

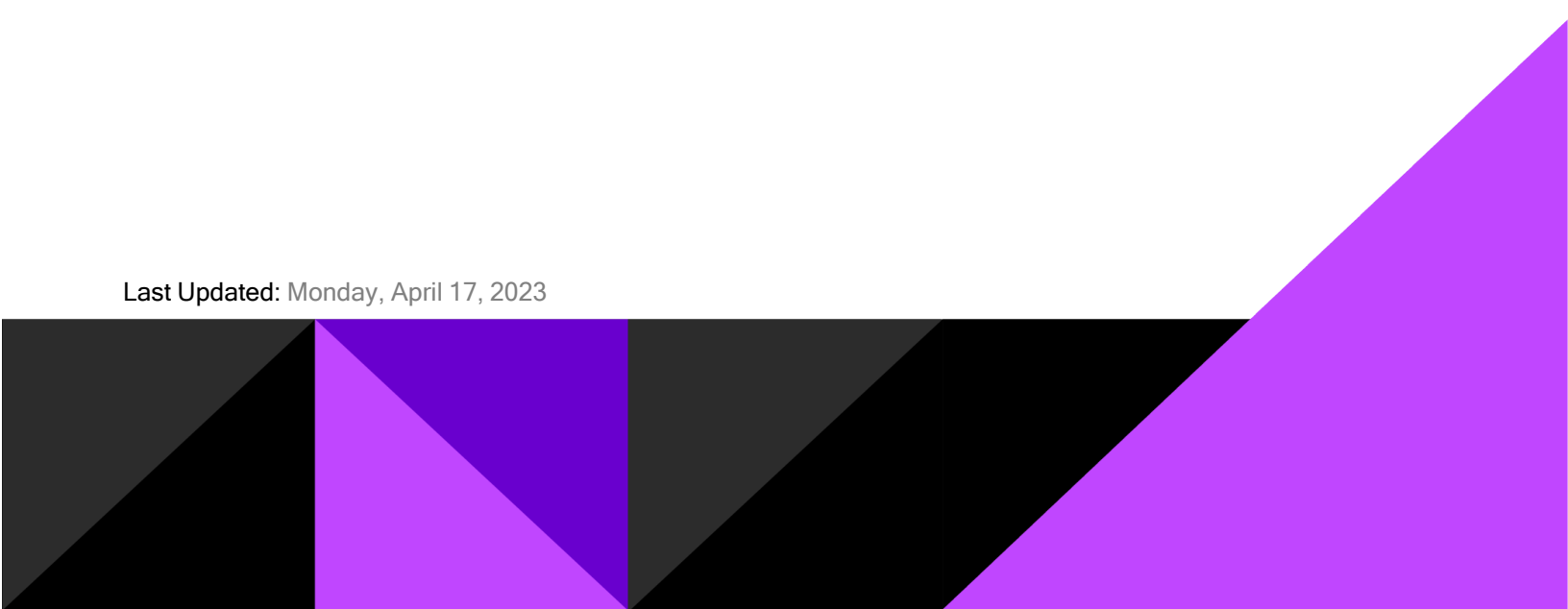


N-central

Release Notes

Version: 2023.3 (Build: 2023.3.0.11)

Last Updated: Monday, April 17, 2023



What's New in N-able N-central 2023.3

Remote Control Column Improvements

N-central 2023.3 brings the long-anticipated updates to the Remote Control column in the All Devices view! More icon colors have been introduced to represent the remote control status more effectively. When N-central hasn't received a heartbeat from Take Control, the icon will shift to yellow but still let you attempt a remote control session. The hover over will tell you when the heartbeat was last seen as well as let you know if the N-central agent is not checking in.

Azure IDP Improvements

This release continues to provide improvements to Azure as an External Identity Provider! N-central 2023.3 now provides an Azure login button which will help reduce the frequency your password needs to be supplied. This update allows for a more seamless SSO experience!

Automation Manager 2.70

Automation Manager 2.70 is included as part of N-central 2023.3. The fixes in this version focus on problems found with upgrading the Automation Manager installations on your agents and probes to the previous release. Also included, is an updated version of the Windows Backup monitoring service that provides information on more thresholds.

