

FUJITSU Software

Systemwalker Desktop Keeper

A horizontal band with a red abstract graphic featuring glowing, overlapping circular and linear patterns.

Release Information

Windows

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Preface

Purpose of This Guide

This guide describes the additional functions and incompatible information of the following product.

- Systemwalker Desktop Keeper V15.2.0

Systemwalker is a general term for operation management products for distributed systems provided by Fujitsu Limited.

Intended Readers

This manual is intended for readers who construct/apply information protection system using Systemwalker Desktop Keeper.

In addition, this manual assumes readers have the following knowledge.

- General knowledge of PCs
- General knowledge of Microsoft Windows
- General knowledge of the Internet
- General knowledge of Microsoft SQL Server (when updating from V12)
- General knowledge of VMware View (when installing client (CT) in the VMware View environment)
- General knowledge of Citrix XenDesktop (when installing client (CT) in the Citrix XenDesktop environment)
- General knowledge of Google Android (when installing a smart device (agent) (Android))
- General knowledge of iOS (when installing a smart device (agent) (iOS))

Structure of This Guide

This guide consists of the following:

[Chapter 1 Summary of Added Functions and Changed Functions](#)

This version of Systemwalker Desktop Keeper describes the additional functions (new) and the functions that have been changed.

[Chapter 2 Compatibility](#)

This chapter describes the information on compatibility in the case of version upgrade of Systemwalker Desktop Keeper.

Location of This Guide

The location of this guide in Systemwalker Desktop Keeper manuals is shown below.

| Manual Name | Content |
|-----------------------------------|--|
| Release Information (This Manual) | This manual describes the additional functions of and incompatibility information on Systemwalker Desktop Keeper. |
| User's Guide | This manual describes the summary and operating environment of Systemwalker Desktop Keeper. |
| Installation Guide | This guide describes the installation settings, as well as maintenance and management measures of Systemwalker Desktop Keeper. |
| User's Guide for Administrator | This guide describes how to use Systemwalker Desktop Keeper. |
| User's Guide for Client (*1) | This guide describes the function summary and operation methods of Export Utility of Systemwalker Desktop Keeper. |
| Reference Manual | This manual describes the commands, files, messages and port numbers used in Systemwalker Desktop Keeper. |
| Centralized Management Guide | This guide explains how to centrally manage Systemwalker Desktop Keeper deployed at sites within and outside Japan. |

| Manual Name | Content |
|-----------------------|---|
| Troubleshooting Guide | This guide describes the causes and processing methods for assumed exceptions in Systemwalker Desktop Keeper. |

*1: "User's Guide for Clients" can also be viewed from the "Help" menu of the Systemwalker Desktop Keeper Export Utility.

Notations

For the convenience of description, this guide uses the following names, symbols and abbreviations.

Symbols Used in Commands

This subsection describes the symbols used in examples of commands.

Meaning of Symbol

| Symbol | Meaning |
|--------|--|
| [] | Indicates that the items enclosed in these brackets can be omitted. |
| | Indicates that one of the items separated by this symbol should be selected. |

Abbreviations

The manual uses abbreviations of the following products.

| Product Name | Abbreviation |
|--|--------------|
| Systemwalker Desktop Keeper Base Edition V12.0L10 | BEV12.0L10 |
| Systemwalker Desktop Keeper Base Edition V12.0L20 | BEV12.0L20 |
| Systemwalker Desktop Keeper Base Edition V13.0.0 | BEV13.0.0 |
| Systemwalker Desktop Keeper Base Edition V13.2.0 | BEV13.2.0 |
| Systemwalker Desktop Keeper Base Edition V13.3.0 | BEV13.3.0 |
| Systemwalker Desktop Keeper Standard Edition V12.0L20 | SEV12.0L20 |
| Systemwalker Desktop Keeper Standard Edition V13.0.0 | SEV13.0.0 |
| Systemwalker Desktop Keeper Standard Edition V13.2.0 Systemwalker Desktop Keeper Standard Edition V13.2.1 | SEV13.2.0 |
| Systemwalker Desktop Keeper Standard Edition V13.3.0 | SEV13.3.0 |
| Systemwalker Desktop Keeper V14g (14.0.0) | V14.0.0 |
| Systemwalker Desktop Keeper V14g (14.0.1) | V14.0.1 |
| Systemwalker Desktop Keeper V14g (14.1.0) | V14.1.0 |
| Systemwalker Desktop Keeper V14g (14.2.0) | V14.2.0 |
| Systemwalker Desktop Keeper V14g (14.3.0) | V14.3.0 |
| Systemwalker Desktop Keeper V14g (14.3.1) | V14.3.1 |
| Systemwalker Desktop Keeper V15.0.0 | V15.0.0 |
| Systemwalker Desktop Keeper V15.0.1 | V15.0.1 |
| Systemwalker Desktop Keeper V15.1.0 | V15.1.0 |
| Systemwalker Desktop Keeper V15.1.1 | V15.1.1 |
| Systemwalker Desktop Keeper V15.1.2 | V15.1.2 |
| Systemwalker Desktop Keeper V15.1.3 | V15.1.3 |
| Systemwalker Desktop Keeper V15.2.0 | V15.2.0 |

| Product Name | Abbreviation |
|---|-------------------|
| Windows(R) Internet Explorer(R) 9 Windows(R) Internet Explorer(R) 10 Windows(R) Internet Explorer(R) 11 | Internet Explorer |

The manual uses abbreviations of the following operation systems.

| Operation System Name | Abbreviation |
|--|--------------------------|
| Microsoft(R) Windows Server(R) 2016 Datacenter Microsoft(R) Windows Server(R) 2016 Standard Microsoft(R) Windows Server(R) 2016 Essentials | Windows Server 2016 |
| Microsoft(R) Windows Server(R) 2012 R2 Datacenter Microsoft(R) Windows Server(R) 2012 R2 Foundation Microsoft(R) Windows Server(R) 2012 R2 Standard Microsoft(R) Windows Server(R) 2012 R2 Essentials | Windows Server 2012 R2 |
| Microsoft(R) Windows Server(R) 2012 Datacenter Microsoft(R) Windows Server(R) 2012 Foundation Microsoft(R) Windows Server(R) 2012 Standard Microsoft(R) Windows Server(R) 2012 Essentials Microsoft(R) Windows Server(R) 2012 R2 Datacenter Microsoft(R) Windows Server(R) 2012 R2 Foundation Microsoft(R) Windows Server(R) 2012 R2 Standard Microsoft(R) Windows Server(R) 2012 R2 Essentials | Windows Server 2012 |
| Microsoft(R) Windows Server(R) 2008 Foundation Microsoft(R) Windows Server(R) 2008 Standard Microsoft(R) Windows Server(R) 2008 Enterprise Microsoft(R) Windows Server(R) 2008 Standard without Hyper-V(TM) Microsoft(R) Windows Server(R) 2008 Enterprise without Hyper-V(TM) Microsoft(R) Windows Server(R) 2008 R2 Foundation Microsoft(R) Windows Server(R) 2008 R2 Standard Microsoft(R) Windows Server(R) 2008 R2 Enterprise Microsoft(R) Windows(R) Small Business Server 2011 Essentials | Windows Server 2008 (*1) |
| Windows(R) 10 Home Windows(R) 10 Pro Windows(R) 10 Enterprise Windows(R) 10 Education | Windows 10 (*1) |
| Windows(R) 8.1 Enterprise Windows(R) 8.1 Pro Windows(R) 8.1 | Windows 8.1 (*1) |
| Windows(R) 7 Ultimate Windows(R) 7 Enterprise Windows(R) 7 Professional Windows(R) 7 Home Premium | Windows 7 (*1) |
| Microsoft(R) Windows Server(R) 2016 Datacenter Microsoft(R) Windows Server(R) 2016 Standard Microsoft(R) Windows Server(R) 2016 Essentials Microsoft(R) Windows Server(R) 2012 Datacenter Microsoft(R) Windows Server(R) 2012 Foundation Microsoft(R) Windows Server(R) 2012 Standard Microsoft(R) Windows Server(R) 2012 Essentials Microsoft(R) Windows Server(R) 2012 R2 Datacenter Microsoft(R) Windows Server(R) 2012 R2 Foundation Microsoft(R) Windows Server(R) 2012 R2 Standard Microsoft(R) Windows Server(R) 2012 R2 Essentials | Windows |

| Operation System Name | Abbreviation |
|---|--------------|
| Microsoft(R) Windows Server(R) 2008 Foundation Microsoft(R) Windows Server(R) 2008 Standard Microsoft(R) Windows Server(R) 2008 Enterprise Microsoft(R) Windows Server(R) 2008 Standard without Hyper-V(TM) Microsoft(R) Windows Server(R) 2008 Enterprise without Hyper-V(TM) Microsoft(R) Windows Server(R) 2008 R2 Foundation Microsoft(R) Windows Server(R) 2008 R2 Standard Microsoft(R) Windows Server(R) 2008 R2 Enterprise Microsoft(R) Windows(R) Small Business Server 2011 Essentials Windows(R) 7 Ultimate Windows(R) 7 Enterprise Windows(R) 7 Professional Windows(R) 7 Home Premium Windows(R) 8.1 Enterprise Windows(R) 8.1 Pro Windows(R) 8.1 Windows(R) 10 Home Windows(R) 10 Pro Windows(R) 10 Enterprise Windows(R) 10 Education | |
| Android(TM) 4.4 to Android(TM) 8.0 | Android |
| iOS 6.0 to iOS 11 | iOS |

*1: For commands and file saving locations, especially when they are differentially noted under the 64-bit edition, the abbreviations are as follows:

- Windows Server 2008 64-bit Edition
- Windows Server 2008 R2
- Windows 7 64-bit Edition
- Windows 8.1 64-bit Edition
- Windows 10 64-bit Edition

Export Restriction

Exportation/release of this document may require necessary procedures in accordance with the regulations of your resident country and/or US export control laws.

