Application Manager 8.9 SP3 Agent HF8

Release Notes

Hotfixes are cumulative and contain any previous hotfixes for this component.

> **Note**
>
> Please refer to the AM 8.9 SP3 release notes if you are installing AM 8.9 SP3 for the first time.

Components in this Release

Component	Version	Schema	File Name
Agent	8.9.544.10	-	ApplicationManagerAgent32.msp
Agent	8.9.544.10	-	ApplicationManagerAgent64.msp

Hotfix Installation

Hotfixes are delivered as MSP files, commonly known as patch files, and contain updates to the original application. You can view hotfixes in the Windows Control Panel (**Control Panel** > **Programs** > **Programs and Features** > **Installed Updates**).

How to install a Hotfix

Hotfixes (MSPs) can be installed or deployed using the same technology and techniques that are used to install MSIs. Both Microsoft® System Center and AppSense Management Center 8.4 or later are capable of deploying these agent MSPs. If neither of these products are available for hotfix deployment and installation, then it is also possible to install the hotfix using MSIExec.

To install the hotfix with the base Service Pack already installed:

```
e.g. msiexec.exe /update agentpatchfile.msp
```

To install the hotfix, service pack and base version simultaneously, run the following command:

```
e.g. msiexec.exe /package agentbasefile.msi /update
"c:\fullpath1\agentservicepackfile.msp;c:\fullpath2\agenthotfixfile.msp"
```

System restarts

The use of MSPs reduces the need for restarts but does not completely avoid them. If a file is in use during the install, then a restart prompt will be shown.

Rollback Procedure

To uninstall a hotfix, use the Windows Control Panel (**Control Panel** > **Programs** > **Programs and Features** > **Installed Updates**). Alternatively, use AppSense Management Center 8.6 or later for agent rollback.

Bugs Fixed

Customer Bugs

The following customer support issues have been resolved since Application Manager 8.9 SP3. The Solution ID number refers to the Knowledge Article. Navigate to www.AppSense.com/support, log in, and search using the Solution ID.

Problem	Title	Components
12556	AMMessageAssist.exe crash on application self-elevation Solution ID: 160118074205947	ApplicationManagerAgentXX.msp AM 8.9.544.1 (SP3 Hotfix 1)
12594	NVIDIA Quadro Driver appending duplicate entries to AppInit_Dlls Solution ID: 160127115621142	ApplicationManagerAgentXX.msp AM 8.9.544.2 (SP3 Hotfix 2)
12575	Bloomberg Professional Installer crash with AM 8.9 Please refer to the Knowledge Article below for further configuration steps when applying AM 8.9 SP3 Agent HF3. Solution ID: 160120120438641	ApplicationManagerAgentXX.msp AM 8.9.544.3 (SP3 Hotfix 3)
13117	Self-elevation in W10 tablet mode does not show virtual keyboard Solution ID: 160218102311548	ApplicationManagerAgentXX.msp AM 8.9.544.6 (SP3 Hotfix 5)
13286	AM Configurations could intermittently fail to apply at Computer Start-up within Non-Persistent Environments Solution ID: 160616085845835	ApplicationManagerAgentXX.msp AM 8.9.544.7 (SP3 Hotfix 6)
13279	Application Manager configuration files can be accessed by local administrators Solution ID: 160610073349692	ApplicationManagerAgentXX.msp AM 8.9.544.9 (SP3 Hotfix 7)
13049	Policy Change Requests for 'Uninstall or Change a Program' behaves incorrectly Solution ID: 160404081702805	ApplicationManagerAgentXX.msp AM 8.9.544.10 (SP3 Hotfix 8)

Internal Bugs

The following internally raised bugs have been resolved in this release.

Bug	Description	Components
198817	Option to allow or elevate child processes on a per request basis and additional Telephone Number field added to Email Requests. Please refer to the Knowledge Article below for further information when applying AM 8.9 SP3 Agent HF4 Solution ID: 160602051143862	ApplicationManagerAgentXX.msp AM 8.9.544.5 (SP3 Hotfix 4)