N-ABLE™

N-central

Release Notes

Version: 2022.7 HF1 Build: 2022.7.1.44

What's New in N-able N-central 2022.7 HF1

> 💡 See the 2022.7 Release Notes for requirements and support details.

New in N-central 2022.7 HF1

IMPORTANT - Security Improvements

> ❌ Please be aware that the known issue KUIP-4432 still exists in N-central 2022.7 HF1. If you had the code drop applied for this already or use EDR integrated with N-central, please contact Support before upgrading to this release.

> ❗ Before upgrading to 2022.7 HF1, we strongly recommend reviewing the following KB article to help prepare you for this upgrade. Checklist for upgrading your N-able N-central Server to 2022.7 HF1.

N-central 2022.7 HF1 provides a major security enhancement which requires additional attention to your N-central network and client environments. Now, the N-central server will require a valid SSL/TLS certificate to be applied. This will include any certificate where the whole chain is validated to a root CA within the system trust store. To support these changes, there are updates to a few screens in the UI, such as the Network Setup page, as well as the Generate and Download certificate page. We also have modified the upgrade process so that if you don't have a valid certificate in place before attempting this upgrade, you will receive an error message before any database changes are made. As a result, you can try the upgrade again without needing Support to remove a flag.

Agent and probe behavior is also part of the security enhancement in N-central 2022.7 HF1. Agents and probes will not attempt to upgrade to 2022.7 HF1 and beyond unless the operating system of that device recognizes N-central's certificate as valid. We are also adding the FQDN from the Network Setup page to the top of the Server Address list on the Communication Settings page. This list is still fully editable for individual devices and in the defaults if you desire to make changes afterward.

For new installations of N-central 2022.7 HF1, you will need to provide the FQDN for this N-central server on the initial login wizard page.

New in N-central 2022.7

N-central 2022.7 is packed with both fixes and new features! Please see below for more information on our new features, and the fixed items list for a list of bugfixes!

Device Management for Apple

N-central 2022.7 is the first to include N-able's Device Management for Apple solution.

> **ℹ** Note that this is a new service to N-central for Mac workstations only. The existing N-central MDM for iPhones and iPads is similar technology but a different back end. The two services will co-exist for some time.

Here's what Device Management for Apple includes in the 2022.7 release.

- User-approved manual enrollment: To bring Mac workstations under management properly, Apple requires that enrollment into Device Management be approved by the user of the device. This cannot be scripted.

- Enrollment Helper: to assist with manual enrollment, N-central provides an app that presents your brand - or a friendly name of your choosing - to users and asks them to initiate the process of installing the Enrollment Profile. This can be enabled/disabled across your entire fleet, or on a client-by-client basis, or one device at a time.

- Multi-tenant push certificates: To get started with Device Management, N-central admins must send a CSR from N-central to the Apple Push Certificate portal to get a push cert. N-central includes support for creating a push cert for only specific customers, or globally for all devices. Enrollment Helper can be enabled/disabled with each cert. (Note: this is the same technology as the existing APNS cert in N-central's MDM for iPads and iPhones - but it is being setup with a different back-end service.)

- PPPC profiles for N-able products: once a Mac is enrolled in Device Management, our service automatically pushes Configuration Profiles that grant macOS Security & Privacy permissions for the N-central Mac Agent, Take Control, EDR, Backup and more. (The only one we can't push is Screen Recording for Take Control because Apple doesn't allow that permission to be controlled by any MDM, not just ours.) This further streamlines the installation process for new Macs because you don't need to jump through all the hoops to grant Full Disk Access, Notifications, etc.

- Custom Configuration Profiles: Once you have a push cert setup, and devices enrolled, you can upload thousands of configuration profiles - many samples are available in the N-able Automation Cookbook - and push those over the air to your Mac workstations. The configuration possibilities are virtually limitless.

- As powerful as this is, it is a first release. Device Management for Apple has capacity for support for MDM Commands (like lock and wipe), support for iPads, iPhones, AppleTVs in addition to Macs, and support for Apple Business Manager and Apple School Manager automatic zero-touch enrollment. Future builds will round out a complete Device Management service for Apple devices. Those features are on their way to N-central in future releases.

