rules.
- Fixes the potential for a server error when large numbers agents shutdown simultaneously.



## **What is New in EMS 4.80.0000 July 30, 2020**

### **Education and Corporate**

- EMS now retains the requested by user for USB devices.
- Can now set a Data Retention Policy with Database Maintenance to remove unwanted data from the database. The policy can be scheduled to run on a specific day/time and of a frequency of your choosing and emails can be sent to notify you when the process is complete.
- Improved AUP assignment can now assign AUP to users to be shown on each login.
- Added a new Efficiency View to see how technology is being used across your organization.
- Reduced network traffic by improving Agent thumbnail updates.

## **What is Fixes in EMS 4.80.0000 July 30, 2020**

### **Education**

- Resolved an EMS Server crash related to memory corruption in the eSafety component.
- Resolved issue where attached Report a concern documents were not syncing between EMS cloud and EMS Server.
- Added new resources to the Safeguarding Resources lists.
- Added an Arabic language pack for keyword monitoring.
- Added an Italian language pack for keyword monitoring.
- Updated the English language pack for keyword monitoring.
- Updated the Welsh language pack for keyword monitoring.
- Updated the Scottish language pack for keyword monitoring.

### **Education and Corporate**

- Fixed an issue when using Reset in the Title blocking feature did not clear the list of title blocking rules.
- Resolved an issue where Thumbnails were not showing while the server was busy.
- Fixed an issue where duplicate EMS Agent PCs were shown in the Console when Agent machines were re-imaged.
- Resolved an issue where Explorer performance details were not shown correctly when RDP sessions are active on the Agent machine.
- Resolved a crash in the Spotlight feature when using Webgate400 client.
- Resolved issue where print monitor data could not expand.
- Added a GDPR Compliant column to the Application management area in Software Inventory.
- Fixed an issue where turning Title blocking On/Off for a profile were not sent to Agents once saved.
- Resolved an issue where a Console user was able to perform remote login at department level when the access right was not granted to them.
- Resolved access right issue where removing the permission to view thumbnails was allowing users access.



### **Fixes in EMS Android Browser 1.21.0000 January 20, 2020**

- Resolved issue where Google's reCAPTCHA system did not function correctly
- Updated Safeguarding keyword libraries

### **Fixes in EMS Chrome Agent 1.5 October 7, 2019**

- Resolved an issue where data was not sent to the Server, if the Chrome device was restarted before re connecting.

### **New in EMS 4.75.0001 October 2, 2019**

#### **Education**

- Remote Control is now available to Agents connected over the EMS Gateway Component.
- End users can now report concerns via the web (EMS Cloud required).
- Added a user acknowledgement option in remote control settings for when viewing an Agents screen.

#### **Education and Corporate**

- Enhanced Applications Restrictions by adding the ability to block Applications by Title.
- Added a percentage indicator of free space on Agents C: drives within explorer view.
- The EMS Console now remembers the last selected place within the hierarchy when the Console is reopened.
- Spotlight feature added allowing a Console user to see a list of running applications, websites, services and processes on Agents.
- Added the ability to reset the EMS Console operator password.
- Enhanced login control to allow a console user to specify how many logins are allowed at once (Max 5 logins).
- Enhanced the Data Size tab within Database Maintenance to display Alerts and eSafety Media.

### **Fixes in EMS 4.75.0001 October 2, 2019**

#### **Education**

- Updated the Safeguarding Resources list with new country specific resources.
- Updated all language phrase lists for keyword matching and phrase monitoring.
- Resolved an issue where email actions for eSafety were not correctly applied to a profile.
- Fixed an issue where eSafety concerns count on the Home view differed between PC and User views.
- Resolved an issue where eSafety web cam images were not captured when an Agent is on a different subnet to the server.



