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# Tech Brief Q&A: LANDESK Management Suite 2016

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## Questions and Answers from the Live Webinar

**Q: Considering 'Monitoring' capabilities in previous versions, any changes in 2016 considering dashboards/reports/additional capabilities? (Ping/alerting topics/root cause etc) (MSP question)**

A: We have updated some of the reports and dashboards but as far as the alerting engine is concerned we made no major changes.

**Q: Is filtering available for add remove program name?**

A: Yes, the search/filtering is available throughout the query tool.

**Q: Is this "2016" the product commonly referred to as V-Next?**

A: That depends on the context of that term; however, LANDESK 2016 is our latest release and the product that we have used that designation on for the last year or so, but you will still see v-next moving forward as it is in reference to the next version.

**Q: What doesn't work until a client's cert is approved?**

A: When you are in the new client certificate security model, agent will not be able to decrypt without an approved certificate

**Q: Is this a built in full disk encryption?**

A: No, not at this time, we manage file vault, partner with a few others.

**Q: When will a boot camp be available for this new version?**

A: Please contact [training@landesk.com](mailto:training@landesk.com) for additional information. New boot camp training sessions will be posted on <http://training.landesk.com/> in the near future. There will be a 2016 boot camp training available at Interchange.

**Q: Does the mobility support Windows Phone?**

A: Currently we do not support the Windows Phone but it is on the roadmap

**Q: Internal management will work without approval?**

A: If you have enabled client security, you will need to approval them

**Q: Is Exchange 2013/2016 compatible?**

A: It is not compatible with Exchange 2013/16, though we do support O365.

**Q: At this point, Chromebook support is limited to inventory correct?**

A: Correct, we are monitoring the API's and reviewing other methods of management but at this time it is inventory only

**Q: Will it have the capability of sending and installing mobile application on IOS /android and other mobile devices**

A: Correct

**Q: Does the new MAC Agent now send a proper mini scan when a MAC VPNs into a corporate network, to display VPN IP?**

A: There were enhancements made around inventory for both Mac and Windows and I believe this was an issue that was addressed with those changes.



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**Q: What are the OS Server requirements for the 2016 Core? Server 2012 R2?**

A: The core server requirements are the same as version 9.6

**Q: Can we add custom inventory items to the secure inventory store where the filevault2 key is stored? Such as passwords, or confidential information?**

A: No we do offer that capability at this time but that is a good idea and we will pass along this to the correct group

**Q: For the Macs, did you address the issue of machine names and duplicates?**

A: If you are experiencing this issue please contact support to further assist you.

**Q: If the self-selected device moves to a different subnet (laptops) does it stop sending information back to the Core?**

A: Yes, it would assuming a device is already sending to the core on that subnet if for some reason one is not that machine could be re-elected and will start sending again.

**Q: For Linux patching, namely REHL, does it leverage the Red Hat satellite server or are patches downloaded directly from Red Hat?**

A: Patches are downloaded

**Q: Does it mean migrating a Core on 2008 R2 is not supported?**

A: If you are doing an In-place upgrade it is supported, a new install or side by side it has to be 2012

**Q: Role based OS deployment has been asked from customers for years now. Did Landesk implement the role based (e.g."Team Folders") OS deployment in LDMS 2016? If not, when will LD do that? As I remember it was in the roadmap.**

A: Role based provisioning did not make it into this release but we are working on adding this in a future a release.

**Q: Will that auto grab the latest app version?**

A: Yes if the app is deployed the device would then grab the update.

**Q: Will it be able to install Private IPA /APK packages as well**

A: Yes

**Q: Would you be able comment on the recent breach at Landesk and if 2016 has remediated any security breaches with the code, if any.**

A: Recent breach information is available on the community, 2016 like all releases has a focus on security and there are many great enhancements increase the level of security

**Q: Is it possible to distribute side loaded apps?**

A: Yes we can, depending on what OS you are referring to.

**Q: Do you support SQL 2013 AlwaysOn for the back-end db?**

A: Currently supported version of SQL are express, standard and enterprise.

**Q: I see you can deploy apps as a package, can you send a package to remove certain apps?**



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A: When dealing with MSI's there is an option in the switches settings to elect to uninstall. Similarly, if you're dealing with something like an exe, you can utilize uninstall switches from the vendor.

