



NETOP™

RemoteControl

Secure Remote Management and Support

Modification Notes

Product/version/build:

Remote Control 10.01 (2011154)

ActiveX Guest 10.01 (2011154)

Shipping date:

7th June 2011

Introduction

These modification notes contain information relating to a maintenance release of Netop Remote Control 10 (Windows, Linux and Mac) including the ActiveX Guest (nguestx.ocx). Where applicable, the affected support case reference numbers are displayed in brackets below.

As a maintenance release, version 10.01 is free for customers who already have a valid version 10 license. To read more about what's new in Netop Remote Control 10, please refer to the Release Notes at www.netop.com

If you have questions about your license or wish to purchase an upgrade to Netop Remote Control version 10, please contact [Netop Customer Service](#) or your local [Netop Partner](#) for more information.

Security

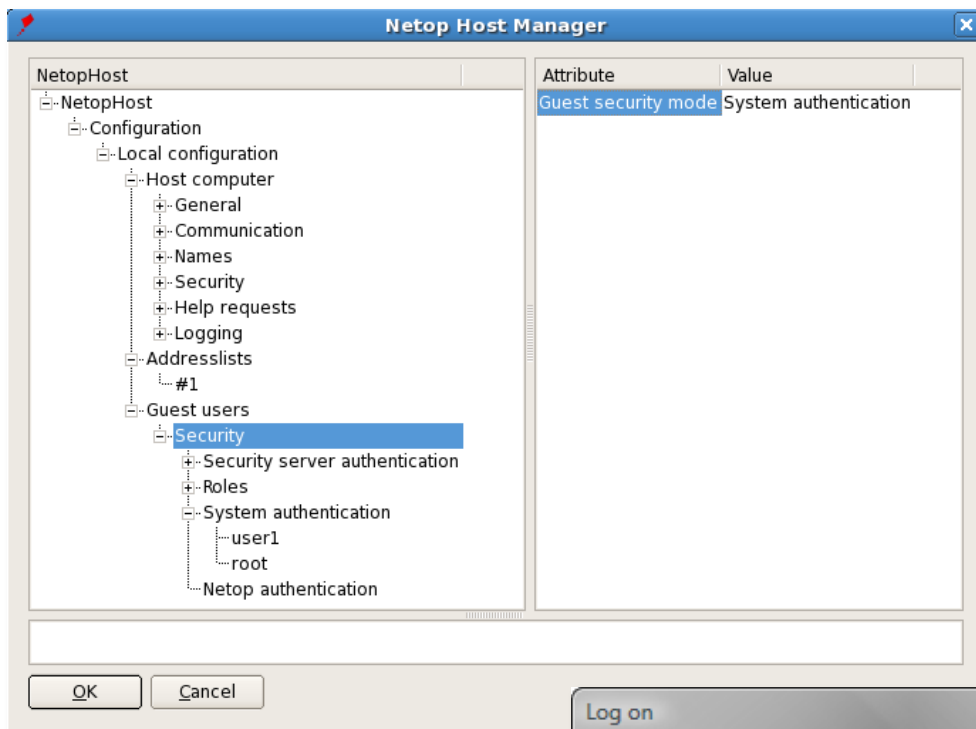
System authentication

The Netop Remote Control Host for Linux and Mac can now use System authentication to further help prevent unauthorized access.

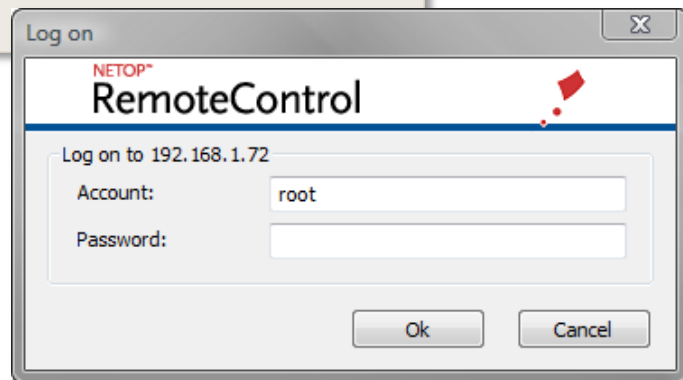
This option will be enabled by default when performing a new installation of Netop Remote Control Host on any Linux or Mac system. This authentication method uses the locally active user accounts defined on the Linux or Mac system. The connecting Guest will need to provide a valid username and password in order for the remote support session to take place.

The default authentication method can be changed by using the Host Manager, which is accessible via the Options button in the Netop Host user interface.

When enabled, any local accounts defined on the Host machine can be used by the Guest to access the Host system. These accounts will use the 'Default Role' which allows all remote control privileges, however you can further customize the privileges for specific user accounts by either creating local security roles in the Host Manager or by using the Netop Security Server.