- In addition to Device Management, work continues on surfacing the benefits of our new Mac Agent. N-central 2022.7 includes a real-time Processes widget in the Overview tab of Mac workstations. And for the first time ever, Mac workstations get a Tools tab - it's currently only populated with the same Processes table but will be built out in future N-central releases.

Automation Manager 2.50

Automation Manager 2.50 is now available and included in N-central 2022.7. This version of Automation Manager focuses on bugfixes, including fixes that should help with certain errors in AMP-Based monitoring services in N-central once your agents have upgraded.

In the Designer, we've clarified the help articles to indicate SSHv2 is supported for Network Management objects, and we've adjusted the branding to match N-central's default branding. Prompts from Automation Manager will now always be in the foreground and appear in the center of the screen.

Upgrade paths and notes

Upgrade versions

To upgrade to N-able N-central 2022.7, your N-able N-central server must be running the following version:

- N-able N-central 2021.1.0.32
- N-able N-central 2021.2.0.140+
- N-able N-central 2021.3.0.79+
- N-able N-central 2022.1.0.47+
- N-able N-central 2022.2.0.77+
- N-able N-central 2022.3.0.46+
- N-able N-central 2022.4.0.6+
- N-able N-central 2022.5.0.6+
- N-able N-central 2022.5.1.33
- N-able N-central 2022.5.2.35
- N-able N-central 2022.6.0.20+
- N-able N-central 2022.7.0.22+

Note the following when upgrading N-able N-central.

> **i** Tasks may expire if the agent on an associated device is being upgraded when the task is scheduled to be completed. Agent upgrades are normally short in duration but may be delayed if a re-start of the device is pending.

Fixed Issues in N-able N-central

Release 2022.7 HF1

Category	Description	Item
Automation Manager	Automation Manager Validate TLS Certificates	AM-3330
Core	Naupdater downloaded to wrong location during upgrade, causing upgrade failure	NCCF-101688
Core	Ubuntu 16/18 Agent incorrectly reporting endpoint as part of SubmitCurrentlyLoggedInUser	NCCF-97372
Core	Cannot find softwareType to upgrade applianceType [Agent] with osid [ubuntu20_64] when attempting to upgrade agent	NCCF-96011
Core	Update N-central to Add Certificate Verification	NCCF-77020
Core	Probe MSI upgrade no longer functional due to lack of credentials	NCCF-15093

Release 2022.7 GA and AM 2.50

Category	Description	Bug
Automation Manager	AM Object: "Backup Registry" Input Parameters mistake in description	AM-2316
Automation Manager	PolicyExecutionEngine logging to agent.log instead of PolicyExecutionEngine.log	AM-2669
Automation Manager	Input Prompt object doesn't allow to link input	AM-2677
Automation Manager	Install Software from FTP doesn't allow SFTP connections	AM-2730
Automation Manager	Add FluentFTP assembly to NC Win Agent and Probe installers	AM-2745
Automation Manager	Pre-Fill The AMP Name When Closing Automation Manager	AM-2749
Automation Manager	Get Events object not returning results for operational logs (e.g Setup)	AM-2808

Automation Manager	Script check failing with error "Exception encountered System.Runtime.Serialization.SerializationException" then automatically resolves itself next check-in	AM-2809
Automation Manager	Make AM able to work when FIPS mode is enabled	AM-2822
Automation Manager	AutomationManager.log displays N-central agent version as 0.0	AM-2826
Automation Manager	Redesign the "Policy List" Window	AM-2830
Automation Manager	Update The Colors In the Automation Manager Designer	AM-2832
Automation Manager	Create AD user module in Automation Manager	AM-2833
Automation Manager	Map network printer	AM-2836
Automation Manager	Get OS Architecture AMP abnormal results	AM-2840
Automation Manager	Set different AM log level from NC dashboard	AM-2843
Automation Manager	Update the "Close Connection" Object To Support SSHv2	AM-2846
Automation Manager	Update the "Command Set" Object To Support SSHv2	AM-2847
Automation Manager	Update the "Enable (Cisco)" Object To Support SSHv2	AM-2848
Automation Manager	Update the "Get Connection Details" Object To Support SSHv2	AM-2849
Automation Manager	Update the "Open Session" Object To Support SSHv2	AM-2850
Automation Manager	Update the "Send Commands and Receive Response" Object To Support SSHv2	AM-2851
Automation Manager	Update the "Set Terminal Length" Object To Support SSHv2	AM-2852

