



**TECHDOCS**

# Terminal Server (TS) Agent Release Notes

Release 10.0 (EoL)

---

## Contact Information

Corporate Headquarters:

Palo Alto Networks

3000 Tannery Way

Santa Clara, CA 95054

[www.paloaltonetworks.com/company/contact-support](http://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 [docs.paloaltonetworks.com](https://docs.paloaltonetworks.com).
- To search for a specific topic, go to our search page [docs.paloaltonetworks.com/search.html](https://docs.paloaltonetworks.com/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](mailto:documentation@paloaltonetworks.com).

## Copyright

Palo Alto Networks, Inc.

[www.paloaltonetworks.com](http://www.paloaltonetworks.com)

© 2020-2022 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](https://www.paloaltonetworks.com/company/trademarks.html). All other marks mentioned herein may be trademarks of their respective companies.

## Last Revised

July 16, 2022

---

# Table of Contents

<b>Terminal Server (TS) Agent 10.0 Release Information.....</b>	<b>5</b>
Features Introduced in TS Agent 10.0.....	6
Features Introduced in TS Agent 10.0.5.....	6
Features Introduced in TS Agent 10.0.4.....	6
Features Introduced in TS Agent 10.0.3.....	6
Features Introduced in TS Agent 10.0.2.....	6
Features Introduced in TS Agent 10.0.1.....	6
Features Introduced in TS Agent 10.0.0.....	7
Changes to Default Behavior.....	8
System Requirements.....	9
Operating System (OS) Compatibility.....	10
Known Issues in TS Agent 10.0.....	11
Terminal Server (TS) Agent 10.0 Addressed Issues.....	12
TS Agent 10.0.5 Addressed Issues.....	12
TS Agent 10.0.4 Addressed Issues.....	12
TS Agent 10.0.3 Addressed Issues.....	12
TS Agent 10.0.2 Addressed Issues.....	13
TS Agent 10.0.1 Addressed Issues.....	13
TS Agent 10.0.0 Addressed Issues.....	13
<b>Getting Help.....</b>	<b>15</b>
Related Documentation.....	16
Requesting Support.....	17



# Terminal Server (TS) Agent 10.0 Release Information

**Revision Date:** March 31, 2022

Review important information about Palo Alto Networks Terminal Server (TS) agent software, including new features introduced, workarounds for open issues, and issues that are addressed in TS agent 10.0 release.

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

- [Features Introduced in TS Agent 10.0](#)
- [Changes to Default Behavior](#)
- [System Requirements](#)
- [Operating System \(OS\) Compatibility](#)
- [Known Issues in TS Agent 10.0](#)
- [Terminal Server \(TS\) Agent 10.0 Addressed Issues](#)
- [Getting Help](#)

## Features Introduced in TS Agent 10.0

The Terminal Server (TS) Agent 10.0 release includes the following new features.

- [Features Introduced in TS Agent 10.0.5](#)
- [Features Introduced in TS Agent 10.0.4](#)
- [Features Introduced in TS Agent 10.0.3](#)
- [Features Introduced in TS Agent 10.0.2](#)
- [Features Introduced in TS Agent 10.0.1](#)
- [Features Introduced in TS Agent 10.0.0](#)

## Features Introduced in TS Agent 10.0.5

The Terminal Server (TS) agent 10.0.5 release has no new features. The TS agent 10.0.5 release was created to keep release numbering in sync with the User-ID agent 10.0.5 release.

## Features Introduced in TS Agent 10.0.4

The Terminal Server (TS) agent 10.0.4 release has no new features. The TS agent (and User-ID agent) 10.0.4 releases were created to keep release numbering in sync with the PAN-OS 10.0.0 feature release.

## Features Introduced in TS Agent 10.0.3

The following feature is introduced in TS agent 10.0.3.

New Feature	Description
<b>Agent Host Secondary Account Security Requirements</b>	If you log in to the TS agent host with a different administrator account than the one that was used to install the TS agent, you must enter the password to decrypt the private key of the certificate that the TS agent uses to connect to the TS agent service, which is stored in the credential store of the administrator account that installed the TS agent.

## Features Introduced in TS Agent 10.0.2

The Terminal Server (TS) agent 10.0.2 release has no new features. The TS agent (and User-ID agent) 10.0.2 releases were created to keep release numbering in sync with the PAN-OS 10.0.0 feature release.

## Features Introduced in TS Agent 10.0.1

The following feature is introduced in TS agent 10.0.1.

