

NETOP™

RemoteControl

Secure Remote Management and Support

Modification Notes

Product/version/build:

Windows – version 12.61 (2017132)

Mac & Linux – version 12.61 (2017136)

Shipping date:

17th 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)

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

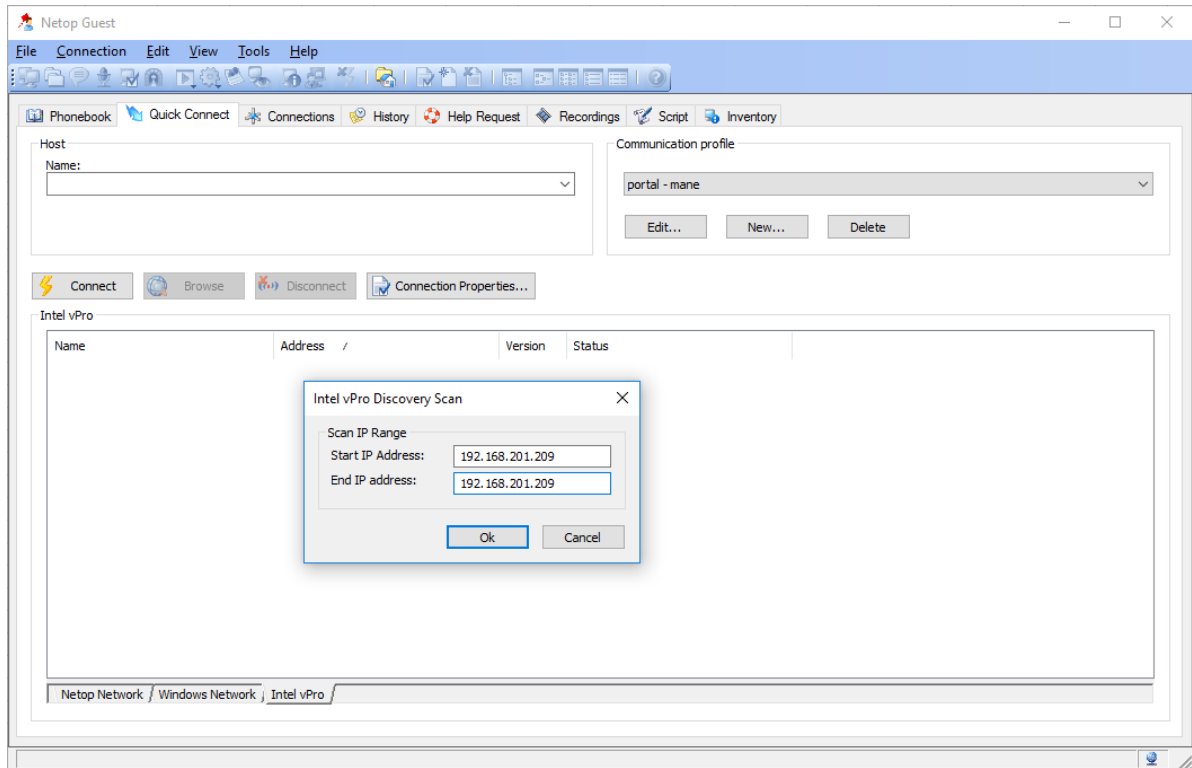


