

NETOP™

RemoteControl

Secure Remote Management and Support

Modification Notes

Product/version/build:

Remote Control 11.01 (2012083)

ActiveX Guest 11.01 (2012083)

Shipping date:

28th March 2012

Introduction

These modification notes contain information relating to a maintenance release of Netop Remote Control 11 (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 11.01 is free for customers who already have a valid version 11 license. To read more about what's new in Netop Remote Control 11, 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 11, please contact [Netop Customer Service](#) or your local [Netop Partner](#) for more information.

Defects resolved

- In larger Active Directory environments where a Guest user account is a member of many Windows Groups, the authentication process used by the Security Server has been optimized to prevent any limitations when processing these group memberships. This improvement requires an update to the Security Server only
- After logging on to a Windows machine that was running the Host application, the Host would randomly produce an error saying 'The serial number is invalid. Please contact your supplier'. The Host would remain inoperable until the Netop service was restarted and in some cases, the 'Load at Windows startup' option would be disabled.
Support case ref: 57561, 60419, 60675, 61253, 61261, 63048
- When the power scheme changed on a laptop, the running Host would stop responding with an application error. The issue was typically experienced when the power supply was removed and was caused by an error with the Netop monitor driver
Support case ref: 62701, 63209

- If the Host application was bound to a network interface and the interface was not available, the Host would not load correctly even when the interface became available. The issue would occur when using the 'Bind to interface' option and did not occur when using the 'Bind to IP address' option
Support case ref: 59290
- When the Host was configured to use Directory Services authentication, the Host application would stop responding when the Guest attempted to enter their login credentials. The error did not occur when the Host was using the Security Server with Directory Services authentication
- When RSA authentication was used with the Security Server, it was not possible to use a role assignment that contained Organizational Units (OUs) from Active Directory as Host objects. This has now been resolved
Support case ref: 61490
- In some situations the Host application would stop responding with an exception error during a Windows log off or restart. The issue was more frequently seen on systems running Windows 7 particularly where system resources were limited
- During a remote control session with a Host running Windows 7, some regions of the transferred screen would not appear correctly on the Guest when switching between the Ctrl+Alt+Del screen and the desktop
- The ActiveX Guest (nguestx.ocx) would stop responding when trying to use a license file containing more than 1024 characters
- When trying to establish a remote session from the ActiveX Guest (nguestx.ocx) using TCP, a licensing error would appear even when a valid license key had previously been applied