



# Remote Control



## Product/version/build:

Windows – version 12.70 (2018095)

Mac & Linux – version 12.70 (2018095)

Portal

## Shipping date:

10<sup>th</sup> of April 2018

## Introduction

These release notes contain information relating to a new version of Netop Remote Control. Version 12.70 provides new pricing models, product improvements and bug fixes.

To use Netop Remote Control 12.70, 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 12.70, please contact **Netop Customer Service** or your local **Netop Partner** for more information.

## Netop Portal – improved user experience

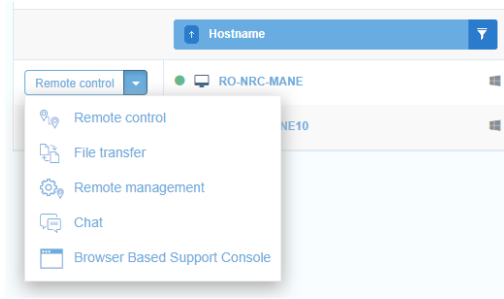
The new upgrade in the Netop Portal bring various improvements to the user experience.

### For the Supporter (User)

- When logging into the Portal, the user is sent directly to the device listing
- The left menu is simplified to display only the relevant information
- A menu has been added to the top right to always be able to verify the username the user is logged in with and the role of the user
- A Download Guest (Support Console) button has been added. This allows the fast download of the Guest.
- Multiple options have been added for each device which use the installed Guest
  - o Remote control
  - o File transfer
  - o Remote management
  - o Chat
  - o Browser based remote control