## Education and Corporate

- Resolved an issue where printing multiple pages of QR codes would print blank labels.
- Fixed an issue where iOS/Chrome Agent thumbnails and internet metering data was not stored at the server.
- Resolved an intermittent issue where the Server connection is lost.
- Fixed an issue where the UI did not draw correctly when running a query from the properties window of a dynamic group.
- Resolved an issue where an error message would be displayed logging into the EMS Console if Agents collection data was not available from the server.
- Resolved a problem when approving a USB digital voice recording device.
- Fixed an issue where the incorrect profile name was being displayed for a user.
- Enhanced Operators dialog to prevent the deletion of the default Admin user account.
- Fixed an issue where putting a web browser into full screen mode would circumvent internet restrictions.
- Resolved an issue when reviewing Alerts where the selected Alert details were not always displayed.
- Updated EMS console to use MSXML version 6.0.
- Fixed Agent GPF when screen resolution changes whilst being viewed in explorer thumbnail mode
- Fixed Agent GPF when agent stops in an RDP session
- Fixed Console GPF viewing single client thumbnail in explorer
- Fixed database error when selecting some dynamic groups in console
- Fixed issue where server refused to accept connections from consoles resulting in “server busy” messages
- Fixed an issue when adding email settings caused the Console to lock up

## Fixes in EMS Mac Agent 2.10.0002 August 15, 2019

- Resolved an issue where corrupted XML data was causing the Agent to disconnect

## New in EMS 4.70.0001 July 10, 2019

### Education

- NEW Cloud Console for eSafety providing access to phrase matches and concerns.
- NEW Risk Analysis of phrase matches using contextual intelligence
- Unique lists of applications to be excluded from eSafety phrase matching can now be applied by Profile assignments.
- Added feature to multi select keywords when marking false positives.
- Enhanced the Review phrase dialog to provide an easier to use experience
- Emails for triggered phrases contain keyword a priority in the title Also include risk analysis details in the body text.
- Updated eSafety Application exclusions to be applied to profiles.
- Added the Ability to Exclude Specific Websites from eSafety Phrase Matching
- Enhanced the Email sent to safeguarding users when an eSafety keyword is triggered to provide more information as to the severity of the trigger



## Education\Corporate

- Updated the chat interface to display the logged on user.
- Added a search box to the Software Distribution dialog to allow easier finding of packages.
- Include hotfix installation date information in the software inventory > hotfixes display
- Added facility to send email to multiple selected recipients when a scheduled report runs and attach a copy of the report results
- Add Lock as an activity time out option when users are logged in.
- Reduce internet restriction scheduling intervals to 15 minutes from 30 minutes to improve flexibility of settings.
- Software distribution retry window extended to up to 6 months.
- Enhanced Software Inventory to display the date a hotfix update was installed if available.
- Enhanced Hardware Inventory to report Windows 10 version and build number
- Added option to lock a PC when its been inactive when a User is logged in
- Hardware inventory now shows bitlocked drives with a padlock icon next to them
- Internet metering, Application metering, Print metering and USB monitor data can now be updated from the user view in the EMS console.
- Search facility added to database maintenance delete users and delete PCs tabs.
- Add facility to search for search for PCs and users when assigning profiles
- Configuration option in agent profile to cause EMS Agent to unload all monitoring components if the EMS Server or Gateway connection is not available. They are reloaded when the server is next available.
- Facility added to include screen shot in alert notification emails for PC alerts
- Enhanced Search feature to allow finding Users by their name rather than logon name
- Updated Find PC and Find User functions to automatically select the entity in the PC/User hierarchy.
- New confirmation dialog for logging off, restarting or powering off a PC or department.
- Enhanced Database Maintenance Delete PCs tab to show PC Node ID next to PC Name to allow easy identification of duplicate PCs.
- Enhanced the Online update mechanism to prevent Agents and Consoles upgrading when the Server fails to update correctly.
- **Mac** Added the ability to ignore eSafety Phrase matches on a defined list of websites.