PME Reinstall Tasks

We have added a new task to install the patch engine on selected devices which brings two workflow options:

- Upgrade to a release candidate (RC) version of the Patch Engine on selected devices when one is available. This allows you to try out new features, bug fixes and improvements ahead of it being made generally available.
- Uninstall and reinstall the current version of the Patch Engine on selected devices, which may be used in situations where the patch engine is not working as expected

Major Bug Fixes

This release of N-central contains over 40 fixes related to reported issues! This includes a fix for performance issues related to large numbers of scheduled tasks (NCCF-59236).

Upgrade paths and notes

- We are aware that many partners may have problems with their probes upgrading to 2023.1 and newer from versions 2022.6 thru 2022.8. Before upgrading N-central to 2023.1 or newer, please download and review the instructions in the following zip file: [Probe Upgrade Instructions](#).

Upgrade versions

To upgrade to N-able N-central 2023.3, your N-able N-central server must be running one of the following versions:

- N-able N-central 2022.6.0.20+
- N-able N-central 2022.7.0.22+
- N-able N-central 2022.8.0.14+
- N-able N-central 2023.1.0.12+
- N-able N-central 2023.2.0.13+

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

- 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.

Available Ciphers for Non Agent/Probe Communication with N-central

N-central updated its cipher list in the 2022.5 release and removed support for older ciphers.

The change primarily affects third-party applications running on Windows Server 2012 R2 and earlier operating systems as the host operating system no longer meet the cipher requirements for communicating with N-central 2022.5 and later.

Affected on-premise applications include:

- Report Manager
- Helpdesk Manager
- ConnectWise (on Premise)
- Custom PSA Solutions
- SQL Servers configured using Data Export and LDAP or Active Directory (those running an ECDSA certificate may function normally)

The cipher change does not generally affect third-party applications running on Windows 2016 and later where the host operating system supports the below cyphers.

For further information, please refer to the article: [N-central is unable to communicate with third-party applications hosted on windows servers 2012 R2 and older after the upgrade to N-central 2022.5](#)

TLSv1.3:

- TLS_AKE_WITH_AES_128_GCM_SHA256
- TLS_AKE_WITH_AES_256_GCM_SHA384

TLS 1.2:

- TLS_ECDHE_ECDSA_WITH_AES_256_GCM_SHA384
- TLS_ECDHE_ECDSA_WITH_AES_128_GCM_SHA256
- TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384
- TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256

Included updates in N-able N-central

Release 2023.3 RC

Category	Description	Item
Core	[Command] Update Device Information	NCCF-31996
Core	[DMS]Store UUID in new database table	NCCF-57601
Core	[DMS] New Attributes Tables for mobile devices	NCCF-43207
Core	[DMS] Detect device registration when refreshing device list	NCCF-38860
Core	[DMS] Update enrollment notifications url to route to new page	NCCF-37614
Core	[FEATURE] Add Azure SSO button on login page	NCCF-57324
Core	[UI]Return public enrollment url to download profile	NCCF-57602
Core	[UI]Sending prepare for enrollment from enrollment page	NCCF-57600
Core	[UI]Implement view for new enrollment page	NCCF-41620
Core	[USABILITY] Adjust Remote Control Icon color when no Take Control Heartbeat is received	NCCF-49566
Automation Manager	Update Windows Backup stock service to return information for each of the 4 thresholds	AM-3079
Automation Manager	Download File From URL Error	AM-3076
Automation Manager	Issue with very high memory usage by AutomationManager.ScriptRunner64 processes	AM-3071
Automation Manager	Current version of Automation Manager (2.19.1.6) is too old to run this policy.	AM-3056
Automation Manager	Improve AM Engine upgrade process if new version download from SIS fails	AM-3055
Automation Manager	AM Engine upgrade from SIS fails on FIPS devices	AM-3053
Automation Manager	Fix default RPC address fallback	AM-3047
Automation Manager	Automation Manager Crashing on Launch	AM-3029
Core	Automated N-central OS Package Update - February 01, 2023	NCCF-61351
Core	Additional validation for enrollment page	NCCF-60174
Core	Submit Queue Performance Issues processing RemoteExecutionTasks	NCCF-59236
Core	Modifying the Service Name field twice causes UI error resulting in unresolved spinner	NCCF-59214
Core	NetPath Not Keeping Track of Exception Count and Continues	NCCF-55483