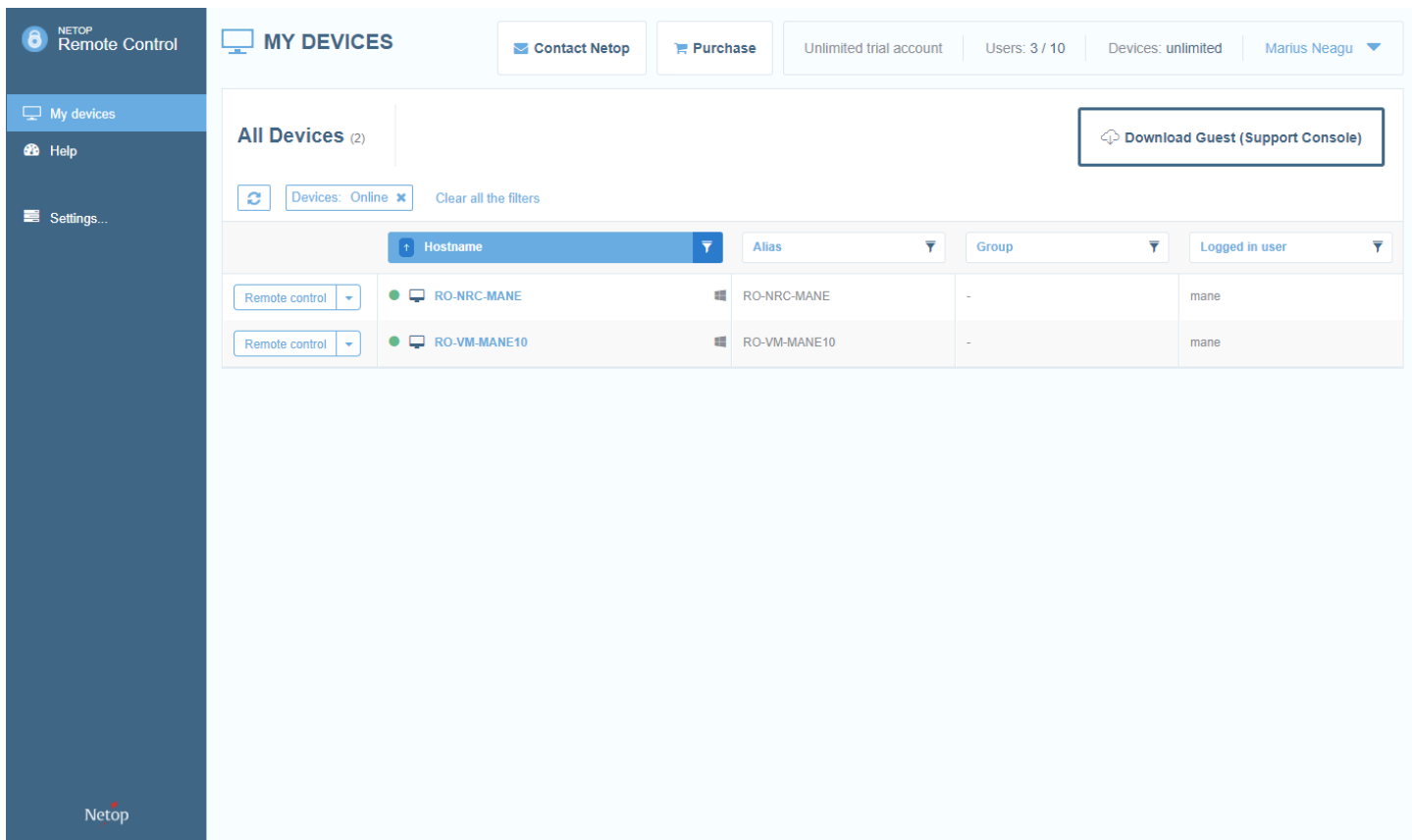


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**Figure 1 - Remote support options**

- Information on number of enrolled devices always visible in the top menu



**Figure 2 - My devices**

**For the Manager (Group manager or higher)**

- The management/configuration menu has been moved under Settings
- A dashboard has been added with various information about the account, including statistics and trends

- A new option that allows the checking of the permissions of certain user on a certain device has been added. The result is the exact permission list for that user, even if multiple roles assignments impact a certain user/device.