## Fixes in EMS 4.70.0001 July 10, 2019

### Education

- Updated Report a concern to only allow uploading of files less than 20mb
- Fixed an issue with enabling and disabling phrase monitoring and report a concern where not correctly added to the Audit log.
- Fixed eSafety SafeGuarding User creation dialog to wrap text in the notes section and increased character limit to 512.
- Resolved issue where phrase triggers would not be recorded when copying large amount of text to the clipboard.
- Updated File Transfer menu item to be disabled when connecting to a Mac Agent.
- Updated the default priority for Self Harm and Suicide from Medium to High



## Corporate/Education

- Removed QR code which allowed older mobile agents to configure server details due to retirement of these agents.
- Resolved problem with Internet Restrictions which allowed access to restricted websites when selecting new tab repeatedly.
- Resolved issue with AD containers not being created in EMS if the Organizational Unit name contains #
- Fixed issue with Find PC/User where it would not locate any PC/User in the unassigned container.
- Updated Online EMS Console upgrade to provide user feedback as to the progress of the update.
- Inactivity policies now do not take into account inactivity that occurs prior to the onset of the policy start time.
- Resolved EMS Console Logon Role AD Authentication Not Working for Users on Different Domain
- Fixed issue with finding PCs giving an error if the PC Tree was collapsed.
- Fixed issue in Explorer component that would see Agent PCs disappearing if they were logged in
- Improved the performance of the USB Manage Device dialog when large number of PCs and users are in database.
- Resolved EMS Database error when using SQL Server 2017 and having the Reporting services component installed.
- Fixed issue where Operators assigned to specific departments can see all users within the active users tab
- Fixed Console crash when using AD Authentication to log on operators.
- Fixed issue with Resetting power management restoring default selections.
- Fixed issue with finding users in the User hierarchy when the department they are in is collapsed.
- Resolved issue with Performance Counters in Explorer view not always displaying in the console.
- Fixed issue with Alert processing of PC in Safe Mode where it would not always trigger.
- Resolved Top 10 users by printer costs last month not displaying in EMS Console.
- Fixed issue with PC View settings changes not being saved between sessions.
- Resolved EMS Console crash when selecting SNMP Device view in the console.
- Resolved issue with upgrading EMS Web Server component not keeping configuration settings.

## Mac

- Solved an issue when including a screenshot of a maximized application when reporting a concern did not always capture the correct application window.
- Can now view application metering data for Mac Agents when the user hierarchy is selected at the Console.
- Phrase triggers are now recorded at the Agent's time and not the time of the server.
- Provided a profile configuration to prevent MacOS 10.14 Mojave accessibility prompts.
- Improved the silent/remote install script to make it easier to install the Agent.
- Improvements to phrase matching for partial phrase matches.
- Fixed issue where accented characters sent to and from a Mac Agent within chat were not displayed correctly.
- User data is amalgamated under one Active Directory User when logged onto multiple platforms.





### **New in EMS 4.60.0002 October 11, 2018**

- Updated EMS Console for subscription key customers to better display the expiry of their license.
- Updated Safeguarding contacts to only receive phrase triggered emails from students they are contacts for.
- Updated USB Option to only allow EMS Operators to deal with the USB approvals for the sites that they have access to in the EMS Hierarchy

### **Fixes in EMS 4.60.0002 October 11, 2018**

- Resolved issue with built-in webcams not getting disabled correctly.
- Fixed Issue with the console running on Remote Desktop not being able to reset user's passwords through the Manage User Account option
- Resolved issue with AUPs appearing twice on Agent machines.
- Fixed issue with user roles where it was not possible to grant or deny access to Power Management options.
- Resolved issue saving email account details if using reserved characters in the password field.
- Resolved Console crash when attempting to assign licenses to departments in Program Manager
- Resolved Crash at the EMS Server where corrupted Windows Hotfix data was sent from an Agent
- Resolved issue with PCs incorrectly switching to the lock screen when attempting to access folders and Alert action is being used

### **New in EMS 4.60.0001 April 17, 2018**

- Enhanced Operator roles to allow multiple PC and User departments to be assigned.
- Enhanced Remote Control to support CrossTec Assist for Mac and CRC 12.10 Mac Clients
- Enhanced Agent User Interface to display the currently enforced profile for the Agent.
- Enhanced PC Alerts to perform an action when triggered. Current actions include, Capture screenshot, run an application and take a recording of the PC.
- Enhanced Activity View to display User activity graphically.
- Enhanced File Resource Scan in Software Inventory to allow scanning for GDPR files
- Enhanced Database Maintenance delete data to allow removal of eSafety Screenshots and Video
- NEW Desktop Warning PC Alert for system and application errors.
- Enhanced Internet Restriction URL List to allow different Restricted lists depending on Profile used.
- Enhanced Activity View to allow console operator to access a website directly from the Activity view.
- NEW Custom icon facility for Dynamic groups, Departments, PCs and users.
- Enhanced eSafety Phrase cloud window to allow viewing of screenshots directly from triggered phrases