General Restriction

The following functions are recorded in this manual but cannot be used.

(These functions can be used in the Japanese version, but are not available in Global version.)

- Prohibition Function
 - Encryption Function in File Export
 - Encryption Function in E-mail Attachment
 - Logon Prohibition Function
 - E-mail Attachment Prohibition Function
 - E-mail Recipient Address Confirmation Function
- Record Function
 - Command Prompt Operation
 - Citrix XenApp Monitoring Function

- Others
 - Notification to Client
 - All-in-one Machine Linkage Report

In addition, for the specification of characters recorded in this manual, pay attention to the following points:

- For character code, replace Shift-JIS with local character code (character code that corresponds to the code page on OS).
- Replace "Japanese" or "Fullwidth" with multi-byte character.
- For number of characters that can be used, multi-byte characters such as fullwidth in this manual are calculated as 2 bytes, but when actually saving to database, one character may occupy 2~6 bytes, pay attention.

The following versions do not exist, ignore relevant record.

- Systemwalker Desktop Keeper Base Edition V12.0L10
- Systemwalker Desktop Keeper Base Edition V12.0L20
- Systemwalker Desktop Keeper Base Edition V13.0.0
- Systemwalker Desktop Keeper Base Edition V13.2.0
- Systemwalker Desktop Keeper Base Edition V13.3.0
- Systemwalker Desktop Keeper Standard Edition V13.2.1
- Systemwalker Desktop Keeper Standard Edition V13.3.0
- Systemwalker Desktop Keeper V14g (14.0.0)
- Systemwalker Desktop Keeper V14g (14.0.1)
- Systemwalker Desktop Keeper V14g (14.1.0)
- Systemwalker Desktop Keeper V14g (14.3.0)
- Systemwalker Desktop Keeper V14g (14.3.1)
- Systemwalker Desktop Keeper V15.0.0
- Systemwalker Desktop Keeper V15.0.1

For example, when it is described as "V13.3.0 or later", since V13.3.0 does not exist, replace it with "V14.2.0 or later". In addition, when it is described as "V14.0.0 or earlier", replace it with "V13.2.0 or earlier" for the same reason.

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March 2018

| Revision History |
|-------------------------------|
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| March 2018, Fifth Edition |

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Chapter 1 Summary of Added Functions and Changed Functions

This chapter describes the functions newly added to and changed in this version of Systemwalker Desktop Keeper.

- Summary of Added Functions
- Summary of Changed Functions
- Functions Added and Changed in Previous Versions

1.1 Summary of Added Functions

This section describes the features added in Systemwalker Desktop Keeper V15.2.0.

Addressing security risks

After detecting a security risk, the administrator can implement an emergency procedure for the client (CT) (such as disabling the network, applying the emergency procedure settings policy, or notifying the security risk).

When Systemwalker Desktop Keeper is linked with iNetSec SF, iNetSec SF blocks the network when it automatically detects malware, and notifies the Management Server/Master Management Server. Furthermore, by performing an emergency procedure for the client (CT) using Systemwalker Desktop Keeper, it is possible to address security risks early on, and prevent damage from spreading.

Addition of alert display when connecting USB devices

A feature for displaying alerts when USB devices are connected, regardless if the device is prohibited or allowed, has been added.

Individual media identification feature

The media allowed when exporting a file or folder from the file export utility, Windows Explorer, and so on, can now be restricted individually.

Device information collection tool

Client (CT) users can now retrieve device information and output a list file in order to use the individual device identification feature.

Addition of logs

The logs below can now be retrieved.

| Log type | Feature summary |
|------------------------|--|
| Environment change log | Records IP address changes as a log. |
| | Records emergency process implementations/cancellations as a log. |
| E-mail receiving log | Retrieves a log of POP3/IMAP emails received while Microsoft Outlook is running. |

1.2 Summary of Changed Functions

This section describes the features changed in Systemwalker Desktop Keeper V15.2.0.

Additional operating systems supported

The operating systems below are now supported:

- Android 8.0
- iOS 11

Additional virtual environments supported

The virtual environments below are now supported.

- Client
 - VMware Horizon 7.2
 - Citrix XenDesktop 7.15

Enhanced file export utility feature

The features below have been added for the file export utility to write DVDs/CDs.

- Writing in UDF format
- Writing in UDF Bridge format

Enhanced logs

The logs retrieved by Systemwalker Desktop Keeper have been enhanced.

| Changes | Log type | Feature summary |
|--|-------------------------------------|---|
| Addition of information for retrieval | Application startup log | Records process IDs, startup source process IDs, and arguments. |
| | Application end log | Records process IDs, startup source process IDs, and arguments. |
| | Application startup prohibition log | Records process IDs, startup source process IDs, and arguments. |
| | Device configuration change log | Records media connections. |
| More details for retrieval | File operation log | Records accurate file sizes, in cases where the file size exceeds 2 GB. |
| | File export log | Records accurate file sizes, in cases where the file size exceeds 2 GB. |
| Improved backup of the Log Viewer format | All operation logs | A mode that does not output the information (computer name, CTID, IP address, MAC address, image data information) that appears in the latter part of the CSV lines has been added for backup in the Log Viewer format. |
| | | The CSV format for output has been made the same as the Log Viewer display format (CSV output from Log Viewer). |

1.3 Functions Added and Changed in Previous Versions

This section describes the functions added and changed in previous versions of Systemwalker Desktop Keeper.

1.3.1 Added and Changed Functions in V15.1.3

This section describes the functions added and changed in Systemwalker Desktop Keeper V15.1.3.

1.3.1.1 Summary of Added Functions

There are no new functions.

1.3.1.2 Summary of Changed Functions

Addition of OS

The following OS are supported.

- Windows Server 2016
- Android 7.0
- iOS 9.4 to iOS 10.1

Refer to "OS" in the *User's Guide* for details.

Addition of Necessary Software

The following software application is now supported.

- Microsoft Edge
- Internet Information Services 10.0

Refer to "Necessary Software" in the *User's Guide* for details.

Addition of Supported Virtual Environments

The following virtual environments are now supported.

- Management Server/Master Management Server
 - VMware vSphere 6.5
- Client
 - VMware vSphere 6.5
 - VMware Horizon View 7
 - Citrix XenDesktop 7.9
 - Citrix XenDesktop 7.11

Extension of the CT usage environment - connecting from the client (CT) to the Management Server over the Internet (via Relay Server)

It is now possible for the client (CT) to connect to the Management Server via a Relay Server over the Internet, by installing a Relay Server on the DMZ.

Enhanced Web operation log, Web upload/download prohibition, and URL access prohibition features through using the local proxy method

Web communication can now be monitored using the local proxy method. Through this, the following features are supported in Microsoft Edge, Firefox, and Google Chrome.

- Web operation logs (Web upload/download)
- Web operation prohibition (Web upload/download prohibition, URL access prohibition)

Also, the following features are supported in Firefox and Google Chrome.

- **URL information displayed in address bar** in the window title obtaining log

The web services that support web operation logs and web upload/download prohibition are as follows:

- Dropbox
- Dropbox Business
- Google Drive
- Google Drive for Work
- OneDrive

- OneDrive for Business

Enhanced log feature through using the local proxy method

Web communication can now be monitored using the local proxy method. Through this, the following features are supported in Internet Explorer, Microsoft Edge, Firefox, and Google Chrome.

- Email sending log of web email

The web email services that are supported as follows:

- Gmail
- Outlook.com
- Office365 Outlook

Enhanced file export utility feature

The maximum size for backup of original files has been increased in the File Export Utility.

Files exceeding the maximum size are divided up for storage.

Record Function

The function of compressing the data to be sent from the client to the Management Server is supported in Microsoft .Net Framework 4.6.

Other

The communication method used by the client (CT) can now be checked on the Management Console.

- "Secure communication" has been added to the CT list.
- Searches can now be performed for "Secure communication" in CT/CT group searches.
- "Secure communication" is now output to CT information CSV files.

1.3.2 Added and Changed Functions in V15.1.2

This section describes the functions added and changed in Systemwalker Desktop Keeper V15.1.2.