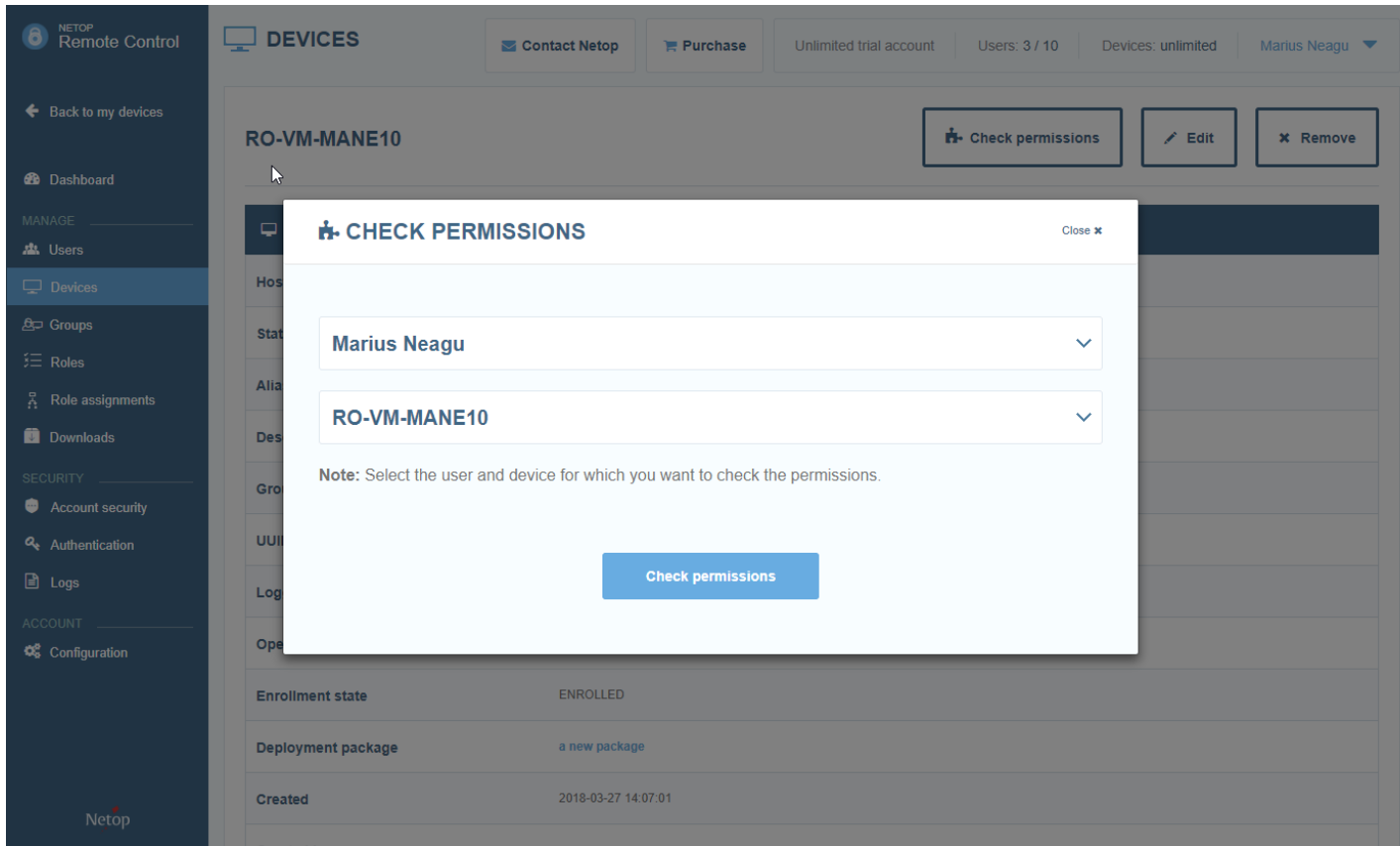


Figure 3 - Check permissions

- Deployment packages have been simplified by providing quick sharing options for the downloads

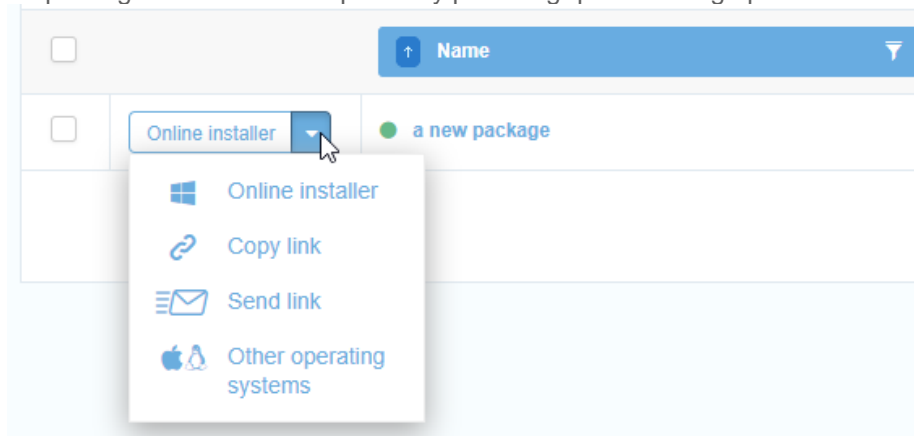


Figure 4 - Deployment packages

- A Security area has been created including various things associated to this: authentication, audit logs and multi-factor authentication.