## Fixes in EMS 4.60.0001 April 17, 2018

- Resolved issue with Application restrictions being incorrectly applied to a non-restricted application.
- Resolved issue with Alert History not displaying records at the PC level.
- Resolved issue with Agents not being displayed in the Warehouse assignment dialog.
- Fixed issue with Advanced date filters incrementing dates when switching between components in the EMS Console.
- Resolved issue where sending software distribution packages to warehouses and warehouse agents would get stuck sending.
- Fixed issue with Application Restrictions being bypassed when application was renamed by users
- Resolved performance issue in console when selecting User view and accessing Database Maintenance.
- Resolved issue with re-assigning concerns when using an eSafety contact with a custom role.
- Fixed issue with EMS Server crashing when Mac Agents connected and sent eSafety data
- Updated Phrase match algorithm to better match keyword triggers.
- Added Welsh Language keywords to eSafety.
- Fixed Issue with Microsoft Edge not metering correctly when using latest version of Windows 10
- Fixed False alarm notes to take up to 256 characters
- Updated Print monitor charts to display costs to 2 decimal places.
- Updated Software Inventory and Query tool to display Software that is GDPR compliant.
- Added warning to deleting an eSafety contact that any open concerns should be re-assigned or archived first
- Added a warning message to the EMS console when approaching the limit of SQL Express database.
- Resolved an issue with right clicking on PCs taking a long time to display the context menu
- Resolved Issue with Active Directory Department names not being removed when Active Directory OU name had been changed.
- Resolved an Issue with Active Directory synchronization where Empty departments were still displaying in the EMS Console
- Fixed issue with eSafety False alarms being incorrectly displayed in Activity View.
- Resolved issue where User details alert was not showing the changes made at the agent.
- Resolve problem with Network drive mapped/unmapped alert not working on Windows 10 Fall update.
- Resolved performance issue with Assigning Active Directory profiles to users when all users are under one Organizational Unit
- Resolved a crash in the EMS Console when marking multiple eSafety Alerts as False Alarms.
- Fixed a problem with Power on schedules where PCs would not power on if the time did not match that of the server.
- Resolved AD profile assignment taking a long time to send to Agents
- Enhanced AD profile assignment to allow for settings to be inherited from parent AD Container
- Updated list of extensions for file resource scan to include modern Office Applications.
- Resolved an issue with AUP which could result in users bypassing the policy and accessing the PC



### **New in EMS 4.50.0002 October 27, 2017**

- Enhanced Manage User account functionality to allow Users with the appropriate Active Directory rights to reset user password
- Education Only Enhanced Report a concern contacts to allow them to be assigned on a per profile basis
- Fixes in EMS 4.50.0002 October 27, 2017
- Resolved console locking up when a complex query was being executed.
- Fixed issue with Find user not displaying all search by options when a restricted operator is used.
- Resolved Agent crashing when performing a Hardware scan
- Added fix to allow for the use of two separate remote gateways on the same network connecting to an external gateway
- Fixed issue with the console sometimes crashing when exiting.
- Fixed Server Crash when assigning a large Active Directory group to a profile
- Resolved Primary key violation in when setting a keyword to be a false alarm
- Resolved issue where UAC prompt disabled Clear Type text when using remote control

### **New in EMS 4.50.0001 October 18, 2017**

- NEW Alerts Added for USB mouse and keyboard insertions and removals
- Enhanced Password reset functionality for Console operators to have new password emailed to them
- Enhanced Agent User Interface to show the inactivity policy in effect
- NEW Activity view for PCs and Users to show Application, internet metering, eSafety keyword triggers and login sessions.
- NEW Export Keyword triggers to PDF document added with customizable school logo options.
- Updated Remote PowerShell feature to allow users to run scripts as a specific user.
- NEW Bookmark feature to allow common Agents to be bookmarked for easier access
- NEW Support for Webcams to take a snapshot when eSafety phrase triggered.
- NEW Logon control to prevent users logging onto more than one PC.
- NEW eSafety Console users can create concerns from within the console.
- NEW Locate User option added to the EMS Agent

