



### Fixes in NetSupport Releases

NetSupport Manager 12.80.0003 Released on Thursday, March 12, 2020

This release of NetSupport Manager 12.80.0003 does not require a new license key and will work with an existing NetSupport Manager 12.70 License.

#### *Whats New*

- Enhanced Manager Control UI to display filters in details mode to make searching for specific clients easier.
- Added the ability to restrict Control access over HTTP connections using an IP address.
- Updated the built in NetSupport School components to version 14.

#### *Whats Fixed*

- (IN62207) Resolved issue where a grey screen was sometimes seen when viewing Windows 7 Clients.
- (IN62403) Resolved a client crash on Windows 10 versions 1903/1910.
- (IN39785) Improved Show Application when showing from a Tutor with two monitors, now the selected application is shown without scaling the whole Tutor desktop.
- (IN56814) Resolved an issue where the Control was unable to browse for external machines which had duplicate IP addresses.
- (IN58242) Fixed a Control crash when right clicking on "Client location" in the Control tree view.
- (IN60068) Resolved an issue where Reset Password was not working in the School components of NetSupport Manager.

NetSupport Manager 12.70.0006 Released on Wednesday, December 18, 2019

This release of NetSupport Manager 12.70.0006 does not require a new license key and will work with an existing NetSupport Manager 12.70 License.

#### *Whats Fixed*

- (IN61223) Resolved a GPF at the Control when viewing a replay file while connected to clients.
- (IN60959) Fixed an issue where Windows 10 Clients were showing grey screens when connected to and viewed.

## NetSupport Manager 12.70.0005 Released on Monday, August 05, 2019

### Whats Fixed

- (IN60437) Updated Gateway to log Security check failed message once per client, rather than for every connection attempt.
- (IN60386) Resolved Client crash when user acknowledgement is used but not accepted at the client
- (IN60289) Resolved NSM 12.70 Gateway crash when performing file transfer to NSM 10.50 Clients
- (IN60398) Fixed Chrome browser not redirecting correctly if using full screen mode and student toolbar is visible
- (IN60441) Fixed issue where view window to windows 10 clients would display a grey screen.

## NetSupport Manager 12.70.0004 Released on Tuesday, April 16, 2019

Fix update to NetSupport Manager 12.70.0003. Existing 12.70 keys are compatible with this release.

### Whats New

- (EN8104) Added ADMX template setting to control the display of the NetSupport welcome dialog when starting the Manager Control
- (EN8298) Updated ADMX Templates to allow Font Smoothing and LV Shadow options to be set by group policy

### Whats Fixed

- (IN59600) Resolved Deploy crashing when opening when a Blank domain name is returned in the list of networks to deploy too.
- (IN59972) Update ADMX templates to allow switching of keyboard drivers to aid diagnosis of potential blue screens when docking and undocking laptops.
- (IN59660) Updated Client Only installer to include PCConn.exe which allows connection to control via command line
- (IN59472) Fixed crash in Script editor and script agent
- (IN59900) Fixed issue with client log file not displaying when controls have disconnected.
- (IN58943) Resolved View issue where view window would display black screen on opening.
- (IN59316) Fixed an occasional blue screen at client machines when docking or un-docking a laptop from a base station.
- (IN59729) Resolved an issue in NetSupport Manager Control where Clients with duplicate IP Address where not connectable via the Gateway

## NetSupport Manager 12.70.0003 Released on Thursday, December 13, 2018

Fix release for NetSupport Manager 12.70.0002. This release is compatible with the NSM 12.70 license key.

### ***Whats Fixed***

- (IN58363) Resolved issue with Windows 7 not capturing to XPS printer at Client
- (IN58546) Resolved issue with Teachers being able to access tutor configuration when policy has been applied to block access.
- (IN58605) Fixed issue with changing default printer not being respected on the next logon of user.
- (IN58112) Resolved Client crash when remote controlling a remote desktop session

NetSupport Manager 12.70.0002 Released on Tuesday, October 02, 2018

This version of NetSupport Manager is a chargeable update and requires a new version 12.70 license key.

### ***Whats New***

- (EN7624) Update Print Capture functionality to support capturing to PDF and XPS files.
- (EN7623) Added NetSupport School 12.60 Components

### ***Whats Fixed***

- (IN56743) Fixed issue where you Cannot send ALT+nnnn combinations to the Client machine via the View Window when numlock is enabled
- (IN56643) Resolved not being able to control a viewed Client screen correctly if the monitor positions are changed within windows display properties
- (IN56813) Resolved issue with ReadLine function in scripting not being able to read more than 80 characters.
- (IN56931) Fixed an issue in file transfer where you could not retrieve files from Windows\System32 directory
- (IN57557) Resolved an issue where pasting into the password field of a logged in PC would then not allow you to remote control it.
- (IN57768) Improved Gateway handling of large number of client connections
- (IN57740) Resolved issue where Classlink oneRoster data was not being updated when using School components.

NetSupport Manager 12.50.0004 Released on Tuesday, February 27, 2018

NetSupport Manager 12.50.0004 will work with an existing NetSupport Manager version 12.50 License.

### ***Whats Fixed***

- (IN54681) Resolved issue when using connect and view on start up.
- (IN54708) Improvements made to Inventory to stop any debug errors.
- (IN54772) Fixed applied to copy to clipboard when using remote control.
- (IN54773) Fix applied to Application restrictions so restrictions are not retained if set back to unrestricted access.

- (IN55135) Resolved crash when running a script to open a view window.
- (IN55682) Usernames and passwords set in profiles are now saved on upgrade.
- (IN54844) Fix applied for monitoring websites when using Firefox Browser.
- (IN48157) Fix applied so photos can be added to the resource window in the Test designer.
- (IN54547) Fix applied to Application restrictions so restrictions are not retained if set back to unrestricted access.
- (IN54674) International keyboard is now the default in remote control view settings.
- (IN54844) Fix applied for monitoring/restricting websites when using Firefox Browser.
- (IN55341) Resolved issue with updating remote clients within the Control.
- (IN55770) Resolved issue when using setroom.exe and logoff scripts to reset the room name.
- (IN55809) Resolved issue where scale to fit does not work on the login screen on a client.
- (IN55656) Fix applied to setroom.exe to prevent wrong characters being set.

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## NetSupport Manager 12.50.0003 Released on Friday, September 29, 2017

This version of NetSupport Manager does not require a new license key and will work with an existing NetSupport Manager 12.50 license key.

### *Whats Fixed*

- (IN54408) Resolved issue with Scripting failing to read in text files.
- (IN53968) Resolved an issue with Full screen Dos boxes on Windows XP causing machines to restart.
- (IN53857) Fixed Recent toolbar to not display Android Clients
- (IN53907) Resolved issue with connecting to gateway clients after upgrading the NetSupport Gateway.
- (IN53999) Resolved Scripting issue when using a script to perform a remote logon.
- (IN54079) Fixed an issue with security key displaying an incorrect message when clients configured via AD Policy.

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## NetSupport Manager 12.50.0002 Released on Tuesday, June 27, 2017

This version of NetSupport Manager does not require a new license key and will work with an existing NetSupport School 12.50 license key.

### *Whats Fixed*

- (IN53652) Resolved an issue where gateway could unexpectedly crash
- (IN53664) Resolved problem with copying large amounts of data from an Excel spreadsheet
- (IN53587) Resolved an issue with the gateway not listening for connections when a specific IP Address was used.

## NetSupport Manager 12.50.0001 Released on Wednesday, June 14, 2017

This version of NetSupport Manager is a chargeable update and requires a new version 12.50 license key.

### *Whats Fixed*

- (IN53464) Resolved a crash when viewing the same client from multiple controls.
- (IN53465) Resolved issue with viewing a client when two controls have simultaneous view windows open
- Resolved an issue with the NetSupport Gateway when IPv6 was not present on 2003/2008 server.
- Resolved an issue with typing monitor in the NetSupport Tutor when using Microsoft Edge Browser.

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## NetSupport Manager 12.50.0000 Released on Wednesday, June 07, 2017

This version of NetSupport Manager is a chargeable update and requires a new version 12.50 license key.

### *Whats New*

- New Android Remote Control Client Application for Android v4.0 and higher supporting TCP, HTTP connections, PIN Connection, Chat, Message, File transfer and View functionality
- New Remote PowerShell function
- New Client to Gateway IPv6 support
- New Microsoft Direct Access Connection IPv6 support for Gateway connections
- New Low Colour modes for viewing machines
- Enhanced Gateway configuration to support separate Client and Control Ports
- Enhanced File transfer speed performance
- Enhanced View performance on Windows 8 and higher
- Enhanced Inventory reporting of Processes and Running applications

### *Whats Fixed*

- (IN52512) Resolved issue where Left shift hotkey for Auto logon does not work when connected to a client and attempting to logon as another user.
- (IN35765) Resolved display issue in Remote command prompt when using non ASCII characters
- (IN39816) Fixed issue where pasting IP Address into connect by IP field would duplicate address
- (IN51721) Resolved software conflict with HTMLPrint which was crashing when NetSupport School Tutor was connected to students.
- (IN35746) Resolved a text formatting issue when copying text into a Remote command prompt window.
- (IN46384) Enhanced support for computer names greater than 15 characters in length.
- (IN51128) fix blank screen on upgrade from windows 7 to windows 10 when viewing the logon screen
- (IN51128) Fix blank view window when logging onto Windows 10 for the first time after upgrading from Windows 7
- (IN51716) Fixed issue with Lesson Planner where URLs could not be longer than 32 characters.
- (IN50610) Enhanced File transfer speeds to external Gateway Clients over Internet connections.