Authentication method in the Host Manager



Guest logon using System authentication

LDAP queries

When using Netop Remote Control with Active Directory authentication via LDAP (Lightweight Directory Access Protocol), the applicable Netop application would only return a limited number of objects from the Active Directory.

This limitation was typically governed by the Page Size setting in Active Directory which was set to return 1000 objects by default. Using previous versions, if an Organizational Unit contained more than 1000 objects, the Netop application could only display the first thousand objects making it difficult to use within larger Active Directory environments.

The Security Server improvements in the version 10 release improved this limitation by introducing a search filter, which reduced the chances of reaching the Page Size limitation.

However, both the Netop Security Server and Host now use an LDAP page browsing technique which removes the restriction set by the Page Size setting in Active Directory. This improvement also means that the following NETOP.INI file entry is no longer required:

```
[LDAP]
Page_Size=1000
```

Mouse flicker

In some situations, the mouse cursor will constantly flicker on the Host machine during a remote control session. This behaviour is partly caused by a known issue with a Microsoft API and is apparent on operating systems that use transparent windows including Windows 7, Vista and Server 2008.

The following table shows the various options available to help improve this mouse flicker behaviour. Only options 2 and 3 require an upgrade to version 10.01 in order to take effect.

Option/Description	Fix	Result
The mouse flicker behaviour is not present when Aero is enabled on the relevant operating system	By default, Netop will disable Aero where available and hence show the mouse flicker behaviour. On the Guest, select Connection Properties\Desktop tab and customize your optimization settings by un-checking the 'Disable Active Desktop' and 'Disable Vista Aero' options	Additional display effects such as Aero will potentially affect performance during a remote control session
The mouse flicker behaviour is not present when transparent windows are not captured during the remote control session	Add the following to the NETOP.INI file on the Host machine: [HOST] NoCaptureBlt=1 Restart the Host application for the changes to take effect	Transparent windows will not be captured and transferred during the remote control session
Reduce the amount of mouse flickering by increasing the delay between consecutive screen captures	Add the following to the NETOP.INI file on the Host machine: [HOST] WaitBeforeAnotherSnapShot=100 Enter a number of milliseconds between 10-300 (default value=10). Restart the Host application for the changes to take effect	Mouse flickering will not be completely removed and performance may be affected during a remote control session

Fixed issues

- The co-existence function did not operate correctly on Windows 7, Vista and Server 2008 when using the COEXIST=1 option. When the Guest is now launched and a Host is already running, the Host will be temporarily suspended until the Guest application is closed.

The 'load warning' message dialog will also be displayed correctly if enabled using the LOAD_WARNING=1 option in the NETOP.INI file, even when User Account Control is enabled (51438, 52108, 55921)

- When COEXIST=1 was used alongside the Phonebookpath= function in the NETOP.INI file on the Guest machine, the Phonebook contents would not be displayed (52698)
- Windows authentication did not work successfully when the Host was located on a Domain that was different to the Domain used by the Guest and Security Server. Both the Host and Security Server should be updated to 10.01 in order for this to work
- When the Host machine had dual monitors and the second monitor used negative coordinates, the Guest was shown a partial or black screen during the remote control session (56744, 57422)
- When Organizational Units were introduced as part of the role assignments in Security Manager, the authentication process would fail when the Guest account was part of many Windows groups
- When the Host was installed via an RDP session, the Guest was no longer able to connect to the Host after the RDP session had been closed
- On subsequent connections to the same Host machine, the Guest would sometimes be redirected to the wrong Host when the session was established via the Netop Gateway (3352, 48203)
- The Security Server was not functioning sufficiently when used with an Oracle database. General database access and authentication processes were taking too long to complete (56055)
- If a MAC address was added to the Wake-on-LAN field in a Phonebook entry on the Guest, the MAC address would not be saved correctly replacing a section of the MAC address with zeros
- When the Guest had an active remote control session running, it was not possible to use the keyboard within another application running on the Guest machine until the remote control window was minimized
- During a file transfer across slow connections or where the connection speed would fluctuate dramatically, the transfer would fail with a 'Script error' message. Also, after re-establishing the file transfer it was not possible to overwrite the last file without restarting the Host. Both issues have now been resolved (50786, 7571)
- When a remote support session was active (remote control, file transfer, remote management, etc), the main Guest application would always take focus after switching between applications. The relevant session window will now take focus when selected

- When the Netop Guest and Host applications for Mac were manually closed, it would report that a critical error had occurred
- After completing the WebConnect settings on the Netop Guest for Mac, the settings were not saved and had to be re-entered each time the Guest was restarted
- Superfluous warnings relating to the digital signature and license key location have been removed when installing the Netop Guest and Host on Linux