Release Note

Release Information

Product Platform: **Windows**
Product Version: **8.4**
Date: **26 August 2024**

Windows 8.4

Introduction

Admin By Request for Windows 8.4 includes support for the new "Secure Remote Access" product, as well as significant improvements to two tray tool applets - Uninstall Programs and Network Adapter Settings.

The *Break Glass* feature now takes effect instantly once initiated from the portal, meaning there is no longer a requirement to reboot. Also instant are remote diagnostics and removing local admin accounts.

Finally, elevation approval requests are shown in real-time on endpoints, meaning users do not have to continually monitor emails for notification of approval.

In this document

Refer to the Admin By Request Documentation Center for full details on these new features or any other aspect of Admin By Request.

Prerequisites

Organizations wishing to use endpoint clients running Admin By Request for Secure Remote Access Windows 8.4 need the following:

- Access to the portal at **https://www.adminbyrequest.com/Login**
- Admin By Request for **Windows 8.4.0+** on each client
- Admin By Request API - port **443** for the following:
  - **104.45.17.196** (if your data is located in Europe)
  - **137.117.73.20** (if your data is located in the USA)
  - **api.adminbyrequest.com**
  - **api1.adminbyrequest.com**
  - **api2.adminbyrequest.com**
  - **macapi1.adminbyrequest.com**
  - **macapi2.adminbyrequest.com**
- MQTT broker connectivity - port **8883** for the following:
  - **FastTrackHubEU1.azure-devices.net**
  - **FastTrackHubUS1.azure-devices.net**
- For Secure Remote Access, RDP needs to be enabled on port **3389** on the device

Introducing Remote Support

Remote Support is a feature of "Secure Remote Access", the refreshed and enhanced product previously called "Remote Access".

There are three features (i.e. components) to Secure Remote Access - *Unattended Access*, *Vendor Access* and *Remote Support*:

Unattended Access
MFA-based unattended remote of workstations, servers, firewalls and other devices using a only browser.

Vendor Access
Give external staff audited remote access to a subset of your devices using a only browser at access.work.

Remote Support
Fully audited bi-directional video recorded screen sharing initiated either by the end user or HelpDesk.

Admin By Request for Windows 8.4 provides support for the *Remote Support* component, which allows portal admins to establish a connection to an endpoint, initiated either by the admin from the portal or by the user at the endpoint.

Once connected, the session can be controlled in two ways:

1. By either party, simply by using mouse and/or keyboard
2. By the user only, with the admin effectively watching in "view-only" mode

The session is fully audited and can also be recorded for later playback.