	to Spam Keybox	
Core	SSO and IDP We Don't Evaluate the Login Page Correctly for branding	NCCF-51980
Core	Cannot Install Agents Due to Changes Around XSS Check	NCCF-49844
Core	DMA helper can't be enable on Ventura	NCCF-45688
Core	Read-Only banner needs to be dismissable	NCCF-38990
Core	Can't view user management details with read-only role	NCCF-36476
Core	No Vm Guest on Hyper-V 2022 Server	NCCF-31229
Core	Schedule Type 'Once' does not work	NCCF-22636
Core	Under some Circumstances the Agent can send Excessive Amounts of Scripting Task Output	NCCF-17584
Core	Device Class Blank	NCCF-16678
Core	Increase The Allowed Size and Dimensions Of the Login Page Logo	NCCF-16313
Core	Confusing Linux installation script message "DMS checker does not exist"	NCCF-15870
Core	Linux Agent stores SSH remote control username in nagent.log as plain text	NCCF-15609
Core	System Level PSA Notifications "Enable All"/"Disable All" doesn't work	NCCF-15045
Core	Custom PSA: Automated Ticket Generation Reports "unable to establish a connection to the server"	NCCF-14785
Core	Users Without The "User Management" Permission Has Access To The Administration -> User Defaults Menu	NCCF-13490

Known Limitations

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 <i>"KBA20020: Configuring A Server With Multiple NICs"</i> in the online Help.	67778

Automation Manager

Description	Bug
Running Automation Manager Policies created using Automation Manager 1.6 or earlier may result in <code>Failed to create an EndDate ... errors</code> 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 <code>c#/.net</code> is not a period, <code>"."</code> , it is a comma, <code>","</code> . 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 a blank screen, or displaying an Anaconda Installer screen with an error message about the video card driver.	NCCF-11842
HDM does not work with the "Last 5 Tickets" widget.	NCCF-10855
Warranty information might be inaccurate when determining the warranty expiry dates of devices that are not located in the USA.	NCCF-3649

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.	NCCF-29648

End of support

The following are being deprecated in a future release of N-able N-central:

Transport Layer Security (TLS)	N-able N-central now disallows traffic over TLS 1.0 and TLS 1.1. This causes any Windows Agents or Windows Probes that are running on Windows XP and Windows Server 2003, as well as pre-v12.1 versions of the MacOS agent, to lose the ability to communicate with your N-able N-central server. We strongly recommend using a Windows Probe to monitor those devices.
Linux Agent Support	Due to declining usage in the field, N-able N-central Linux agents no longer support CentOS 6, Ubuntu 14.04, and the 32-bit version of Ubuntu 16.04.
Internet Explorer 11	Due to declining usage in the field, a future release of N-able N-central will drop support for the Internet Explorer 11 web browser.
AV Defender 5.x	As of next major release for those of you still utilizing the AV5 Bit-defender Antivirus be advised that monitoring from our AV5 agents will no longer continue. As a result this will leave your environments in a vulnerable state. We encourage you to review your agents to ensure you are now utilizing our latest AV6 agents. Reminder that our online help for Security Manager is available for your reference.

N-able N-central System requirements

The following requirements are for typical usage patterns, acknowledging that some patterns may require greater system resources for a N-able N-central server than others.


If you have any questions about how your needs affect the system requirements of your N-able N-central server, contact your Channel Sales Specialist or email n-able-salesgroup@n-able.com.

Processor	Server class x86_64 CPUs manufactured by Intel or AMD (i.e. Xeon or EPYC). Please refer to the Red Hat Hardware Ecosystem for further details.
Operating System	You do not need to install a separate Operating System to run N-able N-central. The N-able N-central ISO includes a modified version of CentOS 7, based on the upstream Red Hat Enterprise Linux 7.
Physical Hardware	<p>The physical server used to install N-able N-central in a bare metal environment must be certified to run Red Hat Enterprise Linux 7.9 (x64) by Red Hat, or the hardware vendor, without any additional drivers. Please check the Red Hat Hardware Ecosystem for details.</p> <p>Server Grade hard drives connected to a RAID controller with a Battery/Capacitor Backed Cache are Required. Examples include 10K+ RPM SCSI or SAS drives, Enterprise Grade SSDs or NVMe's for bare metal and virtualized hosts, or a Fibre Channel connected SAN with Enterprise Grade hard drives for virtualized hosts (<i>Fibre Channel cards can be used for bare metal if they are configured in the pre-boot environment and do NOT require vendor-provided drivers</i>).</p> <p>Although Desktop Hard Drives will work with the Operating System, they do not meet the minimum throughput required for the back-end Database of N-able N-central.</p>

