NetOp Remote Control

Release notes – version 9.1

Danware is proud to introduce NetOp Remote Control 9.1 as the shipping version. It's a commercial upgrade for users running version 9.0 or earlier.

What's new in version 9.1?

The product in general contains all functions available in NetOp Remote Control version 9.0 including the below described new features. This release addresses Windows platforms only. Support for UNIX, Linux and Mac in NRC version 9.1 will be released at a later date.

Windows Operating Systems

This is the news in headlines grouped by function. Further down in the document we have included detailed information about each new feature.

Platform support

- ✓ **Windows Vista** – full function Guest and Host with support for Windows Vista all 32 bit versions.
- ✓ **Windows Server 2008** – full function Guest and Host with support for Windows Server 2008 32 bit versions.

Security

- ✓ **Remote Smartcard login** – allows the Guest user to perform remote system login on the Host.
- ✓ **Ad hoc access rights** – allows Host users to change Guest access right on-the-fly.

Installation

- ✓ **NetOp Pack'n Deploy -** replaces **NetOp Deployment Utility** and **NetOp Transform Editor.**
- ✓ **InstallShield** – is no longer available as installation method.

Communication

- ✓ **Multiple incoming TCP sessions on Host** – allows all connecting Guests to use TCP.
- ✓ **Enhanced HTTP communication** – allows for more reliable connections through invisible proxies.

Screen transfer

- ✓ **Login screen and extended desktop in bitmap mode** – now transferred.
- ✓ **X-window player on Windows Guest** – enhanced screen transfer speed from Linux Host to Windows Guest.

Demonstration

- ✓ **The Guest can send its screen content to the Host** - when connected to a Host that supports this feature.

Masking

- ✓ **The Guest can mask off applications** – in demonstration mode.

Recording

- ✓ **Recording to AVI format** – allows the Guest to play recording in standard media player.

Localization

- ✓ **More languages** – New languages have been added to this version.

Miscellaneous

- ✓ **Automatic clipboard transfer** – sends automatically the clipboard content to Guest or Host.
- ✓ **Phonebook entries** – right-click bulk property change.
- ✓ **Confirm Access** – now omitted for Inventory scans and Send Message.
- ✓ **Active Directory search speed** – the algorithm searching through AD has been enhanced.
- ✓ **IP broadcast list entry limit** – has been removed.

Detailed information – Windows 32-bit Operating Systems

Platform support

- ✓ **Windows Vista**
  All Windows Vista 32 bit platforms are now fully supported with all NetOp modules.

- ✓ **Windows Server 2008**
  All Windows Server 2008 32 bit platforms are fully supported with all NetOp modules.

- ✓ **Windows NT 4.0**
  The NetOp Security Server with this release does not support Windows NT 4.0. We shall release a hotfix for this as soon as possible.

Security

- ✓ **Remote Smart Card login**
  The authentication method using Smart Card introduced in version 9.0 has been enhanced so that

the Guest user has now the possibility to login on servers and workstations where local login using Smart Card is required. It allows the Host Windows system to verify the Guest user's identity by prompting the Guest user to insert a Smart Card into the Guest computer's card reader and type the corresponding PIN code. The authentication may be performed locally on the Host or it may be performed via Security Server. Please observe that Smartcard is supported on Windows 2000 and later.

- ✓ **Ad hoc access rights**
  NetOp On Demand Host users can change Guest access rights on-the-fly. While connected and being remote controlled the Host user can give permission or take away permission relevant to the current session e.g. file transfer permission.

Installation

- ✓ **NetOp Pack'n Deploy**
  A new tool for packaging and deploying Hosts called NetOp Pack'n Deploy is introduced replacing NetOp Deployment Utility and NetOp Transform Editor. It features preparation and packing of msi and mst files used for deployment of Guests and Hosts and can be initiated through a command line with arguments. MSI 2.0 must be present on the Windows operating system in order to install and run NetOp Pack'n Deploy.

- ✓ **InstallShield**
  InstallShield is no longer available as installation method. Windows installer is required for installation with the msi packages now offered. MSI 2.0 is required for installation onto Windows operating systems.

Communication

- ✓ **Multiple incoming TCP connections**
  Until now the Host modules – except for the Gateway – only accepted one incoming TCP connection. This was especially a limitation in case of two or more Guests connecting to one Host. The first Guest was able to connect using TCP, the following Guests had to use another protocol i.e. UDP. The Host now accepts a large number of TCP connections.