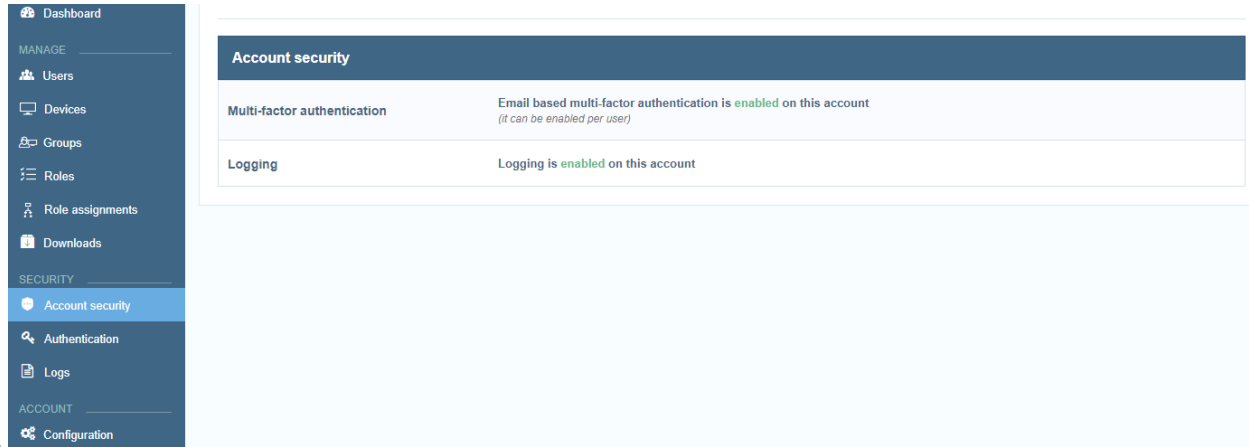


Figure 5 - Security area

## Netop Portal – extended setup options for the Host & Guest

- Copy link and Send email options have been added for the Online installers (Hosts), thus enabling faster setup for the Host
- When opening the link from the above options, which is now available even without logging into the Portal, more information is provided to the end user in order to make sure that he/she is aware about what is about to installed

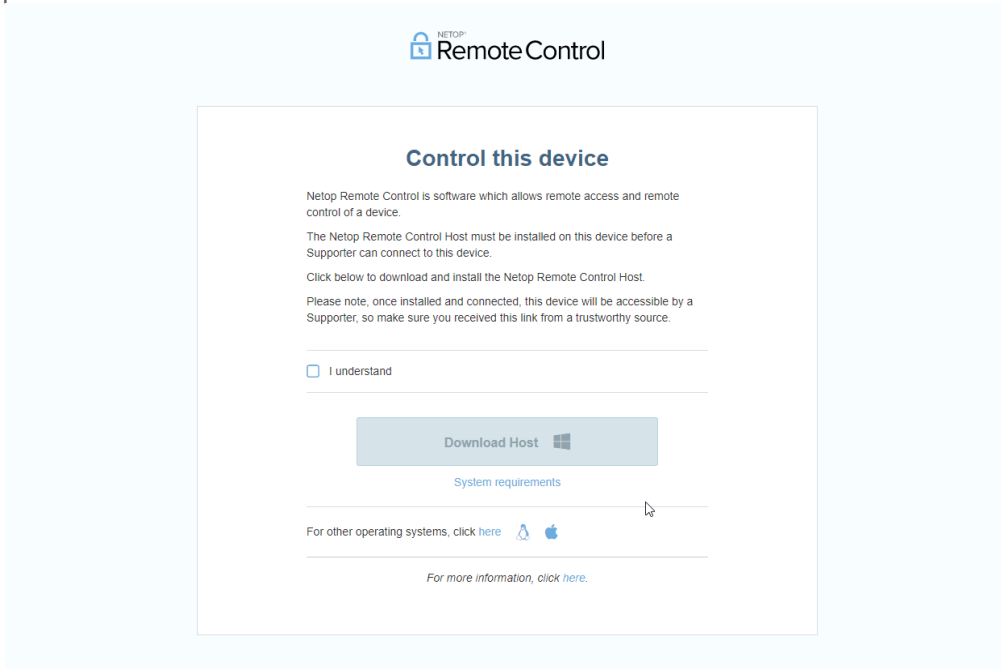


Figure 6 - Download confirmation

- Automatic update has been enabled for the online installer. This will make sure that the Host will always stay updated to the latest version. A prompt is displayed to the end user when a new version is available with the option for installing or installing it later. The updates verification happens once a day.
- A new online installer has been created that allows the Portal users to easily download and install the Guest.

