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## About This Release

This document contains important information about the ObserveIT 5.5.0 release that is not included in the release product documentation. It is important that you read this document before you install and configure ObserveIT 5.5.0.

## What's New

For information about what's new in this release, please refer to:

[http://www.observeit-sys.com/Products/Whats\\_New\\_5\\_5](http://www.observeit-sys.com/Products/Whats_New_5_5)

## Supported Platforms

Windows							
	Windows 2000 Server / Advanced Server(32/64 bits)	Windows 2000 Pro	Windows 2003 Server / 2003 R2 Server	Windows 2008 Server / 2008 R2 Server	Windows XP Pro	Windows Vista	Windows 7
<b>Web Management Console</b>			X	X			
<b>Application Server</b>			X	X			
<b>Database server</b>			X	X			
<b>Agent</b>	X	X	X	X	X	X	X

	Solaris*	Linux**		
	Solaris 10 U4-U9	RHEL / CentOS 5.4	RHEL / CentOS 5.5	RHEL / CentOS 5.6
<b>Agent</b>	X	X	X	X

\* **Note:** Solaris Whole Root Zones is supported; you should install ObservelT agent on each zone

\*\* **Note:** With kernel version 2.6.18-164.el5 and above

# Minimum System Requirements

## ObserveIT Agent System Requirements

	Windows	Linux	Solaris 10
<b>CPU</b>	2.4 GHz or faster Intel or AMD processor	2.4 GHz or faster Intel or AMD processor	x86: 1 GHz faster Intel or AMD processor  SPARC: UltraSparc II 400MHZ or later
<b>Free Disk Space</b>	At least 100 MB	At least 100 MB	At least 100 MB
<b>Memory</b>	1GB RAM or more	1GB RAM or more	1GB RAM or more
<b>.NET Framework</b>	1.1 or higher	N/A	N/A
<b>Network Adapter</b>	10/100 Ethernet adapter (Gigabit recommended)	10/100 Ethernet adapter (Gigabit recommended)	10/100 Ethernet adapter (Gigabit recommended)

## ObserveIT Database Server/Application Server/Web Management Console System Requirements

	Database Server	Application Server	Web Management Console
<b>CPU</b>	Dual Core 3.2 GHz or faster Intel or AMD processor	3.2 GHz or faster Intel or AMD processor	2 GHz or faster Intel or AMD processor
<b>Free Disk Space</b>	10 MB disk space per hour of one Agent activity	At least 500 MB	At least 500 MB
<b>Memory</b>	4 GB RAM or more (8 GB recommended)	2 GB RAM or more (4 GB recommended)	2 GB RAM or more
<b>.NET Framework</b>	1.1 or higher	1.1 or higher	1.1 or higher
<b>IIS with ASP .NET</b>	N/A	Needed	Needed
<b>Network Adapter</b>	10/100 Ethernet adapter (Gigabit recommended)	10/100 Ethernet adapter (Gigabit recommended)	10/100 Ethernet adapter (Gigabit recommended)
<b>SQL Server</b>	SQL Server 2005/2008/2008 R2 with the latest Service Pack	N/A	N/A

# Known Limitations

## Installation

- [Issue #2032]: When the Application Server is installed on Windows 2008 R2 (64bit), the following changes must be made in order to implement a certificate based DB encryption:
  1. Open *IIS Manager*->*Application Pools*.
  2. Right-click each application pool, and select *Advanced Settings*.
  3. Make the following changes:
    - Under *General*, change *Enable 32-Bits Applications* to “True”.
    - Under *Process Model*, change *Identity* to “LocalSystem”.
- [Issue #2033]: When upgrading the Agent from 5.3, and the upgrade fails, it is recommended to uninstall the old version and re-install the new one. Sometimes, on 64bit systems, the uninstallation of the old version fails. To resolve this, run the following command line:

```
C:\Windows\Microsoft.NET\Framework64\v2.0.50727\InstallUtil.exe  
"<ObserveIT Directory\bin\rcdsrv.exe>"
```

**Note:** *The ObserveIT Directory is usually C:\Program Files\ObserveIT\ObserveITAgent.*

- [Issue #2053]: Linux Agent installation requires FUSE package to be installed. You can install it by running the following command:

```
sudo yum install fuse fuse-libs
```

## UNIX/Linux

- [Issue #2053]: Linux Agent installation requires FUSE package to be installed. You can install it by running the following command:

```
sudo yum install fuse fuse-libs
```
- [Issue #2054]: Secondary Identification is not supported for UNIX platforms (Solaris and Linux) based agents.

## Configuration

- [Issue #2047]: Under *Reports*-> *Server's Software*, information regarding the server name, software name, etc. might be missing.
- [Issue #2110]: When using a custom installation (see *Installation Guide* -> *Performing a Custom Installation*) to install ObserveIT, “*Detect Domain Membership*” (under *Configuration* -> *LDAP Settings* -> *Automatic LDAP Target*) does not function. You need to manually configure it, under *Configuration* -> *LDAP Settings* -> *Manual LDAP Target*.

## Resolved Issues

### General

- [Issue #1709, #1713]: When changing the Application Server's name, the registration of an Agent might fail.
- [Issue #2027]: Copy of an existing report fails.

### Unix/Linux

- [Issue #1180]: Performance improvements when one session includes over 32K slides.
- [Issue #2172]: In case of non-default umask settings (Other than 0022), ObserveIT agent installation fails.

### Windows

- [Issue #1786]: During installation, if there is a time difference between the Agent and the Application Server, the installation will fail with no proper error message.

### Agent API

- [Issue #2211]: In case of multiple Window Sessions environment (Citrix for example) using the *StartByProcessId* function will send an API "event" for each and every one of the active sessions, as a result, a list of ObserveIT sessions IDs will return.

To avoid this behavior and to send an API Call only for the current session and receive only one ObserveIT Session ID, *StartByProcessIdForCurrentSession* function should be used .

### ActiveX Agent

- [Issue #2212]: In some configurations, the ActiveX installation on Windows 2008 32bits failed.

## Release Documentation

The most up- to-date release documentation is available at: <http://www.observeit.com/Support/Documentation>

## Documentation Feedback

ObserveIT is engaged in a continuous effort to improve its documentation. Please help us by sending your comments to: [support@observeit.com](mailto:support@observeit.com)