

Introduction

These modification notes contain information relating to a maintenance release of Netop Remote Control 12.20 including the ActiveX Guest (nguestx.ocx). Where applicable, the affected support case reference numbers are displayed below.

As a maintenance release, version 12.21 is free for customers who already have a valid version 12.20 license. To read more about what's new in Netop Remote Control 12.20, please refer to the Release Notes at <u>www.netop.com</u>

If you have questions about your license or wish to purchase an upgrade to Netop Remote Control 12.20, please contact **Netop Customer Service** or your local **Netop Partner** for more information.

Multi-monitor Support

The 12.21 release includes new capabilities for selecting and viewing multiple monitors attached to a remote device. Authorized Guest users have the ability to select from:

- All monitors
- Primary monitor
- A specific monitor

A multi-monitor icon has been added to the remote control session toolbar.



By clicking on the multi-monitor icon, the Guest user has the ability to change their multi-monitor settings.

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	All monitors (2)	% 🖥 🖥 📲 🗲 🍠 🇞 🖳 🍕 🔌	
	 Monitor 1 (primary) Monitor 2 		



Windows Guest users can specify their preferred option before beginning a remote session by modifying the **Connection Properties > Startup** menu. The preferred option can also be saved within a Phonebook file.

	ංක් Keyb	oard/Mouse	
Compres	ssion/Encryption	Desktop	Record
连 Log on	9 Protect Ite	m 🧼 Startup	🔊 Display
Window	ed (en (○ Maximized ○ Minimized	
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Window	ed (en (○ Maximized ○ Minimized	
Window Window Full scree Monitors	ed (en (○ Maximized ○ Minimized	

Multi-monitor options have also been added to the browser based support console available through the Netop Portal. A new icon is available during a browser based support session allowing the remote user to select one of the available multi-monitor settings.



New name for WebConnect 2 communication profile

The WebConnect 2 communication profile has been renamed – Netop Portal. All references within the Guest and Host communication profile settings now reflect the new name.

Communication profile	
Netop Portal	~
Edit New Delete	



Netop Portal

With the February 22, 2016 release, a variety of new features and capabilities have been added to the Netop Portal.



Left side menu

An expanded left side menu has been implemented for easy navigation. The menu can be collapsed to provide additional screen space.

Getting started

The GETTING STARTED page of the portal is now available by clicking on the dashboard icon from the left menu. From the GETTING STARTED page, new video tutorials have been included to assist users.





Filtering

Lists presented within the USERS, DEVICES, ROLES and ROLE ASSIGNMENTS pages can now be filtered from within each column. Users can apply multiple filters concurrently.

C	Status: Active × Usernan	ne: demo 🗙 🛛 Email: @ 🗙 Clear all the	e filters
	Name	Username	T Email
	Demo User	demo.user@netop.com	demo.user@netop.com
	Portal Demo	portal.demo@netop.com	portal.demo@netop.com

Devices

Management functions for devices have been separated from access functions. Adding devices to groups and editing device properties is available through the DEVICES page.

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8		EVICES		Contact Netop	📜 Purci	Seats:	3/5 Logged in as Porta	I Demo 😃
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67 2	3	Results can be f	iltered using the	▼ on each column				
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		• 🖵 US-POR	-LPT27	US-POR-LPT27		Sales Team Devices	sahe	
MANAGE DEVICES					ç	Show Rows 10 🔻	Go to page 1 1 - 1	of 1 < >
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Access to devices – through the browser based support console – is achieved by clicking the Connect button available from the MY DEVICES page.

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← → C	https://portal.netop.com/account/devices-control/order%5Bhost_name%5D=asc							
6	MY DEVICES Contact Netop Rurchase Seats: 3/5 Logged in as Portal Demo							
»	All Devices (1)							
3	2 Results can be filtered using the	e ▼ on ead	h column					
DASHBOARD	1 Host	T	Alias	Ŧ	Group	Ŧ	Logged in user	Ŧ
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MY DEVICES								
Netop								

Lists presented in both the DEVICES and MY DEVICES pages include a new icon within the Host column that identifies the operating system of the device.