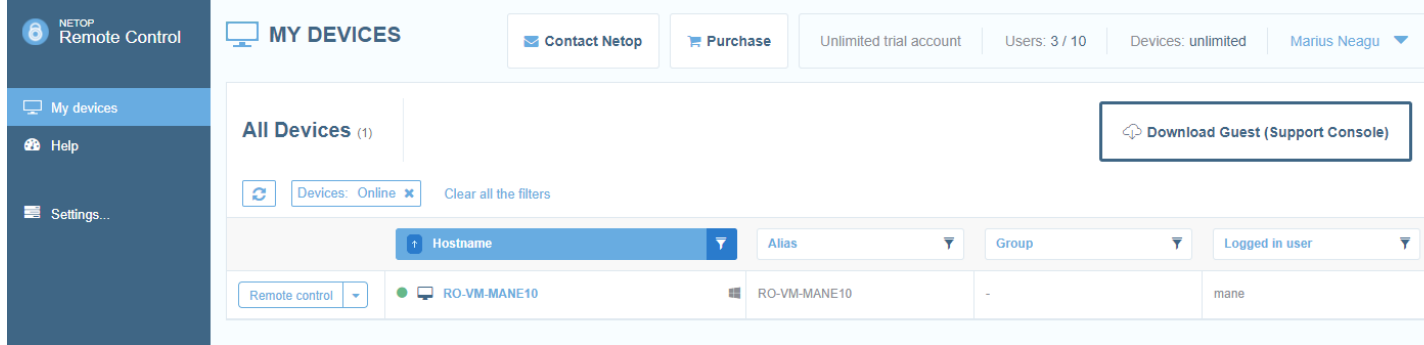


Figure 7 - Online installer for the Guest

- The Guest will automatically create a Portal communication profile (if there is not one already) when a request comes from the Portal to start a remote session.
- When first logging into the Portal, after setting up the trial information, the user can easily set up devices