1.3.2.1 Added Functions

There are no new functions.

1.3.2.2 Changed Functions

Addition of OS

The following OS are supported.

- Android 6.0
- iOS 9.0 to 9.3

Refer to "OS" in the *User's Guide* for details.

Addition of Necessary Software

The following software application is now supported.

[Report Output Tool]

- Microsoft Excel 2016 ("Web version" is excluded. Also, 64-bit version is not supported.)

Refer to "Necessary Software" in the *User's Guide* for details.

Addition of Supported Virtual Environments

The following virtual environments are now supported.

- Management Server/Master Management Server
 - VMware vSphere 6
- Client
 - VMware vSphere 6
 - VMware Horizon View 6.1
 - VMware Horizon View 6.2
 - Citrix XenDesktop 7.7
 - Citrix XenDesktop 7.8

Enhanced Security

Security is enhanced for the following operations in the communication between servers and clients.

- Server or client authentication via certificate
- Encrypted communication (secure communication)

In addition, the following change was made to cater for the above.

- Support for the standardization of communication port (port 443 can be specified for secure communication)

Note that the Management Console features below cannot be used in secure communication:

- Get process list
- Process control
- Get service list
- Service control

Improved Device Prohibition

Devices that use the following connection methods in Windows can now be prohibited.

- Bluetooth
- Infrared ray
- Wi-Fi
- PC card
- PCI ExpressCard
- IEEE1394
- Serial port/parallel port

Other

Management Console

- Policies cannot be edited when **Apply Group Policy** is selected in the Management Console policy window to make the status clear that the group policy is applied.
- Automatically updates the **Name** of the Management Console when information such as computer names notified from the CT or smart devices is changed.

Canceled restrictions on Windows 10 Microsoft Edge

The following features are now supported by Microsoft Edge:

- Print prohibition
- URL access prohibition
- Window title (with URL) obtaining log
- Printing operation prohibition log
- Eco monitoring

1.3.3 Added and Changed Functions in V15.1.1

This section describes the functions added and changed in Systemwalker Desktop Keeper V15.1.1.

1.3.3.1 Added Functions

There are no new functions.

1.3.3.2 Changed Functions

Addition of OS

The following OS are supported.

- Windows 10
- Android 5.1
- OS 8.2 to 8.4

Refer to "OS" in the *User's Guide* for details.

1.3.4 Added and Changed Functions in V15.1.0

This section describes the functions added and changed in Systemwalker Desktop Keeper V15.1.0.

1.3.4.1 Added Functions

Prohibition Function and Prohibition Log

- The following operation logs and prohibition logs can be collected in the smart device.
 - Wi-Fi Connection Prohibition
Reference: "Wi-Fi Connection", "Set the Policies of Prohibition Function", and "Policy Settings of Record Function" of the *User's Guide for Administrator*
 - Bluetooth Connection Prohibition
Reference: "Bluetooth Connection", "Set the Policies of Prohibition Function", and "Policy Settings of Record Function" of the *User's Guide for Administrator*
 - Application Usage Prohibition
Reference: "Application (Android)", "Set the Policies of Prohibition Function", and "Policy Settings of Record Function" of the *User's Guide for Administrator*

Record Function

- The following operation logs can be collected in the smart device.
 - Web access log
 - SD card mount/unmount log
 - SIM card mount/unmount log

- Wi-Fi connection log
- Bluetooth connection log
- Telephone call log
- Application usage log
- Application configuration change log

Reference: "Log Collection Operation (Android)", "Policy Settings of Record Function" of the *User's Guide for Administrator*

- Full path of the uploaded file can now be obtained in the Web upload log.

Reference: "Notes Relating to Functions" of *User's Guide for Administrator*

Management Function

- The product can be used in IPv6 network environment.

For the supporting OS, refer to [OS of Systemwalker Desktop Keeper in the IPv6 network environment].

However, the smart device (agent) is not supported in IPv6 environment.

- An increase in the types of backup commands has enabled efficient maintenance of the Management Server.

The following backup commands were added:

- DTKSERVICE.bat

The Database service and Systemwalker Desktop Keeper service can be started/stopped, and their status can be displayed.

- DTKTBLUNLOAD.bat

Creates quick backup for all the data from various log tables at once.

- DTKTBLTRUNCATE.bat

Formats (deleting all data and releasing extended area) every log table.

Reference: "Command Reference" of *Reference Manual*

User Operation Log Search Function

This function enables user-based searching of logs from the Log Viewing Database by using the Log Viewer.

The function enables lateral searching of logs of all the management servers that constitute the system on the basis of user information. The logs can be searched on the basis of user information of the user policy; therefore, the conventional management methods can be used as they are. Moreover, a log of a user not specified in the user policy can also be searched on the basis of the user information extracted from the log.

For details, refer to "View Logs in the User Operation Log Window" in the *User's Guide for Administrator*.

Smart Device Function Extensions

The new version supports iOS as an operating system of the smart device.

Moreover, the function has also been added in Android to strengthen the security of the smart device.

- Functions supported in iOS
 - Remote control
 - Mandatory lock
 - Wipe
 - Passcode control
 - Restricted operations
 - Application usage prohibition
 - iCloud prohibition

- Security and privacy prohibition
- Contents rating prohibition
- Device function prohibition
- Functions added to Android
 - Remote control
 - Mandatory lock
 - Data deletion
 - Wipe
 - Prohibited operations
 - Prohibition of usage of applications outside the work time/Data deletion
 - Prohibition of change in application configuration

Introduction of Restore Command

A function is provided to restore data from the Log Viewing Database by using the Restore Command. This function enables to save the data from the operating database by using the conventional backup command, and acquire Log Viewing Database in series of batches over the night, and search the Log Viewing Database the next day.

Management of Individually Owned Smart Device

This function enables to manage individually owned smart devices as well as the business applications used in the individually owned smart devices.

For details, refer to "Considerations for Preparing Operating Environment" and "Setting policy on personal devices" in *User's Guide for Administrator*.

License Validation

This function validates the Systemwalker Desktop Keeper license.

Refer to the *Installation Guide* for details.

1.3.4.2 Changed Functions

Management Function

- Improved the operability when selecting a device that can be used in the Management Console in the USB individual identification function.
- The device information to be displayed can be filtered in the File Export Prohibition - Detailed Settings of USB Device Individual Identification Function - Select USB device window of the Management Console.

Reference: *User's Guide for Administrator* "File Export Prohibition - Detailed Settings of USB Device Individual Identification Function - Select USB device window"

- A title of the E-mail can be edited for the E-mail Notification of the Administrator Notification.

Reference: *Installation Guide* "Set Administrator Notification"

- The list displaying window was improved to enable display of registered upper limit cases and registered cases.

[Server Settings Tool]

| Window name | Display format (Maximum number of cases in brackets) | Maximum number of cases |
|-----------------------------------|--|-------------------------|
| Active Directory Linkage Settings | Registered number n cases (maximum n cases) | 1 |

| Window name | Display format (Maximum number of cases in brackets) | Maximum number of cases |
|-----------------------------|--|-------------------------|
| Server Information Settings | Registered number <i>n, nnn cases</i> (maximum <i>n, nnn cases</i>) | 255 |
| Administrator Setting | Registered number <i>n, nnn cases</i> (maximum <i>n, nnn cases</i>) | 1,000 |

[Restoration Tool]

| Window name | Display format (Maximum number of cases in brackets) | Maximum number of cases |
|-------------|--|-------------------------|
| Log List | Registered number <i>n, nnn cases</i> (maximum <i>n, nnn cases</i>) | 2,000 |

[Management Console]

| Window name | Display format (Maximum number of cases in brackets) | Maximum number of cases |
|--|--|-------------------------|
| Register USB Device | Registered number <i>nn, nnn cases</i> (maximum <i>nn, nnn cases</i>) Corresponding number <i>nn, nnn cases</i> (registered number <i>nn, nnn cases</i>)* | 10,000 |
| User Policy Settings | Number of registered users <i>nnn, nnn cases</i> (maximum <i>nnn, nnn cases</i>) | 100,000 |
| File Export Prohibition and File Access Authority - Advanced Settings | Registered number <i>nnn cases</i> (maximum <i>n cases</i>) Registered bytes <i>nnn bytes</i> (maximum <i>nnn bytes</i>) | 50 512 |
| File Export Prohibition and USB Device Individual Identification Function Advanced Settings - USB Device Selection | Corresponding number <i>nn, nnn cases</i> (registered number <i>nn, nnn cases</i>) * | 10,000 |
| File Export Prohibition and USB Device Individual Identification Function - Advanced Settings | Registered number <i>nnn cases</i> (maximum <i>nnn cases</i>) | 100 |
| Printing Prohibition | Registered number <i>nnn cases</i> (maximum <i>nnn cases</i>) | 100 |
| Logon Prohibition | Registered number <i>nn cases</i> (maximum <i>nn cases</i>) | 13 |
| Application Startup Prohibition | Registered number <i>nnn cases</i> (maximum <i>nnn cases</i>) | 100 |
| File Operational Process | Registered number <i>nnn cases</i> (maximum <i>nnn cases</i>) | 30 |
| File Operational Process - Advanced Settings (excluded folder settings) | Registered number <i>nnn cases</i> (maximum <i>nnn cases</i>) | 100 |
| File Operation Extension | Registered number <i>nnn cases</i> (maximum <i>nnn cases</i>) | 20 |
| Log Filter Conditions | Registered number <i>nnn cases</i> (maximum <i>nnn cases</i>) | 30 |
| Screen Capture Conditions | Registered number <i>nnn cases</i> (maximum <i>nnn cases</i>) | 10 |

| Window name | Display format (Maximum number of cases in brackets) | Maximum number of cases |
|-----------------------------------|--|-------------------------|
| URL Access Prohibition | Registered number <i>nnn cases</i> (maximum <i>nnn cases</i>) | 100 |
| FTP Server Connection Prohibition | Registered number <i>nnn cases</i> (maximum <i>nnn cases</i>) | 100 |
| Web Download Prohibition | Registered number <i>nnn cases</i> (maximum <i>nnn cases</i>) | 100 |
| Web Upload Prohibition | Registered number <i>nnn cases</i> (maximum <i>nnn cases</i>) | 100 |

