

# NetOp Remote Control



## Modification notes – version 8.0

<b>Current version</b>	8.00
<b>Shipping from</b>	2006-03-08
<b>Latest builds</b>	
Windows 32 bit modules	2006047 NEW
Windows CE modules	2005095
Linux Guest module	2005062
Linux Host module	2005062
Solaris Guest module	2005062
Solaris Host module	2005062
Mac OS X Host module	2005048
ActiveX Guest module	2005046
OS/2 Host module	2005096
DOS Host module v. 4.32	19296
NetOp Deployment Utility	2005047

## Enhancements

- ✓ After a connection the Host can be setup to display a History List as a "Hangup notification" message. To configure this with silent install use:

AFTER\_CON\_DISP\_MSG\_TIMEOUT=6

Default value is 6 seconds.

- ✓ Guest ID can now be specified as an environment variable. The value could for example be %username% to display the currently logged in user.
- ✓ The Host can now be configured, from the command line, to exit after one successful connection. To do that specify

/Q:

on the command line.

- ✓ A new Host command line option has been added in relation to sending a Help Request from a Host.

Specify

/HS:

on the command line to make the Help Request fail without displaying error messages.

- ✓ New command line options have been added to the Guest to administrate Help Request and Service tickets. The following new options are available:

Add Service ticket:

/YT:<Service ticket>

Add Help Service:

/YS:<Help Service Name>

Delete Help Service or Service ticket:

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/YD:<Help Service Name/Service ticket>

- ✓ The Name Server is now able to use itself for registering names.

**The below errors have been corrected in NetOp Remote Control:**

## Security

- ✓ It was necessary to restart the Gateway after having changed Gateway Access Privileges method.
- ✓ Read only permission to a larger number of registry keys has been added to the NetOpActivity group as some Microsoft Security templates strengthens access to registry keys and therefore prohibiting the Host access to necessary registry keys.
- ✓ Both Connection List and History List could be closed without password (even when there was a password) by right-clicking the NetOp Host tray icon and disable either Connection List or History List.

## Misc.

- ✓ Trial Expiry date format now shown in localized format.
- ✓ For dynamic protocols (like TCP, Modem, CAPI etc.) call back can be configured in Gateway Access Privileges. Until now the call back controls were enabled - but ignored - for Guest Access Privileges using NetOp Authentication, Windows Security Management and Directory Services. These controls are now disabled for Guest Access privileges.  
Please note that call back on TCP is not supported on a Gateway due to Communication Device limitations (the TCP Communication Profile is not able to handle both outgoing and incoming connections).
- ✓ The IP-address was missing when collecting an Inventory from the Host.
- ✓ The Guest will no longer crash if contacted by a NetOp On Demand Host (not using a NetOp Gateway) via a Squid Proxy server.
- ✓ When using Guest Keyboard layout <shift> was not transferred when used in combination with a Function key.
- ✓ The Host will now detect whether the Marker Mode executable (vitawrap.exe) is present. If not, the Host will disable the Marker Mode feature on the Guest.
- ✓ Too large SQL requests when using Directory Services could cause the Security Server to crash.
- ✓ Host Connection Tab was not updated when restarting or stopping the Host during a session.
- ✓ All NetOp modules would crash if loaded with more than 10 command line arguments.
- ✓ The Inventory uses the NetBIOS support to get available MAC addresses. If no MAC address were found the IP address would be used as the MAC address. The problem only occurred in the Inventory Summary.
- ✓ Remote Controlling a Host with an odd resolution could make the Host crash.