### **Fixes in EMS 4.50.0001 October 18, 2017**

- Resolved issue with server not sending scheduled power on request
- Resolved an error in operator roles where changing a setting did not apply correctly.
- Fixed Stability issues in EMS Server when used with Active Directory Profile Assignment
- Fixed Slow logon of console.
- Resolved Exchange Server configuration issue where email was not sending correctly
- Resolved Active Directory issue with departments and PCs appearing in unassigned rather than the correct place in PC and User views.
- Resolved issue with Agents having the same Node ID when using Virtual Box virtual machine images.
- Fixed memory leak in EMS Server due when power monitor is enabled.
- Fixed issue with Gateway installer not correctly setting Windows firewall entries.
- Resolved issue with Gateway Agents not getting configurations correctly applied.
- Resolved issue where deleted or cancelled queries would appear incorrectly in the copy from list of the



- query editor.
- Resolved issue where clicking on the eSafety media button would not display the keyword review dialog.
- Resolved problem where alert details were not displaying the logged-on user.
- Resolved issue with eSafety Alerts when closing alerts would close all alerts.
- Resolve issue with alerts not correctly displaying the user who triggered the alert
- Resolved issue with Active Directory Authentication of EMS Console not Working Due to Different Pre-Windows 2000 Domain Name
- Resolved Crash in AUP assignment dialog for PC based policies.
- Resolved incorrect message displayed when attempting to delete a company from user details.
- Fixed Issue with Advanced date ranges in query tool showing incorrect data

### **Fixes in EMS 4.40.0004 April 10, 2017**

#### **Education and Corporate**

- Resolved an issue with internet restrictions and loading new tabs in the Edge Browser.
- Fixed an issue with the 64bit LSP installation/removal when a conflicting LSP is present.
- Fixed an issue with Logged on user being incorrectly displayed in Internet Metering.
- Resolved an Agent error due to abnormal sized cursor in Adobe products.
- Resolved issue that could cause the Auto discovery feature to affect network performance during a discovery request
- Resolved issue with operator logging onto console when it has a customer role assigned to it.
- Fixed a database error reported when attempting to export certain query results.

#### **Education Only**

- Fixed an issue with the Remote Control file transfer time being reported incorrectly.
- Resolved an issue with video from a phase trigger not being delivered in a terminal server session.
- Resolved issue with eSafety Alerts not respecting the alert email notification setting.
- Resolved issue with Database Maintenance not removing replay recordings when performing an eSafety data deletion.
- Resolved Agent Crash when eSafety video recording is triggered after a machine has changed screen resolutions.

### **New in EMS 4.30.0001 November 7, 2016**

#### **Corporate and Education**

- Explorer mode – Show thumbnails of Agent PCS
- Top 10 Queries for Internet and Applications
- New Query date filter feature
- New option to import and export Dynamic Groups and Queries through the editor tools
- New Copy Roles feature



### **Education**

- New Concern history and calendar view
- New option to allow a desktop shortcut for Safeguarding resources to be added to the Agent
- New option to allow a desktop shortcut for reporting a concern to be added to the Agent
- Support for multiple languages added to Phrase lists
- Enhanced Phrase cloud
- Enhanced viewer for Matched phrases and screenshots
- New vulnerable student dynamic group
- New option to Re-assign concerns to other safeguarding users
- New Customizable options for phrase priorities