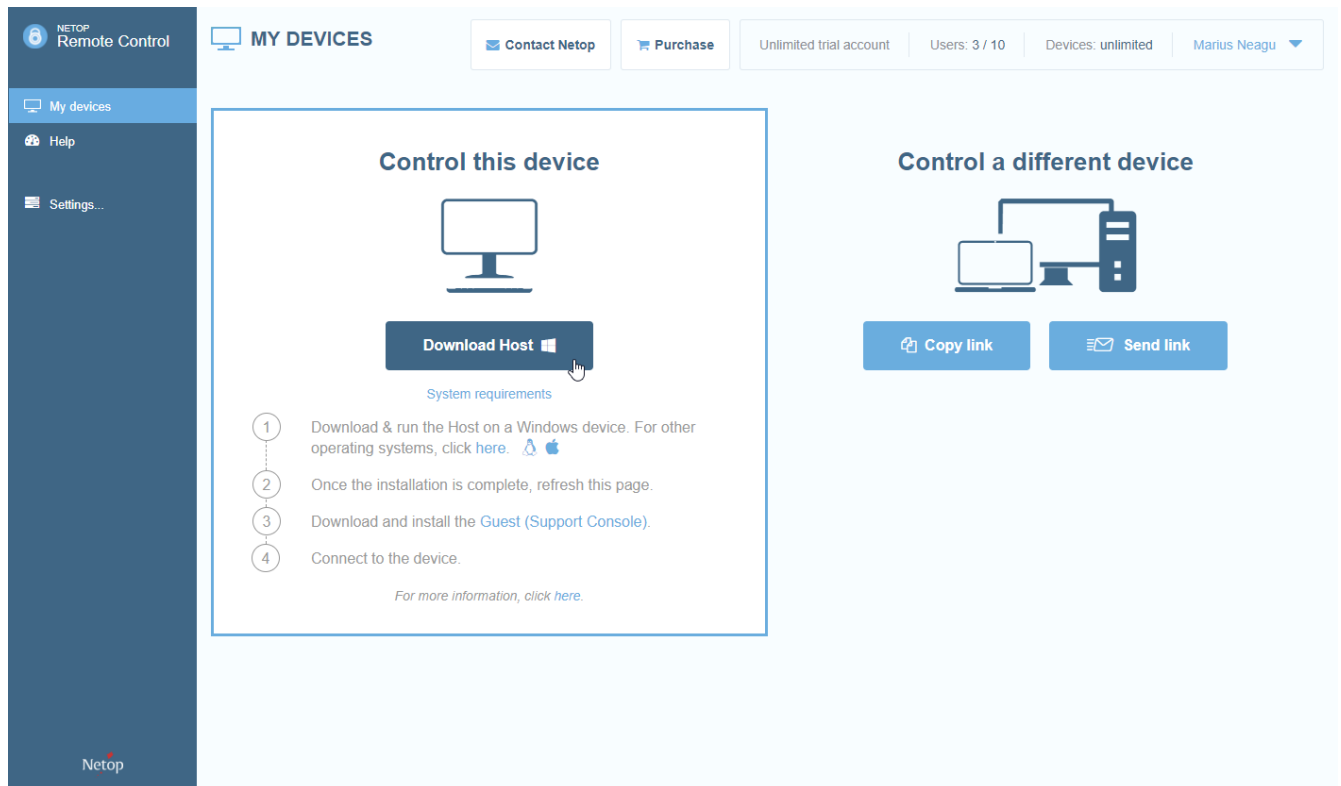


Figure 8 - Initial device setup

- Once one device is installed, the user can easily download the support console

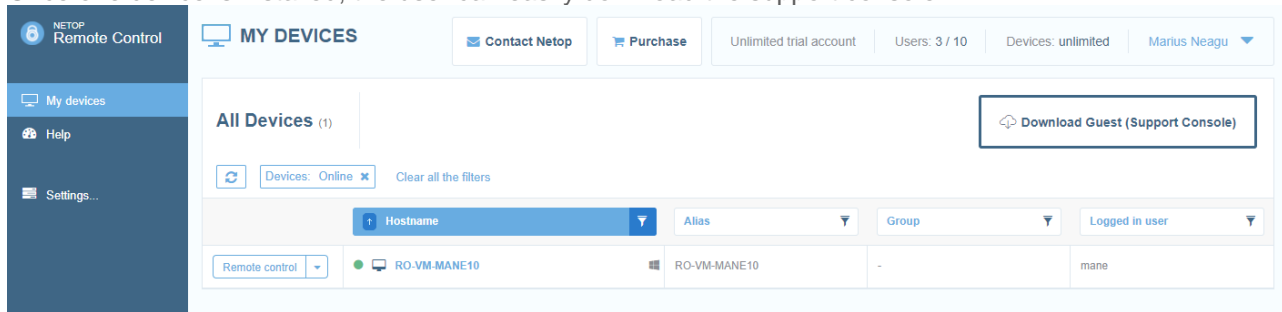


Figure 9 - Device list

Note: When signing up for a trial, the user has to first confirm the email address.

## Linux & Mac improvements

### LDAP authentication support added to the Linux & Mac Guest

Netop Remote Control version 12.70 introduces support for LDAP authentication in the Guest for Mac and Linux. In order for LDAP authentication to be used, the LDAP authentication needs to be defined either on NSS (Preferred Guest Type – Directory Services) or on the Host (on Windows – Guest Access Method set to Directory Services).