* The corresponding number is displayed during search. Moreover, a registered number and not the maximum number is displayed in parentheses.

Prohibition Function

- Web upload and download prohibitions can be set separately.
"Prohibit only Web upload" or "Prohibit only Web download" or "Prohibit Web upload and download" can be selected during policy settings.
Reference: *User's Guide for Administrator* "Web Upload/Download"
- A URL path can be included when specifying the URL to the sites that allow prohibition of Web upload and download.
Reference: *User's Guide for Administrator* "Web Upload/Download"

Record Function

- Backup of original E-mails can be created without encryption.
While creating a backup, an option from Encrypt/Do not encrypt can be selected.
Reference: *User's Guide for Administrator* "Perform Terminal Operation Settings" - "Original email storage condition settings"
- Data compression during log sending
Data to be sent from the client to the Management Server can be compressed and sent.
Reference: *User's Guide* "Related Software"

Information

The entire operation log can be compressed and sent; however, the operation log file can be sent without compressing the data in the following conditions.

- Post-compression file size is larger than the original file size
- Extension of already compressed files
Example: zip, lzh, cab, rar, avi, jpg, mp3, avi etc.

Report Output Function

- FTP upload and Web upload reports can be obtained.
Reference: *User's Guide for Administrator* "Information Disclosure Analysis Report", "Output Information Disclosure Analysis Report"

Log Analysis Function

- Information disclosure analysis of FTP upload and Web upload can be performed.

Reference: *User's Guide for Administrator* "Check the Trend in Log Analyzer", "Display the Result of aggregation by Operation".

- During aggregation, up to 200 screening conditions can be set.

Reference: *User's Guide for Administrator* "Preparations for Log Aggregation", "Set Screening Condition"

Improvement of File Operation Log Obtaining Function

In File Operation Log Record Function, "Save As (save with different name)" log was added to the types of log that can be obtained.

In an earlier version, during the operation of an application, the file was saved with a different name by using "Create" or "Update" logs; however, with this version, "Save As" log is used.

For details, refer to "File Operation Log" in the *User's Guide for Administrator*.

Portable Device and Imaging Device Connection Control

In an earlier version, it was possible to prohibit importing data to or exporting data from the removable device or CD/DVD device to which a drive letter is assigned. With this version, it is possible to prohibit importing data to the portable devices such as digital camera, ICL recorder, scanner, and imaging devices to which a drive letter is not assigned.

For details, refer to "File Export/Read" in the *User's Guide for Administrator*.

Division Administrator's Log Viewing Function

In an earlier version, a division administrator could not refer to the log viewing database. With this version, the division administrator can refer to the log viewing database by using the log viewer. It is also available for the User Operation Log Search Function.

Functions Operating in Windows Store Applications

This version enables operations of the following functions that were traditionally restricted in Windows store applications.

Record Function

- Application Startup Log *1
- Application Termination Log *1

Prohibition Function

- Application Startup Prohibition *2

*1: The application startup log and application termination log are obtained per process. Therefore, if a common process will run multiple applications, such as Windows Store apps, you cannot identify the application from the startup log and termination log. Also use the window title obtaining log to identify the application.

*2: Application startup prohibition can be set per process. Therefore, if a common process will run multiple applications, such as Windows Store apps, you cannot set startup prohibition per application. You can prohibit startup of all Windows Store apps by setting startup prohibition for the common process.

Improvement of Web Upload Prohibition Function

In an earlier version, it was not possible to prohibit upload upon display of the file selection dialog even if Web upload was prohibited. With this version, the display of file selection dialog is disabled and it is possible to prohibit the file upload.

Improvement of Report Output Tool

In an earlier version, the log information of the report output from the report output tool would be displayed in the order of operation date and time. With this version, in addition to the order of operation date and time, the log information can also be displayed in the order of group + terminal + user, and the display order can be selected in the report output tool.

For details, refer to "Output Information Disclosure Analysis Report" in the *User's Guide for Administrator*.

Record Function

The function of compressing the data to be sent from the client to the Management Server was supported in Microsoft .Net Framework 4.0, 4.5.

Microsoft Account Compatibility

The user name and domain name of every log is recorded in the information used for verification of Microsoft account. A local user policy can be applied even when logging on with a Microsoft account. Moreover, Microsoft account can be assigned as a target of Logon Prohibition.

Addition of OS

The following OS are supported.

- Windows Server 2012/2012 R2
- Windows 8/8.1
- Android 3.0 to 5.0
- iOS 5.0 to 8.1

For details, refer to "OS" in the *User's Guide*.

Addition of Necessary Software

The following software applications are supported.

- Windows Internet Explorer 11
- Internet Information Services 8.5

For details, refer to "Necessary Software" in the *User's Guide*.

Simplification of Log Analyzer Introduction

The set up work executed after installation in the construction of Log Analyzer Server can be entirely set in GUI.

For details, refer to "Set Log Analyzer Server Environment" in the *Installation Guide*.

Addition of E-mail Sending Log of Microsoft Outlook

The following functions can be used while sending E-mails from Microsoft Outlook.

E-mail Server is also compatible in Microsoft Exchange Server.

- Collecting E-mail sending logs
- Creating backup of original E-mails

The compatible versions are Microsoft Outlook 2007, Microsoft Outlook 2010 and Microsoft Outlook 2013.

CT Installation in ActiveDirectory Environment

CT can be developed and installed in ActiveDirectory environment.

For details, refer to "Installation by using the group policy of Active Directory" in the *Installation Guide*.

Record of Device Configuration Change Log while Connecting USB

The Device Configuration Change Log of the installed USB device can be acquired.

Attachment Log for USB connected devices such as flash memory, floppy drive, hard disk, portable device, imaging device, keyboard, and mouse can be acquired.

CD/DVD Individual Identification Function

CD/DVD devices can be registered from the USB connection window of the Management Console.

Chapter 2 Compatibility

This chapter describes incompatible items during version upgrade of Systemwalker Desktop Keeper.

2.1 Terms

The following terms are modified.

Terms modified in V15.1.3 or later

Terms modified in V15.1.3 or later are displayed in the following table:

| Terms in V15.1.2 or Earlier | Terms in V15.1.3 or Later |
|-----------------------------|---------------------------|
| Smart Device Relay Server | Relay Server |

Terms modified in V15.0.1 or later

Describes the terms modified in V15.0.0 or later.

[V15.0.1B or earlier]

Half-width characters: Halfwidth characters in Shift-JIS encoding.

Full-width characters: Fullwidth characters in Shift-JIS encoding.

Character count: The total number of characters, including the halfwidth and fullwidth characters.

[V15.1.0 or later]

- Half-width characters: In ASCII encoding, characters in the range of 0x20-0x7E.

Blank space " "

Symbols ! " # \$ % & ' () * + , - . / : ; < = > ? @ [\] ^ _ ` { | } ~

Numbers "0" to "9"

English characters "A" to "Z", "a" to "z"

- Full-width characters: Characters other than the halfwidth characters.

The commonly used halfwidth Katakana characters are all fullwidth characters.

- Character count: A halfwidth character is counted as 1 (1byte).

In the character encoding UTF16, 1 fullwidth character is considered to be of 2 bytes.

Character in surrogate pairs are counted as 2 characters because 1 such character is of 4 bytes.

Combined characters have 1 character of N bytes. Such characters are therefore counted as (N/2) or the denominator may even be a higher value in some characters.

Terms modified in V14.0.0 or later

Terms modified in V14.0.0 or later are displayed in the following table:

| Terms in V13.3.0 or Earlier | Terms in V14.0.0 or Later |
|-----------------------------|---------------------------|
| Suppression | Prohibition |

2.2 Setup

Modify the setup as follows.

