

NETOP™

RemoteControl

Secure Remote Management and Support

Release Notes

Product/version/build:

Windows – version 12.60 (2017017)

Mac & Linux – version 12.60 (2017018)

Shipping date:

31st of January 2017

Introduction

These release notes contain information relating to a new version of Netop Remote Control. Version 12.60 provides important security enhancements, new features, and product improvements.

To use Netop Remote Control 12.60, 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 12.60, please contact **Netop Customer Service** or your local **Netop Partner** for more information.

Support for Windows Server 2016

With the version 12.60 release, Netop provides support for the Windows Server 2016 operating system. Datacenter, Standard and Essentials editions are supported.



New authentication capabilities using the Netop Portal access rights

Netop Remote Control version 12.60 introduces support for Netop Portal based authentication. Because of this development, authentication options developed for the Netop Portal will automatically become available in the Windows and Linux Guests and the browser based support console.

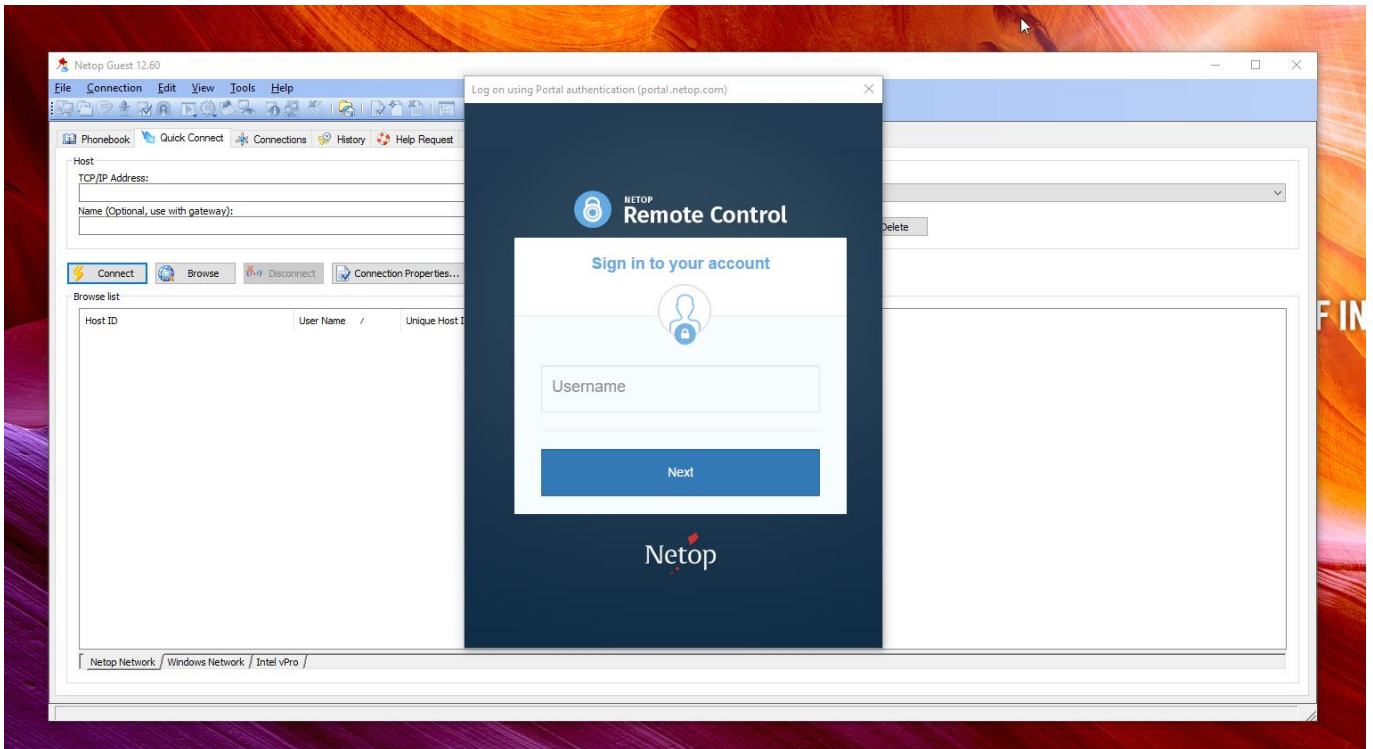


Figure 1: Netop Portal authentication capabilities

Requirements

Platform support for the Guest

Platform	Description
Windows	Windows 10, 8, 7
Linux	Runs on RHEL 7+, Ubuntu 14.04+, SLES 12+
Mac	n/a
iOS	n/a
Android	n/a
Browser based	Runs on all supported versions