### **Fixes in EMS 4.30.0001 November 7, 2016**

- Resolved intermittent EMS Agent GPF error which was found to occur at log off.
- Fixed issue found with Agent devices moving from their AD Container to the departments area of the PC Hierarchy
- Resolved issue whereby a GPF error could be found within the EMS Console relating to the SNMP component when adding SNMP details
- Resolved issue experienced with adding\removing vulnerable Students when using the right click option.
- Fixed issue found under certain circumstances with the AD Authentication logon for EMS Console not finding the User to authenticate.
- Resolved issue experienced with AUP feature in relation to viewing acknowledgements and the AUP appearing every time for each user.
- Resolved issue with not being able to delete a Company created from the Edit details section
- Fixed issue experienced with the Auto Discovery feature not locating machines
- Resolved issue experienced with not being able to power on certain Departments
- Resolved issue experienced when using the DNADBwizard utility to recreate a EMS Database when a complex SQL Password is used.
- Resolved intermittent issue found with the EMS Server Service GPF relating to ApplicationMonitorS component.
- Resolved intermittent "Incorrect syntax" message that could appear in the EMS Console
- Enhance the database maintenance feature to show Dynamic groups within the Delete PC option.
- Resolved an issue whereby a delay could be found when an Agent requests and advertised package
- Resolved issue with the number of logon sessions reported for new AD users logging onto a PC for the first time
- Enhanced USB Device restriction to support username case mismatching
- Enhanced the Programs installed home tab link to access the Software changes view instead of the complete software inventory view
- Resolved a database error that could appear in the EMS Console when selecting the hot fixes view for a single PC
- Fixed issue with the Agent Status view where some Agent PC may not have been displayed
- Resolved issued with Restricted websites being applied to all Departments instead of just the departments with Restrictions enforced. Note this would only occur when restricting sub urls only.
- Resolved issue with the Application Summary report when only a single PC is selected in the EMS Console



## **New in EMS 4.20.0002 May 3, 2016**

### **Corporate/Education**

- USB -\_New Approve USB access for a user for a specific time period
- Power Monitor - Enhanced Power schedules to allow different power on/off times per day
- Power Monitor - New Power Policies to allow machines to suspend/log off if idle
- New Dynamic Group – PCs not logged on in last 7 days: This group will now show any Windows and Linux PCs that have not logged on in the last 7 days. It will exclude any non-scanned PCs, manually added or any mobile agents.

### **Education only – e-Safety**

- Report a concern – Student\Teachers are able to report concerns to the safe guarding team via a dialog that is accessed by right clicking a shield icon in the system tray. Screen shots can also be attached to a concern raised
- Keyword monitoring – Keyword and Phrase monitoring feature provides a school with insight into and alerts from, any activity by a student that might suggest the child is engaged in activity that would place them at risk.
- Additional safeguarding and keyword “canned” queries have been added
- Additional key phrases added to reflect latest IWF updates
- Enhanced UI for e-Safety components
- New Safeguarding resources dialog at Agent providing users with useful links to online resources.
- Exclude specific Applications from being monitored for key phrases
- New queries for phrase matches by priority and category.

## **Fixes in EMS 4.20.0002 May 3, 2016**

### **Corporate/Education**

- Resolved issue with Application metering not reporting the correct Active times for Win8\10 PCs when applications are displayed in split screen mode.
- Resolved issue with Application metering not reporting the correct times when switching between Windows Store applications on Win8\10.
- Fixed issue when editing a sub URL it was incorrectly setting the restriction type.
- Resolved issue with Agents staying in the unassigned category and when they have been deployed through the discovery tool.
- Resolved issue where under certain circumstances it was not possible to delete Alerts recorded in the EMS Console
- Fix for the console displaying not information in the close alert dialog
- Fix for an issue with the EMS windows agent on a corporate installation
- Fix for incorrect data being recorded in internet metering when data typed into search boxes in web sites such as Amazon
- Resolved issue with scheduling software deployments when using AD OU containers.
- Resolved issue with the Copy command option within the software distribution package Actions



- Fixed issue when you use User/Edit Details to change PC owner and selecting single machine
- Resolved issue with saving the “Be Notified of All Reported Concerns” option
- Fixed an issue when attempting to Action a triggered Application alert from the EMS Console
- Enhanced Software distribution issue in an environment where the EMS Server has two network connections
- Enhanced the Application Restriction information when departments include Standalone Agents
- Enhanced performance when typing entries into Word or Excel when the EMS Agent is Installed
- Resolved issue relating to the time displayed on the Scheduled Power Off prompt

### **Education version only**

- The default sensitivity level for triggering keywords\phrases has been reduced to 90%
- Resolved behaviour whereby keywords\phrases were being affected by mouse clicks
- Improved reporting of Active processes
- Whole word matching applied to single keywords
- Updates applied to the default Phrase list
- Extended compatibility within the e-Safety component.
- Added extra security and tracking for Safeguarding Admin users.
- Further keyword matching enhancements
- A fix for an issue with the EMS windows Agent when enabling or disabling the e-Safety component

### **New in EMS Mac Agent 1.00.0001**

- The Crosstec EMS Mac Agent will now capture User information when exporting to a file.

