



NETOP™

RemoteControl

Secure Remote Management and Support

Modification Notes

Product/version/build:

Windows, Linux & Mac – version 12.65 (2017262)

Shipping date:

September 27, 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 12.65 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.

Host enrollment in the Netop Portal

The process used by Hosts to enroll in the Netop Remote Control Portal has been completely redesigned.

This release provides the following benefits:

- Improved security for the enrollment process (Windows Hosts only)
- Better conflict management for devices in the Portal
- Simplified process for assigning devices to groups in the Portal
- Improvements to the installer (Mac Host)

How it works

When creating a Netop Portal communication profile, instead of being prompted for a username and password, the user must fill in an Enrollment Key. This is provided within the deployment packages in the Portal.

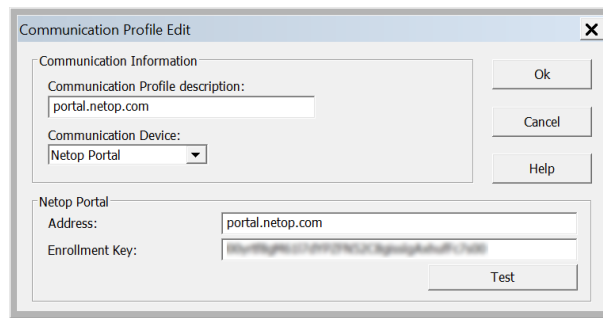


Figure 1 Communication profile

When upgrading the existing installed Hosts, the existing credentials will be replaced with an enrollment key. A deployment package is automatically created in the Portal for every user that was used for setting up the Host.

Deployment packages

When creating the deployment packages in the Portal from Account > Deployments, the account administrator can specify various security aspects for the installation part:

- When the Enrollment Key can be used
- For how many installations
- If the device automatically enrolls or if requires admin approval first
- The initial group that the device will become a part of once enrolled