**Q: How soon will we be able to install Core on Windows Server 2016?**

A: We test with RC versions of Windows as they become available, but enough things change between RC and final release, that we cannot guarantee full support until the Final release is available to be tested against.

**Q: When will action packages support OS X and Linux?**

A: This is on the roadmap.

**Q: OS X App store?**

A: This is coming later this year.

**Q: Is there a capability to remove programs, (e.g. older versions of Java)**

A: When dealing with MSI's there is an option in the switches settings to elect to uninstall. Similarly, if you're dealing with something like an exe, you can utilize uninstall switches from the vendor.

**Q: Are the subnets for self-electing populated automatically via inventory data or do they need to be added manually?**

A: This information is sent in via inventory.

**Q: Does that require a separate MDM server within the organization / will it act exactly like other MDM tools like Airwatch?**

A: It does not require a separate server, the core server is the MDM server. We are offering MDM features and the roadmap includes more features.

**Q: Does the MDM server support multiple CSAs for mobility for failover? Example, if the primary CSA goes down, the mobile devices will go through a second CSA like it does for OSX/Windows clients?**

A: MDM does not support multiple CSAs. This is a limitation with the mobile OS in that it can only be configured to trust one server (in this case, the CSA) at a time. We're still looking for a way to solve this, but for now, just one CSA.

**Q: Is the MDM solution an extra cost to the LDMS?**

A: No the MDM is not an additional cost, it does require a CSA which if you do not already have one would need to be purchased.

**Q: We currently use Avalanche on Demand to manage mobile devices. Will the currently enrolled devices need to be re-enrolled or will they smoothly transition to the new MDM in the console?**

A: Yes you will need to re-enroll devices as they can only be managed by one MDM at a time that is vendor limitation.

**Q: Can the MDM control access to O365(2013/2016), and if yes, can that control/limit access to O365 from the native mobile device browser ( vs the O365 mobile app).**

A: No. We can whitelist devices based on their MDM enrollment status. So, we can block O365 email to devices until those devices enroll in MDM. Once enrolled, the devices would be whitelisted and have access to O365 email in the native email app.



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**Q: In this new version MDM is no longer hosted by WaveLink?**

A: No the MDM is now on the core server.

**Q: Does the CSA require update to work with 2016 version MDM?**

A: You have to be on the latest released patch for the CSA, this is not a new patch.

**Q: Does LDMS 2016 fully support IPv6?**

A: There is IPv6 support, the core and the client both need to have a IPv6 address and then the client can communicate to the core on the IPV6 but the Core to client push requires ipv4 in this release

**Q: For Windows Actions in deployment, Rex indicates you can use Windows System Vars. I assume %windir% and others?**

A: That is correct.

**Q: Can I deploy OSX App store apps the same as the iOS and Android apps? Will the package auto update the version as it updates in the store?**

A: No not with this release, it is on the roadmap.

**Q: The part that removes the need for scripting - Can that add reg keys to HKCU?**

A: We still operate directly with HKLM as HKCU cannot always be accessed depending on how the task runs.

**Q: Can bundles be set so that folks are not shown a completion message after the first package of the bundle?**

A: If UI is shown it will show completed per package.

**Q: to upgrade from 9.6 sp2 to 2016, Can an in place upgrade be done or does it have to be side by side?**

A: In place and side by side are supported

**Q: Windows 10 AV Support?**

A: it will added with the first LDMS 2016 Component Patch.

**Q: In "New Windows Actions window" save button not visible**

A: This is due to a resolution restriction via Webex, we are running this demo is a lower resolution than normal.

**Q: What sort of bandwidth throttling options are there available for mass deployments?**

A: All downloading technologies are available as it leverage task templates

**Q: Does single sign-on for the console still prompt to accept the EULA?**

A: That option is still there but we also add a option of --no pop-up.

**Q: Does the Rollout Projects run using vulscan?**

A: Portions of Rollout Projects will run utilizing Vulscan.

**Q: Earlier you said you collect the recovery keys for FileVault will 2016 collect recovery keys for BitLocker as well?**



A: We do not collect the recovery keys for BitLocker.

**Q: Will there be some more in-depth documentation for the Rollout Projects in concerns to patching?**

A: We will continue to produce literature on Rollout projects as it's a very large component, so yes, expect more information to come.