For more details, please refer to the [Red Hat Hardware Ecosystem](#) to see if your current hardware will work with our customized version of CentOS 7.

System requirements by number of devices managed

The table below lists the minimum specifications required to manage the number of devices indicated (based on average usage). Performance can be improved by exceeding these requirements. When determining your hardware requirements, consider any growth in managed device count that may occur over time.

 These requirements are only for on-premise deployments of N-able N-central.

Number of Devices	CPU Cores	Memory	Storage
Up to 1,000	2	4 GB RAM	80 GB RAID
Up to 3,000	4	8 GB RAM	150 GB RAID
Up to 6,000	8	16 GB RAM	300 GB RAID
Up to 9,000	12	24 GB RAM	450 GB RAID
Up to 12,000	16	32 GB RAM	600 GB RAID
Up to 16,000	22	48 GB RAM	800 GB RAID
Up to 20,000	28	64 GB RAM	1 TB RAID
Up to 24,000	34	80 GB RAM	1.2 TB RAID

Notes

1. Server Grade hard drives connected to a RAID controller with a Battery/Capacitor Backed Cache, are **required** to ensure performance and unexpected power-loss data protection.
2. In a virtualized environment, hard drives for the N-able N-central server must not be shared with any other applications or VM guests that have significant I/O workloads. For example, Report Manager, SQL Databases, E-Mail Servers, Active Directory Domain Controllers, SharePoint, or similar should not be installed on the same physical hard drive as N-able N-central.
3. N-able recommends two or more hard drives be placed in a redundant RAID configuration. With two drives, RAID 1 must be used. With more than two drives, RAID 1+0 or RAID 5 are recommended. RAID 6 is an option on servers with less than 1,000 devices (the additional write latency of RAID 6 becomes an issue above 1,000 devices).
4. N-able recommends more, smaller disks in a RAID array, as opposed to fewer larger disks. Database-backed applications, like N-able N-central, have better write performance with an increased number of parallel writes (hard drives).
5. If using Solid State Drives (SSDs), N-able requires Enterprise Grade, SLC based (or better) SSDs with a SAS interface, or Enterprise Grade NVMe. SSD and NVMe drives must have an endurance rating of at least 0.2 DWPD (Drive Writes Per Day), and at least 2 physical disks in a redundant RAID array. On Bare Metal servers, the RAID array must appear to the operating system as a single Block or NVMe Device. Currently, many PCIe and NVMe drives do not meet this last requirement and would only work in a virtualized environment.
6. Configure the RAID controller to use the default stripe size and a Read/Write cache of 50%/50%.

The underlying customized version of CentOS 7 has certain hardware limits that are consistent with the upstream Red Hat Enterprise Linux 7 distribution. Of note are the following:

Subsystem	Limit
Minimum disk space	80GB
Maximum physical disk size (BIOS)	2TB
Maximum physical disk size (UEFI)	50TB
Required minimum memory	4GB for 4 or fewer logical CPUs
	1GB per logical CPU for more than 4 logical CPUs
Maximum memory	12TB
Maximum logical CPUs	768

Examples of supported servers

Due to the ecosystem of different hardware, N-able does not certify specific hardware configurations. Instead we rely on the upstream Red Hat Enterprise Linux and hardware vendor testing and certification.

Examples of servers that have been Red Hat certified include [HPE ProLiant DL360 Gen10](#) and [Dell PowerEdge R620](#).

Please consult with your hardware vendor to ensure that any server to be used for a bare metal installation meets the above requirements and is Red Hat Enterprise Linux 7.9 certified, without the need for additional drivers.