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## NetSupport Manager 12.10.0020 Released on Monday, December 12, 2016

This is a fix release only to update the School Components to the latest version and apply a number of fixes that have been made to the School Product

### *Whats New*

- Updated School components
- Enhancement for the Student toolbar to allow support for OneNote journal when used in conjunction with the updated HTML Tutor

### *Whats Fixed*

- (IN51448) Resolved issue whereby the web control feature of NetSupport School could cause the Edge browser to become unresponsive on a low spec machine
- (IN50842) Resolved issue experienced with not being able to show Microsoft Expression Design 4 mouse cursors during a Show.

- (IN51171) Resolved issue experienced when applying Approved web site restrictions and using tabs within the Microsoft Edge Browser.
  - Fixed issues relating to applying Internet Restrictions for secure websites to NetSupport Students that are using the Edge Browser in window (not full screen).
  - (IN51179) Fixed issue relating to the NetSupport Keyboard Filter driver when using Dell Laptops with Dell docking stations.
  - (IN21078) Fixed an issue that a blocked file in the Application restrictions could be renamed.
  - (IN51128) fixed issue where it was not possible to remote control the logon session of a win10 upgrade from window 7 (or major win10 update)
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## NetSupport Manager 12.10.0015 Released on Thursday, August 04, 2016

This release of NetSupport Manager 12.10.0015 does not require a new license and will work with an existing NetSupport Manager version 12.00 license key.

### *Whats New*

- Updated School components

### *Whats Fixed*

- School components fixes:
  - Resolved issue with the Remote login feature not logging on machines configured to display a interactive logon message
  - Fixed issue whereby the NetSupport lock image may not be reappear on a machine after restarting
  - Resolved issue found with restricting secure websites when using the Chrome Browser on non English Operating Systems
  - Resolved issue relating to the performance of Windows Store Apps on Windows 10 after installing NetSupport School

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## NetSupport Manager 12.10.0008 Released on Wednesday, April 27, 2016

This release of NetSupport Manager 12.10.0008 does not require a new license and will work with an existing NetSupport Manager version 12.00 license key.

### *Whats New*

- School Components : Enhanced performance when distributing files to Students within a laptop\tablet environment

### *Whats Fixed*

- School Components : Fix included to resolve blue screen issue that could appear on Windows 10 Student when using the Send\Collect work feature
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## NetSupport Manager 12.10.0005 Released on Wednesday, December 16, 2015

This release of NetSupport Manager 12.10.0005 does not require a new license and will work with an existing NetSupport Manager version 12.00 license key.

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## NetSupport Manager 12.10.0002 Released on Wednesday, September 16, 2015

This release of NetSupport Manager 12.10.0002 does not require a new license and will work with an existing NetSupport Manager version 12.00 license key.

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## NetSupport Manager 12.10.0001 Released on Wednesday, September 02, 2015

This is a fix release only and will work with any valid NetSupport manager 12 license key.

### *Whats New*

- Support for Windows 10
- Updated to include the NSS 12.00 School components.

### *Whats Fixed*

- Resolved issue with the Call Control feature whereby this could cause the Control to crash
  - Fixed issue whereby the Client Only and Full MSI installers for NetSupport Manager were using the same PackageCode GUID
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## NetSupport Manager 12.01.0019 Released on Wednesday, May 06, 2015

### *Whats New*

- Updated the School components to the latest versions of NetSupport School.

### *Whats Fixed*

- Resolved an issue that could allow the system tray icon to persist when the client is stopped.
  - Resolved a problem deploying the client via Active Directory group policy
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## NetSupport Manager 12.01.0014 Released on Monday, February 16, 2015

This release of NetSupport Manager 12.01.0014 does not require a new license and will work with an existing NetSupport Manager version 12.00 license key.

### *Whats Fixed*

- Resolved performance issue experienced when using APPV programs after installing the NetSupport Manager Client

- Resolved software conflict found when attempting to use IBM Rule Designer after installing the NetSupport Manager Client
- Fixed issue whereby it was found that the MAC Address for the NetSupport Manager Client (School component) may not be recorded on the Tutor Console preventing the Power On feature from working.
- Resolved issue found where the Remote Login feature of the NetSupport Manager Client would not work if the logon screen on the Client machine included a custom interactive message on Windows 8
- Resolved potential issue that could cause a NetSupport Manager Client on a 2012 Server to hang during a remote control session when using the Clip board hot keys.
- Resolved grey screen issue that could appear when viewing a NetSupport Manager Client running on a 2012 Server and switching the desktop.
- Fixed behaviour found where NetSupport Manager Client (School component) running in from Terminal Server sessions would not auto reconnect to the Tutor Console when using Name and Connectivity Server to manage the connections.

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## NetSupport Manager 12.01.0011 Released on Tuesday, December 09, 2014

This release of NetSupport Manager 12.01.0011 does not require a new license and will work with an existing NetSupport Manager version 12.00 license key.

### *Whats New*

- When disabling certain icons from the Client user interface these will now be completely hidden rather than greyed out.
- When a Control has been configured with a Default User ID and this attempts to connect to a Client that requires User Authentication, the Username and Password prompt that appears on the Control will now default its focus to the Password field.
- When viewing a multi monitor device, only data in the view session for the active monitor will be sent.
- Added Command line parameters to support connections using PIN connect at the NetSupport Manager Client.
- The Disconnect display text no longer appears on a single line, this is now a multiline text box.

### *Whats Fixed*

- Fixed issue found where the Update License option within the NetSupport Control is greyed out when right clicking on a NetSupport Client installed with an evaluation license
- Resolved issue where the Control was unable to View a NetSupport Client running on a DOS system.
- Resolved duplicate client behaviour where the Control would not store in its Client list two Clients with the same Name and Mac address but with different IP addresses.
- Fixed issue found where the view Window would not maximise correctly across the screen when using the ScrapeLogon=0 setting at the Client.

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## NetSupport Manager 12.01.0006 Released on Monday, April 28, 2014

This release of NetSupport Manager 12.01.0006 does not require a new license key and will work with an existing NetSupport Manager 12 License.

### *Whats Fixed*

- Fix included for the NetSupport Script Editor, Run Script and Script Agent components to resolve an issue found with NetSupport Manager Scripts failing to establish a connection to NetSupport Manager Clients.



- Fixed issue found whereby a Grey View window could appear when remote controlling a NetSupport Client running on Server 2012 after locking the Server and then selecting to switch the user.

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## NetSupport Manager 12.01.0005 Released on Wednesday, April 16, 2014

### *Whats New*

- New language variants available Lithuanian, Portuguese and Bulgarian.
- NetSupport Manager now includes the latest School Components
- The Client user Interface now displays a warning triangle to indicate that the client has no security set and advises user to either run the configurator if the user has admin rights or contact the network administrator.
- Added Command line parameters to support connections using PIN connect.
- Encryption applied by default at the client on new installs and upgrades . NOTE upgrades maintain the current encryption level if set.

### *Whats Fixed*

- Fixed a problem with Windows 8.1 64bit computers not being placed in the correct Windows 8 autogroup.
- Fixed a problem with the incorrect version number being displayed for Windows 8 clients in the French version of NetSupport Manager
- Corrected translation error in Polish Manager Control where view was incorrectly translated.
- Incorrect symbol displayed on Japanese Client machines when the Yen key is pressed on 106key keyboards.

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## NetSupport Manager 12.00.0000 Released on Friday, October 04, 2013

This version of NetSupport Manager is a chargeable update and requires a new version 12 license key.

### *Whats New*

- PIN Connect feature
- Geo Locate – version 12 includes the ability to identify the approximate location of all devices.
- New Client User Interface allowing instant access to features such as Request Help, Enter or create a PIN connection code, view local PC details and live connection information.
- New Control User Interface including:

ew “live” menus

such spaced dialogues

roup by enclosure type

roup By location

- Full support for Windows 8 and 8.1
- Google Chrome Book Client Support - Version 12 introduces support for the Google Chrome OS –Including the below functionality:

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- Enhanced iOS Control

Thumbnail View

IN Connect

Inventory

Recent Connections

- Enhanced Android Control

Thumbnail View

IN Connect

Inventory

Recent Connections

- Enhanced Linux Client

Now supports PIN connect functionality

- Enhanced MAC Client

Now supports PIN connect functionality

- Enhanced Active Directory Integration:

Now ADMX template files are available for the Control and Client component.

*Whats Fixed*

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**NetSupport Manager 11.30.0006 Released on Thursday, August 29, 2013**

This release of NetSupport Manager 11.30.0005 does not require a new license key and will work with an existing NetSupport Manager 11.00 License.

