User-ID™ Agent Release Notes
Release 9.0

paloaltonetworks.com/documentation
Contact Information
Corporate Headquarters:
Palo Alto Networks
3000 Tannery Way
Santa Clara, CA 95054
www.paloaltonetworks.com/company/contact-support

About the Documentation
• For the most recent version of this guide or for access to related documentation, visit the Technical Documentation portal www.paloaltonetworks.com/documentation.
• To search for a specific topic, go to our search page www.paloaltonetworks.com/documentation/document-search.html.
• Have feedback or questions for us? Leave a comment on any page in the portal, or write to us at documentation@paloaltonetworks.com.

Copyright
Palo Alto Networks, Inc.
www.paloaltonetworks.com

© 2019-2020 Palo Alto Networks, Inc. Palo Alto Networks is a registered trademark of Palo Alto Networks. A list of our trademarks can be found at www.paloaltonetworks.com/company/trademarks.html. All other marks mentioned herein may be trademarks of their respective companies.

Last Revised
March 5, 2020
# Table of Contents

**User-ID Agent 9.0 Release Information** ......................................................... 5  
  Features Introduced in User-ID Agent 9.0......................................................... 7  
  Changes to Default Behavior............................................................................. 8  
  System Requirements.......................................................................................... 9  
  Operating System (OS) Compatibility................................................................ 10  
  Known Issues....................................................................................................... 11  
  User-ID Agent 9.0 Addressed Issues................................................................. 12  
    User-ID Agent 9.0.5 Addressed Issues........................................................... 12  
    User-ID Agent 9.0.4 Addressed Issues........................................................... 13  
    User-ID Agent 9.0.3 Addressed Issues........................................................... 13  
    User-ID Agent 9.0.2 Addressed Issues........................................................... 13  
    User-ID Agent 9.0.1 Addressed Issues........................................................... 14  
    User-ID Agent 9.0.0 Addressed Issues........................................................... 14  

**Getting Help** ................................................................................................. 15  
  Related Documentation...................................................................................... 17  
  Requesting Support........................................................................................... 18
Revision Date: March 5, 2020

Review important information about Palo Alto Networks Windows-based User-ID™ agent software, including new features introduced, workarounds for open issues, and issues that are addressed in the User-ID agent 9.0 releases.

To ensure you have the most current version of this document, please refer to the online version on the TechDocs portal.

- Features Introduced in User-ID Agent 9.0
- Changes to Default Behavior
- System Requirements
- Operating System (OS) Compatibility
- Known Issues
- User-ID Agent 9.0 Addressed Issues
- Getting Help
Features Introduced in User-ID Agent 9.0

The User-ID™ agent 9.0 releases have no new features. The User-ID agent (and Terminal Server agent) 9.0 releases were created to keep release numbering in sync with the PAN-OS 9.0 feature releases.
Changes to Default Behavior

The Windows-based User-ID™ Agent 9.0.1 release has the following change to default behavior.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strict use of TLS 1.2</td>
<td>Beginning with release 9.0.1, Terminal Server and User-ID agents use only TLS 1.2 to negotiate authenticated and encrypted connections with Palo Alto Networks next-generation firewalls; support for legacy versions of TLS (1.0 and 1.1) are removed.</td>
</tr>
</tbody>
</table>
System Requirements

The system where you install the Windows-based User-ID™ agent 9.0 release has the following minimum requirements:

- **CPU**—4 cores
- **Hard disk space**—10MB
- **Memory**—4GB RAM
Operating System (OS) Compatibility

You can install a Windows-based User-ID™ agent 9.0 release on a host computer that is running a supported OS version and then connect the User-ID agent to a directory server that is also running a supported OS version to enable the agent to monitor and obtain IP address-to-username mapping information.

The User-ID agent is compatible with PAN-OS® 9.0 and earlier PAN-OS releases that Palo Alto Networks® still supports. To see where you can install the User-ID agent and which servers it can monitor, see additional compatibility information in the Palo Alto Networks Compatibility Matrix.
Known Issues

There are no known issues associated with the Windows-based User-ID™ agent 9.0 releases.

For recent updates to known issues for a given PAN-OS® releases, refer to live.paloaltonetworks.com/t5/Articles/Critical-Issues-Addressed-in-PAN-OS-Releases/tap/52882.
User-ID Agent 9.0 Addressed Issues

The following User-ID agent 9.0 releases contain issues that were addressed in those maintenance releases. All other User-ID agent 9.0 releases were created only to maintain parity with Terminal Server (TS) agent releases and do not introduce any newly addressed issues. For new features, associated software versions, known issues, or changes in default behavior, see User-ID Agent 9.0 Release Information.

- User-ID Agent 9.0.5 Addressed Issues
- User-ID Agent 9.0.4 Addressed Issues
- User-ID Agent 9.0.3 Addressed Issues
- User-ID Agent 9.0.2 Addressed Issues
- User-ID Agent 9.0.1 Addressed Issues
- User-ID Agent 9.0.0 Addressed Issues

For recent updates to addressed issues for a given PAN-OS® release, refer to live.paloaltonetworks.com/t5/Articles/Critical-Issues-Addressed-in-PAN-OS-Releases/ta-p/52882.

