

Release Notes

PC-Duo 11.2

Overview

PC-Duo remote support software has been an essential tool for helpdesk organizations for nearly 15 years — providing 24x7 access to desktops and critical network devices, and speeding problem diagnosis and resolution.

General Information

The PC-Duo 11.2 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 11.2 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 11.2 runs on Windows XP/Server 2003/Vista/Server 2008 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 Enterprise, 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.

Notes

Windows Vista Advisory: Upgrade Instructions for Beta Customers

If you try to upgrade from a PC-Duo 11.2 beta version (e.g. 1218) on a Vista machine to a generally available release (GA) build (e.g. 1322 or later) by double-clicking the product MSI file, or by running the SETUP.EXE file, the UAC prompt will only apply to installing new components, and won't uninstall the old beta components; as a result, the upgrade will fail with an error message saying you don't have enough rights.

The recommended upgrade paths for beta customers are:

- ▶ Uninstall the beta product first (rebooting if prompted), then install the GA product, or
- ▶ Start the new installation from an elevated command prompt. (Right-click on the Command Prompt shortcut, select "Run as administrator", then in the command prompt run the command line "msiexec /i <full-path-to-MSI-file>".)

NOTE: *This applies to beta versions of any PC-Duo products (Host, Master, Gateway, Deployment Tool) on Vista only. This doesn't affect XP/2003, because the UAC/elevation security model only applies to Vista.*

New Features

New Features in 11.2

PC-Duo 11.2 introduces several new features including:

- ▶ **Windows Vista and Server 2008 support:** PC-Duo 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. PC-Duo 11.2 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. PC-Duo 11.2 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 11.0

PC-Duo 11.0 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 10.0

PC-Duo 10.0 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 5.10 is now supported. Previously, these products needed to be uninstalled before PC-Duo 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).

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This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>), cryptographic software written by Eric Young (eay@cryptsoft.com), and compression software from the ZLIB project (<http://www.zlib.net/>).