N-able recommends that for any Bare Metal server, two or more SAS 10k or faster hard drives be placed in a RAID array to improve redundancy. RAID 1+0 or RAID 5 are supported (at the hardware RAID BIOS level). RAID 6 is an option on servers with less than 1,000 devices (the additional write latency of RAID 6 becomes an issue above 1,000 devices).

Support for virtualized environments

N-able supports VMware ESX Server 6.0 or newer and Windows Server 2012 R2 Hyper-V or newer LTS versions. N-able recommends use of the latest stable versions of VMware or Hyper-V in order to ensure the best performance, feature set and compatibility with N-able N-central.

■ Hyper-V on Windows Desktop Operating Systems is not Supported.

N-able N-central installed on a virtual machine running on a Desktop Operating System (such as Hyper-V on Windows 10/11, Virtual Box, Parallels, VMWare Fusion or similar) is not a supported configuration. If you are using Windows Hyper-V, it must be installed on a supported server class Windows Operating System.

■ Windows Server Semi-Annual Releases are not Supported.

Only Long-Term Support (LTS) versions of the Windows Server Operating System are supported as a Hyper-V host for N-able N-central. Microsoft releases "Semi-Annual Release" versions of Windows Server as a technology preview for the next LTS version. Due to their technology preview status, these "Semi-Annual Release" versions of Windows Server are not supported as Hyper-V hosts for N-able N-central.


About virtualization

Virtualization provides an abstraction layer between the hardware and the Operating System which permits the operation of multiple logical systems on one physical server unit. The table below includes considerations when using this deployment method.

System Performance	<p>It is impossible to guarantee the scalability or performance of a N-able N-central server deployed on a Virtual Machine due to:</p> <ul style="list-style-type: none"> ■ variability in field environments resulting from host server configurations, ■ the number of virtual guests run on the host server, and ■ the performance of the underlying host hardware.
Supportability	<p>N-able supports N-able N-central software deployed on VMWare ESX/ESXi 6.0 or newer, Windows Server 2016 Hyper-V or newer LTS releases, Microsoft Azure and Amazon AWS EC2 in the same way that we support N-able N-central deployed on Bare Metal. This support is limited to the components (Software and Operating System) shipped with N-able N-central and does not include the troubleshooting of virtualization systems nor of performance issues related to environmental factors.</p> <p>N-able recommends reaching out to your hardware or virtualization vendor for support on the underlying virtualization and hardware components. Any assistance provided by N-able Support for virtualization or hardware issues is on a best-effort basis only. In the event of serious performance problems, we might ask you to migrate a virtualized N-able N-central system to a physical hardware deployment.</p>
Virtual Hardware Support	<p>In Windows Server 2016 Hyper-V or newer deployments, it is recommended to create a new Generation 2 VM. When configuring the VM virtual hardware, if you choose to enable Secure Boot, please select the Microsoft UEFI Certificate Authority template.</p>

	For VMWare ESX/ESXi deployments, it is recommended to select the Red Hat Enterprise Linux 7 guest OS template, then under the Boot Options , select the UEFI Firmware .
Network Adapters	<p>N-able recommends using the VMXNET3 network card in VMWare. When the VM is configured as Red Hat Enterprise Linux 7, it will use VMXNET3 by default.</p> <p>Unless you are using Network Interface Bonding, N-able N-central requires only one (1) network adapter added to the VM configuration. Multiple network adapters that are not used in a bonding configuration can cause connectivity and licensing issues.</p>
MAC Addresses	By default, most virtualization environments use a dynamically assigned MAC address for each virtual network card. As your N-able N-central license is generated in part by using the MAC address of its network card, it is required to use a statically assigned MAC address in order to avoid becoming de-licensed.

Recommended configuration for the virtualized server

 Although provisioning virtual disks as "thin" or "thick" results in nearly-identical performance, thick provisioning is recommended, particularly when more than 1,000 devices will be connected to your N-able N-central server.

- Assign the highest resource access priority to N-able N-central, as compared to other guest VMs.
- Do not over-provision resources (Memory, CPU, Disk) on the virtualization host. Over-provisioning these resources can cause memory swapping to disk, and other bottlenecks that can impact guest system performance.
- Ensure that the system has enough RAM and hard drive space to provide permanently allocated resources to the N-able N-central guest.

