

NETOP™

RemoteControl

Secure Remote Management and Support

Modification Notes

Product/version/build:

Windows – version 12.51 (2016308)

Mac & Linux – version 12.51 (2016322)

ActiveX Guest – version 12.51 (2016313)

Shipping date:

18 of November 2016

Introduction

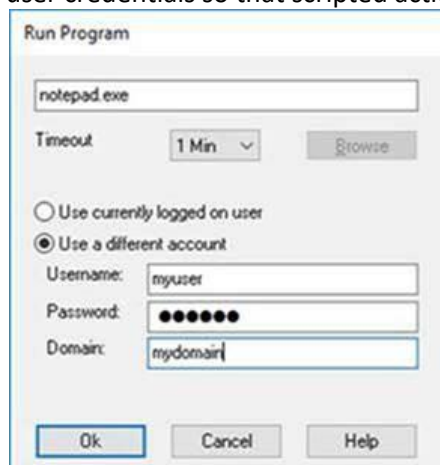
These modification notes contain information relating to a maintenance release of Netop Remote Control 12.50. Where applicable, the support case reference numbers are displayed below.

As a maintenance release, version 12.51 is free for customers who already have a valid 12.50 license. To read more about what's new in Netop Remote Control version 12.50, please refer to the Release Notes at www.netop.com.

If you have questions about your license or wish to purchase an upgrade to Netop Remote Control 12.50, please contact **Netop Customer Service** or your local **Netop Partner** for more information.

Elevation support for running remote scripts from a Guest

With the release of version 12.51, the Windows based Guest now includes the option of running scheduled scripts with elevated user privileges. When creating the script, the user has the option of selecting a different user account and entering the appropriate user credentials so that scripted actions will use the different user.



The screenshot shows a 'Run Program' dialog box. The 'Program' field contains 'notepad.exe'. Below it, the 'Timeout' is set to '1 Min' with a 'Browse' button. There are two radio buttons: 'Use currently logged on user' (unselected) and 'Use a different account' (selected). Under 'Use a different account', there are three text boxes: 'Username:' with 'myuser', 'Password:' with masked characters, and 'Domain:' with 'mydomain'. At the bottom are 'Ok', 'Cancel', and 'Help' buttons.

User credentials within the script are encrypted to prevent unintended disclosure of sensitive information. Additional information on creating and running scripts is available in the Netop Remote Control Users Guide available at www.netop.com.

URI options expanded

Netop Remote Control's URI protocol has been expanded to include "Get Inventory" as an operation that can be specified using a uniform resource identifier (URI) on the Windows platform. Furthermore, #direct is now supported as a command for both Windows and Linux platforms to select a communication profile

The syntax of the URI is:

scheme: // [**host**] / [**path**] # [**fragment**]

/inventory when the inventory command is entered as the **path** for a URI, the Guest is directed to open, connect to the specified **Host** and then generate an inventory of the **Host** computer hardware and software. If no **path** is specified, the default operation initiated will be a remote control session.

#direct when the #direct command is entered as the **fragment** for a URI, the Guest is directed to open, connect to the specified **Host**, begin the action specified by the **path** (remote control, file transfer, inventory), and use the first communication profile from the list of communication profiles on the Guest, containing a TCP/IP (TCP) communication device. If no **fragment** is specified, the default communication profile selected for the session will be "Portal".

A correctly formatted URI using both new elements will look as follows:

nrc://[hostip or hostname]/inventory#direct

For more information about creating and using a custom URI with Netop Remote Control, please refer to the Netop Remote Control Administrators Guide located at www.netop.com.

Operating System Support

With the release of 12.51, the list of supported operating systems for Netop Remote Control has been expanded to include:

Mac

- OS X 10.12 Sierra

Linux

- Ubuntu 16.04
- Red Hat Enterprise Linux 7
- SUSE Linux Enterprise Server 12

For a full list of the supported operating systems please refer to the Netop knowledgebase at: <http://kb.netop.com>.

Multi-monitor support for Linux Hosts

When connecting from a Windows based Guest to a Linux based Host (including the Toshiba 4690 operating system), the multi-monitor option is now available.



Radius Authentication for Linux & Mac Hosts

Support for authentication against RADIUS (Remote Authentication Dial In User Service) environments was included with version 11 of the Netop Remote Control Security Server. With the release of Netop Remote Control 12.51 that support has been extended to Linux and Mac Hosts.

To take advantage of the RADIUS authentication options, **Security server authentication** must be chosen as the **Guest security mode** for a Linux or Mac based Host.

For additional information about RADIUS authentication options (including multi-factor) please refer to the Netop Remote Control Administrators Guide at www.netop.com.

Defects resolved

- High CPU usage during a remote control session
Support case ref: 00108230
- Black screen when display colors limited to max 256
Support case ref: 00100359; 00106133
- AES Encryption renders logon screen and UAC prompt slowly
Support case ref: 00108243
- Import to Phonebook causes crash
Support case ref: 00109744
- Slow logon screen when using the Browser Based Support Console
Support case ref: 00110213