

Mac & Linux – version 12.61 (2017136)

Shipping date:

17<sup>th</sup> of May 2017

# Introduction

These modification notes contain information relating to a maintenance release of Netop Remote Control 12.60. Where applicable, the support case reference numbers are displayed below.

As a maintenance release, version 12.61 is free for customers who already have a valid 12.60 license. To read more about what's new in Netop Remote Control version 12.60, 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 12.60, please contact **Netop Customer Service** or your local **Netop Partner** for more information.

### vPro support

Netop Remote Control provides integration with the latest versions of Intel vPro.

### Benefits:

- Provide access to devices no matter what the operating system state is.
- Access to devices that support vPro directly from the Netop Remote Control Guest
- Start a remote control session to the Bios of the remote computer
- Remotely supporting unattended and attended devices by providing support outside of the operating system
- Integrate with different authentication options

With the updated integration of vPro technology, the NRC supports:

- Power a remote computer on/off
- Reboot to BIOS
- Remote control the BIOS
- Re-flash the BIOS
- Lock remote input devices (e.g. keyboard)
- Retrieve and view the Intel vPro event log
- Boot from an image located on the machine's network or on the supporter's machine
- Boot from floppy or CD-ROM image on local machine or on the supporter's machine
- Authentication methods: Digest and Kerberos (no TLS / server TLS / mutual TLS)



Host Name:	Communication profile   v Portal - mane   Edit New   Delete	
Intel vPro	Address /   Version   Status     Intel vPro Discovery Scan   X     Scan IP Range   192.168.201.209     End IP address:   192.168.201.209     Ok   Cancel	

Supported AMT (Active Management Technology) versions: 2.2 to 11

Figure 1 Scan for devices

Name	Address /	Version	Status
3 192.168.201.9	192.168.201.9	11.0	No TLS
			C

**Figure 2 List devices** 

Netop<sup>™</sup> is a trademark of Netop Business Solutions A/S. All other products mentioned in this document are trademarks of their respective manufacturers. Netop Business Solutions A/S denies any and all responsibility for damages caused directly or indirectly as a result of using this document. The content of this document is subject to change without notice.



	ve All 🦙 Filters and Subscripti	ions 🔒 Save to File		
mote Control Event M	anagement			
itel vPro Event Lo	g	N		 4
eventy	Time	Entity	Description	
Critical	5/2/2017 11:43:52 AM	Group	AMT Password Attack	
Critical	5/2/2017 11:36:21 AM	Group	AMT Password Attack	
🔀 Critical	5/2/2017 11:21:07 AM	Group	AMT Password Attack	
🔀 Critical	5/2/2017 9:54:27 AM	Group	AMT Password Attack	
Information	5/2/2017 9:12:49 AM	Group	Unknown event	
Information	5/2/2017 9:12:47 AM	Group	Unknown event	
📤 Non critical	5/2/2017 9:12:24 AM	System Management Software	Starting operating system boot process	
Information	5/2/2017 9:12:24 AM	Group	Unknown event	
<li>Information</li>	5/2/2017 9:11:59 AM	Group	Unknown event	
(1) Information	5/2/2017 9:11:58 AM	Group	Unknown event	
(1) Information	5/2/2017 8:36:54 AM	Group	Unknown event	
Information	5/2/2017 8:36:53 AM	Group	Unknown event	
Information	5/2/2017 8:36:17 AM	Group	Unknown event	
Information	5/2/2017 7:46:59 AM	Group	Unknown event	
Information	5/2/2017 7:43:46 AM	Group	Unknown event	
Information	5/2/2017 7:43:45 AM	Group	Unknown event	
Information	5/2/2017 7:43:01 AM	Group	Unknown event	
Information	5/2/2017 7:43:00 AM	Group	Unknown event	
(1) Information	4/28/2017 2:34:43 PM	Group	Unknown event	
(1) Information	4/28/2017 2:34:42 PM	Group	Unknown event	
(1) Information	4/28/2017 2:33:39 PM	Group	Unknown event	
(1) Information	4/28/2017 2:11:57 PM	Group	Unknown event	
(1) Information	4/28/2017 2:11:53 PM	Group	Unknown event	
Information	4/28/2017 2:11:52 PM	Group	Unknown event	
vent details		-		
т	imestamp:		Sensor device:	
Event severity: Sensor type: Event type: Event offset			Sensor number:	
			Entity name:	
			Entity instance:	
			Event data:	
Events	ource type:			

## **Figure 3 Event list**

# License key not required for the Guest trial

With the release of version 12.61, the Netop Remote Control Guest will go into trial mode if no license is filled in.

Wetop Remote Control Guest - Setup Customer information Please enter your information.	Γ3	× Netop
User name: Juser Qrganization: License key (or leave blank for trial): fi		
[	< <u>B</u> ack <u>N</u> e	xt > Cancel

Netop<sup>™</sup> is a trademark of Netop Business Solutions A/S. All other products mentioned in this document are trademarks of their respective manufacturers. Netop Business Solutions A/S denies any and all responsibility for damages caused directly or indirectly as a result of using this document. The content of this document is subject to change without notice.



# **Defects resolved**

- Remote Management command console is very slow when the latency is higher An option has been added to the netop.ini file on the Guest that improves this. [RM] ConsoleBuffered=1 Guest and Host need to be upgraded. Support case ref: 00109588
  Smart card communication is very slow when the latency is higher
- Smart card communication is very slow when the latency is higher Guest and Host need to be upgraded. In case one of them is not using the latest version, the smart card functionality will not be working. Support case ref: 00110708

Netop<sup>™</sup> is a trademark of Netop Business Solutions A/S. All other products mentioned in this document are trademarks of their respective manufacturers. Netop Business Solutions A/S denies any and all responsibility for damages caused directly or indirectly as a result of using this document. The content of this document is subject to change without notice.