### *Whats Fixed*

- Fixed included to resolve a GPF error that could appear upon starting the Control if a Password had been enabled within the configuration to restrict access to the component.
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### NetSupport Manager 11.30.0005 Released on Tuesday, August 27, 2013

This release of NetSupport Manager 11.30.0005 does not require a new license key and will work with an existing NetSupport Manager 11.00 License.

### *Whats Fixed*

- Resolved issue found with maximising the View window on the second monitor on a Control using multiple monitors could cause the View window to flicker.
  - Resolved issue found whereby a NetSupport Manager Script could not connect to Gateway Clients that are all using the same PC name.
  - Resolved behaviour found whereby maximising a View window with the {Scale to fit} option enabled on a Control using multiple monitors would stretch the View Window across all Monitors on the Control PC, even if the Client only used a single monitor.
  - Fixed issue found whereby the Control View window toolbar fails to minimise when switching to full screen mode when the Control and Clients resolutions match.
  - Fixed potential issue found whereby an AD User Account could become locked when connecting to a Client using multiple NetSupport Client Profiles each using AD Authentication and entering a single incorrect password for the AD User account upon connection from a Control.
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### NetSupport Manager 11.30.0002 Released on Tuesday, September 25, 2012

This release of NetSupport Manager 11.30.0000 does not require a new license key and will work with an existing NetSupport Manager 11.00 License.

### *Whats Fixed*

- Resolved issue found whereby an Assert Fail error would appear on the Control PC when attempting to connect to a DOS Client.
  - Resolved issue found whereby a scalable View window would appear when starting a remote control session to a Client PC with a lower resolution than the Control.
  - Resolved GPF error that could be found when running a NetSupport Script that opens a View Window and selecting to use the File Transfer button from the View Toolbar
  - Resolved GPF issue that could appear when remote controlling a Windows XP Client PC for the first time only after the installation of the Client.
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### NetSupport Manager 11.30.0001 Released on Tuesday, September 11, 2012

### *Whats Fixed*

- Fix for the progress bar in the Replay File viewer ending before the file has ended.
- Fix for the School components Tutor background file not being correctly updated on upgrading.
- Fix for School components Tutor showing black thumbnails for logged on Students after 10-20 minutes.
- Fix for School components Student crash when receiving a show.
- Fix for the Script Editor and Script Agent crash when running scripts that connect to clients.

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## NetSupport Manager 11.30.0000 Released on Tuesday, August 28, 2012

This release of NetSupport Manager 11.30.0000 does not require a new license key and will work with an existing NetSupport Manager 11.00 License.

### *Whats Fixed*

- Resolved issue found whereby the User Acknowledge if Not Logged On Setting will not work on a English Windows 7 Operating System when the French display language is enabled.
- Fixed Keyboard issue found whereby logging off and on quickly in a remote view session to VMWare session could result in the remote keyboard input to fail at the logon screen.
- Resolved issue found whereby under certain circumstances when logging out of Windows 2008R2 or Windows 7 via a Remote Control session the Client PC could hang.

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## NetSupport Manager 11.00.0010 Released on Thursday, October 13, 2011

This release of NetSupport Manager 11.00.0010 does not require a new license key and will work with an existing NetSupport Manager 11.00 License.

### *Whats Fixed*

- Fixed issue whereby the Disable duplicate client check option was not being applied to Clients within Groups created in the NetSupport Manager Control. This could cause Clients to be incorrectly removed from Groups.
- Fixed issue found whereby the NetSupport Manager Control Login feature could not be used to logon Windows 7 client machines if they were configured to display a Ctrl+Alt+del prompt at Logon.
- Resolved issue found when logging of a Windows 7 or Windows 2008 Client machine via a View window from a Control and using the Log off option from the Clients Start menu could result in a Grey View window.
- Resolved issue whereby under certain circumstances repeatedly logging on and then off a Windows 7 machine could cause the NetSupport Manager Client running on the machine to display an error at logoff.
- Resolved issue found whereby the Tutor Console school component of NetSupport Manager could hang when performing a browse for available Clients when configured to use the Name and Connectivity Server.

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## NetSupport Manager 11.00.0007 Released on Monday, November 15, 2010

### *Whats New*

### *Whats Fixed*

- Resolved a GPF error that would appear when applying Approved Website restrictions to Clients and the size of the Web list file on the Tutor Console was over 32KB
- Resolved GPF error that could appear when using Screen Scrape mode
- Fixed issue whereby Script Log files would not be created when running NetSupport Scripts within the NetSupport Manager Control
- Resolved issue where the NetSupport Control could hang when browsing a Gateway for a list of Clients available

- Resolved a problem with Clients not connecting to a Gateway

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## NetSupport Manager 11.00.0005 Released on Thursday, September 09, 2010

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### NetSupport Manager 11.00.0002 Released on Monday, June 07, 2010

#### *Whats Fixed*

- Fixed issue whereby the Audio included in a NetSupport Show would be lost at the Client machine when showing to a Window if the Client clicked outside of the Show Window.
- Fixed issue with not being able to send a Ctrl+Alt+Del to a Windows Vista, Windows Server 2008 or Windows 7 client if a physical keyboard was not attached to the Client.
- Fixed issue with sending a Ctrl+Alt+Del to a Windows 2003 Server machine when viewing the Client in Screen Scrape mode.
- Fixed issue whereby you can now continue to View a Windows 7 Client after using the Blank Screen option from the View Window.
- Fixed issue whereby the NetSupport Manager Client could freeze when using the Logout option from the View Window if there are unresponsive third party applications running on the Client.
- Fixed issue whereby the Windows Task bar could still appear on a Windows 7 Client when using the Blank Screen Feature.
- Fixed GDIHook5 installation error found when installing the NetSupport Manager Control and Tutor only components onto a Windows 7, XP and Server 2008 64bit Operating System.
- Fixed issue where the Thumbnail view options for the Update Frequency and Size would be greyed out when moving from the All Computers view to the Auto Group View within the NetSupport Manager Control.
- The NetSupport Manager Control now only displays dots after the Client Name when connecting to a Client. Dots are no longer displayed when attempting to connect to a Client that does not respond to the connection request.

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## NetSupport Manager 11.00.0001 Released on Wednesday, May 12, 2010

#### *Whats Fixed*

- Fixed a problem where a permanent busy cursor would be displayed in the vPro Terminal Window.
- Fixed an icon redraw issue when switching between large and small Client icon views in the NetSupport Manager Control interface.
- Fixed an issue with accessing vPro PCs across multiple IP networks from the NetSupport Manager Control.
- Fixed a problem whereby an Assert Fail Message would appear when connecting a NetSupport Manager Version 11.00 Control to a NetSupport Manager Client that is logged out and then opening a File Transfer Window.
- Fixed a problem with not being able to view a Windows Vista, Windows 7 or Windows 2008 Server Client using Screen Scrape mode when the Clients Screen was blanked

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## NetSupport Manager 11.00 Released on Thursday, May 06, 2010

#### *Whats New*

### **Quickview Toolbar**

The QuickView toolbar has been replaced by a new Quick Access toolbar. Quick access provides access to recent connections or a group on the toolbar, from there you can perform a variety of functions, connect, view, File Transfer, Registry edit (if enabled at the client) Inventory, Remote Command prompt or Chat

## **Control Search**

There is a search option on the right of the Control that allows you to search for clients in your list based on name, user name or address. When you search a new tree item appears with the results. Enter the part name to search or click on the star symbol to refine the search. By default ALL objects are returned in the search results e.g. clients, groups Gateways.

## **vPro Support**

NetSupport Manager can now be used to browse and locate PC's that have Intel "vPro" capability and perform a variety of tasks

A "vPro" connection can be established before the PC has loaded its operating system and is not reliant on having a Manager client installed.

Functions provided:

Power on

Power off

Boot to Bios

Boot from a Device on the Control PC Floppy drive, CD or stored CD Image

These functions provide facilities to perform tasks on failed PC's that previously would have required a site visit.

As part of the V'Pro configuration the PC that have this capability will be configured (Bios settings) to either use local access control (user ID/Password) or a "Provisioning Server" which provides a centralised repository that can be searched for vPro enabled PC's in addition to providing access controls. NetSupport Manager provides support for both methods of operation.

## **Wireless and Battery levels**

Wireless and battery level are shown on the status bar when working with a client (View, F/T, Edit Reg etc).

Control views e.g. Large Icon, Detailed contain Wireless and Battery indicators

New detailed view columns available for Wireless Details and Battery Details

## **Last Connected**

There is a new "Last Connected" column in the main list, clients now store the date/time they were last connected to, this is saved in the client file and there is a new column to show this.

## **Multi Monitor**

There is a new button next to the thumbnail mode button to select which monitor to show in the thumb. This is only available when in thumbnail mode and the client has multiple monitors. This menu is the same that appears from the thumbnail itself.

## **New Style Tooltips**

New style tooltips for toolbar, these include a title and icon as well as the tooltip text

## **AutoGroups**

Clients are automatically grouped by Client Operating System and Client Version.