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<b>Current version</b>	8.00
<b>Shipping from</b>	2005-10-10
<b>Latest builds</b>	
Windows 32 bit modules	2005271 NEW
Windows CE modules	2005095
Linux Guest module	2005062
Linux Host module	2005062
Solaris Guest module	2005062
Solaris Host module	2005062
Mac OS X Host module	2005048
ActiveX Guest module	2005046
OS/2 Host module	2005096
DOS Host module v. 4.32	19296
NetOp Deployment Utility	2005047

## Enhancements

- ✓ The NetOp Remote Control Guest EX is a new Windows module for use with NetOp On Demand Remote Control (NODRC). It has the same functionality as the existing 8.0 Windows Guest. As an extension it supports sessions with NODRC Hosts, which cannot communicate with the standard Guest. The Guest EX offers a new Help Request feature where the Guest user can hand out an automatically generated, one-time Service Ticket to the NODRC user and he or she will be connected directly to this Guest as opposed to the existing Help Service which will put it in a shared queue.
- ✓ The Netop Remote Control Gateway can now support HTTP tunneling through proxy servers for use with the NetOp On Demand Remote Control Host. Support for the authentication modes basic, digest and NTLMv1 has been added.
- ✓ A History list can be displayed on the Windows Host when a Guest disconnects. This list would be displayed for 6 seconds and then disappear. The time the History list is visible is now made configurable by adding this option to the Program Options | Connection Notification dialog:

[x] Display History list [ 6] s. (0 = no timeout)

Default value is 6 seconds and 0 means that the dialog will be shown until it is manually closed.

- ✓ The Windows Guest now has a command line option

/Q:

that will make the Guest module close, when the last session is disconnected. This option corresponds to the NETOP.INI setting:

```
[GUEST]
CloseAfterLastSession=1
```

although it is not possible overwrite a 'close' from the command line.

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The below errors have been corrected in NetOp Remote Control:

## Security

- ✓ When Windows Security Management was selected as authentication method in the NetOp Security Server, it often took a long time to find the Microsoft Active Directory Domain Controller when checking for Windows Domain group memberships.
- ✓ The NetOp Security Server rejected sessions for role assignments containing the Microsoft Active Directory group Domain Computers, even though every domain computer is mandatory member of this group.

## Misc.

- ✓ In the Windows Host the registration prompt bitmap was missing.



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<b>Current version</b>	8.00
<b>Shipping from</b>	2005-09-20
<b>Latest builds</b>	
Windows 32 bit modules	2005249 NEW
Windows CE modules	2005095
Linux Guest module	2005062
Linux Host module	2005062
Solaris Guest module	2005062
Solaris Host module	2005062
Mac OS X Host module	2005048
ActiveX Guest module	2005046
OS/2 Host module	2005096
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## Enhancements

- ✓ When adding LDAP users or groups in the Guest Access Security dialog in the Windows Host or the Windows Security Manager, the views were filtered to display relevant containers (OUs) only. An OU without users or groups was not included in the view. In very large directory trees this filtering could take a substantial amount of time. To make the search faster the NETOP.INI setting below disables the filtering and include all containers:

```
[LDAP]
ShowAllLDAPTreeNodes=1
```

Default is 0 meaning it will filter out containers without users or groups.

- ✓ A Connection list can be displayed on the Windows Host when a Guest connects. This list would be displayed for 6 seconds and then disappear. The time the Connection list is visible is now made configurable by adding this option to the Program Options | Connection Notification dialog:

```
[x] Display Connection list [ 6] s. (0 = no timeout)
```

Default value is 6 seconds and 0 means that the dialog will be shown until it is manually closed.

A Silent install script command has been added:

```
[HOST]
ON_CON_DISP_MSG_TIMEOUT=6
```

- ✓ On the Windows Guest event logging of Help Requests did only include Host ID and Problem description. This has now been extended with the Help Service name. The Host ID, Problem description and Help Service name are added to the event as an argument and the information is separated by 3 spaces:

```
HostID<3 spaces>Problem description<3 spaces>Help Service name
```

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Please note that only the Host ID is logged when the help request is removed and an enabled Help Request tab is required to log.