Automation Manager	Large Number of Probe Log Files AutomationManager.ScriptRunner64-p[XXXX].log	AM-2853
Automation Manager	M365 automations Failed execution on remote device	AM-2855
Automation Manager	AM object - Get Environment Variable shows error message but it returns correct info	AM-2858
Automation Manager	AM Run PowerShell Script object throws "Exception: Requested registry access is not allowed"	AM-2859
Automation Manager	Improve AM PolicyExecutionEngine-p[%processid].log	AM-2880
Automation Manager	AM prompts open at the top left of the screen	AM-2883
Automation Manager	Automation Manager Agent Service crash when scheduled task run as logged on user	AM-2890
Automation Manager	Fix AM initialization after Shutdown RPC call	AM-2898
Automation Manager	Reboot Prompt Not working when Branding is used	AM-2912
Automation Manager	Prompt improvements: Add check for prompt to always be on foreground	AM-2914
Automation Manager	Script Check failing with Unknown Error (Exception encountered System.InvalidOperationException: There is an error in XML document (0, 0)....)	AM-2915
Automation Manager	Incorrect status for UAC service	AM-2917
Automation Manager	AM RPC server issue: No protocol sequences have been registered	AM-2923
Automation Manager	Automation Manager Object: Reboot Prompt, Exceeded delay time but did not initiate reboot	AM-2927
Automation Manager	Introduce RPC server's fallback address functionality	AM-2960
Automation Manager	Log cleanup: delete empty log files when log level is ERROR or FATAL	AM-2965

Automation Manager	AM assemblies to 2.50 on NC 2022.7	AM-2969
Automation Manager	Fix ConfigurationSettings.xml file for thirdparty dll name	AM-2970
Core	The agent version is displayed instead of the server version	CALM-1419
Integrated AV	Soft-deleted records are not hard-deleted for a long time	IAV-1052
Integrations	The user having 'Read Only' or 'None' permissions over DNS Filtering Integration can still deploy or remove the Roaming Client or select a profile in the deployment process	INT-1005
Integrations	Empty profile name allowed	INT-657
Integrations	The DNS Filtering Status remains reported as an active issue in N-central even after RC's uninstallation (validated after 7 days of RC uninstallation from the client's machine)	INT-849
Integrations	DNS Filter Trial Experience	INT-854
Integrations	Newly created profiles under NC System levels (SO / Customer / Site) cannot be edited (Content Filters / Block Pages selections)	INT-864
Integrations	Add the DNSF service into Monitoring tab when the device is in Essential Mode	INT-941
Ecosystem Framework	MS Intune integration icon shows enabled even when not being used - Dev Work	KUIP-2898
Ecosystem Framework	Sentinel One agent is not being uninstalled when a Device with EDR enabled is being removed from N-Central	KUIP-2985
Core	RemoteControlSSHConfigDataUtil.java references a Nable_Wrapper.pl option that does not exist	NCCF-14033
Core	[FEATURE] Device Management for Apple	NCCF-14253
Core	System Error When The System Is Out Of Licenses, And A Licensed Feature Is Added To The Device	NCCF-14388
Core	Deprecate Support For Unsupported Versions of Linux and 32-bit Linux Installers	NCCF-14459
Core	The UserAdd API Returns a "-1" When Password That Doesn't Meet The Complexity Requirements Is Specified, Instead Of An Actionable Error Message	NCCF-14470