User-ID Agent 9.0.5 Addressed Issues

<table>
<thead>
<tr>
<th>Issue</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>WINAGENT-607</td>
<td>Fixed an issue where an error occurred when integrating the User-ID agent with AirWatch mobile device management (MDM) for compiling host information profile (HIP) reports for GlobalProtect on mobile endpoints. The agent failed to retrieve HIP reports related to mobile devices with unique device identifiers (UDIDs) containing uppercase letters (for example, Apple iPhone XS or XR) with the following error message: Unable to get device from cache.</td>
</tr>
<tr>
<td>WINAGENT-591</td>
<td>Fixed an issue where users in the Windows User-ID agent Ignore User List were not ignored when in User Principle Name (UPN) format.</td>
</tr>
<tr>
<td>WINAGENT-587</td>
<td>Fixed an issue when importing the bloom filter where the User-ID credential agent failed to decode characters with umlauts (such as ä, ö, or ü).</td>
</tr>
<tr>
<td>WINAGENT-579</td>
<td>Fixed an issue where if syslog messages did not contain usernames, configuring the User-ID agent to parse syslogs to extract IP address-to-username mappings resulted in the agent sending incorrect mappings with empty usernames.</td>
</tr>
<tr>
<td>WINAGENT-557</td>
<td>Fixed an issue where integrating the User-ID agent with AirWatch mobile device manager (MDM) for compiling GlobalProtect host information profile</td>
</tr>
</tbody>
</table>
(HIP) reports pertaining to mobile devices resulted in the agent not sending updated HIP reports in real-time following an update from the MDM.

## User-ID Agent 9.0.4 Addressed Issues

<table>
<thead>
<tr>
<th>Issue</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>WINAGENT-571</td>
<td>Fixed an issue where after you configured the syslog monitor server with a default domain name the log out event did not append the name, which prevented the deletion of the User-ID™ mapping from the Windows User-ID agent.</td>
</tr>
<tr>
<td>WINAGENT-564</td>
<td>Fixed an issue where a memory leak condition occurred when you configured User-ID as a syslog listener.</td>
</tr>
<tr>
<td>WINAGENT-469</td>
<td>Fixed an issue where the firewall did not detect user credentials when the number of users exceeded 60,000. To leverage this fix, you must upgrade firewalls to PAN-OS 9.0.4 or a later PAN-OS 9.0 release.</td>
</tr>
</tbody>
</table>

## User-ID Agent 9.0.3 Addressed Issues

<table>
<thead>
<tr>
<th>Issue</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>WINAGENT-493</td>
<td>Fixed an issue where Windows User-ID agent did not delete IP user mappings after the Syslog server received the log out event.</td>
</tr>
</tbody>
</table>

## User-ID Agent 9.0.2 Addressed Issues

<table>
<thead>
<tr>
<th>Issue</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>WINAGENT-523</td>
<td>Fixed an issue where the user-to-IP address process took longer than expected after a Windows security event.</td>
</tr>
<tr>
<td>WINAGENT-513</td>
<td>Fixed an intermittent issue where the user-to-IP address process took longer than expected when</td>
</tr>
<tr>
<td>Issue</td>
<td>Description</td>
</tr>
<tr>
<td>---------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>a larger than expected number of machine entries were sent to the firewall.</td>
</tr>
<tr>
<td>WINAGENT-490</td>
<td>Fixed an issue where the Ignore User List (Device &gt; User Identification &gt; Edit &gt; Ignore User List) did not ignore User Principal Name (UPN) formatted user-to-IP address mapping entries.</td>
</tr>
</tbody>
</table>

**User-ID Agent 9.0.1 Addressed Issues**

This User-ID agent 9.0 release has no updates or addressed issues. The User-ID agent 9.0.1 release was provided to maintain parity with TS agent 9.0 releases.

**User-ID Agent 9.0.0 Addressed Issues**

This User-ID agent 9.0 release has no updates or addressed issues. The User-ID agent 9.0.0 release was provided to maintain parity with PAN-OS and TS agent 9.0 releases.
Getting Help

The following topics provide information on where to find more about our products and how to request support:

- Related Documentation
- Requesting Support
Related Documentation

Refer to the following PAN-OS® 9.0 documentation on the Technical Documentation portal at docs.paloaltonetworks.com for more information about the Palo Alto Networks® next-generation firewalls:

- **PAN-OS 9.0 Administrator's Guide**—Provides the concepts and solutions to get the most out of your Palo Alto Networks next-generation firewalls. This includes taking you through the initial configuration and basic set up on your Palo Alto Networks firewalls.

- **PAN-OS 9.0 Web Interface Reference Guide**—Describes how to administer the Palo Alto Networks firewall using the web interface. The guide is intended for system administrators responsible for deploying, operating, and maintaining the firewall.

- **Palo Alto Networks Compatibility Matrix**—Provides operating system and other compatibility information for Palo Alto Networks next-generation firewalls, appliances, and agents, including where you can install the User-ID™ agent and which servers it can monitor.
Requesting Support

For contacting support, for information on support programs, to manage your account or appliances, or to open a support case, refer to https://www.paloaltonetworks.com/support/tabs/overview.html.

For the most current PAN-OS® and Panorama™ 9.0 release notes, go to https://docs.paloaltonetworks.com/pan-os/9-0/pan-os-release-notes.html.

To provide feedback on the documentation, please write to us at: documentation@paloaltonetworks.com.