- ✓ In all previous builds of NetOp Name Server, the temporary database used to track active names called NNS.TM was stored in the program files directory along with the Name Server executable. Now it has been moved to a location in the "All Users" profile where other NetOp data files are stored. This should solve some file permission problems affecting users whose system configuration does not permit writing to the program files directory. When upgrading from older versions or from version 8.00 build 2005095 or older the NNS.TM database is automatically moved to the new location when used the first time after the upgrading.
- ✓ The Disconnect action (Lock Computer, Log off Windows, Restart Windows) that should be carried out after the last Guest disconnects from a Windows Host is now delayed until the last Guest with remote control disconnects.
- ✓ When using LDAP/Directory Services for authentication at the Windows Host an expired or "Change at next logon password" returns an error code exactly similar to the one issued when an incorrect password is entered. The Guests receive a "Wrong password" error message when entering the right password. To avoid that a Guest user gets his account locked, the password is now checked for expiry as well. An error message is displayed on the Guest informing that the password must be changed – this must be done outside NetOp. Old Guests will still show that the password is wrong.
- ✓ The following Windows Guest log events now supply Host name/history description (title specified in the window title) for information:

Ses: File transfer started	GSESFXFER+	Host name
Ses: File transfer stopped	GSESFXFER-	Host name
Ses: Chat started	GSESCHAT +	Host name
Ses: Chat stopped	GSESCHAT -	Host name
Ses: Audio started	GSESAUDIO+	Host name
Ses: Audio stopped	GSESAUDIO-	Host name
Act: Received Clipboard	*ACTCLPB +	History description
Act: Sent Clipboard	*ACTCLPB -	History description

The following Host log events now supply Guest log name information:

Act: Received Clipboard	*ACTCLPB +	Guest log name (depending on log options)
Act: Sent Clipboard	*ACTCLPB -	Guest log name (depending on log options)

**The below errors have been corrected in NetOp Remote Control:**

## Installation

- ✓ If a specific configuration was deployed to a Windows Host using NetOp Deployment Utility, Silent Install (SETUP.ISS) or Clean Install, then the NetOp Host sometimes reverted itself to that configuration each time it was launched up to and including the first time the program was launched by an administrator.
- ✓ SETUP.EXE for non-MSI failed to launch if it was run directly from a UNC path where the share name part contained one or more spaces or from a path with no short file name and spaces in the long file name.

## Security

- ✓ A Security Role on the Security Server disallowing Join Multi Guest session did not prevent a second Windows Guest remote control of the Windows Host.
- ✓ For the NetOp Gateway, Security Server and Name Server event logging to a file on the local disk was default placed in the user profile of the user that was logged on to the computer when the program was started. That profile directory would often be unavailable or not writable when that same user was not logged on, causing logging to fail. This default has now been changed, so log file names with no explicit paths are stored under the "All Users" profile in the Gateway, Security Server and Name Server

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programs (this was already the case for the regular Windows Host). The Guest program continues to store the log file in the specific user profile.

- ✓ The Windows Gateway started to route RPC calls before the user of TCP or modem connection was authenticated with correct credentials.
- ✓ The Log event "Gateway login" was missing for Windows authentication when a Guest was authenticated on a Windows Gateway.
- ✓ If the user in the Windows Security Manager tried to insert an already existing Guest ID or a Host ID and then pressed Cancel in the error dialog, a superfluous record was created in the database.
- ✓ Setting MAC/IP address check on Windows Gateway did not work.
- ✓ Session Recording locally on the Windows Host caused screen dropouts or distortion

## Communication

- ✓ The Communication profiles that were temporarily initialized by a command line switch were not unmarked upon exit of the Windows Host.

## Misc.

- ✓ Directory Services browsing within NetOp might have a restriction on the number of entries returned from a LDAP search set by the administrator of the Directory Server. By default there is no limitation, but in some cases the administrator has limited the number to for example 1000. If the search results exceed more than a 1000 entries the additional entries are simply discarded. To circumvent this the search page NetOp uses can be increased by adding the following setting to NETOP.INI:

```
[LDAP]
Page_Size=5000
```

If this is added to NETOP.INI and the page is still not big enough the following error message is written to the communication log:

Ap\_ldap: Search page size too small. Increase [LDAP] Page\_Size in NetOp.ini until this message disappears.