Core	Domain User Management Re-Did A Global Password Reset For A Customer	NCCF-15022
Core	Large amount of temp file in AM temp location cause agent startup delay	NCCF-15125
Core	Deleting a probe does not delete record from device's "discovering_wsp"	NCCF-15560
Core	Show caps lock on for login password, instead of sending password in reverse case.	NCCF-15595
Core	Locking the "MFA Not Required" Option Isn't Being Saved	NCCF-15617
Core	Dropdown Custom Property will remain on error state after two empty values	NCCF-16055
Core	The Linux/Mac code sometimes returns 32-bit for 64-bit OSs	NCCF-16219
Core	Incorrect repository capacity is being displayed	NCCF-16323
Core	User cannot create reinstall agent task because probe not assigned	NCCF-16666
Core	Probe HTTPS service: 1. Change X509ChainPolicy.RevocationFlag 2. Change validation logic ignoring error when global error ChainStatus is used for certificate validation	NCCF-17007
Core	Custom Service (SNMP): change Service Identifier and/or Identifier options saves unexpected configuration.	NCCF-17038
Core	Custom Service (SNMP): System Error	NCCF-17040
Core	Settings not retained for Connectivity Service Details when SNMP enabled	NCCF-21344
Core	Improve logging for all Google actions if missing	NCCF-21483
Core	Google IdP Provider: remove the client-id from the error text displayed when NC is accessed by IP	NCCF-22664
Core	Stop Building the Unsupported Agent Installers	NCCF-22822
Core	Remove unsupported Installers From N-central	NCCF-22823
Core	Ensure Existing Deprecated Agent Installers cannot be used to register and activate new appliances	NCCF-22825
Core	Setting Up More than Two Services in a Template, The Service identifier is Not Transferred Correctly	NCCF-24478

Core	Create sysaudit script to collect non-IdP user metrics	NCCF-24846
Core	SSO Providers Google G-Suite - Robot Framework Test Suite Integration: N-central	NCCF-24907
Core	N-Central DMfA Navigation UX	NCCF-26127
Core	Allow sorting by SSO Column	NCCF-27272
Core	64 bit processes not showing DLLs used	NCCF-28092
Core	Default Filter Created on Site Creation Causes System Errors	NCCF-28386
Core	N-central - Send list of clients to Device Management for Apple (DMfA) UI in iframe	NCCF-29749
Core	Update Permission Definitions and UI for DMfA	NCCF-29750
Core	Create Release request for N-central DMfA for 22.7	NCCF-29751
Core	Send permission to DMfA for jwt	NCCF-29997
Core	RF5 Fails on evaluation of python os.gettempdir	NCCF-30087
Core	Add missed statistics for event acknowledgement time	NCCF-30801
Core	N-central - Inconsistent ApplicationDeviceId when requesting an DMfA profile	NCCF-30926
Core	Pending events are not cleared out from queue when system gets into a throttle blocking state and eventing is turned off	NCCF-30977
Core	Fix ROLES page when appledevicemanagement Flag is off	NCCF-31011
Core	Scraping: Records are being dropped due to mandatory date fields that cannot be parsed	NCCF-31201
Core	The assigned Variable in postbuils.sh is causing disruption to the URL	NCCF-31456
Core	Database scraping has an issue where concurrent table processing happens and events overlap	NCCF-31458
Core	Logging	Include protobuf event type	NCCF-31573
Core	XMPP related issues	NCCF-32110
Core	UI	Event production	Only sys admin	NCCF-32195
Core	UI	Analytics Splash Message Removal	NCCF-32474
Core	SessionUtils.refreshExpiryForAppliance Triggering Against Eventing	NCCF-32749

	When It Does Not Need To	
Core	IR Stable Main - Devices - Verify System Warranty Service is Added - Fails	NCCF-32957
Core	IR Stable Main: Devices - Verify Log File Is Not Accessible For User With Low Level Access - Fails	NCCF-32958
Core	ElementClickInterceptedException caused by 'Device Permissions' Dialog warning "You do not have permission to configure devices. Please contact your administrator."	NCCF-32980
Core	Google SSO Provider - Create Google SSO Provider page is broken	NCCF-33150
Core	Event controller should reset pending counts on restart	NCCF-33243
Core	Acknowledgement controller should reset pending counts on restart	NCCF-33244
Core	Catastrophic failure of event buffer termination should reset buffer state and turn off eventing.	NCCF-33245
Core	Batch sender not started error	NCCF-33483
Core	AdvancedReportingUser is getting dropped due to missing role or customer group	NCCF-33484
Core	Live eventing should not stop when backups occur	NCCF-33536
Core	Records are being removed from bufferingEnabledTables variable and causing events to be permanently dropped	NCCF-33765
Core	EventBufferController Can Cause High Garbage Collection	NCCF-33812
Core	Upgrade certificates with proper clientId for NCOD to support DMfA	NCCF-33990
Core	Left-hand menu for "Analytics" needs to show we are Beta.	NCCF-35263
Core	Memory consumption is too high when buffering events	NCCF-35840
Core	Ensure time series tables are not processed for scraping unless within 24h	NCCF-35851
Core	Interrupt exception can cause event processing and/or acknowledgement processing to stop permanently and needs a watchdog	NCCF-36410
Core	NULL pointer error while saving Device settings	NCCF-37224
Core	Agent download labels incorrect	NCCF-38026
Core	Agent installation fails	NCCF-38236