**Q: Can you apply a template to an existing task?**

A: Templates are for use with new tasks.

**Q: is the LDAP targeting enhanced? In previous versions it was very resource intensive...**

A: We did make a few changes to optimize LDAP targeting but depending on implementation it can still be intensive.

**Q: Will the Logs function be able to pull a log from Macs?**

A: Not currently.

**Q: Are the bitlocker tools added to the wim as well? Such as manage-bde functionality or the powershell bitlocker modules? We manually add these to ours in order to do pre-provisioning of bitlocker.**

A: We did not add those tools to the WIM.

**Q: Has patch been enhanced at all to allow for more concurrent devices scanning and patching simultaneously?**

A: There have been many improvements to Patch management. If you are scheduling patch management tasks on your clients, there should be no hard limit to how many can be ran at once since they all are handled locally to the device itself.

**Q: Based on the compare variable (user group, computer name, manufacturer, etc.) I can create different if/then statements, correct?**

A: You can create a single if/then statement, but not nested if/then statements.

**Q: Will there be a direct upgrade path from LDMS 9.5 to 2016 or will I have to upgrade to 9.6 first?**

A: You can upgrade from 9.5 - 2016 assuming your core meets the requirements for 2016. 9.5 to 2016 is listed as supported within the Install guide: <https://community.lanodesk.com/support/docs/DOC-40017>

**Q: So, just a single if/then statement per distribution task, correct?**

A: You can have more than one if statement, but you cannot nest them. (If this is a laptop ( if is a dell ( if is a POS))).

**Q: When will Lenovo drivers be added? We were told at Interchange last year they would be added by now.**

A: We are working on Lenovo drivers, however we do not currently have an ETA.

**Q: Will the WIMs allow 32 bit drivers?**

A: Yes



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**Q: Once you add the new drivers for your new PC by assigning all, what happens to all of the other models? Currently they all try to use the new one and fail.**

A: Driver assignment is device specific. That is to say, if you assign all drivers for a Lenovo W540 running Windows 6 x64, your Dell Optiplex POS running XP x86 will not be triggered as the same device so the assignments will not apply.

**Q: I am new to LANDESK. Currently, my team is using Management suite 9.6.0.2.48. How does this compare to the new version?**

A: 9.6 is an older offering, however it is still fully supported but does not offer what we are showing you now.

**Q: Can we block a file by Hash?**

A: There is not an option to define a blocked app by hash, however when blocking an app, it includes the hash as part of it.

**Q: What is the minimum SQL version required for the database on this version?**

A: SQL 2008 Express (limited use- depending on number of Nodes)

**Q: Any Device Control compatibility with MAC regarding encrypted USB?**

A: EPS is currently unavailable for Macs.

**Q: will the branding of bridge IT, workspace and fuse become more streamlined?**

A: Yes it will.

**Q: is the regular WEB console still available?**

A: yes it is

**Q: With Remote Control will there be the ability to set a timeout after which access will be granted?**

A: That change is not in the 2016 release

**Q: how does workspace know what devices "report to" which person?**

A: Currently it is using the Primary owner, which the method for determining primary owner was updated in 2016 to leverage the event log. Leveraging the event log gives us a more stable method and seems to be more accurate

**Q: Will there be IPv6 support with LDMS 2016?**

A: There is IPv6 support, the core and the client both need to have a IPv6 address and then the client can communicate to the core on the IPV6 but the Core to client push requires ipv4 in this release

**Q: Are there two wims like 9.6 or one wim like 9.5?**

A: Yes, still a boot.wim and boot\_x64.wim.

**Q: are there no categories or tags showed in the workspace, so a user can sort for example internet browsers?**

A: There are not currently ways by which to sort in this manner.

**Q: Is SQL 2012 Always on Cluster supported?**

A: Yes, SQL 2012 is a supported DB back end.





**Q: Is OS Deployment role based now?**

A: OSD is deprecated within 9.6, and all imaging is handled via provisioning now.

**Q: Is SLM still included? And is it still web based?**

A: Yes SLM is still included and it a similar interface as in LDMS 9.6.

**Q: PXE only 64 or can it be 32?**

A: A PXE rep can be installed on a 32 bit Windows Device.

