Remote Control

Product/version/build:

Windows, Mac and Linux – version 12.72 (2018171)

Shipping date:

28th of July 2018

Introduction

These modification notes contain information relating to a maintenance release of Netop Remote Control 12.70. Where applicable, the support case reference numbers are displayed below.

As a maintenance release, version 12.72 is free for customers who already have a valid 12.70 license. To read more about what's new in Netop Remote Control version 12.70, 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 12.70, please contact **Netop Customer Service** or your local **Netop Partner** for more information.

Whitelisted applications (Windows devices)

With this release, it is possible to configure one or multiple applications to be the only things accessible in a Remote Control session. With this implementation, we make possible multiple customer scenarios.

When to use

Device and software manufacturer secure access

In specific situations, where a device or software manufacturer needs to reach the device, it is now possible to provide secure granular access to the required application(s) only.

Secure maintenance of online ATMs

Assuming that there is an urgent need for a accessing an ATM by a technician, the Netop Remote Control Host can be configured to whitelist only certain applications. This way, even if an end user is using the ATM, the technician will not be able to see what the end user is seeing.

Secure maintenance for online POS's

A very important part of providing maintenance to POS systems in a retail environment is that urgency is of utmost importance. Having a POS system offline can cause relevant business losses. Netop Remote Control can help with this by providing secure access to POS devices in such a way that only relevant applications are displayed to the technician.

How to use

1. Create a file called whitelisted.txt containing the whitelisted applications.
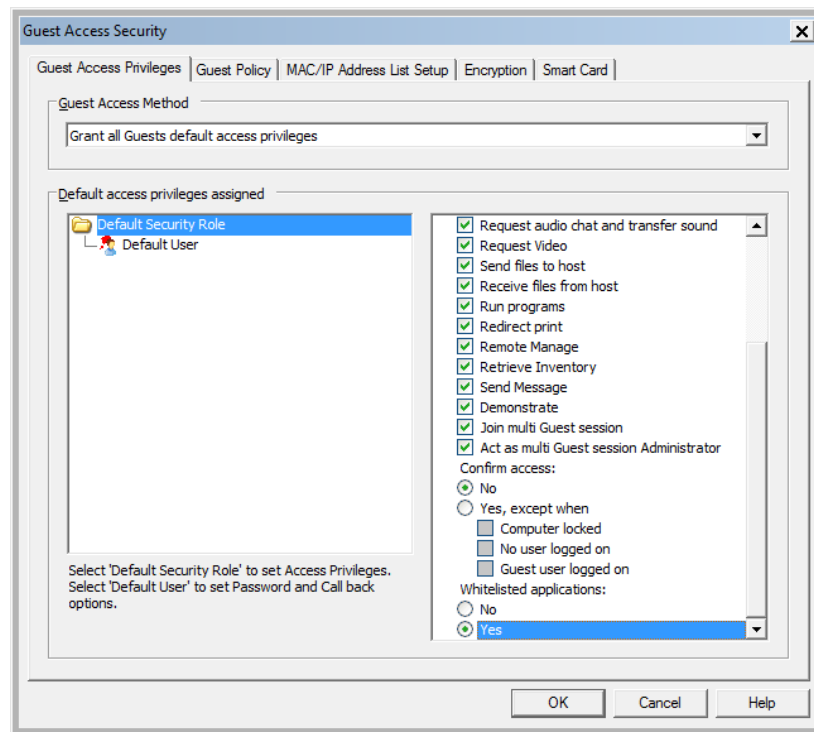2. Configure the Host to enable whitelisted applications under Tools > Guest Access Security

Figure 1 - How to enable

3. Next time the Guest connects to the Host using the configured users, only the whitelisted applications will be visible.
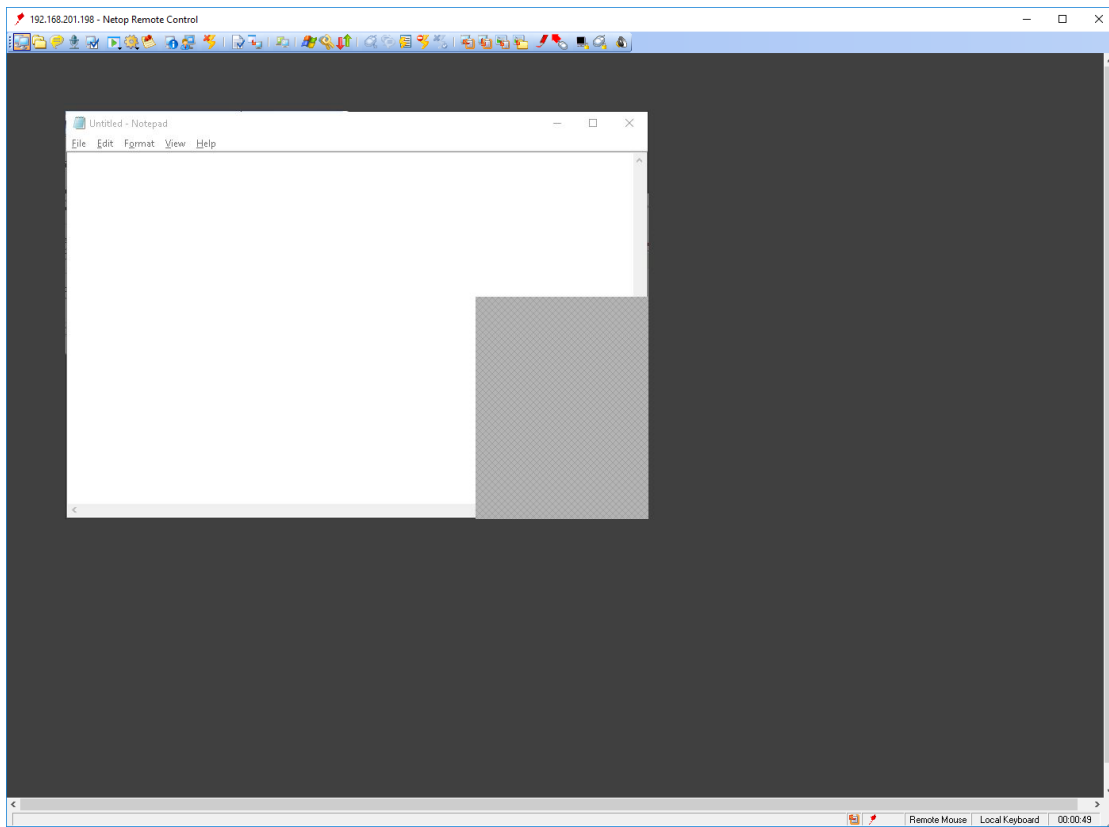
Figure 2 - Remote Control session

More information on how whitelisting applications is available in the [Knowledge base](#).

Defects resolved

- Guest on Mac and Linux supports 16 characters maximum for the LDAP passwords. It has been extended to 64 characters.
  Support case ref: NRC-13213

- Local keyboard option is allowing some of the key combinations to be sent to the Host from the Linux Guest (E.g. CTRL + ALT + DEL).

  Support case ref: NRC-13214