Core	Parent level view - Permission evaluation is not performed for lower levels	NCCF-39485
Core	ScriptDownloadURI' Version Not Updating After Upgrading of N-central	NCCF-40053
Patch Management CM	Include re-branded PME in the latest N-central	PMCM-715

Known Issues

These items for the current version of the N-able N-central software is composed of material issues significantly impacting performance whose cause has been replicated by N-able and where a fix has not yet been released. The list is not exclusive and does not contain items that are under investigation. Any known limitations set forth herein may not impact every customer environment. The N-able N-central software is being provided as it operates today. Any potential modifications, including a specific bug fix or any potential delivery of the same, are not considered part of the current N-able N-central software and are not guaranteed.

Agents & Probes

Description	Bug
Communication issues may be encountered for N-able N-central Probes installed on Windows servers that have multiple NICs. For more information, refer to "KBA20020:ConfiguringAServer WithMultipleNICs"in the online Help.	67778

Automation Manager

Description	Bug
Running Automation Manager Policies created using Automation Manager 1.6 or earlier may result in Failed to create an EndDate ... errors if the Policies are run on a computer using a different date format. This issue does not affect Policies created using Automation Manager 1.7 or later.	65712

Custom Services

Description	Bug
Custom services may appear as misconfigured when the system locale of the device is not set to English. For example, in Portuguese the default decimal in c# /.net is not a period, ".", it is a comma, ",". If you are having this issue, please contact N-able Technical Support.	65288

Core Functionality

Description	Bug
Installing N-able N-central on Servers that have an Nvidia Video Card Due to a bug in CentOS 7 with Nvidia's "Nouveau" driver, installing N-able N-central on servers that have an Nvidia video card may result in the N-able N-central console showing	NCCF11842

a blank screen, or displaying an Anaconda Installer screen with an error message about the video card driver.	
HDM does not work with the "Last 5 Tickets" widget.	NCCF10855
Warranty information might be inaccurate when determining the warranty expiry dates of devices that are not located in the USA.	NCCF3649
An issue has been found in 2022.7+ versions where Direct Support functionality is not available for Mac agents, and cannot be turned on for certain Mac device classes. A fix is in progress and will be included in a future release.	NCCF43803

Dashboards

Description	Bug
Modifying a Dashboard that is associated with a large number of services may cause performance issues when using the Firefox browser.	70326

PSA Integration

Description	Bug
In some instances, tickets closed in PSAs are not being cleared in N-able N-central. This is likely because the ticketing recipient profile in N-able N-central has Do not change the Ticket Status selected (in order to manually configure tickets). Then, when the ticket is removed in the PSA, N-able N-central will not be able to update/resolve the ticket's status and new tickets cannot be created for the same issue. Until a solution is available through the UI for this situation, the work around is to set a Return to Normal status and set a non-used status in the 'updatable statuses' section or set the same status as the return to normal one. This will cause N-able N-central to add a note to the ticket on return to normal but will not alter the ticket's status. This will allow the stale ticket check to remove the ticket from the system.	65620

UI

Description	Bug
After re-naming, the Names of files or Registry entries may not be displayed properly in the File System window and the Registry window of the Tools tab when using Internet Explorer.	68149

User Access Management

Description	Bug
Login window reappears when new tab is loaded. When already logged into N-central and a user opens a new tab and browses to N-central from this new tab, the login screen reappears yet the user is already logged in. The left hand navigation is functional.	NCCF29648

About N-able

N-able empowers managed services providers (MSPs) to help small and medium enterprises navigate the digital evolution. With a flexible technology platform and powerful integrations, we make it easy for MSPs to monitor, manage, and protect their end customer systems, data, and networks. Our growing portfolio of security, automation, and backup and recovery solutions is built for IT services management professionals. N-able simplifies complex ecosystems and enables customers to solve their most pressing challenges. We provide extensive, proactive support—through enriching partner programs, hands-on training, and growth resources—to help MSPs deliver exceptional value and achieve success at scale. For more information, visit www.n-able.com.