NETOP™
RemoteControl
Secure Remote Management and Support

Product/version/build:	Windows – version 12.11 (2015135)
	Mac & Linux – version 12.11 (2015133)
	ActiveX Guest – version 12.11 (2015126)
Shipping date:	19th of May 2015

Introduction

These modification notes contain information relating to a maintenance release of Netop Remote Control 12.0 including the ActiveX Guest (nguestx.ocx). Where applicable, the affected support case reference numbers are displayed below.

As a maintenance release, version 12.11 is free for customers who already have a valid version 12.0 license. To read more about what's new in Netop Remote Control 12.0, 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 12.0, please contact **Netop Customer Service** or your local **Netop Partner** for more information.

Simplified trial

The license key for the Host trial installation has been removed. By leaving the field empty and moving to the next step, the Host will automatically be configured for a 30-day trial. This applies to Windows, Mac and Linux Hosts.

Security updates

Freak is a security bug in the OpenSSL library (more info here). This version of Netop Remote Control comes with a fix for this and other security issues. Affected modules included in the release: Guest, Host, Security Server, Gateway, Name Server and Connection Server (depending on the component these components run on Windows, Mac and Linux).

"Ghost" Remote Code Execution Vulnerability is a security bug on the Linux operating systems (more info here). This version of Netop Remote Control comes with a fix for it. Affected modules included in the release: Linux Guest and Host.

Log improvements

Customized information for the Host name and Guest name can now also be added on the Linux and Mac Hosts. In order to customize them, several parameters can be used.
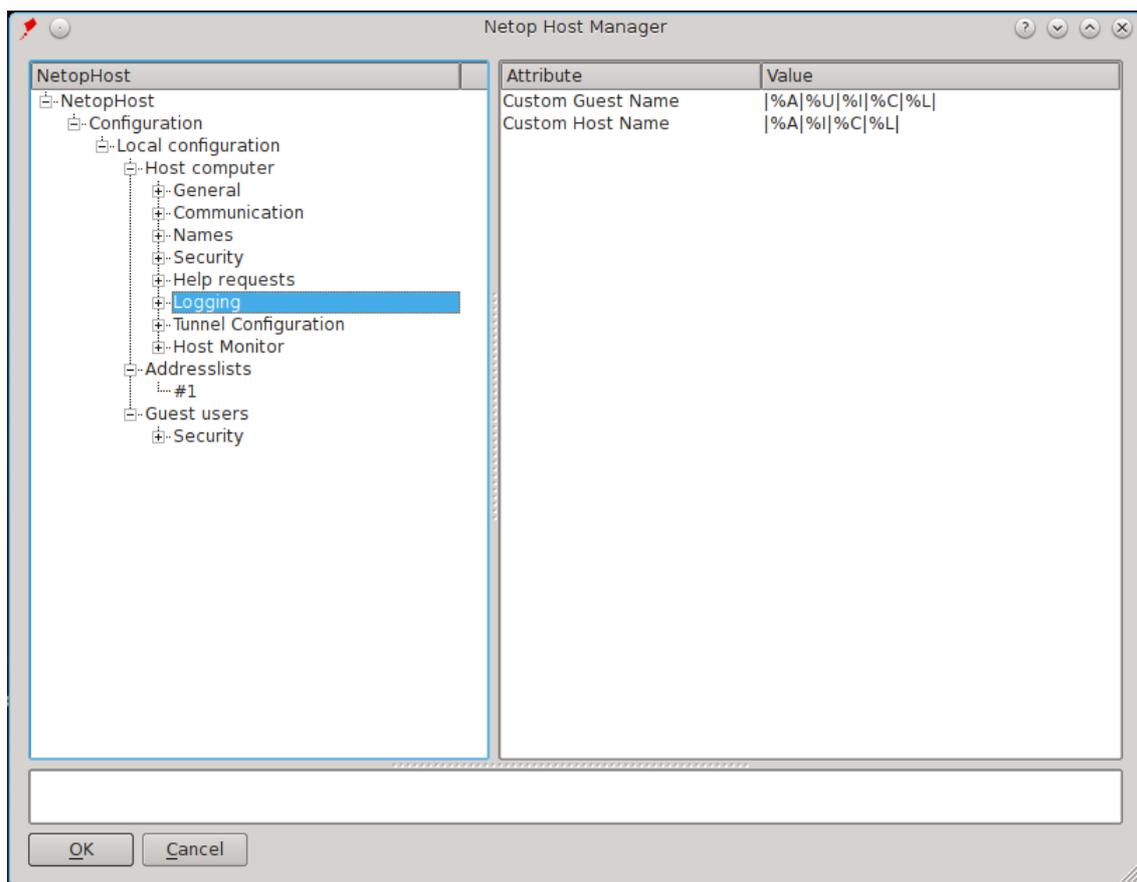
For the Host:
- %A – IP address
- %L – Username of the user under which the Host process runs
- %I – Host ID
- %C – Computer name