- ✓ Entering Host Name environment variables longer than 32 characters crashed the Windows Host.
- ✓ Misc. bugs in the Windows Host Marker Utility.
- ✓ The Windows Guest setting "Use Guest keyboard layout" enabled under Connection Properties caused keystrokes to be buffered up and omitted from transmission until additional keystrokes were added.
- ✓ The Windows Guest crashed if an Inventory scanning requested a password and the dialog was cancelled with the Esc key and another Esc key was pressed quickly after.
- ✓ The NETOP.INI setting DataPath (used to select a location for configuration files etc.) was sometimes ignored by the NetOp Gateway, Name Server and Security Server.
- ✓ The current Windows Host state section of the System Control dialog is corrected so it will show whether the computer is: "Logged on", "Logged off" or "System Locked". If the computer is logged on the "Logged on user" is displayed as in earlier builds. The status is dynamically updated every 5 seconds if the Host state changes.
- ✓ The command line options for specifying login credentials for help request from a Windows Host did not work.

```
/LGN:<Gateway logon name> Specify a Gateway logon name
/LGP:<Gateway logon password> Specify a Gateway logon password
/LGD:<Gateway logon domain> Specify a Gateway logon domain
/LGC: Use current login credentials for Windows login.
```

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- ✓ If the Windows Guest ran a remote control session window on the non-primary monitor, e.g. the secondary monitor in a dual monitor setup, switching to full screen did not hide the top toolbar as it should.
- ✓ If the Windows Guest filled the Send Message editor to the maximum length and this message was transmitted to a Windows Host, the Host displayed a "Save" dialog.
- ✓ When the Windows Guest transferred a file that contained an "&" symbol, the "&" symbol was not displayed in the current file transfer section.
- ✓ In the Windows Guest's File Manager it was possible in to select a number of files and clear the selection via the menu. If the Guest user pressed Delete file(s) the previous selected file(s) were deleted.
- ✓ In the Windows Guest's File Manager the right-click menu item "Open With ..." was accessible on a folder.
- ✓ The Windows Host running Windows NT 4.0 crashed when the Connection List or the History List windows were shown.
- ✓ The Help Request notification area icon did not disappear when exiting the Windows Host.
- ✓ The Windows Guest's File transfer stopped working after Inventory scanning and gave the error message: "User does not have read rights".
- ✓ In the Windows Security Manager the List views "Add members" and "List members" for RSA, LDAP and NetOp Guest/Host groups could not be sorted.
- ✓ In the Windows Guest certain LDAP error messages were missing in other languages but English – only empty message boxes were displayed.
- ✓ In the Windows Guest Script the FileSetFirst always returned true. FileSetFirst has been fixed to return false in case of the searched file was not found on the remote computer.
- ✓ In the Windows Guest Script searching for files with criteria of "ab\*.xyz" (wildcard in 8.3 format) returned any file matching "ab\*.xyz\*". Now any file having file extension different from the file extension of the search criteria will be filtered out. This affects both CopyFromHost and CopyToHost.
- ✓ Incorrect Japanese texts in Windows Guest / Remote Management - System Control.

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## Modification notes – version 8.0

<b>Current version</b>	8.00
<b>Shipping from</b>	2005-04-20
<b>Latest builds</b>	
Windows 32 bit modules	2005095 NEW
Windows CE modules	2005095 NEW
Linux Guest module	2005062 NEW
Linux Host module	2005062 NEW
Solaris Guest module	2005062 NEW
Solaris Host module	2005062 NEW
Mac OS X Host module	2005048
ActiveX Guest module	2005046
OS/2 Host module	2005096 NEW
DOS Host module v. 4.32	19296
NetOp Deployment Utility	2005047

## Enhancements

- ✓ Windows CE Guest module can now connect and disconnect under third party program control.

To connect, post a message of type (WM\_USER+128) to the window named "NetOp Guest"  
The host name to connect to must be stored in this registry key with value of type string:

```
HKEY_CURRENT_USER\Software\Danware Data A/S\NetOpGuest\Connections\Last
```

To disconnect, post a message of type (WM\_USER+129) to the window named "NetOp Guest"

If the guest is not already running, you must start it with a CreateProcess() call.