Platform support for the Host

Platform	Description
Windows	Runs on all supported versions
Linux	Runs on all supported versions
Mac	Runs on all supported versions
iOS	n/a
Android	n/a

Additionally, Hosts and Guests must have access to the Internet and the Hosts need to be configured so that **Use Netop Portal access rights** is selected as the Guest Access Method.

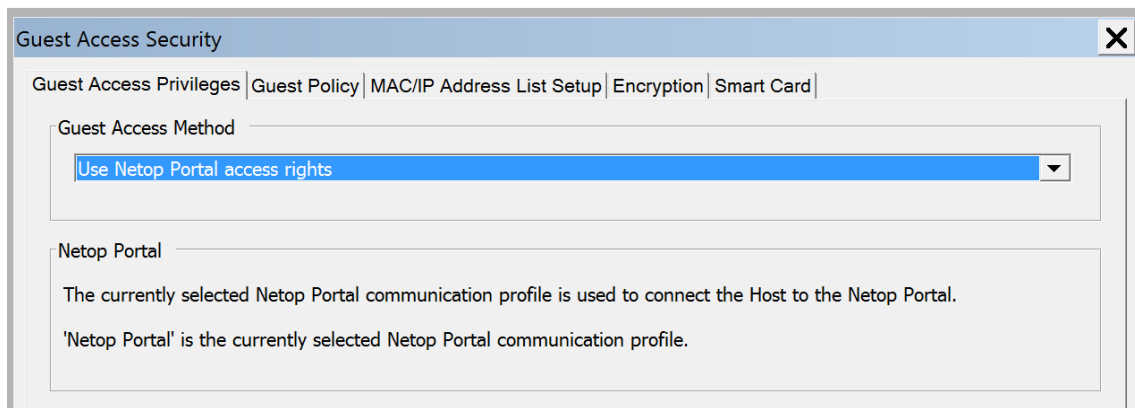


Figure 2: Guest access method

Multi-factor capabilities

The Netop Remote Control Portal will provide an email based multi-factor authentication service as part of this release. To use this new service, you must have an active Netop Portal account with valid email addresses for all users. For configuration instructions and how it works, see the [Netop Knowledgebase](#).

Netop Portal configuration

Login into your Netop Portal account, using an account administrator or an account manager user. Go to the Account > Configuration page and enable multi-factor authentication from the **Account security** area.