For the Guest:

- %A – IP address
- %U – Authenticated user name (when authenticated against the Host to get access. If Netop authentication is used, the value is replaced with the Guest ID.)
- %I – Guest ID
- %C – Guest computer name
- %L – Logged on user

Note: The default log location has been changed to /var/log/netophost.nlg

Command line improvements

In order to be able to automatically connect to Host using the Guest on Linux & Mac, the command line options have been extended.

1. Launch Guest and connect to Host at startup:
    - To connect to a Host (IP or Hostname) using Internet (TCP) communication profile: *-H* or *--Host*
      E.g.: netopguest --Host 192.168.1.100
      Note: This will happen in full screen mode. Username and password can be sent as seen below.
    - To connect to a Host using the phonebook entries: *--phonebook*
      E.g.: netopguest --phonebook /home/<user>/.netopguest/phbook/phentry.dwc
      Note: The phone book files are located in /home/<user>/.netopguest/phbook/
2. Other parameters
    - Username and password used for authentication using: -U and -P
    - Kiosk mode can be called using the command line option: *-K* or *–kiosk*
      Note: Kiosk or Full screen modes can also be configured by setting the display mode in the connection properties of a phonebook entry.
    - To display all options available: *-h*
   - To remove the Netop splash: *-no_splash*

New display mode

A new display mode has been added to the Guest for Linux & Mac.
This is called the Kiosk mode and displays the remote session in full screen with no toolbar present.
In order to toggle the Kiosk (or Fullscreen) mode the Guest user needs to use the following key combination: CTRL + SHIFT + ESC
The Kiosk mode and the regular full screen mode have been added to Quick Connect > Connection Properties and to the Phonebook entries.
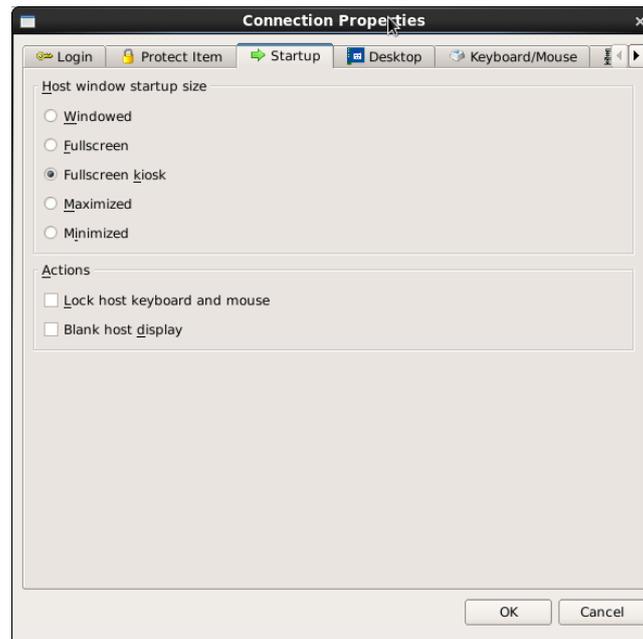
Fixed issues

- Inventory is not working on Windows 8
  Support case ref: 00097897
- Inventory is displaying empty or incomplete results for installed software
  Support case ref: 00087184
- File Manager issues when using a Guest installed on a domain device that connects to a non domain device
  Support case ref: 00096441
- Event viewer is not displaying any events.
  Support case ref: 00100250
- Services area in the Remote Management is not working.
- Local users and groups area does not perform correctly when creating new users.
- In the Disk drives area, depending on the drive type, the Guest is crashing.
- Remote control displays distorted image on retina displays (Mac).
  Support case ref: 00097068
- Pack'n Deploy will hang on the installation phase.
  Support case ref: 00098143

Known issues

- Local logging does not work on Mac