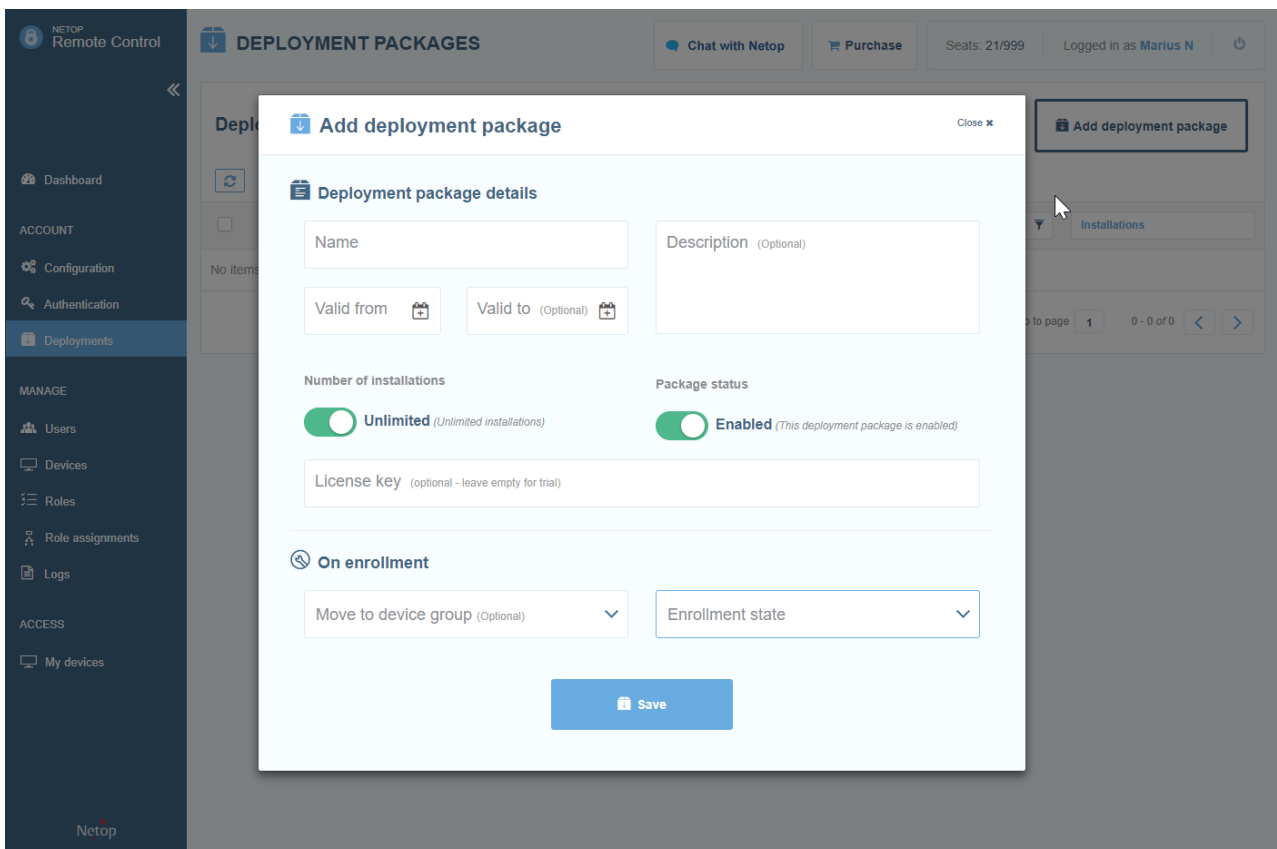


Figure 2 Deployment packages

Once created, an enrollment key is generated. This is the one used on the Windows Host for the communication profile. The devices which are enrolled through it are automatically attached to the deployment package and they can be identified from the **Stats** section of the deployment package (this includes only enrolled devices).

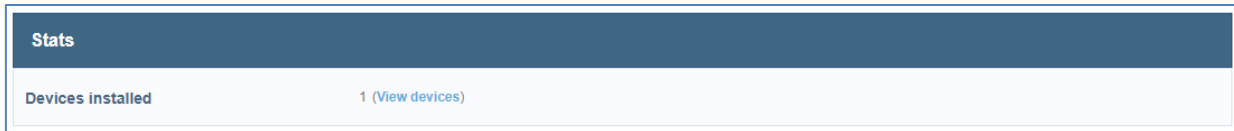


Figure 3 Devices installed using the enrollment key

For devices in the Pending state, the account administrator needs to go under **Manage > Devices**, look for the Pending device and enroll it by clicking on the **Enroll** button.