New Feature	Description
<b>Windows 10 Enterprise Multi-session</b>	You can now install the TS agent on the Windows 10 Enterprise Multi-session operating system.

## Features Introduced in TS Agent 10.0.0

The Terminal Server (TS) agent 10.0.0 release has no new features. The TS agent (and User-ID agent) 10.0.0 releases were created to keep release numbering in sync with the PAN-OS 10.0.0 feature release.

## Changes to Default Behavior

The Terminal Server (TS) Agent 10.0 release has no changes to default behavior.



## System Requirements

The system where you install Terminal Server (TS) agent 10.0 has the following minimum requirements:

- **CPU**—4 cores
- **Hard disk space**—10MB
- **Memory**—4GB RAM

## Operating System (OS) Compatibility

The Terminal Server (TS) agent is compatible with PAN-OS® 10.0 and earlier PAN-OS releases that Palo Alto Networks still supports. To see [where you can install TS agents](#), refer to the Terminal Server (TS) agent compatibility information in the [Palo Alto Networks Compatibility Matrix](#).

## Known Issues in TS Agent 10.0

There are no known issues associated with the Terminal Server agent 10.0 release.



*For recent updates to known issues for a given PAN-OS release, refer to <https://live.paloaltonetworks.com/t5/Integration-Articles/Critical-Issues-Addressed-in-PAN-OS-Releases/ta-p/52882>.*

## Terminal Server (TS) Agent 10.0 Addressed Issues

The following table lists any issues that are fixed in TS agent 10.0 releases. For new features, associated software versions, known issues, or changes in default behavior, see [Terminal Server \(TS\) Agent 10.0 Release Information](#).

- [TS Agent 10.0.5 Addressed Issues](#)
- [TS Agent 10.0.4 Addressed Issues](#)
- [TS Agent 10.0.3 Addressed Issues](#)
- [TS Agent 10.0.2 Addressed Issues](#)
- [TS Agent 10.0.1 Addressed Issues](#)
- [TS Agent 10.0.0 Addressed Issues](#)



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

### TS Agent 10.0.5 Addressed Issues

The TS agent 10.0.5 release has no updates or addressed issues. The TS agent 10.0.5 release was provided to maintain parity with User-ID™ agent 10.0.5 releases.

### TS Agent 10.0.4 Addressed Issues

Issue	Description
<b>WINAGENT-722</b>	Fixed an issue where the TS agent did not receive user logoff events, which caused the agent to intermittently map some users incorrectly.

### TS Agent 10.0.3 Addressed Issues

Issue	Description
<b>WINAGENT-711</b>	Fixed an issue where if the Terminal Services (TS) agent was used with other antivirus software, unexpected behavior occurred in other applications when the server was restarted.

## TS Agent 10.0.2 Addressed Issues

Issue	Description
<b>WINAGENT-637</b>	Fixed an issue where a FIPS-CC mode firewall was unable to establish a connection to the Terminal Server (TS) agent.

## TS Agent 10.0.1 Addressed Issues

Issue	Description
<b>WINAGENT-638</b>	(Citrix PVS only) Fixed an issue where during failover, the Terminal Server (TS) agent host became unresponsive during restart and needed to be restarted manually even when the <b>Detach agent driver at shutdown</b> option was enabled.

## TS Agent 10.0.0 Addressed Issues

This TS agent 10.0.0 release has no updates or addressed issues. The TS agent 10.0.0 release was provided to maintain parity with User-ID™ agent 10.0.0 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® 10.0 documentation on the [Technical Documentation portal](#) at [docs.paloaltonetworks.com](https://docs.paloaltonetworks.com) for more information about the Palo Alto Networks next-generation firewalls:

- [User-ID Agent Release Notes](#)—Provides additional release notes, system requirements, new features, changes to default behavior, addressed issues, and known issues for the User-ID agent.
- [PAN-OS 10.0 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 10.0 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 [on which operating systems you can install the TS agent](#).



## Requesting Support

To contact support, view information on support programs, manage your account or appliances, or open a support case, refer to <https://www.paloaltonetworks.com/support/tabs/overview.html>.

For the most current PAN-OS® and Panorama™ 10.0 release notes, go to <https://docs.paloaltonetworks.com/pan-os/10-0/pan-os-release-notes.html>.

To provide feedback on the documentation, please write to us at: [documentation@paloaltonetworks.com](mailto:documentation@paloaltonetworks.com).

