

Release Notes

PC-Duo 11.6

Overview

PC-Duo remote support software has been an essential tool for helpdesk organizations, providing 24x7 access to desktops and critical network devices, and speeding problem diagnosis and resolution.

General Information

The PC-Duo 11.6 documentation (in Adobe Acrobat .PDF format) is available as part of the download packages available at <http://www.vector-networks.com>. Additionally, the Help files installed with the PC-Duo 11.6 product include all the information in the printed manuals. Click “Help” button in the PC-Duo products to access relevant help files.

PC-Duo Components

PC-Duo 11.6 runs on Windows 7/Windows Vista/Windows XP/Server 2008 R2/Server 2008/Server 2003 and consists of the following components:

- ▶ **PC-Duo Host** allows a PC or server to be viewed and operated.
- ▶ **PC-Duo Master** allows you to view and operate PC-Duo Hosts.
- ▶ **PC-Duo Gateway**, the central component of PC-Duo Server Edition, handles configuration and management of security and access between PC-Duo Masters and Hosts.
- ▶ **PC-Duo Deployment Tool** allows you to easily configure and automatically deploy PC-Duo applications to large numbers of computers enterprise-wide.

PC-Duo Services

PC-Duo 11.6 supports the following services on its secure connections between Hosts and Masters:

- ▶ **Remote Control:** ability to view screen activity on an end-user's remote machine, and with proper authorization, take control of and send keyboard/mouse inputs to the remote machine in real-time
- ▶ **Remote Clipboard:** ability to copy selected items on the screen of a remote machine into the clipboard on the remote machine and transfer the contents to the clipboard on the technician's machine, and vice versa
- ▶ **File Transfer:** ability to drag-and-drop files or directories on the remote machine to the technician's machine, and vice versa
- ▶ **Host-based Chat:** ability to chat with the end-user on a remote machine, and any other technicians connected to that machine
- ▶ **Remote Printing:** ability to print selected items from the remote machine to a printer attached to the technician's machine
- ▶ **Host Administration:** ability to view and edit configuration settings of the PC-Duo Host installed on the remote machine

New Features

New Features in 11.6

PC-Duo 11.6 introduces the following new features and capabilities:

- ▶ **TS Host configuration:** The Root Host can be configured to restrict the injection of a Host image to Terminal Services sessions that meet predetermined criteria (previously, the Root Host injected a Host image into every TS session) The criteria for determining which TS sessions should receive a Host image are available on the Terminal Services tab in the Root Host control panel.
- ▶ Please see other minor enhancements and product fixes listed below.

New Features in 11.5

PC-Duo 11.5 introduces the following new features and capabilities:

- ▶ **Windows 7 support:** PC-Duo 11.5 provides full support (remote access, remote control, remote management) for Windows 7 computers, including 32- and 64-bit platforms.
- ▶ **Windows Server 2008 R2 support:** PC-Duo 11.5 provides full support (remote access, remote control, remote management) for Windows Server 2008 R2 computers (64-bit platforms only).
- ▶ **Mac, Linux support:** PC-Duo 11.5 provides support (remote access, remote control) for Macintosh and Linux computers running VNC server software (standard on Macs).
- ▶ **Wake-on-LAN support:** PC-Duo 11.5 includes ability to turn on remote computers that are configured to listen for Wake-on-LAN signal.
- ▶ **Screen Recording Playback via URL:** PC-Duo 11.5 includes ability for Master to playback a PC-Duo screen recording from a standard web server over HTTP or HTTPS.
- ▶ **RDP compatibility:** If a remote computer is hosting an active RDP session, PC-Duo 11.5 Host will capture and provide input control to the RDP session.
- ▶ **Active Directory integration:** PC-Duo 11.5 Deployment Tool can now be used to discover computers and OUs in Active Directory domains, install new PC-Duo software, upgrade existing software, and/or push configuration changes to existing software.

New Features in 11.3

PC-Duo 11.3 introduces several new features including:

- ▶ **Terminal Services support:** PC-Duo 11.3 supports server-side Hosts for thin client, terminal services sessions for Citrix XenApp (formerly Citrix Presentation Server) and Windows Terminal Server.

- ▶ **User-Mode Screen Capture optimization:** PC-Duo 11.3 includes significant performance and reliability enhancements for user-mode screen capture technology introduced in PC-Duo 11.2.

New Features in 11.2

PC-Duo 11.2 introduces several new features including:

- ▶ **Windows Vista and Server 2008 support:** Release 11.2 applications (Host, Master, Gateway, Deployment Tool) now run on Windows Vista and Windows Server 2008 operating systems.

NOTE: *PC-Duo 11.2 introduces a new screen capture technology (user-mode) for Windows Vista and Windows Server 2008 platforms.*

- ▶ **Bandwidth throttling:** PC-Duo 11.2 allows screen capture settings to be modified in order to reduce the amount of bandwidth used. Usually, this will reduce screen capture quality but improve responsiveness and overall performance (see *PC-Duo Host Guide* for more information).
- ▶ **Popup notifications:** PC-Duo 11.2 supports popup "toast" notifications when connections are established to remote computers (see *PC-Duo Host Guide* for more information).
- ▶ **Send keystroke button:** PC-Duo 11.2 now provides a new toolbar button on the Master Connection Window, which can be configured to send Ctrl+Alt+Del or one of the other available keyboard combinations to remote computer (see *PC-Duo Master Guide* for more information).
- ▶ **Host-based chat:** PC-Duo 11.2 introduces support for Host-based chat. This new service automatically creates a private chat room including Host user and any technicians connected to the Host. Technicians can see and participate in multiple chat rooms simultaneously (see *PC-Duo Master Guide* for more information).
- ▶ **File transfer resume:** Occasionally, a file transfer operation is interrupted when a connection is lost. Release 6.0 introduces the ability to resume interrupted file transfers exactly from the point of interruption (see *PC-Duo Master Guide* for more information).
- ▶ **Windows Media format support:** PC-Duo screen recording files are produced in a streamlined, proprietary format and play back in a viewer provided with PC-Duo Master. Release 6.0 introduces a new utility to enable technicians to convert PC-Duo screen recording files into Windows Media format for play back in WM-compatible players and editing in off-the-shelf media tools (see *PC-Duo Master Guide* for more information).