**Q: Rollout Projects Tool - part of LDMS? Or additional add-on?**

A: Rollout projects are part of LDMS: **Introducing Rollout Projects LDMS 2016**

<https://community.landesk.com/support/docs/DOC-40034>

**Q: Are the dashboards running on Xtraction?**

A: No they are not.

**Q: in LD 2016 will there be USB/burning block capability for Macs?**

A: No that is not available for MAC.

**Q: Any new reporting engine or the same reports as in 9.6?**

A: Same reporting engine, however we're working on integrating the Extraction product for more flexible reporting.

**Q: The install source for 2016 was flagged by our scanning tools as malicious. Has this been corrected?**

A: We are unaware of any vendors currently flagging LDMS as a malicious source. If your AV continues to flag us, please contact support.

**Q: Will UEFI PXE work**

A: UEFI works the same as it did in 9.6. <https://community.landesk.com/support/docs/DOC-34131>

**Q: Is there a new version of the CSA?**

A: No there is not

**Q: Upgrade path from 9.5SP3 supported?**

A: yes you can upgrade from 9.5- just make sure your core meets the requirements for 2016.

**Q: Can you change folders permissions?**

A: There is not a Windows action to directly accomplish this, however you could script a change and push the batch file to instigate the permission modifications.

**Q: Installing office and Symantec Endpoint Protection via Provisioning Template Action failed on 9.6 like it did on Win 7. Is this fixed with 2016?**

A: We would need more details as to the failure to be able to indicate whether any changes in 2016 would impact this. If 2016 still fails to install applications, please contact support.

**Q: Why wasn't the info for 2016 a sticky post on the top of the community site?**

A: We wanted to afford users the opportunity to attend the this event prior to creating a sticky.



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**Q: When attempting to login as SA to the LANDESK workspace configuration page we get a not migrated error. Do you have the prerequisite checker so we can see if that helps us get workspaces up and running?**

A: If you are experiencing issues authenticating in Workspace, please contact Support.

**Q: What is hardware password managed devices in network view?**

A: This is a TVT feature for Lenovo.

**Q: When will Lenovo drivers be available via Patch content?**

A: We are working on making Lenovo drivers available, but do not currently have an ETA for this.

**Q: Is LANDESK Management Suite 10 the same as LANDesk 2016?**

A: Yes it is you will notice that on the splash screen.

**Q: Is LANDESK going to support branch updates of LANDesk 10 because WSUS is capable of doing this?**

A: Yes, we already have content for 10 and we will make sure that we support and identify the branches as they are released

**Q: Will the Dashboards be available on the web console?**

A: Dashboards will be available in the workspaces

**Q: Where the agent keys are stored for the mac filevault?**

A: Mac Filevault keys are stored securely in the database

**Q: Has deployment diagnostic tool been extended to Mac?**

A: Not at this time. It is on the roadmap

**Q: How is email approval is configured?**

A: You have to add the server information and then the email are sent, there is not a lot of configuration on that. You have to go to the console to approval at this time the email is a notification

**Q: Is there a similar technology like Windows Actions for the Mac OS**

A: It is on the roadmap but it is shipping yet

**Q: When can we expect full manageability of LDAH from the console? Today certain options (i.e password protecting the GUI and notifications) can only be configured by importing a Kaspersky cfg file, which is significantly complicating maintaining the settings**

A: Not in this version, it might be considered for a future release of LDMS.

**Q: Where can i get best practices documents, step-by-step procedure to upgrade? Do you recommend 3rd party involvement for upgrade or it's easy?**

A: It is straightforward, but it is always nice to have some help and learn from them but it is a straightforward solution

**Q: Is LDDA improved too?**

A: There are improvements to the SLM and Asset tools



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**Q: Is LANDESK 2016 available?**

A: 2016 was released on Friday, February 5, 2016. It is currently available on the community:  
<https://community.landesk.com/support/docs/DOC-39935>



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### About LANDesk Software

Simple IT environments are a thing of the past. IT departments juggle too many tools from too many vendors while facing pressure to cut costs, reduce risk and boost productivity. Workers are adding smart phones and tablets to PC or notebook use, dramatically increasing the number of endpoints and operating systems that must be managed. Organizations need intelligent, integrated control over diverse systems and devices.

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