### **New in EMS 4.00.0000 January 11, 2016**

- New SNMP Component to allow monitoring of network devices.
- USB Device control
- Print monitoring
- Acceptable Usage Policies
- Auto Discovery of devices.
- New mobile agents and consoles (Android, iOS, Windows Mobile)
- Enhanced User Interface

### **Fixes in EMS 4.00.0000 January 11, 2016**

- **EMS Client Fixes**
  - Fixed for the CrossTec EMS Agent detecting Virtual Adapters
  - Fixed for Software Resources for large files
  - Various windows 64bit issue fixes
  - Fixed a high CPU utilization issue
  - Fixed internet metering for the Chrome browser
  - Fixed internet metering for the Firefox browser
  - Various Hardware Inventory fixes



- Fixed an issue that could cause long load times of images in a web page
- Fixed application restriction issues
- Fixed software distribution to windows 7 machines
- Fixed issues with software distribution to a logged off workstation
- **EMS Console Fixes**
  - Fixed an issues with testing Email alert settings
  - Updated Reports and fixed some minor report issues
  - Fixed numerous issues with the Query tool
  - Database maintenance fixes
  - Fixed a data export error
  - Fixed issues merging applications
  - Fixed the display of operating systems in the hardware inventory
  - Fixed issues with licensing on merged applications
  - Fixed issues with grouping applications
  - Fixed issues with importing inventory data from standalone Agents
  - Various minor user interface issues resolved
- **Localization issues**
  - Fixed an issue with the Remote control
  - Fixed console display issue in software inventory
  - Fixed the display of hot fixes
  - Fixed display issues in the EMS Console

#### **New in EMS 3.10.0005 November 1, 2012**

- Internet Metering now includes improved support for the Chrome Browser

#### **Fixes in EMS 3.10.0005 November 1, 2012**

- Resolved issue found whereby the CrossTec EMS Software Distribution feature would fail to CrossTec EMS Client PCs with the TMG Firewall Client installed.
- Resolved issue found whereby under certain circumstances Applications detected by the CrossTec EMS Client would create a new entry in the Application Manager rather than be included in a existing Merged Application Group.
- Resolved issue found whereby the CrossTec EMS Server component could fail to respond.





### **Fixes in EMS 3.10.0004 May 15, 2012**

- Resolved issue whereby it was not possible to move a PC to a Department that had the same name as another Department under the AD Containers section.
- Resolved issue found whereby the Software Program License Reports included in the EMS Console could display an incorrect count for Merged Programs.
- Fixed issue whereby the EMS Client could not display Custom tabs that included drop down lists with a large number of items.
- Resolved issue found where it was not possible to create two sub departments with the same name under different top level departments in the EMS Console.
- Fixed issue found whereby a Arithmetic Overflow error could appear under certain circumstances when accessing the Energy Monitor feature in the EMS Console.
- Fixed issue found when exporting a query results that contain more than one page produces a blank file.
- Resolved issue found where it was not possible to remove peripherals for a group.
- Fixed issue found where a Database error could appear in the EMS Console when applying a Date range to the Energy Monitor view.
- Fixed issue found in the EMS Console where the Maintenance Contract detail fields were greyed out on the PC User details.
- Resolved issue where it was not possible to access the User Summary reports when the User details tab was selected in the EMS Console.
- Resolved issue found where under certain circumstances a Arithmetic overflow error could appear in the EMS Console when selecting the Internet Metering feature at the Company Level.

### **New in EMS 3.10.0004 May 15, 2012**

- Internet Metering now includes improved support for Chrome and Firefox Browsers
- Support provided for 64bit Operating Systems for Software Inventory, Internet Metering and Internet Restrictions

### **Fixes in EMS 3.10.0001 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 3.10.0001 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 3.10.0000 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 3.10.0000 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 me 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"