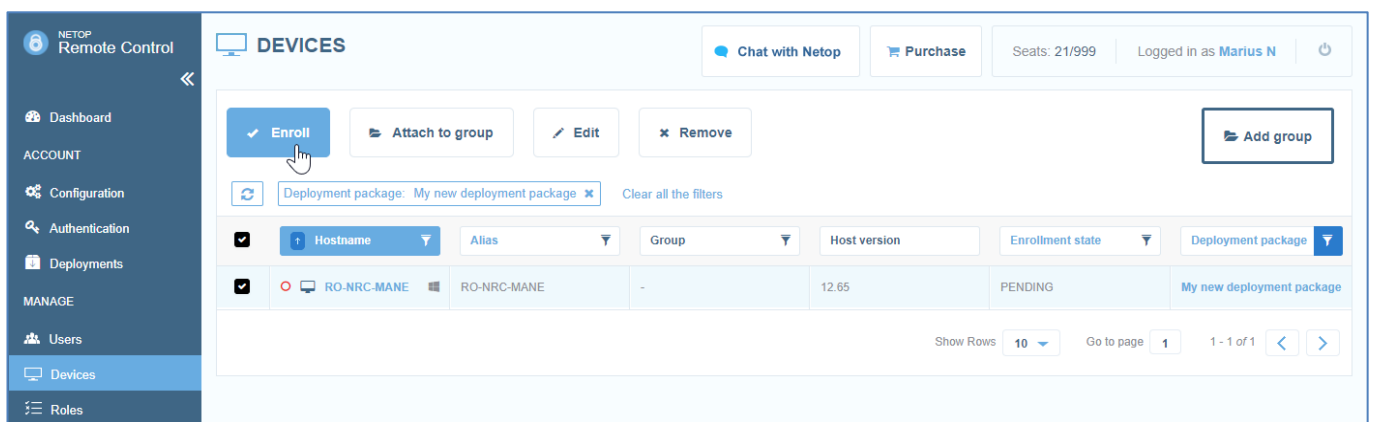


Figure 4 - Enroll devices

If for any reason, the account administrator decides that the devices that have been enrolled using that enrollment key should not be allowed to connect to the Portal, the deployment package can be revoked and the attached devices will not be able to connect to the Portal using that enrollment key.

Considerations:

- A license key is only applied to the devices when installed using the online installer.
- Once devices have been enrolled using an enrollment key, the associated deployment package cannot be removed.
- Custom files (msi/mst) can be uploaded; these will be used instead of the default ones with the online installer only.

Improved trial process

When a deployment package is created, an online installer is also generated. This application installs the Netop Host and automatically configures it to connect to the associated Portal account.

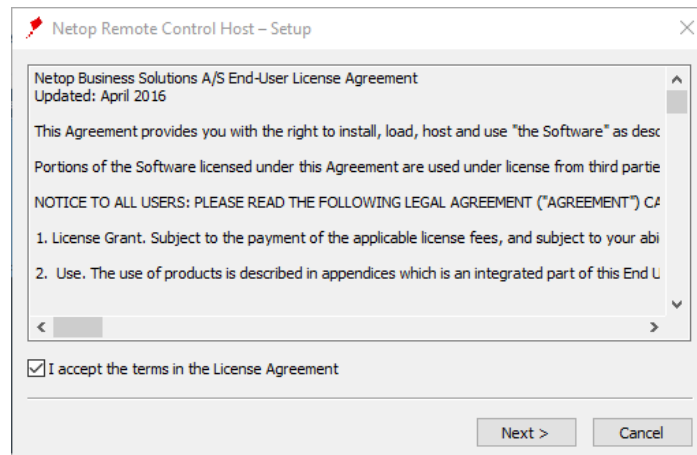


Figure 5 – Online installer

Improved user experience for the Supporter

When going to the Netop Portal communication profile on the Guest (running on Windows), the Supporter is automatically prompted to log in. The user does not have to fill in the credentials in the user profile. Next time the user connects to a Host which is configured to use Netop Portal as Guest Access security, no credentials will be required. Thus, the Supporter can support devices faster, without having to always fill in the credentials.