Figure 1 Scan for devices

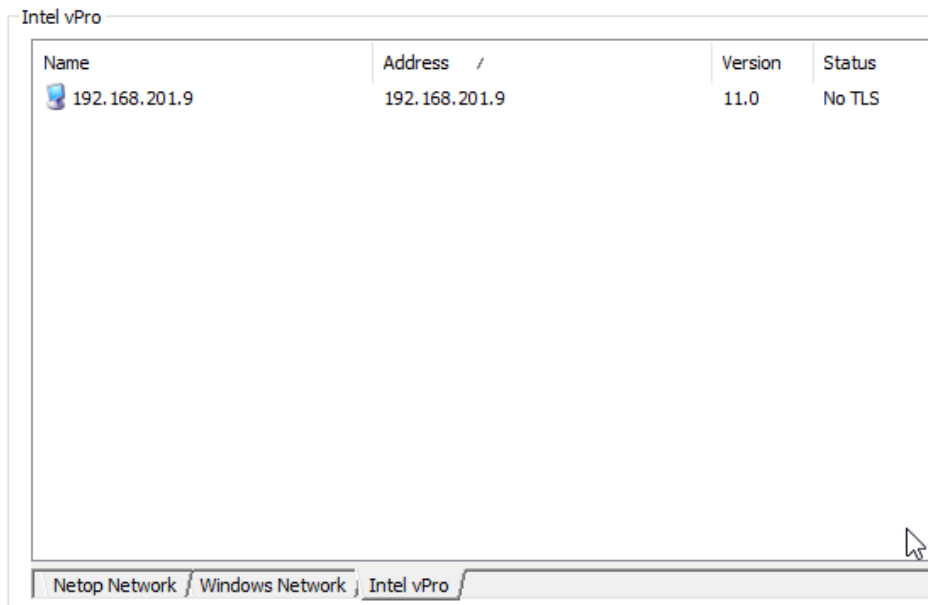


Figure 2 List devices

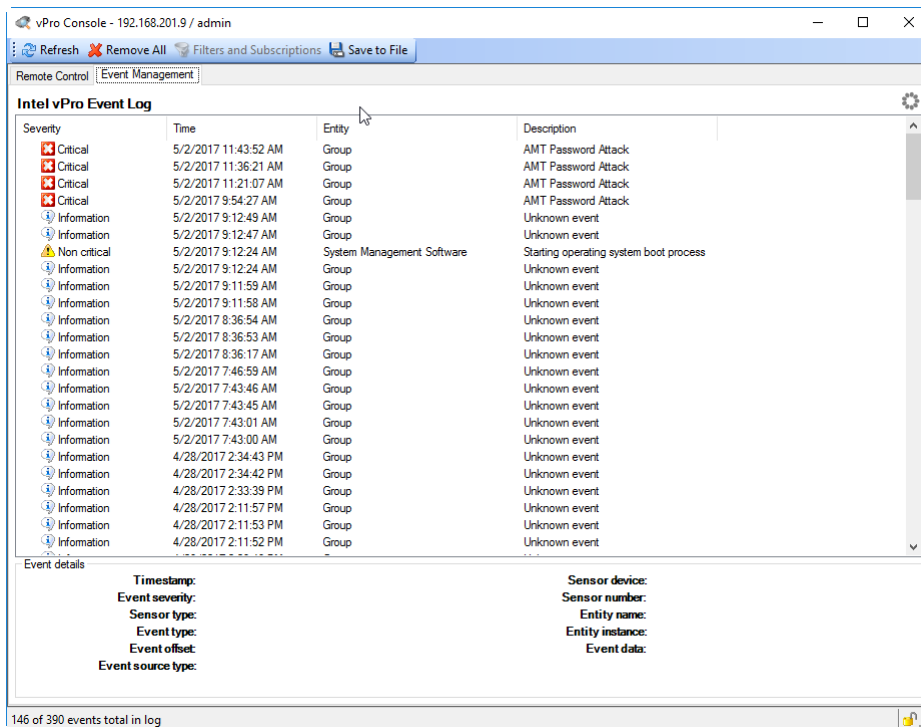
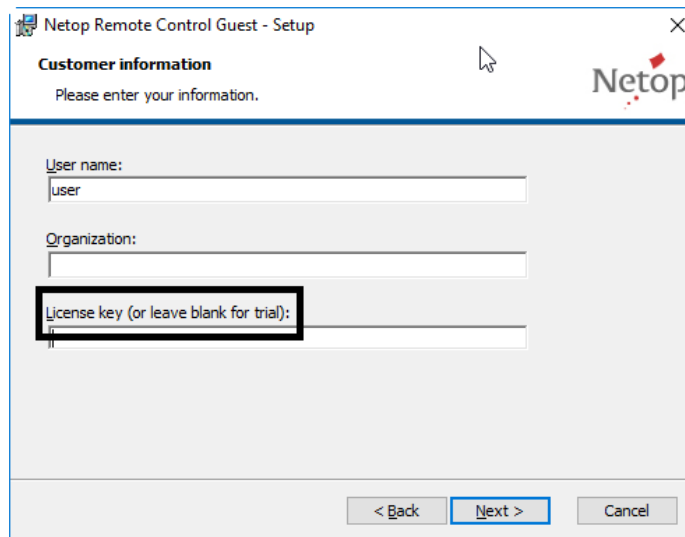


Figure 3 Event list

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.



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
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