Roles

Roles have now been implemented in the Netop Portal. Roles are a set of permissions which can be applied to a group of users through Role Assignments. With the February 22nd launch, a total of seven (7) Roles are available.

Users with administrator level access to the Portal have access to the ROLES page. The ROLES page provides a listing of the available Roles, their type, name and a short description.



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Remote Control			Contact Netop	Purchase	Seats: 3/5	Logged in	as Portal Demo	Ċ
«	All Roles (7)							
Dashboard	C Results can b	e filtered using the Y on each col	lumn					
MANAGE	Туре 🔻	Name 🔻	Description					
AL Users			This role provides communi recommends the creation o	cation with the Netop Por f dedicated user(s) assign	tal, but does not included to the Add Devic	ude any permission es role so that indiv	is or rights. Netop riduals do not enter t	their own
🖵 Devices	o- Enroll	Add Devices	username and password wi 'portal_access@mycompan credentials would be used in	hen enrolling devices in th y.com' and assign them th n the configuration of the P	ie Portal. For examp ne 'Add Devices' role Guest & Host Comm	le, an Administrato . The portal_acces unication Profile.	r may create a user s@mycompany.com	named
E Roles	🖵 Device	Administrator	The Administrator role prov installed Guest.	ides full access to the rem	note device when usi	ng the Browser Ba	sed Support Console	e or an
ACCESS	C Device	Engineer	The Engineer role provides installed Guest. In addition,	keyboard, video and mou those with an installed Gu	use control through the set have Get Inventor	ne Browser Based ory, Chat and File 1	Support Console or Fransfer permissions	an s enabled.
🖵 My devices	CT Device	Manager	keyboard, video and mouse control through the Browser Based Support Console or an those with an installed Guest have Get Inventory, Chat, File Transfer and Remote Managemen					
	Device	Technician	The Technician role provide installed Guest. In addition,	es keyboard, video and me those with an installed Gu	ouse control through lest have Get Invento	the Browser Base bry and Chat perm	d Support Console o issions enabled.	or an
	C Device	View Only	View Only allows the Guest Based Support Console. Pe provided.	user to view the screen o rmissions are restricted to	f the Host from the in o viewing the screen	nstalled Guest soft only, no additional	vare or from the Bro capabilities or permi	owser issions are
	Ct Device	Web Support	Web Support provides full a	ccess to the Browser Bas	ed Support Console	Access from an in	istalled Guest is not i	allowed.
				Show Roy	ws 10 👻	So to page 1	1-7 of 7 <	>
Netop								

Two (2) Role types have been implemented, each representing a specific set of permissions.

The Enroll type is limited to registering or unregistering devices within the Portal. Only users who have been assigned an *Enroll* role type have the ability to enroll devices in the Netop Portal with their Portal username and Portal password.

The Device role type includes a set of permissions related to remote control sessions. By clicking on the name of a specific role from the ROLES page, the user is provided information about the role and the full list of associated permissions.

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Engineer	un (rules/riem/Hoo	~ ~ ~	
		_	1
Status	Enabled		
Туре	Device		
Name	Engineer		
Description	The Engineer role provides keyboard, video and mouse control through the Browser Based Support Console or an installed Guest. In addition, those with an installed Guest have Get Inventory. Chat and File Transfer permissions enabled.		
Created	2016-02-10 01:37:47		
Created by			
Modified	2016-02-11 02:39:36		
Modified by	Operations Team		
∽ Permissions			
Remote session			
View remote screen	Yes		
Use keyboard and mous	e Yes		
Lock keyboard and mou	ie No		
Blank the screen	No		
Transfer clipboard	No		-



Role assignments

The permissions defined by roles are applied to users and devices through role assignments. A role assignment is comprised of a role, a group of users (Supporters), and a group of devices. User groups (also known as Supporter Groups) and device groups must be created before adding new role assignments.

