

# NETOP™ REMOTE CONTROL OnDemand

Instant Web-based Remote Support



## Release Notes

### Product/version/build:

OnDemand Pack 'n Deploy 2.51 (2012027)

Remote Control Guest Ex 11.00 (2012027)

### Shipping date:

30<sup>th</sup> January 2012

## Introduction

These modification notes contain information relating to a maintenance release of Netop OnDemand. This release includes changes to the Netop OnDemand Pack 'n Deploy module, which is used for generating the OnDemand Host application along with the Guest Ex application.

The Pack 'n Deploy utility does not require a license key. In order to use version 11 of the Netop Remote Control Guest Ex, you will require new license keys. Customers who have a valid Netop Advantage annual support and upgrade agreement are eligible to upgrade to the new version at no additional cost and should receive their upgrade license keys shortly after the public release date.

If you have questions about your license or wish to purchase an upgrade to Netop Remote Control Guest Ex 11, please contact [Netop Customer Service](#) or your local [Netop Partner](#) for more information.

## Connectivity

### Multiple sessions

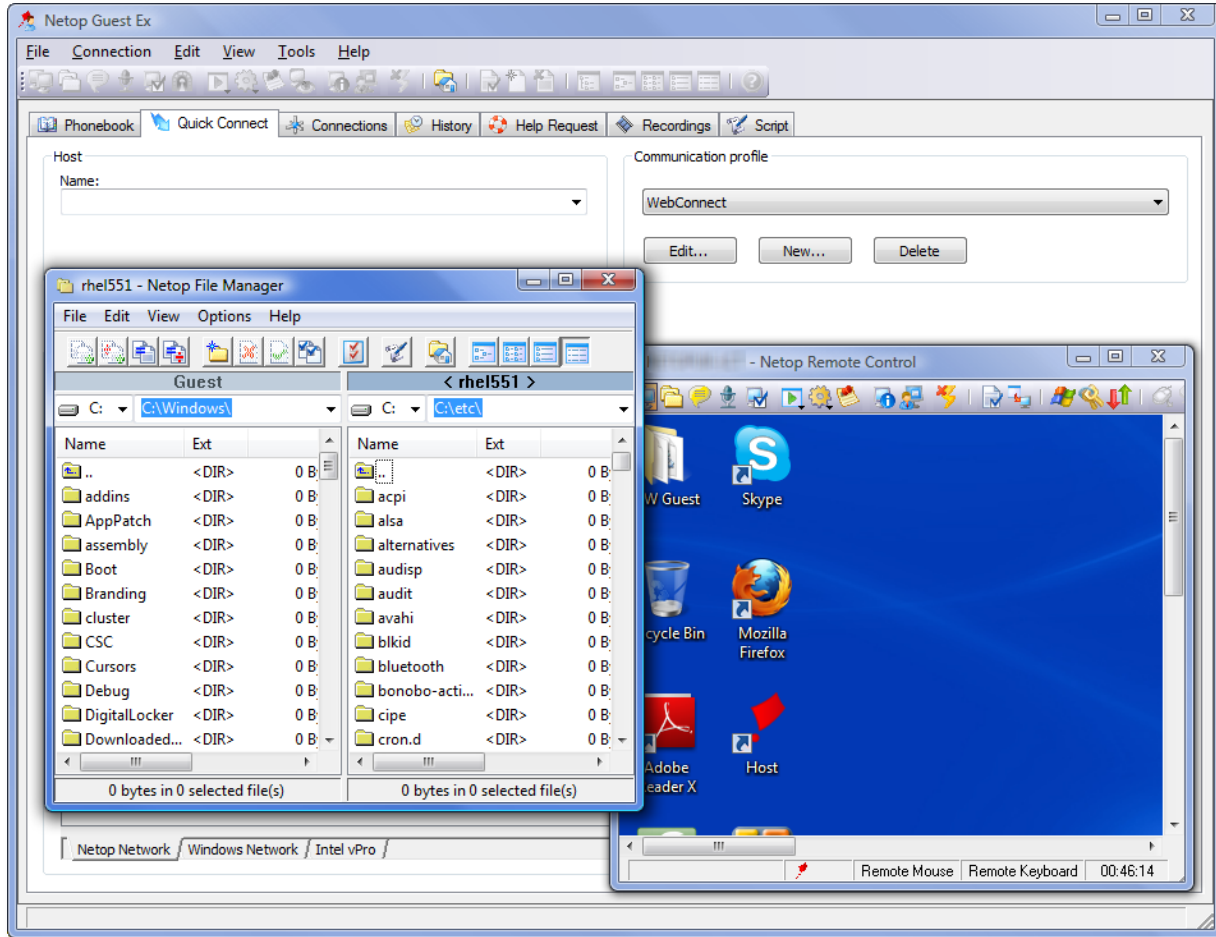
Version 11 delivers some important changes to the core communication layer greatly improving the way Netop OnDemand handles multiple sessions removing previous connection limitations and dependencies.

The Guest Ex can now have multiple support sessions running simultaneously when using the OnDemand Host offering increased productivity in busy support environments.

In order to take advantage of this improvement you must also be using Connection Manager 1.90 (build 2012027 or above) in your WebConnect environment.

If you are using the hosted WebConnect services provided by Netop, there are no further changes required.

OnDemand Guest Ex with simultaneous support sessions:



## Defects resolved

- When the Netop OnDemand Host was used with an RDP session the Guest would experience an offset problem with the mouse co-ordinates during the remote control session

## WebConnect Hosting

The existing WebConnect services hosted by Netop will be upgraded to the latest WebConnect 1.9 release during the following scheduled maintenance windows:

- **EMEA:** Monday 6<sup>th</sup> February 2012, 2300 – 2400 (CET)
- **Americas:** Tuesday 7<sup>th</sup> February 2012, 0300 – 0400 (CST)

If you are using the hosted services in these regions, please note they will be unavailable during the maintenance windows.