Sentinel Agent Manager 8.4 Release Notes

April 2021

Sentinel Agent Manager 8.4 resolves a previous issue.

This improvement was made in direct response to suggestions from our customers. We thank you for your time and valuable input. We hope you continue to help us ensure that our products meet all your needs. You can post feedback in the Sentinel forum that also includes product information, blogs, and links to helpful resources.

The documentation for this product is available in HTML and PDF formats on a page that does not require you to log in. If you have suggestions for documentation improvements, click the Comment icon on any page in the HTML version of the documentation posted at the Sentinel Documentation page. To download this product, see the Product Downloads website.

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Software Fixes

The following issue is resolved in this release:

Visual C++ Redistributable v2005 / v2008 End of Support

Issue: Microsoft Visual C++ redistributable versions 2005 and 2008 are termed End of Support (EoS) by the vendor and need to be removed from the servers. While doing so, SAM services stop working. (Bug 44769)

Fix: Providing support for the 2017 redistributable version.

System Requirements

For information about hardware requirements, supported operating systems, and browsers, see System Requirements.

Installing Agent Manager 8.4

For information about installing Agent Manager 8.4, see the *Agent Manager Installation Guide*.

Upgrading to Agent Manager 8.4

You can upgrade to Agent Manager 8.4 from Agent Manager 8.0 or later.

Download the Agent Manager installer from the Software License Download website. For information about upgrading to Agent Manager 8.4, see Upgrading Sentinel Agent Manager in the *Agent Manager Installation Guide*.

Known Issues

The following issues are currently being researched. If you need further assistance with any issue, please contact Technical Support.

- "The Drop-Down Button of Configuration Property Settings is not Working Properly" on page 2
- "The Drop-Down Button of Authorized Status is not Working Properly in Agent Summary View" on page 2
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The Drop-Down Button of Configuration Property Settings is not Working Properly

Issue: The boolean drop-down button in the **Configuration Property** page does not expand to `True` and `False` values when the drop-down button is clicked. (`Bug 173016`)

Workaround: Double-click the value to toggle between `True` and `False`.

The Drop-Down Button of Authorized Status is not Working Properly in Agent Summary View

Issue: The drop-down button to set the **Authorized Status** as `Yes` or `No` in the **Agent Summary View** is not working properly. (`Bug 172036`)

Workaround: For setting the **Authorized Status** for a managed agent, go to **Sentinel > Agent Manager**. For setting the **Authorized Status** for an unmanaged agent, you can either do it via Sentinel or **Agent Manager Console > Agent Administrator > Unmanaged Agents > Authorize Unmanaged Agents**.

Agent Manager Requires SQL Authentication When FIPS 140-2 Mode is Enabled

Issue: When FIPS 140-2 mode is enabled in your Sentinel environment, using Windows authentication for Agent Manager causes synchronization with the Agent Manager database to fail. (`Bug 814452`)

Workaround: Use SQL authentication for Agent Manager when FIPS 140-2 mode is enabled in your Sentinel environment.

Agent Manager Cannot Communicate with iSeries Agent

Issue: Agent Manager 7.3 introduced security improvements that break communication with the iSeries agent. Agent Manager 7.3 and later cannot collect events from the iSeries Agent.

Workaround: Do not upgrade Agent Manager. Continue to use Agent Manager 7.2 to collect data from iSeries devices.

Contacting Micro Focus

For specific product issues, contact Micro Focus Support at https://www.microfocus.com/support-and-services/.

Additional technical information or advice is available from several sources:

- Product documentation, Knowledge Base articles, and videos: https://www.microfocus.com/support-and-services/
- The Micro Focus Community pages: https://community.microfocus.com/

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