Supported Software

Browsers

N-able N-central supports the latest desktop versions of:

- Microsoft Edge®
- Mozilla Firefox®
- Google Chrome®
- Apple Safari®
- Mobile phone browsers are not supported.

Remote Control

Remote control connections require the following software on the computers that initiate connections:

- .NET Framework 4.5.2 on Windows devices
- Oracle Java 1.8 versions that include Java Web Start

Report Manager

To use Report Manager with N-able N-central, ensure that you upgrade to the latest version of Report Manager.

Automation Manager

- .NET Framework 4.6
- PowerShell version 5.x is the minimum PowerShell version required to run automation manager:
 - PowerShell 5.x is backwards compatible with previous versions of PowerShell
 - You can run both PowerShell 5.x and 7.x on your endpoints, however Automation manager objects will depend on PowerShell 5.x and its backwards compatibility with previous versions.
 - Currently to-date, we do not have any objects that call PowerShell version 7.x

Microsoft Azure - Managed Disks

To deploy N-able N-central to Azure with Managed Disks using the deployment script, you require PowerShell 7.x. See [Deployment script for Microsoft Azure - Managed Disks](#) for details.

SNMP Community String

On HPE ProLiant Generation 9 or older Physical Servers, when monitoring the N-able N-central server using SNMP, the community string used for SNMP queries to the server must use `N-central_SNMP`, not `public`. SNMP is only enabled on HPE ProLiant Generation 9 or older Physical Servers. All other installs do not enable SNMP on the N-able N-central server.

Supported Operating Systems

This section describes the supported operating systems for N-able N-central.

Windows Agents:

- Microsoft .NET Framework 4.5.2 (or later)

Windows Server 2022

- Windows Server 2022 Standard
- Windows Server 2022 Datacenter
- Windows Server 2022 Datacenter: Azure

Windows Server 2019

- Windows Server 2019 Datacenter
- Windows Server 2019 Standard

Windows Server 2016

- Windows Server 2016 Datacenter
- Windows Server 2016 Standard
- Windows Server 2016 Essentials
- Windows Storage Server 2016

- Windows Server 2016 MultiPoint Premium Server
- Microsoft Hyper-V Server 2016

Windows Server 2012

- R2 Datacenter
- R2 Essentials
- R2 Foundation
- R2 Standard

Windows 11

- Microsoft Windows 11 Enterprise & Professional
- Microsoft Windows 11 Education editions
- Microsoft Windows 11 Pro for Workstations

Windows 10


- Microsoft Windows 10 Enterprise & Professional
- Microsoft Windows 10 Education editions
- Windows 10 Pro for Workstations

macOS Agents

- 13.x (Ventura)
- 12.x (Monterey)
- 11.x (Big Sur)
- 10.15 (Catalina)
- 10.14 (Mojave)

Linux Agents

Independent Agents are required for 64-bit Linux OS installations.

 The probe performs an SSH connection to a Linux device. To discover a Linux OS device, the device must have openssh installed.

- Red Hat Enterprise Linux/CentOS 8 (64-bit)
- Red Hat Enterprise Linux/CentOS 7 (64-bit)
- Ubuntu 22.04 LTS (64-bit)
- Ubuntu 20.04 LTS (64-bit)

AV Defender

Workstation Operating Systems


- Microsoft Windows 11
- Microsoft Windows 10
- Microsoft Windows 8, 8.1

Tablet And Embedded Operating Systems

- Windows 10 IoT Enterprise
- Windows Embedded 8.1 Industry
- Windows Embedded 8 Standard
- Windows Embedded Enterprise 7
- Windows Embedded POSReady 7
- Windows Embedded Standard 7
- Windows Embedded Compact 7

Server Operating Systems

- Microsoft Windows Server 2022
- Microsoft Windows Server 2019 Core
- Microsoft Windows Server 2019
- Microsoft Windows Server 2016
- Microsoft Windows Server 2016 Core
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012

 For Microsoft Windows Embedded Standard 7, TCP/IP, Filter Manager, and Windows Installer must all be enabled.