- ✓ **HTTP Communication**
  A new and more reliable HTTP driver is introduced in order to automatically handle invisible web proxy servers. It uses by default a 1-request/1-response communication scheme, also if there is no known, named proxy involved in the communication line..

  If both sides are 9.1 it is possible to activate an extra test response to be sent to automatically figure out, if it is possible to deviate from the 1-request/1-response communication scheme and obtain more speed. This test response is activated with a new setting in netop.ini on the server side:

  [HTTP]
  SendTestResponse=TRUE

  In order to obtain the full functionality, both the client and the server side must be upgraded to 9.1 or later.

  Compatibility with 8.0 and 9.0 is maintained by always enforcing the 1-request/1-response communication rule unconditionally. That will in many cases work as before, in some cases somewhat slower, but connection build-up will succeed in more cases.

Compatibility with builds of 8.0 from before June 1st 2005 is maintained by always ignoring the rule. Connections will work with the same performance level as they originally did.

Screen transfer

- ✓ **Login screen and extended desktop in bitmap mode**
  Previously the Host was not able to transfer the login screen in bitmap mode. This could lead to situations where the Guest user's only option was to login "blindfolded" on the Host system. If the Host computer was equipped with more than one monitor extending the desktop to all monitors only the primary screen was transferred when connected in bitmap mode. The Host is now capable of transferring all screens in bitmap mode.

- ✓ **X-window player on Windows Guest**
  The Windows Guest is now introducing an X-window player. This means that screen content from Linux based Hosts is transferred in a much quicker way comparable with Windows to Windows command mode transfer. The Host sends the X-server screen commands to the Guest which then replicates the information and sends it to the Guest screen.

Demonstration

- ✓ **The Guest can send its screen content to the Host**
  When connected to a Host that supports this feature the Guest can send its screen content to the Host for Guest user demonstration purposes. The Guest sends its entire screen excluding applications and windows selected with the masking feature not to be transferred to the Host. A floating tool bar that is opened in demonstration mode is used to control the masking feature.

Masking

- ✓ **The Guest can mask off applications**
  The Masking feature is used to mask off (hide) applications and windows from the screen content sent to the remote NetOp module (Guest or Host). At the time of initial session build-up the user can be prompted for masking options prior to transferring the screen content. Ad hoc changes can be made during the session. A floating tool bar is used to control the masking options during demonstration.

Recording

- ✓ **Recording to AVI format**
  The Guest introduces a recording tool that allows recording of remote control sessions and saves the recording in avi format. The recording can be initiated on the Guest and played back using any player supporting the avi format. This recording tool is an additional tool and does not substitute the existing built-in recording tool in the Guest and Host.

Localization

- ✓ **More languages**
  New languages have been added to the user interface in this version. These are Czech, Finnish and Russian. The online help is in English.

Miscellaneous

- ✓ **Automatic clipboard transfer**
  The clipboard content is now automatically transferred between Guest and Host. However it is not transferred at initial connection and it is possible to set an upper size limit for attempted transfer.

- ✓ **Phonebook entries**
  It is now possible to bulk change the connection properties for a selection of phonebook entries in a folder in just one operation by highlighting the entries and right-click.

- ✓ **Confirm Access**
  In many situations it is impractical with the Confirm Access feature enabled for Inventory scans and the Send Message feature. Therefore Confirm Access has been removed for these two session types even though Confirm Access has been set generally for the Guest security role.

- ✓ **Active Directory search speed**
  The search speed through a large Active Directory has been significantly enhanced by optimizing the algorithm used to find AD objects and their group memberships. The default Group Attribute has been changed from “member” into “memberOf”.

- ✓ **IP broadcast list entry limit**
  The limit for the number of broadcast list entries has been removed.

- ✓ **New log events added**
  To the Windows Guest and Host have been added log events in order to log assigned/revoked keyboard/mouse control. The events are logged for single and multiple Guest access to Host:
  Guest keyboard/mouse control assigned: “GACTKBDMS+”
  Guest keyboard/mouse control revoked: “GACTKBDMS-”
  Host keyboard/mouse control assigned: “HACTKBDMS+”
  Host keyboard/mouse control revoked: “HACTKBDMS-”