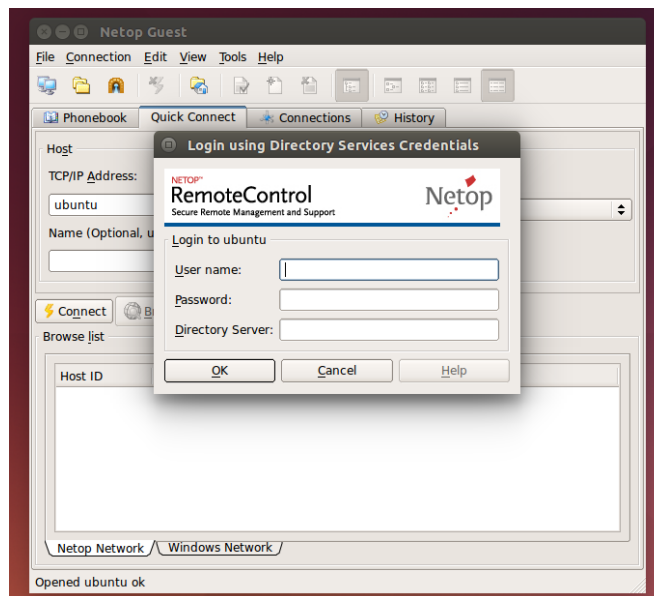
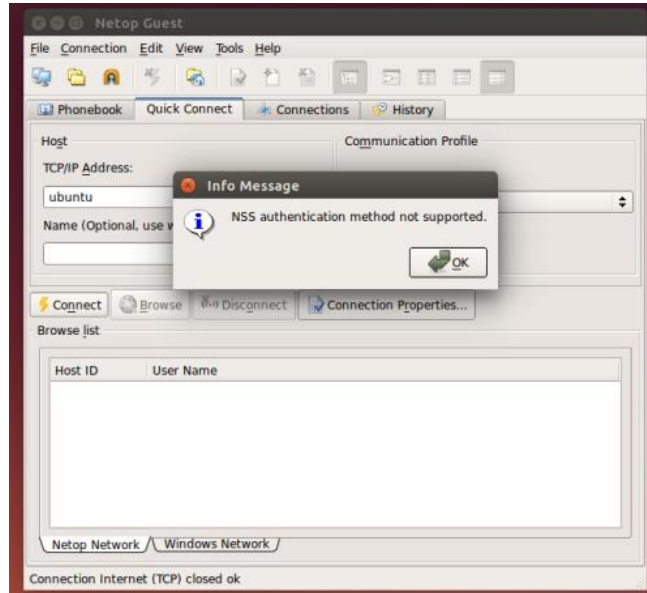


Figure 10 - LDAP authentication

In addition to the new authentication method support, when a Guest for Linux or Mac is trying to connect to a Host for Linux or Mac configured with NSS authentication, with Windows user as the Preferred Guest Type, an “NSS authentication method not supported.” error will be displayed instead of doing a silent fallback to system authentication.



**Figure 11 – unsupported authentication method warning**

### **Confirm access support for the Netop Portal added to the Linux & Mac Host**

With this version, the confirm access is being displayed on Mac and Linux devices as well.

Requirements include updating the Guest to version 12.67 or later, setting up the Host to use as Guest Access Method the Netop Portal.

### **Exceptions added automatically to the firewall on Mac**

On Mac, exceptions will now be automatically added to the firewall when the Host is installed. In addition to this, when the Host starts, if the “Automatically allow signed software to receive incoming connections” option is enabled in macOS 10.12 (Sierra) or later, the exceptions will be automatically added to the firewall.

### **Guest for Mac - installation improvements**

On Mac, when installing the Guest, the Gatekeeper will no longer trigger a warning.

## Guest improvements

- The following legacy communication profiles have been removed from the Guest: Internet, Internet(TCP) and HTTP from the default profiles
- URI improvements. New options have been added for Remote management and Chat. The Windows Guest can be launched directly with the items above using.
  - o Remote management: nrc://[host]/remote-management
  - o Chat: nrc://[host]/chat

## Defects resolved

- Mac - Sometimes the Host is displaying unknow under the address field and connecting to it does not work  
*Support case ref: NRC-12521*
- Slow authentication time when the Windows Host is configured to use NSS for authentication and NNS for name resolution for Guests  
*Support case ref: NRC-12630*
- Automatic web update not working  
*Support case ref: NRC-12872*
- Mac – program options can now be accessed if the current user is a local admin. Previously, they could be accessed only by the user which installed the Host.  
*Support case ref: NRC-12980*
- Mac – high severity security issue: on macOS High Sierra, for a Host with system authentication, any authentication with a non-existing user was considered valid  
*Support case ref: NRC-12907*
- Upgrading NSS 12.20 or older to a newer version sometimes causes authentication issues.  
*Support case ref: NRC-12995*