



TECHDOCS

User-ID™ Agent Release Notes

11.0

Contact Information

Corporate Headquarters:

Palo Alto Networks

3000 Tannery Way

Santa Clara, CA 95054

www.paloaltonetworks.com/company/contact-support

About the Documentation

- For the most recent version of this guide or for access to related documentation, visit the Technical Documentation portal docs.paloaltonetworks.com.
- To search for a specific topic, go to our search page 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.

Copyright

Palo Alto Networks, Inc.

www.paloaltonetworks.com

© 2022-2024 Palo Alto Networks, Inc. Palo Alto Networks is a registered trademark of Palo Alto Networks. A list of our trademarks can be found at www.paloaltonetworks.com/company/trademarks.html. All other marks mentioned herein may be trademarks of their respective companies.

Last Revised

November 17, 2024

Table of Contents

User-ID Agent 11.0 Release Information.....	5
Features Introduced in User-ID Agent 11.0.....	6
Features Introduced in User-ID Agent 11.0.1.....	6
Features Introduced in User-ID Agent 11.0.0.....	6
Changes to Default Behavior.....	7
System Requirements.....	8
Operating System (OS) Compatibility.....	9
Known Issues in User-ID Agent 11.0.....	10
User-ID Agent 11.0 Addressed Issues.....	11
User-ID 11.0.1 Addressed Issues.....	11
User-ID 11.0.0 Addressed Issues.....	11
Getting Help.....	13
Related Documentation.....	14
Requesting Support.....	15

User-ID Agent 11.0 Release Information

Revision Date: January 8, 2024

Review important information about Palo Alto Networks Windows-based User-ID™ agent software, including new features introduced, workarounds for open issues, and issues that are addressed in the User-ID agent 11.0 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 User-ID Agent 11.0](#)
- [Changes to Default Behavior](#)
- [System Requirements](#)
- [Operating System \(OS\) Compatibility](#)
- [Known Issues in User-ID Agent 11.0](#)
- [User-ID Agent 11.0 Addressed Issues](#)
- [Getting Help](#)

Features Introduced in User-ID Agent 11.0

The following tables list any features that are new in User-ID agent 11.0 releases.

- [Features Introduced in User-ID Agent 11.0.1](#)
- [Features Introduced in User-ID Agent 11.0.0](#)

Features Introduced in User-ID Agent 11.0.1

The User-ID™ agent 11.0.1 release has no new features. The User-ID agent (and Terminal Server agent) 11.0 releases were created to keep release numbering in sync with the PAN-OS 11.0 feature releases.

Features Introduced in User-ID Agent 11.0.0

The User-ID Agent 11.0 release includes the following new features.

New Feature	Description
Windows Server 2022	You can now install the User-ID agent on the Windows Server 2022 operating system.

Changes to Default Behavior

The Windows User-ID Agent 11.0 releases have no changes in default behavior.

System Requirements

The system where you install the Windows-based User-ID™ agent 11.0 release has the following minimum requirements:

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

Operating System (OS) Compatibility

Install the Windows-based User-ID™ agent 11.0 release on a host computer that is running a supported OS version and then connect the User-ID agent to a directory server that is also running a supported OS version to enable the agent to monitor and obtain IP address-to-username mapping information.

The User-ID agent is compatible with PAN-OS® 11.0 and earlier PAN-OS releases that Palo Alto Networks® still supports. To see [where you can install the User-ID agent](#) and [which servers it can monitor](#), see additional compatibility information in the [Palo Alto Networks Compatibility Matrix](#).

Known Issues in User-ID Agent 11.0

There are no known issues associated with the Windows-based User-ID™ agent 11.0 release.



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

User-ID Agent 11.0 Addressed Issues

The following tables list any issues that are fixed in User-ID agent 11.0 releases.

- [User-ID 11.0.1 Addressed Issues](#)
- [User-ID 11.0.0 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>.

User-ID 11.0.1 Addressed Issues

Issue	Description
WINAGENT-890	Fixed an issue where the User-ID agent and TS agent certificates were set to expire on November 18, 2024. With this fix, the expiration date has been extended to January 2032.
WINAGENT-886	Fixed an issue where if the Active Directory (AD) object contained unsupported characters, the Credential Service stopped unexpectedly.

User-ID 11.0.0 Addressed Issues

Issue	Description
WINAGENT-865	Fixed an issue where a Cortex XDR alert was incorrectly issued for the Windows User-ID agent Credential Service.
WINAGENT-851	Fixed an issue where the credential service was able to retrieve the list of users but was unable to retrieve credentials from the following agent hosts: <ul style="list-style-type: none"> • Windows Server 2012 • Windows Server 2012 R2 • Windows Server 2016

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® 11.0 documentation on the [Technical Documentation portal](#) at docs.paloaltonetworks.com for more information about the Palo Alto Networks® next-generation firewalls:

- [Terminal Services Agent Release Notes](#)—Provides additional release notes, system requirements, new features, changes in default behavior, addressed issues, and known issues for the Terminal Services (TS) agent.
- [PAN-OS 11.0 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 11.0 Web Interface Reference Guide](#)—Describes how to administer the Palo Alto Networks firewall using the web interface. The guide is intended for system administrators responsible for deploying, operating, and maintaining the firewall.
- [Palo Alto Networks Compatibility Matrix](#)—Provides operating system and other compatibility information for Palo Alto Networks next-generation firewalls, appliances, and agents, including [where you can install the User-ID™ agent](#) and [which servers it can monitor](#).

Requesting Support

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™ 11.0 release notes, go to <https://docs.paloaltonetworks.com/pan-os/11-0/pan-os-release-notes.html>.

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