The executable installs by default as \Program Files\NetOp Guest\NetOpGuest.exe  
To make it connect at start up, you must set this registry entry to have the integer value 1

```
HKEY_CURRENT_USER\Software\Danware Data A/S\NetOpGuest\Connections\Reconnect
```

- ✓ The number of communication profiles on Windows 32 bit modules has previously been limited to 20, now there can be up to 50. Default is 20 for Hosts and Guests, however 40 for a Gateway.

The number is defined via the NETOP.INI file:

```
[Host]
nComProfs=50
```

For the Guest the section name is [Guest]

- ✓ Active console switch (<Ctrl><Alt><F1>) is now supported for Linux.

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The below errors have been corrected in NetOp Remote Control:

## Installation

- ✓ Windows 32 bit modules includes changes for MSI to ensure a successful upgrade from Installshield installations. IN GENERAL, it is strongly recommended to upgrade using the same installer as used for the original installation. Alternatively, use add/remove programs to un-install the original, then install using the new installer. Remember that following any of above procedures will preserve the original configuration settings located in "documents and settings".
- ✓ In Windows 32 bit modules, a bug allowed a License Name with less than 3 characters to be entered. This prevented a later Web update from updating. The program now requires minimum 3 characters.

## Security

- ✓ Security bug in the OS/2 v.8 Host corrected. It is strongly recommended to run build 2005096 if using the Confirm Access feature in connection with the time-out feature.

## Communication

- ✓ On the Gateway, only 11 communication profiles could be initialized. Default should be 20. (note that with this release, the default has been increased to 40).

## Misc.

- ✓ Misc. stability issues with Linux and Solaris Guests have been solved.
- ✓ The graphics environment on Mandrake 10 (Linux) sometimes stopped when the NetOp Host Daemon service was stopped.
- ✓ OS/2 Host did not contain v.8 help file
- ✓ When exit the Guest / Host from the tray while configuration dialog open, the program would often crash.
- ✓ Host crashed on Windows 9x when resolving Directory Service groups.
- ✓ The Security Server program could not log on to the database unless the default Host naming option was used in the Security Server program.
- ✓ Various text corrections in misc. languages.
- ✓ Transferring clipboard (>3200 bytes) to 8.0 Guest from 7.65 (or older) Host crashed the Windows Guest.
- ✓ In a Multi Guest scenario, a Windows Guest losing keyboard control lost local hot-key control of eg. zoom in / out.
- ✓ The last remaining Windows Guest without input control in a Multi Guest scenario could not request input control, even it had privileges to use keyboard / mouse.

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## Modification notes – version 8.0

<b>Current version</b>	8.00
<b>Shipping from</b>	2005-03-07
<b>Latest builds</b>	
Windows 32 bit modules	2005061 NEW
Windows CE modules	2005046
Linux Guest module	2005049
Linux Host module	2005049
Solaris Guest module	2005049
Solaris Host module	2005049
Mac OS X Host module	2005048
ActiveX Guest module	2005046
OS/2 Host module	2005040
DOS Host module v. 4.32	19296
NetOp Deployment Utility	2005047

The below errors have been corrected in NetOp Remote Control v.8.

## Installation

- ✓ Installation of an upgrade to v.8 for the Windows 32 bit modules did not prompt for original serial number when using MSI installation. Caused the installed program to report incorrect serial number.

## Misc.

- ✓ In the Windows Security Management settings dialog, names were sometimes blank.
- ✓ Various text strings corrected.

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## Modification notes – version 8.0

<b>Current version</b>	8.00
<b>Shipping from</b>	2005-02-22
<b>Latest builds</b>	
Windows 32 bit modules	2005048
Windows CE modules	2005046
Linux Guest module	2005049
Linux Host module	2005049
Solaris Guest module	2005049
Solaris Host module	2005049
Mac OS X Host module	2005048
ActiveX Guest module	2005046
OS/2 Host module	2005040
DOS Host module v. 4.32	19296
NetOp Deployment Utility	2005047

New features have been added to NetOp Remote Control compared to version 7.65 build 2004342. A description is available in the document 'NRC800-release-notes-pdf'.

## Misc.

- ✓ Version 8.0 released for shipment with English, German, French, Spanish, Italian, Portuguese and Japanese programs and documentation.