

NETOP™

RemoteControl

Secure Remote Management and Support

Release Notes

Product/version/build:

Remote Control 11.7 (2014240)

ActiveX Guest 11.7 (2014240)

Mac Guest & Host 11.7 (2014239)

Shipping date:

3rd of September 2014

Introduction

These release notes contain information relating to a new version of Netop Remote Control, including the ActiveX Guest (nguestx.ocx). Version 11.7 introduces integration for WebConnect 2.0.

In order to use Netop Remote Control 11.7, new license keys are required. Customers who have a valid Netop Advantage annual support and upgrade agreement are eligible to upgrade to the new version at no additional cost and should receive their upgrade license keys shortly after the public release date.

If you have questions about your license or wish to purchase an upgrade to Netop Remote Control 11.7, please contact **Netop Customer Service** or your local **Netop Partner** for more information.

WebConnect 2.0 integration

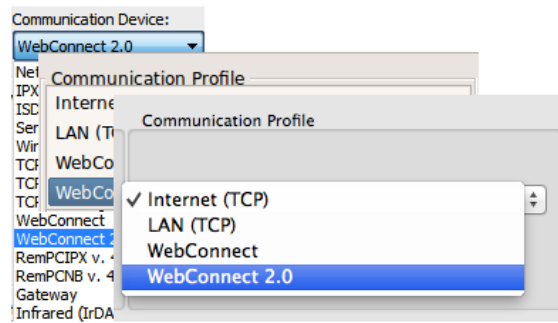
WebConnect is a connection service that allows service teams to reach any machine across the Internet, even on unmanaged networks. For more information on the WebConnect 2.0 release, [read more](#).

Netop Remote Control 11.7 comes with the integration to WebConnect 2.0.

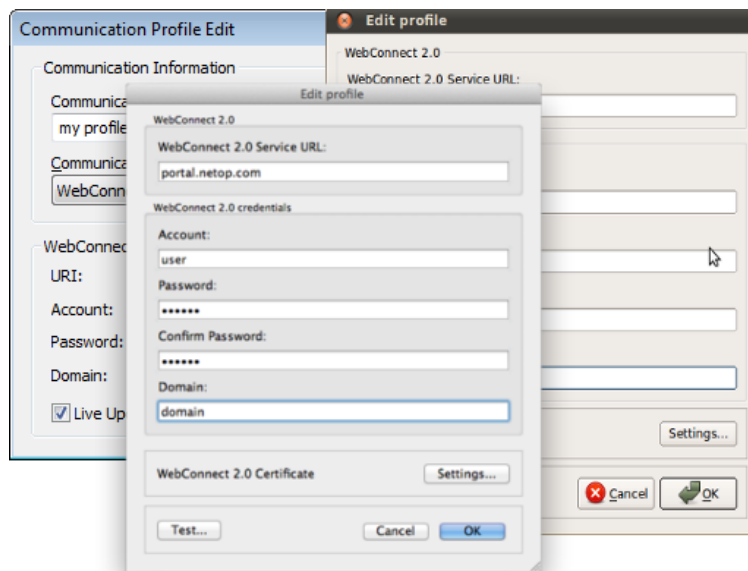
Components that are integrated:

- Guest
- Host
- Security Server
- Name server

Configuration in the supported components is done by using the communication profiles. A new communication device has been added, called WebConnect 2.0.



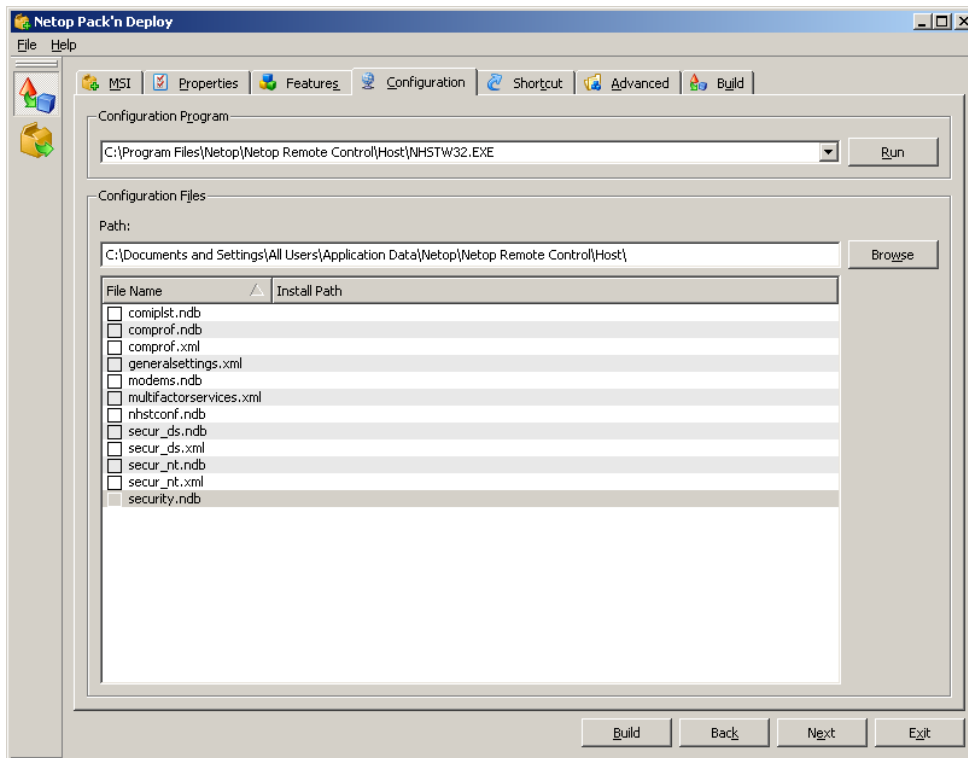
Required information for configuring the communication profile using WebConnect 2.0 consists of the URI and the credentials



A Live Update option is provided for the Guest, allowing the supporter to get a real time update of the availability of the Hosts.

Pack'n'Deploy

This release also provides an update to the Netop Pack'n Deploy. It has been extended to support the new settings on the Host side that are saved as XML files.



Linux & Mac components

Performance

This release comes with improved performance and reliability for Remote Control and File Transfer. This applies especially to low-bandwidth and/or high latency situations.

Watchdog

The Host running on Linux comes with an extended watchdog. It improves connectivity to the existing WebConnect by continuously monitoring the connection of the Host to the WebConnect service. If for some reason the Host is not connected anymore to WebConnect, the Host will be restarted. This way the Host should not be offline for more than a minute at any time.

Extended configuration

The Linux & Mac components now support the Netop.ini configuration file. Most of the configurations available on Windows are also available on the Linux operating system. More information is available [here](#).

Extended Ubuntu support

Ubuntu 12.04 is now supported

Defects resolved

- In some situations recording is not working properly. It is displaying some black tiles.
- Black tiles appear on the remote control screen in some specific configurations.
- When the phone book has over 1500 entries, the Guest might freeze or even crash when pressing key "A".
Support case ref: 00080480
- Sometimes the text messages sent by Microsoft Azure were not being sent due to incorrect country code prefix.
- Logging on Netop Security Server as log server doesn't work if "Connection" events are not selected.
Support case ref: 00093987