Incompatibility when transferring from V14.3.1 or earlier

Restart the OS

You must restart the OS after you install or uninstall the Management Server and Management Console.

Install from a network medium

From V15.0.0, you can install Management Server, Management Console, log analyzer server, report output tool directly from a network medium.

Install Management Server

Modify the installation target initial value of the database-related file.

In the old version, the initial value folder is the same as the other folder (backup original file saving folder, etc.), but from V13.3.0, the single folder of database-related file will be the initial value.

| V13.2.1 or Earlier | V14.3.1 or Later | V15.0.0 or Later |
|--|--|---|
| Installation Target of Initial Value: C:\DTK | Installation Target of Initial Value: C:\DTKDB | [Systemwalker Desktop Keeper installation folder] \DB (cannot be changed) |

However, in the environment where a Management Server has been installed, the installation target of the database-related file cannot be modified.

Uninstallation of Management Server when database exists

From V15.0.0 onwards, the system does not check whether the database exists when uninstalling the management server. The management server may therefore get uninstalled even when the database exists.

Uninstallation of Management Console that has been installed in the same environment as that of Management Server

From V15.0.0 onwards, the Management Console has been installed in the same environment as that of the Management Server, then the Management Console will also be uninstalled when you uninstall the Management Server.

Installation/uninstallation of a Relay Server

From V15.0.0 onwards, you can install a Relay Server by going to the "Setup" window. You can uninstall the Relay Server by going to "Uninstallation and management (middleware)".

Incompatibility when transferring from V12

Modify the installation of the Client (CT).

Silently install to Client (CT)

Modify the parameter during silent installation.

For details on parameters after modification, refer to "Install the Client (CT)" in the *Installation Guide*.

2.3 Management Server

Communication between Management Server/Master Management Server and Management Console

Incompatibility when transferring from V15.0.1B or earlier

When connecting a Management Server/Master Management Server to a Management Console, the server first verifies the address to be connected to. When restarting the service of a Management Server/Master Management Server, you must therefore terminate the operations of all the Management Consoles and then reconnect the consoles after the service resumes.

The Management Server/Master Management Server cannot connect to a Management Console while the console is still running. If connection cannot be established, then terminate the Management Console and try to re-connect.

The time required for the Management Console to stop its operations is:

Server Settings Tool > Management Server Settings > Timeout value of communication between servers

Communication between Management Server and Master Management Server

Incompatibility when transferring from V15.0.0A or earlier

Name resolution of the Management Server/Master Management Server must be done for each machine. If name resolution fails, then communication cannot be established between the master Management Server and the Management Server.

Communication between Management Server/Master Management Server and Client (CT)

Incompatibility when transferring from V15.0.0A or earlier

Name resolution of the Management Server/Master Management Server must be done for each machine. If name resolution fails, then communication cannot be established between the Management Server/Master Management Server and the Client (CT).

Incompatibility when transferring from V14.3.1 or earlier

The communication between the Management Server/Master Management Server and the Client (CT) is encrypted. The unencrypted communication, such as the one with the client (CT) for which the communication-related encryption corrections have not been applied is thus restricted.

- Either the corrections applicable after September 2014 need to be urgently applied to the clients with versions V13.3.0-V14.3.1 or version upgrade from these older versions is necessary.
- The clients with versions older than V13.2.1 cannot be used without upgrading them to V15.1.
- After upgrading the version of the Management Server to V15.1, only two clients, namely V15.0 and V15.1, can be newly installed.

For notes on steps to be followed when the Management Server/Master Management Server and the Client have different versions, refer to *Installation Guide*.

Conversion of Old Database command

Incompatibility when transferring from V14.3.1 or earlier

After changing to V15.0.0, Conversion of Old Database command can no longer be available for use.

Database needs to be created again. Take the backup of the old database by saving the database, create a new database, and then restore the data you have as a backup.

Log information table

Incompatibility when transferring from V14.0.1 or earlier

The saving target table of the E-mail file attachment prohibition log will be modified if any of the following conditions are met.

- The policy of confirming recipient address during E-mail Sending is not applied.
- V12.0L20-V13.0.0 compatible format is used.

| V14.0.1 or Earlier | V14.1.0 or Later |
|---------------------------|---------------------------|
| COMMONLOG3 (Common Log 3) | COMMONLOG1 (Common Log 1) |

Incompatibility when transferring from V13.3.0 or earlier

The content of the saving target table of the device configuration change log is modified.

| V13.3.0 or Earlier | V14.0.0 or Later |
|---------------------------|---------------------------|
| COMMONLOG1 (Common Log 1) | COMMONLOG3 (Common Log 3) |

Configuration change log

Incompatibility when transferring from V13.3.0 or earlier

The content output by DTKSTCV.EXE (output configuration change log) command is modified.

- The following information output during Log Viewer operation will not be output during the operation in Web Console:
 - Operation computer name

- Operation logon user ID
- Operation logon domain name
- In the log with the password modification error, the error resulting from the password not entered will not be recorded.
- In [Operation Category] of a CSV file output item, the following contents are modified:
 - "2011: save detailed screen capture image of log" and "2112: when Log Viewer trace is modified" cannot be output.
 - "2014: command log search" is contained in the record of "2013: log search".

Database (DBMS)

Modify the database (DBMS) as follows.

Incompatibility when transferring from V13.0.0~V14.3.1

The commercial version of Symfoware can no longer be used as DBMS (Database Management System).

Incompatibility when transferring from V12

A DBMS is modified as a unique DBMS (product built-in) from a Microsoft SQL Server 2000.

As the modification of DBMS occurs, modifications also occur to the search result of the Log Viewer.

- In the search result, hiragana and katakana are processed as special characters. (In V12, they are processed as the same characters.)
- In the search result, multi-byte and halfwidth alphanumeric characters are processed as special characters. (In V12, they are processed as the same characters.)

Incompatibility when transferring from older versions

As a result of modifying the database, DB-related service names are changed, as follows:

- Service name of V12:
MSSQLSERVER
- Service name of V13.0.0 to V15.0.1:
Symfoware RDB SWDTK
- Service name of V15.1:
PostgreSQL RDB SWDTK

Server settings tool

Modify the Server Settings Tool as follows.

Incompatibility when transferring from V15.0.1 or earlier

The range of threshold values for "Notification when DB space is insufficient" is "5 to 20". In the older version, if a value less than 5% is already specified at the time of version upgrade, then 5% is set as the value after version upgrade.

Incompatibility when transferring from V14.0.1 or earlier

The "Maximum Number of CT Simultaneous Connections" (internal configuration value) during the communication between the Management Server and Client (CT) is modified from "180" to "100".

Incompatibility when transferring from V13.2.1 or earlier

"Management Server Settings" window

- The Server IP address is displayed only, so there is no need to set this in the Management Server settings window.
- The Server IP address is set in the "Server Information Settings" window.
- The input unit of [Timeout value of communication between servers] of [Communication Settings] is modified from "millisecond" to "second".
- According to this modification, because the entered value is "1-999" second(s), the upper limit of the entered value is modified from "999999 milliseconds" to "999000 milliseconds".

- The following items set in the "Communication Settings" window are missing:
 - Communication retry times between servers
It is fixed as "1" internally.
 - Communication retry times between CT-Server
It is fixed as "3" internally.
 - Maximum number of CT simultaneous connections
It is fixed as "100" internally.

Incompatibility when transferring from V12

"Administrator Filtering Settings" window

Unify the displayed items of the event log and items notified to the administrator by E-mail.

Active Directory Linkage command

Incompatibility when transferring from V15.0.1B or earlier

When UNICODE characters are contained in the OU name and user ID (UserPrincipalName), modify the operation as follows.

| V13.2.1 or Earlier | V13.3.0- V15.0.1B | V15.1.0 or Later |
|---|---|--|
| After converting UNICODE characters as halfwidth "?", import it as the group and user information of Systemwalker Desktop Keeper. | OU name and user ID (UserPrincipalName) containing UNICODE characters are not imported. | Unicode characters in the OU name and user ID (UserPrincipalName) are imported as is. |
| | Out of the user information of Active Directory, Unicode characters in the "Name of the user (such as name in Japanese)", "Employee No.", "Post", "Department", "Department Code" are imported after converting them into "?" symbol. | Unicode characters in the "Name of the user (such as name in Japanese)", "Employee No.", "Post", "Department", "Department Code" are imported as is. |

[When transferring from V13.2.1 or earlier to V15.1.0 or later]

By executing the initial Active Directory Linkage command, the OU name and user ID containing UNICODE characters and already imported as "?" symbol are imported by converting "?" symbol into UNICODE characters.

[When transferring from V13.3.0~V15.0.1 to V15.1.0 or later]

The OU names and user names that could not be imported because they contained Unicode characters can be freshly imported by executing the initial Active Directory Linkage command.