## **Terminal Server**

It is no longer necessary to use the separate Terminal Server Configuration Utility. The Client detects

when it is running on a Terminal Server and spawns clients in any Terminal Server sessions opened. By Default the client runs in both Console and Terminal sessions but can be independently turned off using the new Terminal Server tab in the Advanced Configurator.

Note: Remote Control of Terminal Server sessions uses “screen scrape” mode. There have been significant enhancements in both performance and operability in this release.

### **Audio Support for Application Sounds**

Support added for Application Sounds in remote control sessions (on by default for Vista and above)

### **Gateway**

The Gateway Console contains an additional column on the Clients tab, which displays the “External IP Address” of connected Clients

### **Screen Scrape**

There have been significant enhancements to the remote control performance and operation when using “Screen Scrape” mode. This is most marked on Windows7/Vista based clients.

Remote Control of Logon Desktop and UAC controls now provides a true representation of the client computer.

### **File Transfer**

File Manager and File Transfer now display a “File Description Column”

You can now drag and drop Files/Folders from the control machine's windows explorer (including from the desktop), to a view window. The destination on the client machine is fixed to the users desktop.

Note: a user must be logged on (client side) for the transfer to work, otherwise you receive an access denied

Drag and Drop Files/Folders from the control machines windows explorer to File Transfer, Local, Remote or Distribution windows.

Drag and Drop to change File Transfer Column order. The order and width is now saved, also sort order and column are preserved. Column order, width and sorting is saved for local or remote, so if you change the state in File Manager then this will apply to the local window if you open a file transfer to a client. The same applies to remote settings; these apply to all remote file transfer windows not per client.

Deleting files in File manager and File Transfer, now by default deleted files are sent to the Recycle Bin.

Note: In File Transfer this only applies to the Local window.

You can override the behaviour and force the delete by holding down the SHIFT key while selecting to delete the file(s)

There is a new File Transfer setting that can be used to control whether the Recycle Bin is used

Enhancements and new options provided to allow pre-defined handling of error conditions to support unattended operation of file transfer processes

### **Power Management**

## Support for Remote Power management (Wake on LAN) across subnets

### *Whats Fixed*

- Fixed a problem with the scripting that could cause the script to fail if you connect to the clients in a group.
- Fixed a problem with Vista 2008 and windows 7 that caused a fullscreen message being displayed when changing to the switch user screen is displayed.
- Fixed a problem with scripting when using the copy function to copy files into a long directory structure.
- Fixed Print Capture on Windows 7
- Fixed a problem with Dialup connections.
- Fixed a problem with Replay file playback on a Control only installation.

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## NetSupport Manager 10.60.0006 Released on Tuesday, January 12, 2010

### *Whats Fixed*

- Fixed a Problem with the Tutor application failing when the student icons had been changed from the defaults.
- Fixed a problem with the quick connect feature not functioning correctly when you tried to connect by user name.
- Fixed a possible Denial of Service attack on the NetSupport Manager Gateway.
- Fixed a problem with TCP Broadcast addresses not being correctly added to the configuration.

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## NetSupport Manager 10.60.0005 Released on Monday, December 14, 2009

### *Whats Fixed*

- Fix for the Browse of a gateway not functioning if a username and password is configured at the gateway
- Fix for a possible Denial of Service attack that could cause the Gateway to crash
- Fix for Client service crashing on startup on Dutch Operating Systems
- Fix for a failure of the gateway when attempting to configure keys on a secondary gateway
- Fix for a Memory leak in the client process on some server operating systems.

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## NetSupport Manager 10.60.0003 Released on Wednesday, November 11, 2009

### *Whats Fixed*

- **NetSupport error can be found when running NetSupport Scripts after updating a NetSupport Manager Version 10.50 installation to 10.60**

Resolved the NetSupport Script error will no longer appear after updating to NetSupport Manager 10.60.0003

- **When viewing a Client using a NetSupport Script an Unhandled exception message can appear when clicking on the toolbar button "View mode"**



Resolved the Unhandled exception message will no longer appear when accessing the View button for a remote control session started using a Script.

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## NetSupport Manager 10.60 Released on Monday, October 26, 2009

### *Whats Fixed*

- **HKCU registry key is not visible from the NetSupport Controls Registry Editing tool when remote controlling another PC**

Resolved it is now possible to view the HKCU registry Key for a Remote Client from the NetSupport Controls Registry Editing Tool.

- **Client Error found in NetSupport Script log file when running an XCopy script.**

Resolved Client error no longer appears in the log file created when running a script that includes the XCOPY Command

- **NetSupport Scripting Agent will only run a Script once if this is set to run every hour.**

Resolved the Script scheduled by the Script Agent to run every hour will now run every hour.

- **NetSupport Client name is lost after performing an update**

Resolved the NetSupport Client name is no longer lost after updating the version of Client installed.

- **When Viewing a Logged Off Windows 2008 Citrix Server You See the Desktop of the Most Recently Started Session Rather Than the Logon Screen**

Resolved when connecting to the Windows 2008 Citrix Server that is logged off the Control will view the Servers Logon Screen rather than the most recently start Session from the Server.

- **Platform Misrepresentation Issue within the Deploy Utility Window - Whereby Vista is being reported as a Windows 2008 Server**

Fixed Windows Vista machines are no longer displayed as Windows 2008 Server in the NetSupport Deploy tool.

- **Runscrip error when closing the runscrip window after the Client rejects the connection**

Fixed Runscrip error no longer appears after using the RunScrip tool to connect to a Client that requires User Acknowledgment and the rejects the connection attempt.

- **CPU Usage rising to 100% for 5 seconds each time the NetSupport Manager Client starts**

Resolved the NetSupport Manager Client will no longer use 100% CPU Usage for 5 seconds when this starts.

- **GDIHOOK5.DLL file remains after uninstalling NetSupport Manager**

Resolved the GDIHOOK5.dll file is no longer left on the machine after uninstalling NetSupport Manager.

- **NetSupport Client configured to write to a client log file on a mapped drive will display the following message when the machine is shutting down : CLIENT32: Cannot logon as user CFSNSMLOGGING (1115)**

Resolved the NetSupport Client will no longer display the message when the machine is shutting down.

- **Client Display Name is lost when using the Control Logout option on a Client**

Resolved the Display name for the Client is no longer lost after using the Logout option from the NetSupport Control.

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## NetSupport Manager 10.50.0005 Released on Thursday, March 26, 2009

### *Whats Fixed*

- **Cannot Remote Control Vista or 2008 Client when User Acknowledgement is enabled**

Fixed problem whereby when connecting to a Vista or Windows 2008 Server with User Acknowledgement enabled you could only view the Client machine but could not send any Keyboard or mouse actions to the Client via the View Window from the Control.

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## NetSupport Manager 10.50.0004 Released on Friday, February 27, 2009

### *Whats New*

- **Ability to disable the option at the Control to Maximise the View Area when viewing a Client Screen**

It is now possible to disable the option at the Control to Maximise the View area.

- **NetSupport Control could not be Activated when running the Control from a Portable Device or Shared network location using a shortcut from a machine logged on with Normal User permissions.**

It is now possible to run and activate the Control session from a Portable Device or Shared Network location when logged on as a normal User if a preact.lic file is present in the Control installation folder and an additional switch is specified when the Control is launched.

### *Whats Fixed*

- **Gateway Browse Results in a 30-40+ Second Delay if Control Does Not Have Client Installed**

There is no longer a 30-40 Second delay when browsing a Gateway for available Client from a Control machine that does not have a Client installed.

- **Announce feature is not available from the Control Interface**

Fixed problem where the Announce feature was removed from the Control User Interface. The Announce feature is now available to use again from the Tools drop down menu from within the Control user interface

- **NetSupport Control Crash when using the Command line parameters to connect to Gateway Clients**

Fixed problem when the NetSupport Control would crash using command line options to launch the Control and connect to Gateway Clients.

- **Occasional Vista Client issue causing disconnect/reconnect and connection problems**

Fixed problem where the Vista Client could crash when logging off while viewing the Client machine.

- **Mid Function within Scripting does not work with long Strings**

Fixed problem with the MID function within Scripting whereby this would not work when using with long Sting values.

