



Remote Control

Product/version/build:

Windows, Mac and Linux – version 12.72 (2018171)

Shipping date:

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Introduction

These modification notes contain information relating to a maintenance release of Netop Remote Control 12.70. The support case reference numbers are displayed below, where applicable.

As a maintenance release, version 12.72 is free for customers who already have a valid 12.70 license. To read more about what's new in Netop Remote Control version 12.70, 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 12.70, please contact **Netop Customer Service** or your local **Netop Partner** for more information.

Whitelisted applications (Windows devices)

With this release, it is possible to configure one or multiple applications to be the only things accessible in a Remote Control session. Multiple customer scenarios become possible with this implementation.

When to use

Device and software manufacturer secure access

In situations where a device or software manufacturer needs to reach the device, it is now possible to provide secure granular access to the required application(s) only.

Secure maintenance of online ATMs

If a technician urgently needs to access an ATM, the Netop Remote Control Host can be configured to whitelist only certain applications. This way, even if an end user is using the ATM, the technician will not be able to see what the end user is seeing.



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Secure maintenance for online POS's

Urgency is of utmost importance when providing maintenance to POS systems in a retail environment. Having a POS system offline can cause substantial business losses. Netop Remote Control provides secure access to POS devices that only displays the relevant applications to the technician.

How to use

1. Create a file called whitelisted.txt containing the whitelisted applications.
2. Configure the Host to enable whitelisted applications under Tools > Guest Access Security

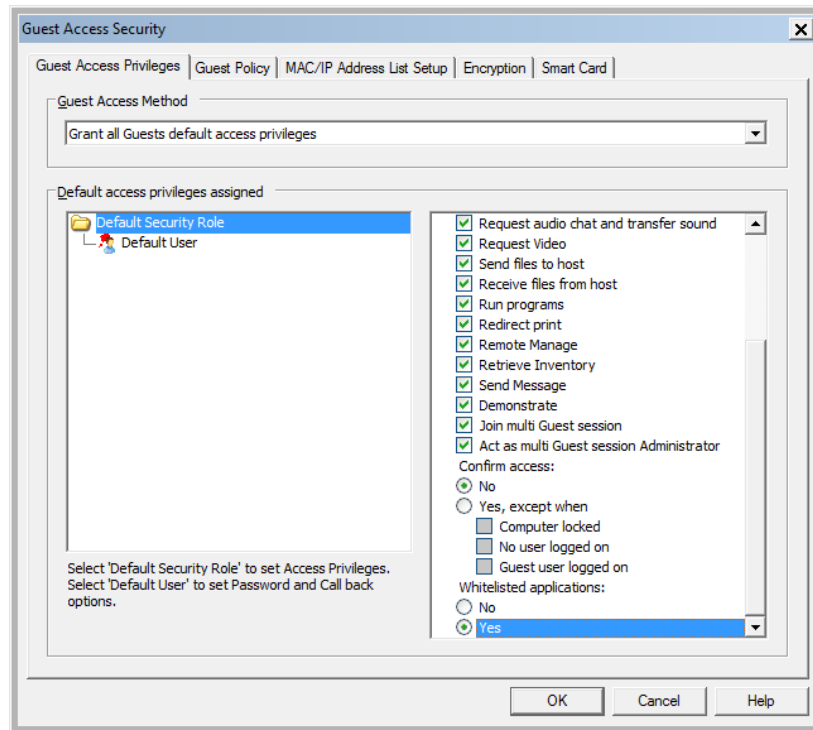


Figure 1 - How to enable

3. Next time the Guest connects to the Host using the configured users, only the whitelisted applications will be visible.

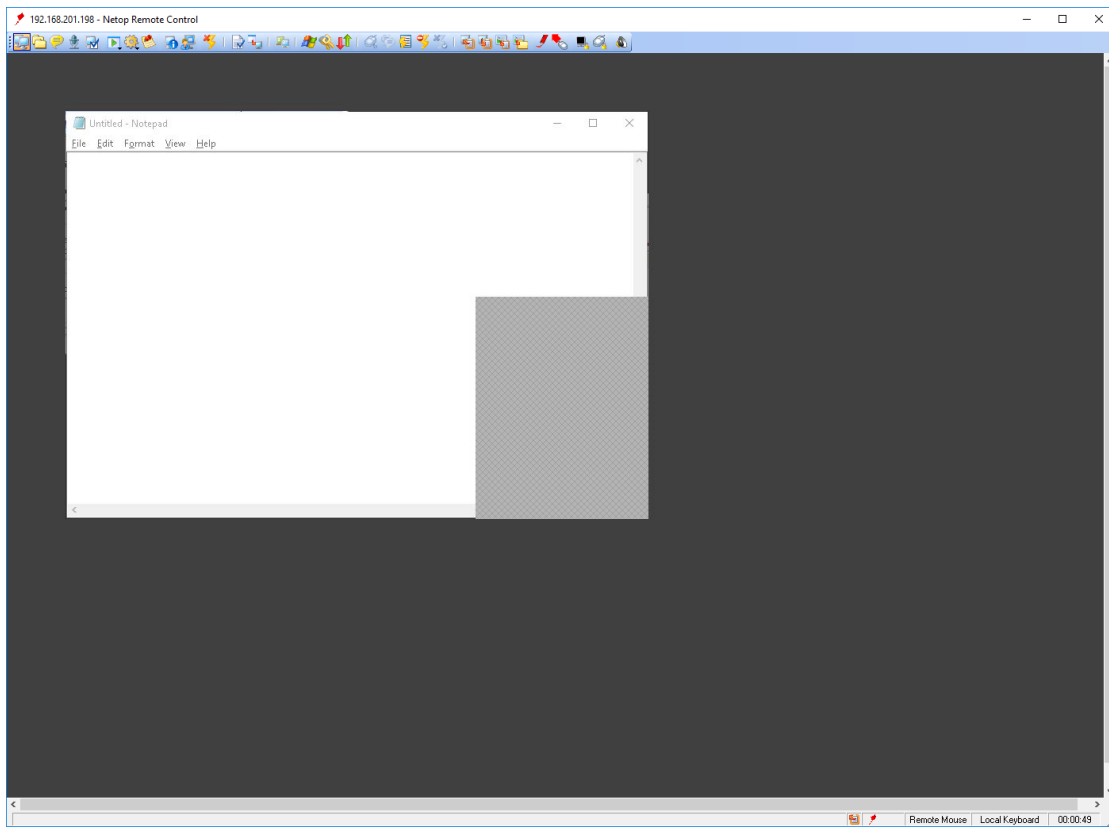


Figure 2 - Remote Control session

More information on how whitelisting applications is available in the [Knowledge base](#).

Defects resolved

- Guest on Mac and Linux supports 16 characters maximum for the LDAP passwords. It has been extended to 64 characters.
Support case ref: NRC-13213
- Local keyboard option is allowing some of the key combinations to be sent to the Host from the Linux Guest (E.g. CTRL + ALT + DEL).
Support case ref: NRC-13214