



NETOP™ WebConnect™

Internet-Based Secure Remote Access

Release Notes

Product/version/build:

Connection Manager 1.8 (2011210)

Connection Server 10.01 (2011154)

Shipping date:

10th August 2011

Introduction

We are very pleased to introduce a new release of Netop WebConnect. Our internet friendly connection service allows Netop applications to communicate securely across the internet without additional configuration to corporate firewalls, proxies or routers. Netop WebConnect is compatible with Netop Remote Control (Windows, Linux and Mac), Netop OnDemand and Netop Mobile & Embedded.

This is a minor version release of Netop WebConnect and customers who have a valid Netop Advantage annual support and upgrade agreement are eligible to upgrade to the new version at no extra cost. Customers who are hosting their own WebConnect service will require new license keys for both the Connection Manager and Connection Server. Customers who are using the WebConnect services hosted by Netop are not required to make any changes to their software.

If you have questions about your license or wish to purchase an upgrade to Netop WebConnect 1.8, please contact [Netop Customer Service](#) or your local [Netop Partner](#) for more information.

Performance

SQL optimizations

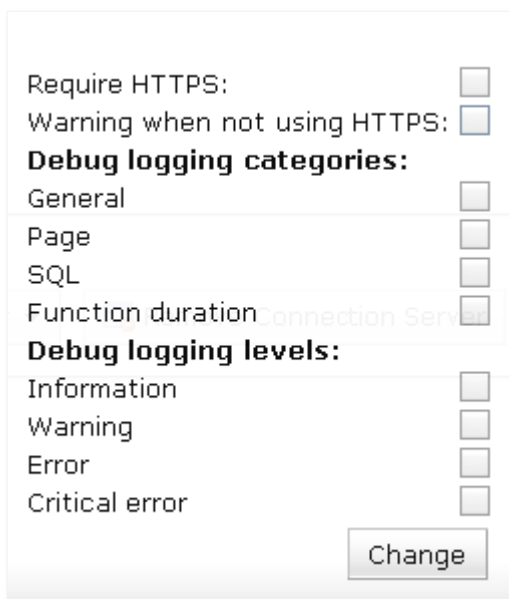
In order to reduce the load and increase performance on the SQL database, a number of optimizations have been implemented.

- The time column of the Logs table is now indexed improving performance and general SQL queries when viewing the Activity Log in the Connection Manager
- Cleanup procedures have been implemented to ensure that various SQL tables do not grow exponentially and therefore affect performance. Please refer to the WebConnect Installation Guide for more information
- The Activity Log has been optimized to remove erroneous entries and to include more user friendly identifiers where appropriate

Debug information

To better assist customers in troubleshooting technical issues with Netop WebConnect, particularly related to the web service and database, some new debugging options have been added to the Connection Manager web interface.

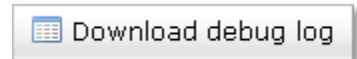
These debug settings can be accessed using the Options button in the Connection Manager when logged in with the root Admin account. It is recommended to enable the appropriate settings only when advised by a Netop support representative.



The following table shows a brief explanation of each option under the **Debug logging categories** and **Debug logging levels** sections:

Option	Description
Debug logging categories	
General	Common events not associated with other categories
Page	Errors that prevent web pages from displaying correctly
SQL	Errors relating to SQL queries
Function duration	Display duration of each function call within the application
Debug logging levels	
Information	Informative events not related to any specific errors
Warning	Events that lead to unwanted behaviour but not related to any specific errors
Error	Events triggered by errors within the application
Critical error	Error events that cause the application to become inoperable

The logging will be effective after enabling any of the above options and selecting the Change button. When you are ready to retrieve the debug information, simply select Download debug log from the main toolbar in the Connection Manager and save the resulting CSV file.



In order to reduce the database size, a cleanup script will run automatically to ensure that debug data is only maintained for up to 30 days.

Fixed issues

- When using Netop OnDemand with WebConnect, the Netop Remote Control Guest Ex would randomly fail to connect to the Netop OnDemand Host.

The Guest Ex would receive an error reporting *'Could not connect to the Connection Manager. Verify that the Connection Manager URL is correct and that Connection Manager is running'* followed by *'Could not contact Connection Server. Verify that Connection Server is running'*.

The issue is resolved by updating to the latest version of the Connection Manager.

- When using the Test button to verify the WebConnect settings in the Guest and Host applications, a random error would appear reporting *'Could not verify logon credentials. Please also note that all parameters are case sensitive.*

The issue is resolved by updating to the latest version of the Connection Manager.