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NetSupport Manager 10.50.0002 Released on Thursday, November 27, 2008

*Whats Fixed*

- **Control error appears when ending a remote control session**

Fixed problem where an Assert Fail error message could appear on the Control after using the Maxmise View area option and then closing view session

- **Client sorting not working properly in Large Icon view on NetSupport Manager**

The Client icons when in the Large icon view can now be sorted correctly within the Control Interface

- **When Printing from the Script Editor the Print Job sent will continously print until the Job is deleted from the Print Queue**

Print Jobs sent from the NetSupport Manager Script Editor will no longer continously print and will now behave correctly

- **Unable to send CTRL-ALT-DEL to Vista & 2008 Server 64bit Operating System on a Clean Install of 10.50.0002**

It is now possible to send a Ctrl+Alt+Del to a NetSupport Manager Client installed on Windows Server 2008 and Vista machine after a Clean installation of NetSupport Manager 10.50.0002

- **Instant Messenger monitoring does not work when using the School components of NetSupport Manager**

Fixed problem where the NetSupport Manager School component feature for instant messenger monitoring was unavailable

- **Client only installers do not apply a Custom Client Configuration file after installation**

Fixed issue when a custom Client32.ini placed with a Client only installer would not be read by the Client after the installation until a restart of the Client Service is performed

- **GPF when arranging thumbnails and there is not enough room**

Fixed Tutor GPF error message when attempting to arrange the Client Thumbnails and there is a not enough room

- **Name column in NetSupport Manager Control does not display the value of the Display Name field of the clients properties Details tab.**

Fixed NetSupport Manager Control problem where the Name column in the Control would not display the Name field of the Client properties from the details tab

- **Cannot switch thumbnail view off if switched on using the right click menu item**

Fixed problem in the NetSupport Control user interface where it would not be possible to turn off the Thumbnail view if this was turned on using the right click menu

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## NetSupport Manager 10.50.0001 Released on Monday, October 27, 2008

### *Whats Fixed*

- Fixed problem in the installer when using School Components and attempting to modify the installation during the upgrade process where under obscure circumstances it was
- possible to remove the LSP without de-registering it correctly which could result in loss of TCPIP connectivity until a manual de-registration of the LSP was performed.
- Tech Console and Gateway UI files now digitally signed
- Fixed problem with Broadcast Message
- Fixed problem which prevented Scripts executing correctly when ran outside of the Control program
- Fixes problem in Manager Installer MSI variants (Not Setup.exe) where Installer was not locally cached resulting in the Installer path being prompted when uninstalling / upgrading.  
Note: Fix applies to 10.50F1 Installer and above. For existing installations requirement to make original installer available persists.
- Fixed a rare issue where a failed standby attempt would result in client not being connectable

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## NetSupport Manager 10.50 Released on Tuesday, October 14, 2008

### **Batch Number NSM01EVL**

### *Whats New*

File Transfer – Copy to Desktop and My Documents

Gateway Support 2008 and Vista

SmartCard Authentication

Updated to Include School 10 Components

Whiteboard now Supports Multiple Undo's

### *Whats Fixed*

- **Problems with the approved list and URLs that do not start with www**

HTTPS Support included for the Web metering and Control Feature

- **If Student sends multiple chat request it crashes Tutor**

Fixed issue with Tutor closing when a sending a large number of Chat requests from the Students to the Tutor

- **Problem with wrapping text on the not saved whiteboard**

Fixed problem found with saving text that wraps over multiple lines on the Whiteboard

- **Problem displaying Extended Characters when viewing Test console reports**

Extended Characters within Test Results reporting now display correctly

- **Destination path for File Transfer and Quick selection box too small for its contents**

Fixed problem with restriction applied to the size of the destination path for the File Transfer and Quick Send dialogs

- **When auto save history on exit is set the keyboard monitoring history is not saved**

Fixed issue where Keyboard Monitoring History was not saved automatically when the Tutor option to Automatically Save History on exit was enabled

- **Auto Arrange Icons to remain as Default**

Fixed problem where the Tutor icon display setting "Arrange to Image" could reset to "Auto Arrange" when reloading the Tutor program

- **Running Tech Console removes Classlists for Tutor**

Using the Tutor and Tech Console on the same machine no longer affects the ClassLists setup for the Tutor

- **NSS Default to Detail View**

The Tutor now remembers the chosen icon display mode when configured to use "Browse and Connect" on Startup mode

- **Paste button does not become active when pressing Print Screen to directly add this to the Journal**

Fixed Problem with using Print Screen to paste contents into the Journal

- **NSS Test Designer Drag and Drop Answers Covered by Black Rectangle**

Fixed problem with Test Designer to make text selected as answers for "Drag and Drop" test question types to be visible

- **Mouse Pointer not visible on Student machine during Show Leader Session**

The Mouse pointer is now visible on the Student machines during a Show Leader session

- **Restore previous internet access level after temporary access**

When allowing Students Unrestricted Internet Access for a Period of time after the time has ran out this now returns to the previous access level selected for Web restrictions rather than defaulting to "Block All"

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NetSupport Manager 10.30 Released on Tuesday, March 18, 2008

## **Batch Number NSM01EVL**

### *Whats New*

- Support for Windows 2008 Server
- Support added for Smartcard Authentication.

Enabling this option at the Client allows a Control to logon to Client machines that use Smartcard authentication.

Smartcard support is automatic, no additional installation is required. Support is dynamically loaded at the Client when a Control connection is made. When loaded an additional hardware device will be available called NSL Pseudo SmartCard Reader.

When the Control opens a View Window to the connected Client they will need to insert their own Smartcard into the reader attached at the Control and enter the Clients PIN to logon to the remote users machine.

If multiple Client View Windows are open at the Control, smartcard insertion and removal events are sent to the Client currently in focus.

Note: In an active directory environment it is possible to enable smartcard support using the NetSupport ADM Template.

- Additional User Acknowledgement Configuration Options. Allow or Deny connection at end of a timeout period. Acknowledgement not required if current logged on user attempts connection from another machine.
- Remote Command prompts can now be recalled from memory during active session. A maximum of 50 commands are stored. To clear the history press F8. Once the Control closes the Remote Command Window the history is cleared automatically.
- Support added for Clients who use multiple monitors. The Control can now select the relevant Client monitor when Viewing the Client or in Thumbnail mode.
- Scripting

Right click option in the Script Editor e.g Cut/Copy/Paste implemented

Colours are now used to differentiate between comments, function, and keywords within the Script Editor.

New function provided to remotely logon a client

### *Whats Fixed*

- Test Console Fixed a problem extracting tests in terminal services environment
- Client Configuration: Fixed a UI anomaly that prevented the Logging option "log to File" from being de-selected
- Control Configuration: Fixed problem restricting access to Control / Share mode when viewing a client.
- Show Replay file on Vista no longer errors and reports "invalid file"
- Fixed a potential GPF when mouse over clients to use the Zoom function in thumbnail view
- Restricted number of characters in Gateway Configurator to 15 characters to be consistent with Control and Client Configurator
- Fixed a problem with the client re-boot function where potentially an application with an open save Dialog could cause the client to GPF.
- Fixed a disconnect issue when remotely logging off a Vista client,
- Fixed problem with the Control detecting a client disconnect when there is a remote command prompt session open
- Fixed problem associated with restoring a minimised view session which is receiving high volumes of data due to intensive screen activity on the client PC
- Fixed problem in the Control when selecting Groups, previously if a group was only partially visible in the view window, attempting to select the group would select the group below
- Fixed a potential problem when recoding replay files in a view session when error conditions occur.
- Fixed Control name truncation in the "Client is already connected to Control" message.
- Fix to use Windows + key combinations e.g + E to display explorer in view session
- Reduced runplugin.exe CPU Usage
- Fixes problem high CPU usage using School Interface in terminal server environments
- Fixed problem where esc in view session sometimes sends ctrl-alt-del
- Fixed problem Vista logoff on disconnect
- Fixed problem in print capture where temporary printer incorrectly reported from previous control connection

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NetSupport Manager 10.20 Released on Wednesday, July 25, 2007

**Batch Number NSM01EVL**

## *Whats New*

### **Installer**

Manager 10.20 now uses InstallShield installer technology. Main installer executable (setup.exe) and MSI file supplied providing Control and Client support for AD deployment.

On Upgrades the 10.20 Installer detects a previous installation of Manager and pre-select components to match existing installation. User can optionally modify the selected components before installing

### **School Components**

School components updated to include School 9 components

### **License Protection**

License protection introduced in School 9 now implemented in Manager 10.20.

Includes protection against the following:

- Repeated use of the evaluation license by uninstalling/re-installing
- Extending the evaluation period by adjusting the PC system date
- Copying evaluation keys from other PC's

### **Registry and File Location Changes**

Control Data files and Registry keys are now unique to the logged on user. Previously different logged on users would have shared the same Control configuration settings and data files.

Note: There is a new Control Configuration setting on the File Locations page "Use shared data files" which can be ticked to revert to the previous behavior. This is ticked by default for upgraded systems

### **Control Activation**

Control activation process introduced in School 9 now implemented for the NetSupport Control Control Before the Control or Tutor program can be used with a Sale key an activation check needs to be performed.

Note: For manual activations distributors and resellers now need to select the product on the Manual activation page. <https://secure.netsupportsoftware.com/activate>

Note: When using Manager with School components only one of the two programs needs to be activated on-line.

## *Whats Fixed*

- Support provided for Send "Ctrl-Alt-Del" and block "Ctrl-Alt-Del" on Windows Vista. Note: requires Vista Client PC to be re-started after install.
- Hot Key combination "Ctr-Alt-End" provided as an alternative method to end the show function. (previously only available using the system tray icon)
- Partial support provided for Blank client screen on Windows 2003, Vista and 64bit O/S. Previously the client screen would not blank with no indication to the control user. In 10.20 the screen blanks but remote control is only available by toggle on screenscape mode. This will be handled automatically in a future update..