Backup command

Incompatibility when transferring from V13.3.0 or earlier

Content of CSV file

Modify the CSV file of the output operation log.

| V13.3.0 or Earlier | V14.0.0 or Later |
|--------------------------------|---|
| The "Remarks" column is blank. | Set the following values in the "Remarks" column of Device configuration change log. <ul style="list-style-type: none"> - "Volume Label" - "Device Name (Information Similar to the Hardware Device Name Displayed in the Hardware Removed Safely window of OS)" - "Internal Serial Number" - "Server Name and Shared Name" |

Incompatibility when transferring from V12

Command name

The following commands are modified as the commands of V12L10 BE~V12L20 SE. Commands of V13.0.0 or later are the same.

| | V12L10 BE | V12L20 BE | V12L20 SE | V13.0 BE/SE V13.2 BE/SE V13.3 BE/SE | V14.0.0 V14.0.1 V14.1.0 V14.2.0 V.14.3.0 V14.3.1 | V15.0.0 or Later |
|--|---------------|---------------|---------------|--|---|---------------------|
| Backup Management Information | DTKMSTB1.BAT | DTKMSTB3.AT | DTKMSTB4.BAT | DTKMSTB.EXE | DTKMSTB.EXE | DTKMSTB.EXE |
| Backup Log Information | DTKLGTB1.BAT | DTKLGTB3.AT | DTKLGTB4.BAT | DTKLGTB.EXE | DTKLGTB.EXE | DTKLGTB.EXE |
| Output Viewing Log One by One | DTKLG1T1.BAT | DTKLG1T3.AT | DTKLG1T4.BAT | DTKLG1T.EXE | DTKLG1T.EXE | DTKLG1T.EXE |
| Log Deletion | DTKDELR1.BAT | DTKDELR3.BAT | DTKDELR4.BAT | DTKDELR.EXE | DTKDELR.EXE | DTKDELR.EXE |
| Collective Output of Viewing Log | DTKLGAT1.BAT | DTKLGAT3.BAT | DTKLGAT4.BAT | DTKLGAT.BAT | DTKLGAT.BAT | DTKLGAT.BAT |
| Backup/Delete Log Information | DTKKBKDL1.BAT | DTKKBKDL3.BAT | DTKKBKDL4.BAT | DTKKBKDL.BAT | DTKKBKDL.BAT | DTKKBKDL.BAT |
| Collectively Output/Delete the Backup/Viewing Log of Log Information | DTKCVDL1.BAT | DTKCVDL3.BAT | DTKCVDL4.BAT | DTKCVDL.BAT | DTKCVDL.BAT | DTKCVDL.BAT |
| Calculate the Past Date | DTKBFDA Y.BAT | DTKBFDA Y.BAT | DTKBFDA Y.BAT | DTKBFDM.EXE | DTKBFDM.EXE | DTKBFDM.EXE |
| Modify Error Level as an Arbitrary Value | DTKELSET.BAT | DTKELSET.BAT | DTKELSET.BAT | DTKELSET.BAT | DTKELSET.BAT | DTKELSET.BAT |
| Number Check | DTKNUMC K.BAT | DTKNUMC K.BAT | DTKNUMC K.BAT | DTKNUMC K.BAT | DTKNUMC K.BAT | DTKNUMC K.BAT |

Separators of CSV data

The backed-up CSV data is changed from being separated by label to being separated by comma.

Output operation log CSV file

- Drive type

As the judgment that a hardware device can be popped up is modified, the drive type of "File Export Log", "Device configuration change Log" and "File Operation Log" will also be modified.

- Add item of log list

Add [Additional] to item of log list of the Log Viewer. According to this item, whether or not there is attached data can be confirmed. As the item is added, the CSV output result of the log list will also be modified.

Incompatibility when transferring from V15.0.1B or earlier

The character encoding of the CSV data output was changed from Shift-JIS to UTF-8.

Operating Environment Maintenance Wizard (Constructing and Deleting the Environment)

Incompatibility when transferring from V15.0.1B or earlier

"Operating Environment Maintenance Wizard (Construct/Delete Environment)" is not available in this version.

Instead, V15.1 offers **Server Settings Tool > Build, delete, or show information of database.**

For details, refer to "Construct Database" in the *Installation Guide*.

Incompatibility when transferring from V13.3.0 or earlier

"Desktop Keeper DB Environment Construction and Deletion Tool" is not available in this version.

Instead, V15.1 offers **Server Settings Tool > Build, delete, or show information of database.**

Operating Environment Maintenance Wizard (Display and Reconstruction Information)

Incompatibility when transferring from V15.0.1B or earlier

"Operating Environment Maintenance Wizard (Construct/Delete Environment)" is not available in this version.

Instead, V15.1 offers **Server Settings Tool > Build, delete, or show information of database.**

For details, refer to "Construct Database" in the *Installation Guide*.

Incompatibility when transferring from V13.3.0 or earlier

"Desktop Keeper DB Information Display and Reconstruction Tool" is not available in this version.

Instead, V15.1 offers **Server Settings Tool > Build, delete, or show information of database.**

swss_MDMDB_ENV.exe (construction and deletion of iOS management database)

Incompatibility when transferring from V15.0.1B or earlier

swss_MDMDB_ENV.exe (construction and deletion of iOS management database) is not available in this version.

Instead, V15.1 offers **Server Settings Tool > Build, delete, or show information of database.**

For details, refer to "Construct Database" in the *Installation Guide*.

2.4 Management Console

Incompatibility when transferring from V15.0.1B or earlier

Communication between Management Server/Master Management Server and Management Console

When connecting a Management Server/Master Management Server to a Management Console, the server first verifies the address to be connected to. When restarting the service of a Management Server/Master Management Server, you must therefore terminate the operations of all the Management Consoles and then reconnect the consoles after the service resumes.

The Management Server/Master Management Server cannot connect to a Management Console while the console is still running. If connection cannot be established, then terminate the Management Console and try to re-connect.

The time required for the Management Console to stop its operations is:

Server Settings Tool > Management Server Settings > Timeout value of communication between servers

"Terminal Operation Settings" window

If the Client management password is set from the **Terminal Operation Settings** window of the Management Console, then the Client terminal registration certificate is activated. In this case, if the password entered when installing the Client (CT) is different from the Client management password, then the Client is not registered into the Management Server.

If you change the password by going to the **Terminal Operation Settings** window of the Management Console, in the earlier versions, the password of the Android agent registered on the Management Server/Master Management Server for which the password was changed used to get changed. However, from this version the password of the Client registered on the Management Server/Master Management Server for which the password was changed will also change. The password set when installing the Client is overwritten.

Incompatibility when transferring from V14.3.1 or earlier

"Terminal Initial Settings" window

The method of switching between the windows to set the policy has been changed from tab switching to using a policy tree for switching.

The slide bar to slide the tabs is not available in this version.

Tab name are changed to the item name in policy tree.

| V14.3.1 or Earlier | V15.0.0 or Later |
|---|-------------------------------------|
| Various Log Switches tab | Log collection operation (Windows) |
| File Export Prohibition tab | File export/read |
| Print Prohibition tab | Print/PrintScreen |
| Logon Prohibition tab | Logon |
| Application Startup Prohibition tab | Applications |
| File Operational Process tab | File operation |
| File Operation Extension tab | Extension |
| E-mail Sending tab | - |
| Log Filtering Condition tab | Window title filter |
| Screen Capture Condition tab | Window title screen capture |
| Eco Monitoring Settings tab | Eco monitoring |
| Virtual Environment setup tab | Clipboard |
| URL Access Prohibition tab | Internet |
| FTP Server Connection Prohibition tab | FTP Server Connection |
| Web Upload/Download Prohibition tab | Web upload/download |
| Other Settings tab | Send log |
| Various Log Switches (smart device) tab | Log collection operations (Android) |
| Wi-Fi Connection Prohibition tab | Wi-Fi connection |
| Bluetooth Connection Prohibition tab | Bluetooth connection |
| Application Usage Prohibition tab | Applications (Android) |
| - | Device Functionality |
| - | Applications (iOS) |
| - | iCloud |
| - | Security and privacy |
| - | Content Ratings |

Incompatibility when transferring from V14.0.1 or earlier

"Terminal Initial Settings" window ([E-mail attachment prohibition] label)

Modify label name.

| V14.0.1 or Earlier | V14.1.0 or Later |
|--|--|
| [E-mail attachment prohibition] Label | [E-mail Sending] Label Combine functions of V13.2.0 or earlier (settings related to E-mail attachment prohibition) and new functions (confirm recipient address and set exclusion domain when E-mail Sending) as one label. |
| When the prohibited file is contained in the attachment, the prohibited file cannot be sent or saved. However, E-mail can be sent. | Even if there is only one prohibition target file in the attachment, the E-mail (E-mail Text and all attachment) cannot be sent. |

Incompatibility when transferring from V13.3.0 or earlier

"Terminal Initial Settings" window ([File Export Prohibition] label)

Modify startup control for File Export Utility.

| V13.3.0 or Earlier | V14.0.0 or Later |
|---|---|
| When setting "File Export Suppression" policy of Management Console as "Not Prohibited", the File Export Utility cannot be started. | Even if "File Export Prohibition" policy is set as "Not Prohibited", the startup of File Export Utility can be set. Thus, ["File Export Utility" Policy= "Not Prohibited", Startup of File Export Utility= ON] can be set, File Export Utility can be started even if it is not prohibited writing. |

Modify export prohibition descriptions.

| V13.3.0 or Earlier | V14.0.0 or Later |
|-------------------------|---------------------|
| File Export Suppression | File Access Control |
| Yes No | Yes No |

"CT Group Department Administrator Settings" window

- Layouts of "List of Department Administrators" and "Selected List of Department Administrator" are reversed up and down.
- Modify button name.

| V13.3.0 or Earlier | V14.0.0 or Later |
|--------------------|-------------------|
| [Add] Button | [Select] Button |
| [Delete] Button | [Deselect] Button |

Incompatibility when transferring from V13.2.1 or earlier

"Communication Settings" window

Cancel the communication settings window.