Role	e assignments (3) Results can be filtered using th	he ▼ on each column		[🛟 Add role assignment
	↑ Name ▼	Role	Supporters T	Devices	T Description
	Add Devices-Portal Ac	o _™ Add Devices	Portal Access Group	Everything	-
	Admin Role Assignment	La Administrator	Everyone	Everything	-
	Demo Role Assignment	⊑‡ Engineer	Tier 1 - Help Desk Users	Sales Team Devices	-
				Show Rows 10 - Go to pag	e 1 1-3 of 3 < >

In order for a role assignment to govern the permissions of a remote user, the Netop Host's Guest Access Security settings must be configured to *Use Netop Portal access rights.*

Security updates

Guest Access Security

A new *Guest Access Method* is available from the *Guest Access Security* settings of the Netop Host. This new setting takes advantage of the Groups, Roles and Role Assignment capabilities now found in the Netop Portal. When the *Guest Access Method* is set to *Use Netop Portal access rights*, the role assignments defined within the associated Netop Portal account will govern the permissions available to the remote user.

Guest Access Security		×
Guest Access Privileges Guest Policy MAC/IP Address List Setup Encryption Smart Card		
Guest Access Method		
Use Netop Portal access rights	•	
Netop Portal		
The currently selected Netop Portal communication profile is used to connect the Host to the Netop Portal.		
Netop Portal is the currently selected Netop Portal communication profile.		
OK Cancel	Help	



For additional information on Guest Access Security settings within the Netop Remote Control Host, please refer to the *Netop Remote Control User's Guide*. Netop Remote Control documentation, including the User's Guide, is available in the Netop Knowledge Base at <u>http://kb.netop.com</u>

WebConnect Security Improvements

A variety of improvements have been implemented to increase the security of communication when using a WebConnect communication profile. These improvements include:

- The autocomplete option within HTML forms has been turned off to prevent browsers from storing sensitive credential information
- Additional SSL cookies now have secure flags set to prevent the interception of unencrypted HTTP traffic
- For connections using the Linux Guest & Host, we have improved how SSL certificates are used and validated
- Forms used within the web interface of the Connection Manager are now protected with random access tokens

In order to take advantage of the WebConnect Security Improvements, customers must upgrade their Connection Manager, Guest and Host licenses to version 12.21.

Once the Connection Manager has been updated to version 12.21, Guest and Host versions prior to 12.21 will no longer connect successfully through the Connection Manager.

Stronger hashing

With version 12.20, stronger password hashing was implemented for locally stored passwords. With version 12.21, stronger password hashing has been implemented for passwords used in conjunction with Netop Security Server.

New command line parameters

When running the Windows Host, new command line parameters can be used to change the status of the Host. This implementation mimics the start, stop, and restart buttons in the Host GUI interface and includes the option of including the Host maintenance password

- /START
- /STOP
- /RESTART
- /MPASS (maintenance password)

Additional command line parameters are available to change the access rights a Guest has on the Host without disconnecting the user. After access rights have been set, prior access permissions are overridden for all sessions (running or future), no matter how the Guest accesses the Host.

Multiple permissions can be set by using the /SETPERM flag as many times as necessary. The /RESETPERM flag can be used to revert to the intrinsic value for a permission (or for clearing all overrides).

- /SETPERM
- /RESETPERM

Nowutil.exe can be used to issue these commands. [/H] is used if the commands are sent through nowutil (e.g., /H /START).



Defects resolved

- Windows Guest get inventory fails after file transfer Support case ref: 00100478
- Windows Guest not using correct netop.ini settings when copied to removable media Support case ref: 00101229
- Windows authentication through Security Server does not work from non-Windows Guests
- Linux Host keeps restarting with invalid Security Server key or address
- Windows Guest error when trying to create new RDP entry in phonebook
- Windows Guest crashes when scrolling the phonebook Support case ref: 00102802
- Pack 'n' Deploy trial license key is included in the property list Support case ref: 00102935
- Windows Host uses high CPU on Windows 7 Support case ref: 00103654
- Linux Host error indicating there is no space left on device Support case ref: 00104755