- Mouse movements are now sent to Control from Vista Client being viewed in watch mode. Fixes a potential GPF when attempting to add a site without URL to the approved list.
  - Fixes a Control/Tutor crash in File Distribution when attempting to copy files into a directory that the client does not have permissions to access
  - Fixes problem with File Transfer edit function attempting to edit file on local rather than Remote PC
  - Fixes Function key conflict with WinCC application
  - Lock students image now displays on multiple monitors
  - Lock image can now be set to use mapped drive or unc path. Note: Logged on user must have access rights to the location.
  - Fixes problem displaying larger graphic files with the whiteboard on Vista Clients.
  - Fixed problems with Portable Tutor running Test Console.
  - Scripting Agent Syntax check function now reports script errors.
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NetSupport Manager 10.00 Released on Tuesday, November 14, 2006

## **Batch Number NSM01EVL311007**

### *Whats New*

#### **New User Interface**

NetSupport Manager 10, now features a totally new "Vista" style interface, that runs across all features of the product.

#### **Windows Vista**

NetSupport Manager 10 now offers BETA support for Windows Vista. For further information please visit <https://secure.netsupportsoftware.com/vista>

#### **New Auto Group list views**

In version 10, Client lists can be automatically sorted and grouped by a range of criteria including OS, connection type and so on.

#### **Enhanced Thumbnails**

Monitor mode thumbnails now offer greater clarity, a larger zoom mode and real time indicators showing active View, File Transfer, Inventory, Registry, Command prompt and chat sessions.

#### **New Group Hierarchy**

Manager 10 now features a company hierarchy allowing all known Clients to be organised and structured into a single tree view.

#### **Client Automatic Update**

**NetSupport Manager 10 now provides an automatic update facility, allowing you to quickly update Clients to the same version as the Control.**

### **Enhanced Show mode**

Manager 10 extends the Show mode to allow an Operator to Show their entire screen, just a selected Monitor or just a selected application to any number of selected Clients in real-time.

### **Enhanced Chat**

Version 10 now supports dynamic hyperlinks within chat sessions.

### **File Transfer**

Performance enhancements and now supports transfers over 4Gb.

### **New Gateway Redundancy**

This allows the Client and controls to specify a secondary gateway as an option. When the primary gateway is not available Clients will connect to a secondary gateway. The control will browse both primary and secondary gateways for Clients. The secondary gateway acts as a \* backup\* to the primary gateway. When the primary gateway is available the secondary gateway enters standby mode. When the primary gateway goes off-line, the secondary gateway becomes active and starts its "gateway services". While the secondary gateway is in active mode, it monitors the availability of the primary gateway. When the primary gateway comes back online, the secondary gateway will stop advertising its services and will disconnect \* idle\* Client connections. It will not disrupt active remote control sessions.

### **New Gateway Access Control**

As an enhancement to security, the gateway administrator can restrict remote control access to specified users. At the gateway, the admin can specify a list of allowed remote control users. At the control, the user will be required to configure a username /password to browse a gateway and to connect to gateway Clients.

### **New CMPI Override**

Override CMPI interval at Client. The admin can define a specific "network activity" interval at the Client which overrides the setting at the gateway. This is particularly relevant to Clients connecting via a dialup link where frequent "checks" are not desirable and can be costly.

### **Display the logged on user at control**

The logged on user details are now displayed at the control for Gateway based Clients in the username field.

### **New Support for multiple/specific IP interfaces to listen on**

The administrator can now specify a list of IP address/ports that the gateway will listen for connections from Clients and control.

### **Enhanced logging of gateway connections.**

### **Enhanced Audio**

### **Mobile / Portable Devices on Windows CE or Pocket PC :**

### **New Power Management**

Version 10 now supports remote reboot/power off of Win CE and Pocket PC Clients

### **New Inventory**

Inventory collection of Win CE /Pocket PC devices. Includes a hardware and software list and running processes

### **New Process Control**

Remotely terminate a process at WIN CE/Pocket PC Client.

### **New Process Execution**

Execute a process at Client - to facilitate scripting actions.

### **New Battery Level reporting**

Version 10 now provides a Battery level indicator (available on thumbnail view) for appropriate devices.

### **New WiFi signal strength indicator (available on thumbnail view)**

### **New Auto Help**

Version 10 now generates an auto help request when a WIN CE device is docked in its cradle and ActiveSynced. A Client configuration option is provided to enable / disable this feature.

### **New DNS support**

Allows user to enter DNS address when connecting to Clients from Pocket PC control.

Linux Clients:

### **New Support tool**

A command-line tool that gathers information about the installation and saves it as a file to send to support.

### **New Configurator**

A new GUI application that reads, edits and saves the Client32.ini file to make configuration much easier

### **Monitor Thumbnails**

Thumbnail support is now provided in the Manager control for Linux Clients.

### **Installer Improvements**

The installation process is now more robust and provides more information.

### **Improved network transport**

Improved resilience and performance when supporting Linux systems.

Mac OS X Clients :

### **New Configurator**

A GUI application that reads, edits and saves the Client32.ini file to make configuration much easier.

### **New Support tool**

A GUI application that gathers information about the installation and saves it as a file to send to support.

### **Monitor Thumbnails**

Thumbnail support is now provided in the Manager control for Mac Clients.

### **New Status Bar Icon**

A status icon that shows when the Client is running or being viewing, provides an easy way of viewing the Client daemon logs.

### **New Hardware & Software Inventory**

Manager 10 now includes full support for inventory from a Mac Client.

### *Whats Fixed*

- Fix in Deploy when writing client parameters to registry
- Resolved an issue with the Control {Client}{Login} function switching between clients in different domains
- Control {Client}{Login} function now works to clear locked desktop.
- Co-Browser updated to refuse to load with systems running IE5 and below

- Fixes a potential GPF when client disconnects while Control displays switch to Full Screen confirmation Dialog
- School ClassWizard dialog enhanced to display scroll bars to enable full path\filename for the selected lesson plan.
- Fixes a Client GDI resource leak when displaying custom logo (helpdesk.ico) and custom text while control connected.
- Boarder displayed when listing available lesson plans no longer becomes corrupted when re-size window.
- File Transfer now correctly displays file statistics when transferring in excess of 4Gbytes of files.
- Fixed an intermittent client connection problem that could occur when a client is resumed from standby mode.
- Fix display problem viewing in screen scrape mode Control set to unlimited colors and client set to 16bit or 256
- Co Browser fix where web sites set to auto update can result in updates incorrectly appearing on the active tab.
- File Transfer updated to correctly handles files in excess of 4 Gbytes
- Co-Browser updated to handle bookmarks on Windows 9X clients
- Co-Browser now reports duplicate bookmarks
- Co-Browser warns Tutor if open a restricted web site.
- Gateway Browse across multiple gateways using multiple gateway keys now returns full list of available clients
- Fixes a program Assert failure attempting to use the Announce function on non windows based client PC's
- Fixes an obscure file corruption problem that could potentially occur in file transfer
- Fixes a Tutor problem browsing and connecting to clients at startup whereby Group lists can be lost.
- Group Properties customization option removed removed from Control program
- File Transfer , device not ready error message now translated
- Client Configuration Security, User validation Active Directory Browse dialog columns now translated.

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NetSupport Manager 9.60 Released on Sunday, May 07, 2006

**Batch Number NSM01EVL300707**

*Whats New*

Manager updated to include School 8.50 Functionality on Custom Install selecting School Components.

Remote Login support {Client}{Login}

## *Whats Fixed*

- Client configurator now supports input of password > 15 characters
  - Eval period changed back to 30 day
  - Fixed a potential problem when power off a connected client with print captured enabled. Symptom : Client program would fail to load on first re-boot following power off.
  - Fixes potential problems intermittent client disconnects.
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## NetSupport Manager 9.50 Released on Tuesday, January 03, 2006

**Batch Number NSM01EVL280207**

## *Whats New*

### **Zoom Thumbnails**

Thumbnail view has been made more accessible and now supports zooming in. Thumbnails when larger than 128 wide displays the current logged on user and name of OS. Thumbnail size can be set using the slider control on the top right hand side of the list. Thumbnail mode can be activated using the button next to the slider control on the top right hand side of the list. Zoomed windows show the same user name and platform name as the thumbnail.

### **Print Re-direction**

Prior to Manager 9.50 the method used to provide print capture support involved "hooking" the Print Spooler. This method was prone to problems, particularly in more recent years connected with updates to the Microsoft Operating Systems.

Manager 9.50 now uses the WMI service (available on XP and above) to create a "Standard TCP/IP Port" which it now uses to provide print capture support. The Implementation on Window 2000 clients is similar but as the WMI Service is not available as standard the registry is updated by Manager to add the "Standard TCP/IP Port".

Key advantages, now supports USB and Network Printers

In operation the user selects the printer in the Control program that will be used for print capture. Then during a remote control session, the client program adds a new [temporary] printer to the client machine. The printer is reported in the "printers" applet as PRINTERNAME (from CONTROLNAME) which is set as the default printer.

Note: The user has to have a suitable printer driver installed on the client machine for this to work. When the remote control session is ended, the printer is deleted from the client machine

NT and 9x systems will continue to use the legacy printer capture implementation.