For [Timeout value of communication between servers] set in this window, this can be set in the "Management Server Settings" window of the Server Settings Tool. Items other than this have fixed values and cannot be set. Refer to the incompatible items of Server Settings Tool above.

"Terminal Initial Settings" window ([File Export Prohibition] label)

Encryption Function is not available.

Modify the specifying method of file export prohibition.

| V13.2.1 or Earlier | V13.3.0 or Later |
|--|--|
| [File Export Suppression] <ul style="list-style-type: none"> - [Yes (Cannot be Exported)] - [Yes (Can be Exported After Encryption)] - [Yes (Can be Exported Commonly)] - [No] | [File Export Prohibition] <ul style="list-style-type: none"> - [Yes] - [No] [Export by Using File Export Utility] <ul style="list-style-type: none"> - Cannot - Can - Can only be exported after encryption |

Set as follows when performing version upgrade from V13.2.1 or earlier through the modification above.

| V13.2.1 or Earlier | V13.3.0 or Later | | |
|--|-------------------------|-------------------------------------|---------------------------------------|
| | File Export Prohibition | Export by Using File Export Utility | Can Only be Exported After Encryption |
| Yes (Cannot be Exported) | Yes | Cannot | - |
| Yes (Can be Exported after Encryption) | Yes | Can | ON |
| Yes (Can be Exported Commonly) | Yes | Can | OFF |
| No | No | - | - |

-: cannot be set.

Because the following items are settings related to File Export Utility function, turn to the [File Export Utility Function Settings] through [File Export Prohibition Label].

- cannot start formatting function
- only display removable device as export target
- password characters settings (minimum characters and maximum characters)

"Terminal Initial Settings" window ([Other Settings] label)

Modify the specifying method for how to send the operation log.

| V13.2.1 or Earlier | V13.3.0 or Later |
|---|--|
| [How to Send Operation Log] <ul style="list-style-type: none"> - [If the network is connected, it will be sent immediately when there is operation log. If the network is disconnected, the saved operation log will also be sent immediately after the network is connected.] - [If the network is connected, it will be sent immediately when there is operation log. If the network is disconnected, the saved operation log will be sent after it has accumulated to a certain amount.] - [If the network is connected, it will be sent after accumulated within certain time. If the network is disconnected, the saved | [How to Send Operation Log] <ul style="list-style-type: none"> - [Sent Immediately When There Is Operation Log] <ul style="list-style-type: none"> - [Processing of the accumulated log in CT] - [Send the Accumulated Log After Network Is Connected] - [After network Is connected, the accumulated operation log will be sent collectively when it has reached a certain amount] - [Send the Accumulated Operation Log Collectively at Intervals] - [Send All Log within Specified Time] |

| V13.2.1 or Earlier | V13.3.0 or Later |
|---|--------------------------------|
| operation log will be sent after it has accumulated to a certain amount.] | - [Time When Starting to Send] |

Set as follows when performing version upgrade from V13.2.1 or earlier through the modification above.

| V13.2.1 or Earlier | V13.3.0 or Later | |
|--------------------|--|--|
| a | [Send Immediately When There Is Operation Log] | [Processing of Accumulated Log in CT] - [Send Accumulated Log Immediately After Network Is Connected] |
| b. | [Send Immediately When There Is Operation Log] | [Processing of the accumulated log in CT] - [After network Is connected, the accumulated operation log will be sent when it has reached a certain amount] |
| c. | [Send the Accumulated Operation Log Collectively at Intervals] | |
| New | [Send All Log within Specified Time] | |

- a. [If the network is connected, it will be sent immediately when there is operation log.
If the network is disconnected, the saved operation log will also be sent immediately after the network is connected.]
- b. [If the network is connected, it will be sent immediately when there is operation log.
If the network is disconnected, the saved operation log will be sent after it has accumulated to a certain amount.]
- c. [If the network is connected, it will be sent after accumulated within certain time.
If the network is disconnected, the saved operation log will be sent after it has accumulated to a certain amount.]

Incompatibility when transferring from V12

Policy issuing action during configuration information change

After executing a configuration information change operation (creating/moving/deleting CT group, moving/deleting CT), policy issuing action cannot be performed. (The menu related to policy issuing cannot be selected.)

In V13 or later, policy issuing can be executed by executing [Updating configuration] operation in the [Tool Settings] menu.

For details about this operation, refer to "Create Through Management Console" of *User's Guide for Administrator*.

Other modifications

- The display method of subnet mask has been modified.
- The name of the "Refresh" menu to be known by function has been modified.
- The list of service name arranged and displayed by service name has been modified.
- The selected Root directory during the first startup has been modified.

2.5 Log Viewer

Incompatibility when transferring from V13.3.0 or earlier

Because it has been modified as Web Console, there is no need to install.

Incompatibility when transferring from V13.2.1 or earlier

Conditions for search

Modify the conditions for search of [Applied Policy]

| V13.2.1 or Earlier | V13.3.0 or Later |
|---|--|
| <ul style="list-style-type: none"> - [All] Search target is all Clients (CT). - [CT] Search target is Clients (CT) which has been applied CT policy. - [Group] Search target is Clients (CT) which has been applied CT group policy. | <ul style="list-style-type: none"> - [Conditions] selected when taken as conditions for search. The following items can be selected. - [CT] Search target is Clients (CT) which has been applied CT policy. - [Group] Search target is Clients (CT) which has been applied CT group policy. |

Remarks

When it is backed up with the format of Log Viewer, item content of Remarks will be modified.

Display linkage application log

Cancel the setting that the linkage application log is not displayed in the drop-down menu for selecting log type.

Even if this has been set previously, the linkage application log will be displayed during version updating.

Incompatibility when transferring from V13.0.0 or earlier

The following terms are modified.

| V13.0.0 or Earlier | V13.2.0 or Later |
|--------------------|------------------|
| Image | Additional |

Incompatibility when transferring from V12

Operation log

- Drive type

As the judgment that a hardware device can be popped up is modified, the drive type of "File Export Log", "Device Configuration Change Log" and "File Operation Log" will also be modified.

- Add item of log list

Add [Additional] to item of log list of Log Viewer. According to this item, whether there is attached data can be confirmed. Also, as the item is added, CSV output result of log list will also be modified.

2.6 Client (CT)

Communication between Management Server/Master Management Server and Client (CT)

Incompatibility when transferring from V15.0.0A or earlier

Name resolution of the Management Server/Master Management Server must be done for the Client. If name resolution fails, then communication cannot be established between the Management Server/Master Management Server and the Client (CT).

Incompatibility when transferring from V14.3.1 or earlier

The communication between the Management Server/Master Management Server and the Client (CT) is encrypted. The unencrypted communication, such as the one with the client (CT) for which the communication-related encryption corrections have not been applied, is partly restricted.

Refer to "[Communication between Management Server/Master Management Server and Client \(CT\)](#)" in "2.3 Management Server" for details.

Online manual

Incompatibility when transferring from V14.3.1 or earlier

If the Management Server/Management Console and the Client operate together on Windows 8.1 and Windows Server 2012, then they share only one shortcut to the online manual.

Apply Policy

Incompatibility when transferring from V13.3.0 or earlier

Modify the action of applying policy.

| V13.3.0 or Earlier | V14.0.0 or Later |
|--|--|
| In the environment of Windows Vista and Windows Server 2008, if the user policy exists in the domain group after local logon with domain participation status, this policy is applied. | Under the same condition, user policy of a domain group is not viewed. Only the user policy of a Local group is viewed. (Same as the user policy of the previous OS (Windows 2000 series OS, Windows XP, Windows Server 2003)) |

PC Sleep Log and PC Restoration Log

Incompatibility when transferring from V13.3.0 or earlier

Modify the user ID of PC sleep log and PC restoration log.

| V13.3.0 or Earlier | V14.0.0 or Later |
|--|--|
| Record log with the user ID that logs onto the Console actively. (When user logon to Console does not exist, fixed as "SYSTEM") | Record with the fixed user ID of "SYSTEM" usually. |

File Export Utility

Incompatibility when upgrading from V15.1.3 or earlier

When exporting files to DVD/CD, the default value of the file system has been changed as below.

| V15.1.3 or Earlier | V15.2.0 or Later |
|-----------------------------------|---|
| The file system is fixed as CDFS. | The file system can be selected from UDF, UDF Bridge, or CDFS. The default is UDF. |

Incompatibility when transferring from V15.0 or earlier

If the system is upgraded with the USB Device Individual Identification Function enabled, then the CD/DVD devices are also covered under Individual Identification in V15.1.0. Thus, you cannot use the File Export Utility for writing to CDs/DVDs until you register the CD/DVD devices as the allowed devices. If you have enabled the USB Device Individual Identification Function to use DVD/CD devices, then you need to first register the DVD/CD drive as the allowed devices. You cannot write to the non-USB connected CD/DVD drives because such drives cannot be registered as allowed devices.