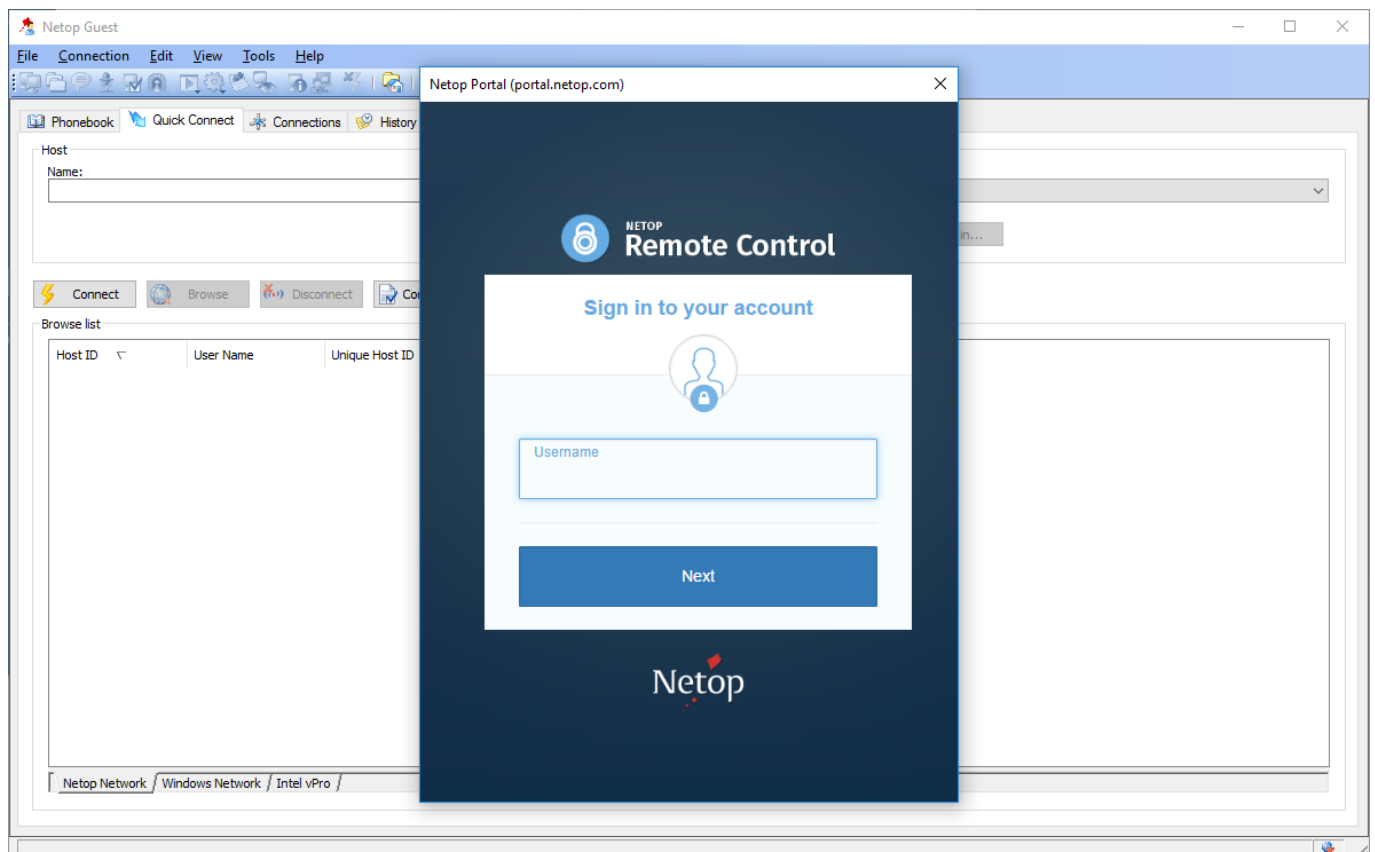
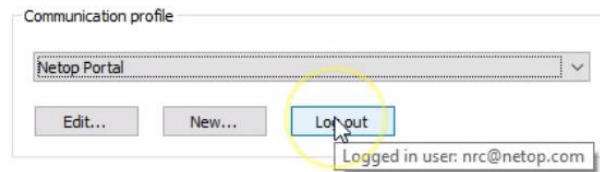


Figure 6 - Guest log in

A login/log out button has been added to the Guest interface allowing the Supporter to easily re-login or log out if required.



Considerations:

- On restart of the Guest or after a while when switching between communication profiles, the user needs to authenticate again.
- When installing the Guest, if the user goes through the Setup Wizard and chooses Netop Portal, the Netop Portal communication profile is automatically created and launched.

Host updates for Terminal Server

With this release, some changes have been added to the Host so that it properly supports the Netop Portal when in a Terminal Server setup. These include the following:

- if the Host is running in an RDP session, it should not be allowed to start a Portal communication profile; the Portal communication profile can be used only on the Gateway (which should be installed and running always in the console session in a correct Terminal Server setup).
- if the Host is installed on a terminal server, but is set up to run as a single instance, normally on the console session (e.g. ConsoleOnly=1, RDPAware=0), it should be allowed to have a Portal communication profile.

More information on the setup is available [here](#).

Updates for Mac

The installer for the Host running on Mac has been upgraded. When running it, the application will now be viewed as coming from an identified developer making it simpler to go through the installation steps.

Defects resolved

- Netop Portal ADFS authentication times out sometimes
Support case ref: NRC-11363
- Incorrect IP information saved in the log files when using the %A option
Support case ref: NRC-10980