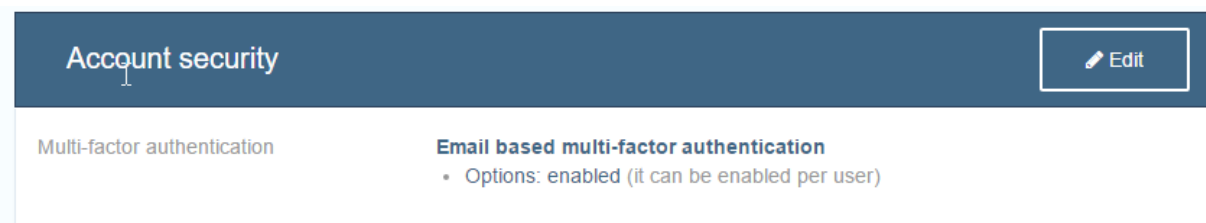


Figure 3: Enabling multi-factor in the Netop Portal

Enable multi-factor for the user under the **Manage users** area

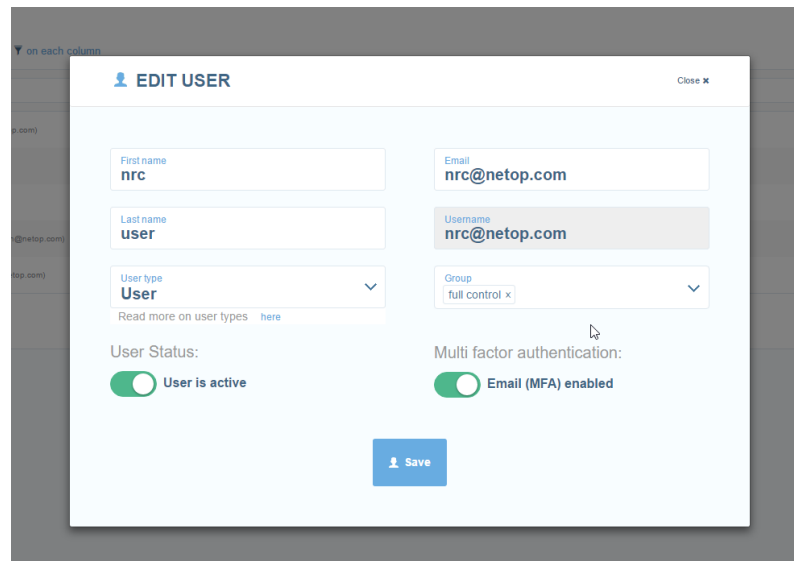


Figure 4: Edit user

Host configuration

The Host is configured so that **Use Netop Portal access rights** is selected as the Guest Access Method.

Note: Make sure the user utilized for the Netop Portal communication profile does not have multi-factor enabled. Netop recommends that customers create a dedicated user(s) for enrolling devices in the Portal.

How it works

The multi-factor authentication service requires users to enter a username and password (Portal credentials) – the first “factor”. Once the Portal has validated the username and password, an email is sent to the user with a onetime authentication code – the second “factor”.

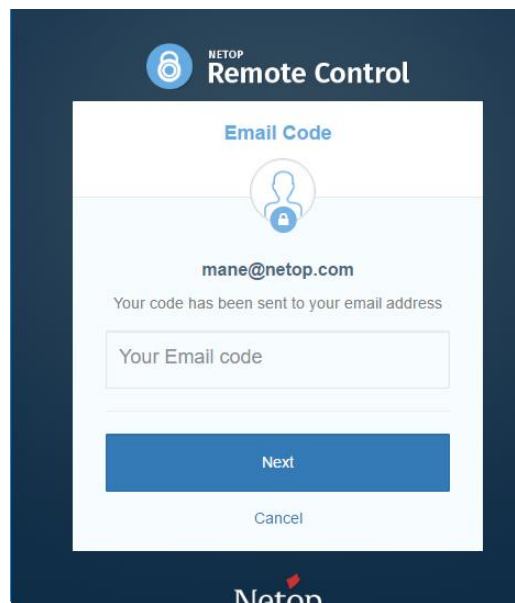


Figure 5: Second factor

To use Netop Portal based multi-factor authentication, users must be running version 12.60 or greater of the Guest and the Host modules.

More information on how to setup multi-factor authentication is available [here](#).

Mass deployment improvements

To support the mass deployment of Host modules with a Netop Portal communication profile, version 12.60 improves how Portal communication profile(s) are stored. Portal-specific information has been separated from Host-specific information, allowing a Host configured to use Portal communication to be deployed using Pack'n Deploy (or any other deployment method). More information available [here](#).

Defects resolved

- RADIUS authentication not working with 16+ character passwords.
Support case ref: 00111495
- When Host changes Internet connection, the Netop Security Server is no longer accessible
Support case ref: 00086561
- Unable to retrieve "Get Inventory" on some devices.
Support case ref: 00111804; 00105541
- Send Ctrl+Alt+Del command from Windows Guest to Linux Host not working
- *RC_AreaEnable* configuration option in netop.ini is not working
- Various key combinations not working properly on Linux