Incompatibility when transferring from V14.1.0 or earlier

When the file path of the export source is the network drive with drive letter, the export source file path described by UNC is displayed.

Incompatibility when transferring from V12

- Cannot start File Export Utility of multiple Clients simultaneously.
- According to the export log when performing "Specify Folder" in File Export Utility, the full path of the file name is output.

- Through the Management Console, select [Displayed as Removable Export Target Only] in the selection dialog box of the export target. Then removable hard disks such as USB, IEEE1394 and PCMCIA connection will also be the displayed target.

Incompatibility when transferring from new OS

When using a new OS (Windows 8.1, Windows Server 2012 or later), the initial display folder changes from Desktop to My Computer when **Add file** or **View Export Target** is selected.

If you want to set CD/DVD read prohibition in Windows 8.1 or later client OS, the same settings may be accidentally applied to the File Export Utility. In such cases, first close and then restart the File Export Utility.

Incompatibility related to operation log and the output CSV file

Incompatibility when transferring from V15.1.2 or earlier

Web operation log, Web upload/download prohibition, URL access prohibition

If the local proxy method is selected as the web communication monitoring method, the following incompatibilities exist:

- The file names output to the download log of Internet Explorer do not include the full path, only the file name.
- The application name output to the upload/download log, access prohibition, and upload/download prohibition log of Internet Explorer has been changed from "iexplore.exe" to "Internet Explorer".
- When using upload/download prohibition or URL access prohibition, the browser can no longer be forcibly exited, or tabs can no longer be closed.

Incompatibility when transferring from V14.1.0 or earlier

File export log

When the file path of export source and target is the network drive with drive letter, the acquisition log must be described through UNC.

File operation log

When the file path of export source and target is the network drive with drive letter, the acquisition log must be described through UNC.

Incompatibility when transferring from V12

Type of drive

As the judgment that hardware device can be popped up is modified, the drive type of "File Export Log", "Device Configuration Change Log" and "File Operation Log" will also be modified.

Add item of log list

Add [Additional] to item of log list of the Log Viewer. According to this item, whether there is attached data can be confirmed. Also, as the item is added, CSV output result of the log list will also be modified.

2.7 Port Number

Modify the initial value of the port number as follows.

Incompatibility when starting transfer from V15.0.1B or earlier

| | V15.0.1B or Earlier | V15.1.0 or Later |
|---|---------------------|------------------|
| [Management Server <--> Relay Server] | 42050 | - |
| [Management Server<-->Operation Database] | - | 42050 |
| [Management Server <--> Log Viewing Database] | - | 42051 |

Incompatibility when starting transfer from V13.3.0 or earlier

| | V13.3.0 or Earlier | V14.0.0 or Later |
|---|--------------------|------------------|
| [Management Console <--> Level Control Service] | 10004 | 10015 |
| [Log Viewer <--> Level Control Service] | 10002 | 10022 |

| | V13.3.0 or Earlier | V14.0.0 or Later |
|--|--------------------|------------------|
| [Level Control Service ->Server Service] | 10006 | 10017 |

2.8 Status Window

The following table shows the item names displayed on the Status window of Web Console in different versions:

| V14.1.0 or Earlier | V14.1.0A to V14.3.1 | V15.0.0 or Later |
|--|--|---|
| A PC that uses prohibited USB devices | A PC that prevents the user from using prohibited USB memories | To V15.1.2: Same as left V15.1.3 or later: PCs that blocked the use of prohibited device |
| A PC that uses a prohibited user ID | A PC that prevents the user from using prohibited account groups | Same as left |
| A PC that uses a prohibited application | A PC that prevents the user from using prohibited applications | A device that prevents the user from using prohibited applications (*1) |
| A PC that has violated printing-related prohibitions | A PC that prevents the user from violating printing-related prohibitions | Same as left |
| A PC from which a prohibited mail attachment has been sent | A PC that prevents a user from sending prohibited mail attachments | Same as left |

*1: Now, in addition to the information on PC, smart device information is also displayed.

These items are not displayed on the Status window as default items. If the items are displayed, perform the settings described in "Prepare for Using Status window" of *User's Guide for Administrator*.

2.9 Default Policy Values

The default policy values have changed from V15.0.0. When changing to the new version by fresh installation or freshly creating a database without restoring the management information and then starting the system operations, refer to "Perform Terminal Initial Settings" of *User's Guide for Administrator* to set the values before migration. However, the default values do not change if you restore the management information and then start the system operations.

2.10 About Language Display

About language display

When Systemwalker Desktop Keeper is upgraded in V15.1.0 from V13.2.0 or V14.2.0, Chinese display is changed to English display.

2.11 Operating Environment

Operating system not supported

The operating systems below are not supported from V15.2.0:

- Management Console
 - Windows Vista(R) Business Service Pack 2
 - Windows Vista(R) Enterprise Service Pack 2

- Windows Vista(R) Ultimate Service Pack 2
- Windows(R) 8 Pro
- Windows(R) 8 Enterprise
- Client (CT)
 - Windows Vista(R) Home Basic Service Pack 2
 - Windows Vista(R) Home Premium Service Pack 2
 - Windows Vista(R) Business Service Pack 2
 - Windows Vista(R) Enterprise Service Pack 2
 - Windows Vista(R) Ultimate Service Pack 2
 - Windows(R) 8
 - Windows(R) 8 Pro
 - Windows(R) 8 Enterprise
- Smart device (agent)
 - Android 3.0 - 4.3
 - iOS 5.0 - 5.1.1
- Report Output Tool
 - Windows Vista(R) Business Service Pack 2
 - Windows Vista(R) Enterprise Service Pack 2
 - Windows Vista(R) Ultimate Service Pack 2
 - Windows(R) 8 Pro
 - Windows(R) 8 Enterprise

Virtual environment

The virtual environments below are not supported from V15.2.0:

- If operating Management Server/Master Management Server
 - VMware vSphere 4
- Client (CT)
 - VMware vSphere 4
 - Citrix XenDesktop 4.0

Software

The software below is not supported from V15.2.0:

- Microsoft Office 2003
- Microsoft Office 2007

2.12 Files

The logs below have been added as backup target of DailySch2.bat from V15.2.0:

- E-mail receiving log
- Environment change log

2.13 Messages

The messages below have been changed from V15.2.0.

- Messages that are output to the application event log
 - Event ID 1105

E-mail receiving logs and environment change logs have been added to the variable information.

2.14 Commands

The command below has been changed from 15.2.0.

- DTKLG1T.EXE (individual output of referrer logs)

The computer name, CTID, IP address, MAC address, and image data information will no longer be output by default.

2.15 Logs

The logs below have been changed from V15.2.0.

- File operation log, file export log

The size of files exceeding 2 GB was previously uniformly output as 2,147,483,647, however, the accurate file size is now output. As a result, it is no longer possible to search for files exceeding 2 GB using the keyword "2147483647" in Log Viewer.

Chapter 3 Upgrade

This chapter provides information on upgrade of Systemwalker Desktop Keeper.

Table 3.1 Upgrade between 32-bit and 64-bit products

| Version before upgrade | Version after upgrade | |
|------------------------|-----------------------|----------------|
| | 64-bit product | 32-bit product |
| 64-bit product | Y | N |
| 32-bit product | N | Y |

Y: Can be upgraded

C: Can be upgraded (conditional)

N: Cannot be upgraded

Table 3.2 Upgrade from previous versions

| Version before upgrade | | Version after upgrade |
|--|----------|-----------------------|
| | | V15.2.0 |
| Systemwalker Desktop Keeper | V15.1.3 | Y ^(*) |
| | V15.1.2 | Y ^(*) |
| | V15.1.1 | Y ^(*) |
| | V15.1.0 | Y ^(*) |
| | V14.2.0 | Y ^(*) |
| Systemwalker Desktop Keeper Standard Edition | V13.2.0 | N |
| | V13.0.0 | N |
| | V12.0L20 | N |

Y: Can be upgraded

C: Can be upgraded (conditional)

N: Cannot be upgraded

*1: The Log Analyzer Server of the previous version must be uninstalled before installing a new one. Refer to "Upgrading" in the *Installation Guide* for details on the upgrade procedure.