Patch Manager

Workstation Operating Systems

- Microsoft Windows 11
- Microsoft Windows 10 version 1607 and later
- Microsoft Windows 8.1
- Microsoft Windows 8
- Microsoft Windows 7

Server Operating Systems

- Microsoft Windows Server 2022
- Microsoft Windows Server 2019
- Microsoft Windows Server 2016
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012

The following operating systems are not supported with N-able N-central patch manager:

- Home Editions of Windows Desktop Operating Systems

Windows Update Agent

The minimum version of the Windows Update Agent (WUA) needs to be greater than 7.6.7600.320. The base NT build version of Windows should be 6.1 or later. Older versions of the base NT build cannot upgrade past version 7.6.7600.256 of the Windows Update Agent.

Automation Manager

Workstation Operating Systems

- Microsoft Windows 11
- Microsoft Windows 10 (32/64-bit)
- Microsoft Windows 8.1 (32/64-bit)
- Microsoft Windows 8 (32/64-bit)
- Microsoft Windows 7 (32/64-bit)

Server Operating Systems

- Microsoft Windows Server 2022
- Microsoft Windows Server 2019
- Microsoft Windows Server 2016 (32/64-bit)
- Microsoft Windows Server 2012 R2 (32/64-bit)
- Microsoft Windows Server 2012 (32/64-bit)

Disk Encryption Manager

Hyper-V Server 2012 R2	Hyper-V Server 2016
Windows 7 Enterprise	Windows 7 Home Premium
Windows 7 Professional	Windows 7 Ultimate
Windows 8 Enterprise	Windows 8 Pro
Windows 8 Pro with Media Center	Windows 8.1 Enterprise
Windows 8.1 Pro	Windows 8.1 Pro with Media Center
Windows 10 Education	Windows 10 Enterprise
Windows 10 Enterprise 2015 LTSC	Windows 10 Enterprise 2016 LTSC
Windows 10 Enterprise for Virtual Desktops	Windows 10 Enterprise LTSC 2019
Windows 10 Pro	Windows 10 Pro Education
Windows 10 Pro for Workstations	

Windows Server 2008 R2 Enterprise	Windows Server 2008 R2 Datacenter
Windows Server 2008 R2 Standard	Windows Server 2008 R2 Foundation
Windows Server 2012 Datacenter	Windows Server 2012 Essentials
Windows Server 2012 Foundation	Windows Server 2012 R2 Datacenter
Windows Server 2012 R2 Essentials	Windows Server 2012 R2 Foundation
Windows Server 2012 R2 Standard	Windows Server 2012 R2 Standard Evaluation
Windows Server 2012 Standard	
Windows Server 2016 Datacenter	Windows Server 2016 Datacenter Evaluation
Windows Server 2016 Essentials	Windows Server 2016 Standard
Windows Server 2016 Standard Evaluation	
Windows Server 2019 Datacenter	Windows Server 2019 Essentials
Windows Server 2019 Standard	Windows Server 2019 Standard Evaluation
Windows Server Datacenter	
Windows Small Business Server 2011 Essentials	Windows Small Business Server 2011 Standard

Supported operating systems for remote control

The availability of remote control connections will vary depending on the operating systems of both the client and target devices. The table below outlines the operating systems and their compatibility with various remote control types.

Remote Control Type	Windows		Linux		macOS	
	Remote System	Technician	Remote System	Technician	Remote System	Technician
Custom	✓	✓	✓	✓	✓	✓
Take Control	✓	✓	✗	✗	✓	✓
Remote Desktop	✓	✓	✗	✗	✗	✓
SSH	✓	✓	✓	✓	✓	✓
Telnet	✓	✓	✓	✓	✓	✓
Web	✓	✓	✓	✓	✓	✓



Licensing and Customer Support

Agent/Probe Installation Software

N-able N-central 2023.3 uses the 7-Zip file archiver for installing agents and probes. 7-Zip is free software redistributed under the terms of the GNU Lesser General Public License as published by the Free Software Foundation. For more information, see <http://www.7-zip.org>.

Customer Support

Contact N-able to activate your N-able N-central server.

Web Page:	http://www.n-able.com
Technical Support Self-Service Portal:	https://success.n-able.com/
Phone:	Toll Free (U.S./CAN): 1-866-302-4689
	International: +800-6225-3000
	Local: (613) 592-6676, select option 2 for support



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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.