The new print capture update is primarily a client implementation. The latest Control is backwardly compatible with back release clients which will have the legacy print capture implementation.

The default document preferences are NOT transferred across. This will be considered for a future update.

### **Optimise Toolbar button (restrict Colour depth in remote control view sessions)**

Reduce the number of colours transmitted from the client to improve remote control performance. Provides considerable performance benefits over restricted bandwidth/dialup connections,

## **Screen scrape enhancements**

Screen scrape mode has been revamped to dramatically increase performance, send less data, scrape in different colour depths, and generally be more responsive.

The improvement will be most marked on Windows XP, the incidence of full screen re-draws has been minimised reducing network traffic and improving response times. CPU usage at the client is minimised.

Screen scrape now supports a wider range of colour depths at the client. Additionally, the client will now send the mouse cursor shape when it changes.

Screen Scrape provides a logon desktop emulation to enable remote control when logged off.

The client will also send the changes sooner than before, so that typing text or viewing a flashing caret should appear less jerky.

The Control has been changed to allow different colour depths, primarily using an "Optimise" icon now available in the View window.

The new scrape code should be pretty efficient, regardless of the client's screen colour depth and the colour depth required by the control, but will be faster on faster machines with faster graphics cards.

View window now displays the mouse change state when clicking and dragging.

Note: Where bandwidth is restricted/dial-up connections Screen scrape now offers advantages in response/performance of traditional GDI hooking.

## **Audio outside of View session**

The Audio function is now available off the main menu and right-click context popup menus for the clients shown in the listview of the Control.

### **Optimise AES performance**

AES encryption has been optimised (between 10 to 15 times faster) and is now only about 20% slower than without encryption enabled.

## **Display Logged on user in Control list views**

When displaying list views (e.g Client, Connected, Browse etc..) in detailed mode by selecting {view}{details} from the main Control menu, there is a new column "username" which displays the logged on user of the client PC's.

To add the username column select {view}{columns} from the Control menu.

Note: 9.50 client required to support this function.

When using the School Interface the logged on user is displayed and dynamically updated when using the optional setting "Retrieve student login name when performing a student register" available on the {View}{current settings} UserInterface tab.

## **Enhanced Gateway / HTTP Protocol**

The Manager HTTP transport used when communicating with the NetSupport gateway has been enhanced to be more efficient, utilizing more of the available transport packet and providing 25% improvement in remote control performance. When used in combination with colour depth restricting (see above) and where appropriate using the enhanced screen scrape dramatic performance benefits will be seen over http/gateway connections. (Note: Requires full 9.50 implementation Control/Gateway/Client to realize the benefits)

The 9.50 Gateway implementation provides enhanced support for multiple IP addressing. i.e. where customers duplicate IP addressing behind multiple private networks (PC1 at site1 has the same local IP address as PC1 at

Site 2.) the Gateway now uniquely identifies clients by MAC address. Note where back release clients connect to the gateway the existing unique identifier of the IP address is retained, combined with the security key where used with legacy clients.

Gateway clients are now saved, previously the client icon in the known/client list for the gateway client was only retained for the period of the gateway connection. In 9.50 gateway client details are stored and available across Control sessions to be used to establish connections without having to re-browse the gateway.

HTTP/Gateway support is now provided for Pocket PC / Mac and Linux Clients

### **Linux Client Inventory**

Manager 9.50 provides Hardware and Software Inventory for Linux Clients

### **BETA 64 bit Client Support**

NetSupport Manager now offers BETA Client support for Intel EMT64 and AMD64 Platforms.

Check out TD article <http://www.netsupportsoftware.com/support/td.asp?td=491> for the latest information and details of how to register for the beta program

The Current Beta code is included with the main 9.50 windows installer and will be installed automatically on supported 64 bit platforms.

64bit Itanium is not supported at the time of issue.

The NetSupport 9.50 Windows Installer (setup.exe) located in the Windows folder can be used to install the NetSupport 64bit BETA Client. The Installer will detect the 64bit installation and install the 32bit Client software with BETA 64Bit Video hooking to enable the client PC to be remote controlled.

Note: When using the NetSupport Deploy Utility on 64bit Bit Platforms the Beta Code will be installed.

### **Limitations**

NetSupport File Transfer does not support access to 64bit folders (windows\system32 will not be accessible)

NetSupport provides 32bit Remote Command prompt

Blank client screen is not supported

Full screen command shell is not supported

NetSupport Regedit is restricted to a 32bit Implementation

### **BETA SOLARIS Client Support**

NetSupport Manager now offers BETA Client support for Solaris SPARC V9+ . Check out TD article <http://www.netsupportsoftware.com/support/td.asp?td=492> for the latest information and details of how to register for the beta program

### **Deploy**

The Installer has been enhanced to prepare the Deploy Utility for use. This will enable new users to use the deploy function with little/no configuration required. When NetSupport is selected for installation the Installer -

- Creates a "Deploy" folder under the main installation folder
- Copy the setup.exe into the newly created deploy folder
- Copies the evaluation licence file generated by the installer into the deploy folder
- Copies a values.txt file into the deploy folder configured to install the Client component. (with school components if also selected for the main installation)

Note: The instcfg utility used by deploy when configuring the values.txt file also now defaults to client components.

## Roaming Profiles for School Tutor

New switch on the command line – R

Load the tutor with "pcinssui /RN:\Tutor.cfg" to tell NSS to load the settings from N:\Tutor.cfg and save them back there when it closes. The name and location of the file can be anything.

mapped drives are supported e.g /RDrive:\Directory\Filename  
as are UNC Paths e.g /R\\ServerName\ShareName\Directory\Filename

If the configuration file specified does not exist default values can be read from a Default.cfg which needs to be stored in the Netsupport School directory. Note: the name at the top of the configuration file needs to be ""Default"".

If Default.cfg does not exist the configuration values are inherited from the standard profile.

### *Whats Fixed*

- Edit Client properties "client name" field now correctly restricted to 15 characters
- Fixed a potential client gpf when resuming from standby mode
- Fixed a problem using the Control {Tool}{Configurations}option to create a desktop Icon
- Increased buffer size in scripting (fixes problem extracting group names in excess 39 characters)
- Menu items for ""Group list"" and/or ""Client list"" removed if selected to hide in View->Settings
- Show to a window set in the advanced configurator now overrides the Control settings for show.
- File count in File transfer now updates when processing skipped files
- Fixed problem restricting client colour depth settings at the client
  
- Fixes a problem where Bios details were not being returned on some Hp and Dell machines
- Maximised View window is now reduced to take account of system taskbar (or other application desktop toolbars)
- Fixed a problem where multiple controls viewing client configured to use "silent mode" caused blank view window when one Control stops viewing
- Dual Monitor. View window now correctly sized when Control has 2 different monitor resolutions.
- Annotate toolbar now correctly displayed when using "screen scrape" mode
- Execute at client now functions correctly when the user at the client loads the winlogon desktop



- Control Advanced Browse settings is now compatible with legacy configurations
- Support Tool updated to return additional diagnostic information
- Fixes problem in print capture adding new local port when Manager print capture is enabled
- 9.50 print capture implementation fix, typically the print spooler crashing when enabling print capture on Windows 2000, XP, 2003

## NetSupport Manager 9.10 Released on Saturday, January 08, 2005

**Batch number NSM04EVL310706**

### *Whats New*

- Replay option can now be removed from the Client commands menu
- Software Inventory now supports MSI shortcuts
- Ability to record mouse movements in Replay files
- Pocket PC support for NetSupport Control
- Increased field length for Username and Password
- CTRL-ALT-DEL support to Pocket PC control device
- Default gateway ports set to 443
- Ability to view multiple screen Clients over multiple screens on the Control
- Connect from Control to Client using a gateway through a proxy server

### *Whats Fixed*

- Fixes problem where the user Acknowledgement Dialog would not display at the client if the client {Help}{About} or {Transport} Dialogs were open
- Fixes GDI handle resource leak when using client chat/whiteboard
- Client Tooltip now updates when IP address is changed
- Fixes a potential blue screen viewing client screen width > 2730 pixels
- Fixes an obscure BSOD when viewing a client machine Clhook4.dll files: wscache.h, wscache.cpp
- Fixes a view related problem where lines are sometimes not clipped properly, (lines drawn outside/below the expected area)
- Remote controlling Windows XP welcome screen no longer displays password entry as a series of question marks
- Execute at Client function now looks for an entry in the app Paths registry key to locate the application before reverting to using the Search path variable
- Fixes problem using Deploy function to verify if client running after re-start
- Video Hooking code enhanced to be more resilient under conditions where third party applications use excessive gdi objects
- Updated keyboard mapping templates applied to control.kbd
- File Transfer confirmation settings re-instated for Directory Copy, Directory Delete and File Delete.
- Corrects a problem with directory store location for chat session when selecting to store to desktop on a PC with O/S installed on D Drive.
- When changing audio format during the remote session zero byte audio packets are discarded. This prevents potential problems attempting to process incomplete data resulting in Control program failures
- Now able to use Deploy utility without administrator level rights to the PC running the Deploy program
- Bridge program respects configuration setting not to load on start-up when being resumed from Hibernation/Standby mode.
- Increased field length restrictions for the Control security Dialog UserID 255 Characters, Password 127 Characters
- Updated error message displayed when attempting to create a control profile with a duplicate name