New Features in 11.1

PC-Duo 11.1 introduces several new features including:

- ▶ **Firewall-friendly reverse connections** - PC-Duo Gateway now includes the ability to establish and maintain connections with remote Hosts outside the Gateway's domain. The Gateway can now traverse firewalls and NAT (Network Address Translation) tables without any manual configuration of ports or security on either side.

- ▶ **SSL support** - PC-Duo Gateway now support SSL for authentication. A built-in Certificate Manager allows customers to create or choose a certificate and install it. Communication with the Gateway can now occur over port 443, which is usually open on corporate networks.
- ▶ **Advanced security** - PC-Duo now supports state-of-the-art security algorithms, including AES encryption with 256-bit keys and SHA-1 hashing.
- ▶ **Next generation addressing** - PC-Duo now supports UDP or TCP connections using IPv6 addressing.
- ▶ **Windows firewall configuration** - PC-Duo Host and PC-Duo Gateway will automatically add themselves as exceptions to Windows firewall on the local machines on which they are installed.
- ▶ **Bypass connection permission**: PC-Duo Host includes a new security setting that allows an authorized Master or group of Masters to bypass the connection permission request window (useful for unattended access by administrators).
- ▶ **Reset Gateway security model** - This PHSETUP command line parameter resets the specified Gateway configuration security model to zero ("original model, or will negotiate with Gateway") for all Gateways specified. This keyword can be used to script the resetting of the security model to clear the "0xC004C009" error.

New Features in 11.0

PC-Duo 11.0 introduces several new features including:

- ▶ **German language support** - German language user interface is now supported. The PC-Duo Host, Master, and Gateway Administrator are available with German-language installation and product user interface, and English documentation.
- ▶ **Upgrade for ON Command customers** - Upgrading from ON Technology's ON Command Remote and Bindview netRC product lines directly to PC-Duo 11.0 is now supported. Previously, these products needed to be uninstalled before Proxy could be installed.
- ▶ **Multiple monitor support** - PC-Duo Host now captures the entire Windows virtual desktop, rather than just the primary monitor, when the desktop is extended across multiple monitors.
- ▶ **Record and playback support** - PC-Duo Gateway can now record Hosts (either concurrent with a live Master connection, or independent of one) and the Master can play back these recorded sessions at a later time.
- ▶ **Gateway Administrator performance improvements** - PC-Duo Gateway and PC-Duo Gateway Administrator have a significantly improved communications protocol for communicating changes. This significantly improves the Gateway Administrator performance and responsiveness when managing a large number of Hosts (over 1000).
- ▶ **Centralized management and security of all Host PCs** -PC-Duo Gateway lets you set up and enforce a centralized security policy that fully governs how remote control is used on your local or wide-area network.

- ▶ **Audit trail of all Gateway-based remote control usage on your network** - PC-Duo Gateway logs all access, facilitating troubleshooting and enhancing security.
- ▶ **Fast, simple access to all PCs** - PC-Duo Gateway provides a straightforward, simple view of all Host PCs, displaying all PCs at the click of a button.
- ▶ **Secure access to Intranet-based Hosts from outside the organization (no VPN required)** - PC-Duo Gateway enforces access control and security, relieving VPN congestion and significantly simplifying a remote user's connection experience.
- ▶ **Many-to-one connectivity** - PC-Duo Gateway lets you open multiple sessions to the same Host PC simultaneously.

Enhancements & Fixes

Enhancements & Fixes in 11.6

PROXY Pro 11.6 includes the following product enhancements and bug fixes:

- ▶ **Grey-screen at connect time**, which used to occur in a few reported circumstances, has been fixed.
- ▶ **PhSETUP** command now has a reset option.
- ▶ **Color depth reduction** has been introduced in the Host screen capture algorithm to provide another option for bandwidth throttling.
- ▶ **Manage Visual Effects** has been improved to include support for Aero glass on Windows Vista and Windows 7 desktops.
- ▶ **Clipboard** now supports automatic sharing between Host and Master.
- ▶ **Master toolbar and menu** include several improvements including new option for sending Ctrl-Alt-Del to Host from toolbar.
- ▶ **Queue for Status Update** enables the Gateway to immediately poll any Host for a status update.
- ▶ **Active Host Status and Reverse Connections group** which is located in the Active Status folder on the Gateway, has been split into two separate groups: Pending Host Status Updates and Reverse Connections groups.

Enhancements & Fixes in 11.5

PROXY Pro 11.5 includes the following product enhancements and bug fixes:

- ▶ **Permission to Connect**, which used to fail in certain circumstances, has been fixed.
- ▶ **Full Screen mode** now supports auto-scrolling in all directions.
- ▶ **Clipboard control** can now be accessed by subsequent Masters connecting to the same Host.
- ▶ **Screen capture** at startup and at subsequent checkpoints are now using higher compression and therefore transmit faster.
- ▶ **Host tray icon** no longer disappears when Host service is restarted.
- ▶ **Deployment Tool** now includes support for customizing missing Host security settings.

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