For more details about *Remote Support*, as well as information about the *Unattended Access* and *Vendor Access* features, refer to document **Secure Remote Access: IT Admin Guide**.
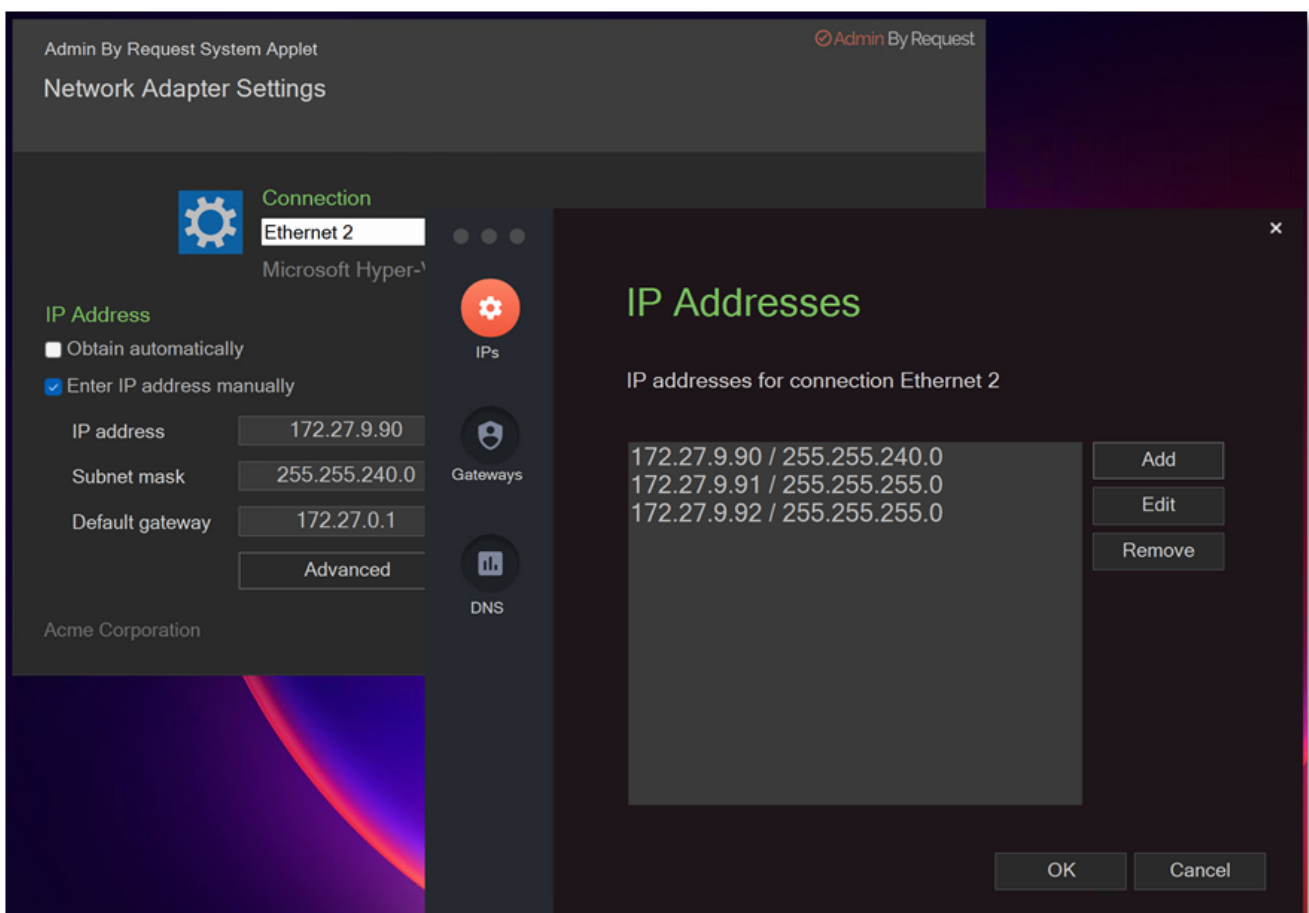
Improved tray tools applets

Uninstall Program

The pre-approval for uninstalls is now added to this applet.

Network Adapter Settings

Each network interface now includes a "details" view, with support for multiple IP addresses, gateways and DNS entries:

Refer to section *Using Tray Tools* in chapter "The Windows Client User Interface" of document **Windows Client: IT Admin Guide** for more information.

Instant Break Glass accounts

The *Break Glass* feature now takes effect instantly once initiated from the portal, meaning there is no longer a requirement to reboot (particularly useful for servers). Endpoints making use of this feature must be able to contact the MQTT broker mentioned in the "Prerequisites" on the previous page.

Refer to section *Setting-up a Break Glass Account* in chapter "The Windows Client User Interface" of document **Windows Client: IT Admin Guide** for more information.

Instant Remote Diagnostics and Local Admin Clean-up

In the same way as for *Break Glass*, *Remote Diagnostics* and *Local Admin Clean-up* take effect instantly, provided the target endpoints can contact the MQTT broker.

Refer to chapter "Portal Administration for Windows" of document **Windows Client: IT Admin Guide** for more information.

Real-time approval requests

Elevation approval requests from users already "long poll" the Admin By Request API when the endpoint knows it's waiting for approval. However, this could still mean a wait of up to several minutes, depending on network traffic.

With Windows 8.4, approval requests are now shown in real-time on endpoints (for those able to contact the MQTT broker), meaning approval is effectively instant and users no longer have to monitor emails for approval notification.

Refer to chapter "Portal Administration for Windows" of document **Windows Client: IT Admin Guide** for more information.

How does the Update Process work?

Admin By Request software updates are deployed using our Auto-Update process. However, when we release a new version we do not deploy it right away to all customers via auto-update. This is simply to mitigate any issues that arise after beta testing.

Our rule-of-thumb is to activate auto-update of new releases within 4 - 8 weeks of release, but this is subject to change, depending on feedback and any potential issues that might arise.

Contact us if you wish to receive the latest version right now. You can also raise a support ticket requesting the latest update.

You can also visit the Download Archive for previous versions of Admin By Request.