

Release Notes

PC-Duo 11.3

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 11.3 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 11.3 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 11.3 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 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 11.3 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 11.3

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.

Legal Notices

Copyright © 2009 Vector Networks Technologies and Proxy Networks, Inc. Certain portions under copyright by Funk Software, a division of Juniper Networks, Inc. All rights reserved.

PC-Duo is a trademark of Vector Networks Technologies, and PROXY is a trademark of Proxy Networks, Inc. Microsoft, Windows, Windows NT, Windows Server, and other Microsoft products referenced herein are either trademarks or registered trademarks of the Microsoft Corporation in the United States and other countries. Novell and NetWare are registered trademarks of Novell, Inc. All other trademarks are the property of their respective owners.

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 (ey@cryptsoft.com), and compression software from the ZLIB project (<http://www.zlib.net/>).