- Show Function, Improved the colour interpretation for specific data items when Control/Tutor Video Adapter set to use 16bit Colour mode
  - Fixed problem using File Transfer functions with long file names. Previously only allowed max 64 chars for last part of filename
  - File Transfer, selecting a folder marked with the system flag in the right hand pane no longer displays the results for parent folder
  - Tutor/Control program no longer hangs when Clients disconnect abnormally during UDP show.
  - Scan function now continues to others if a client has disconnects
  - Fixes an Unhandled exception error closing the Control when there are 2 or more groups defined and one of the group names is longer than 63 characters
  - When using multiple Client configuration profiles in an Active directory policy. Adding or changing profile settings will now result in the client program restarting and applying the changes when the group policy is refreshed. This is consistent with the current behavior for the master profile. Note the Client does not restart if a group policy option is deleted
  - Fixed problem where certain client configuration options were not being correctly handled in profiled configurations ViewModeAcknowledgement, DisableMessage, DisableInventory
  - Script Editor added to the XP SP2 firewall exceptions
  - UI added to Scripting Editor to support constant for LINUX client PLATFORM\_LINUX
  - Fixes Help Link for the Remote Command Prompt Topic
  - Client configuration option to disable the execute at client function renamed from "Disable Remote Program execution" to "Disable Execute"
  - Fixed help file link in the Control for the remote command prompt window
  - Fixed a problem when reading client configuration file (client32.ini) from a UNC path. The Client program no longer continues to re-attempt to load when the configuration file cannot be found. Resulted in multiple load attempts and errors "cannot find file ..\servername\sharename\directory\client32.ini (80) Please check the file exists and is valid" The Client now displays the error once before reporting that the service cannot load.
  - Fixes an obscure Control GPF that could occur with client initiated connect / disconnections.
  - Fixes a potential Gateway crash "Unhandled Exception error" resulting from abnormal Control or Client disconnections in an active remote control session during periods of intensive activity
  - Fixed problem in Hardware Inventory on NT4 where Inventory incorrectly reported two mice installed
  - Deploy no longer installed desktop icon if not specified in instcfg / values.txt file
  - Mouse movements now recorded in Replay files recorded at client.
  - When Deploying the client with a client configuration file and selecting not to install the client configurator the PCICFGUI.exe file no longer gets installed.
  - Control name correctly displayed in Control Title bar when signing onto Control with different user profiles.
  - Inventory Updated to add bios serial number (Dell asset tag where appropriate) Also added.. PCI slots, SCSI disks, DirectX version, System enclosure, Memory Slots, Motherboard, Displays Ram in excess of 2 Gig correctly, Win 2003 returns physical disk information
  - Fixes a problem in scripting reading Registry binary values (REG\_BINARY)
  - Fixes Client failure on lost connection when recording replay files to a Server share
  - Client configuration setting to acknowledge changes in view mode (control,share,watch) now respect the "Except when no NT User Logged on" setting.
  - Fixes a potential GPF in the control when disconnecting client during script execution
  - Linux, Mac and Pocket PC client versions are now correctly reported in deploy
  - Tablet PC – Fixes problem where Writing Pad data was not being sent to the Client PC
  - Fixes a potential blank view window or even BSOD that could occur connecting (and viewing) immediately following a disconnect. Connected with having ATI utility loaded atiptaxx.exe.
  - To avoid duplicate messages "Print capture disabled" error messages are displayed when opening a view session but not on initial connect
-

*Whats New*

- **Full Linux and Pocket PC Client Support**

The previous version of NSM (v8) featured the ability to connect to and remote Control, a Linux based system that has a previously installed VNC (Virtual Network Computing) Client.

With this latest release, the VNC Client is no longer required as NetSupport Manager now provides full Linux Client support.

Furthermore, support for a Pocket PC Client is included as standard.

Combined with the existing Windows and Mac\* support, NSM v9 offers an unrivalled level of compatibility and support for all major commercial platforms.

\* NSM features the ability to connect to and remote Control a Mac based system that has a previously installed VNC (Virtual Network Computing) Client.

- **Record and Replay**

Within previous versions, the watching of replay files was initiated only from the Control. Within NSM v9, this has been extended to the Client, who, when appropriately configured, can initiate this feature.

- **Remote Command Promt**

By launching the Command Prompt Window, a Control can remotely execute command line instructions at a connected Client.

- **Log file name changes**

The log file name can now contain the computer name and the current date.

- **Updated GUI**

Widespread revisions have been introduced to all icons and user interfaces, ensuring a modern look and feel together with simplifying the process of navigating through the product.

- **Ability To Log Events To The Log File And Event Log Simultaneously**

Within the Client Configurator there are now options for "Log to file" and "Log to NT Event Log". These are now check boxes rather than radio buttons and can be set independently.

- **Browsing With UDP Disabled**

When performing a browse the control by default will perform a UDP browse for clients on the same subnet as the Control machine. To browse on alternative / additional subnets, there is a setting in the Control Configurator.

- **Connectivity/TCPIP "Browser Settings"**

The NetSupport Browse function uses a UDP broadcast packet to find client machines. However clients behind a router with UDP broadcast packets disabled will not be found. It is however possible to enter the individual IP addresses of the client machines in the Control configuration under Connectivity/TCPIP "Browsing Settings" to replace the subnet browse address. This will enable the clients to be found. In Manager 8.50 it is now possible to enter IP address ranges (for example 10.0.0.20-240) to avoid having to enter an address for each machine.

- **Gateway To Support Multiple Private Networks With The Same IP Ranges**

The NetSupport Gateway now supports connections to client machines that reside on private networks where there are multiple sets of private networks configured to use the same IP ranges.

- **Pocket PC**

Support for Windows CE compatible devices is provided enabling installation of a NetSupport Client on Pocket PCs. A NetSupport Manager Control can then connect in the usual manner and perform a range of remote control tasks such as Chat, Message and File Transfer.

An MSI Installer can be used with Microsoft™ ActiveSync to install the Client on a Pocket PC Device that has WiFi wireless LAN capabilities.

- **Monitor Mode**

A convenient thumbnail view of each connected Client screen is displayed at the Control providing a quick and easy method for monitoring Client activity. While in Monitor mode the Control still has access to the full range of NetSupport features such as View, Chat and File Transfer.

- **Whiteboard**

NetSupport allows you to 'Chat' to any number of connected Clients simultaneously, via a scrolling text window. A 'Whiteboard' facility can also be introduced during the Chat session enabling a range of screen annotation tools to be used for improving training and quality of support being offered.

- **Record and Replay**

Replay Files can be watched by Controls with appropriate access levels to the files, these in turn, can be shown to Clients.

- **Remote Command Prompt**

By launching the Command Prompt Window a Control can remotely execute command line instructions at a connected Client.

### *Whats Fixed*

- Fixes an assert when using the "application program Interface" (API) to connect to Gateway with name in excess 14 characters.
- The Gateway log file is now preserved across Gateway restarts. maximum 100 logfiles
- Fixes Invalid Page fault running client configurator program on Windows 95
- When using the reboot function, selected clients are now respected enabling the re-boot of selected clients rather than the entire group.
- School Designer defaults to the same location for Import/Export functions.
- Fixes minor resource leaks when opening/closing File Transfer / View windows
- Fixes a problem where GDIHook5 fails to install correctly if client machine set to block unsigned drivers. Resulted in remote control defaulting back to screen scrape mode
- Error message for NT authentication invalid password response is now translated.
- Fixes a Control Crash that can occur setting the destination directory using the Toolbar in File distribution
- Changing network configuration settings no longer affects listview sort order
- Unticking all help request hotkeys in client configuraton (Alt Ctrl LShift RShift) results in the hotkey keyboard hooking no longer being loaded.
- Fixes Control Assert failure performing Hardware/Software Inventory due to insufficient rights on NTFS partition.
- Fixes a Tutor crash in student survey where there are no spaces in question text on the second line of the question.
- Scripting now interprets/converts REG\_EXPAND\_SZ value as its text value

- Fixes Control assert in Scripting when using the GetClientsInGroup function if the group name used does not exist in the Control
  - Print Spooler hooking no longer takes place until after License expiry checking on client startup. Prevents print spooler related problems on machines with an expired copy of the client software left installed.
  - Using NT Authentication in the client configurator it is now possible to use Global NT Domain groups
  - Mouse wheel now supported in view window
  - Directory Copy function re-instated on the right click menu in File Transfer
  - Fixes a Tutor crash resulting from entering URL longer than 250 chars in IE at the Student
  - ActiveX Control now supports use of encryption above 56bit
  - Fixes a potential problem reading client32.ini on a centralised share "Cannot read \\server\share\share\Client32.ini(80).Please check this file exists and is valid." now waits for up to a minute after ProtectedStorage starts, trying to open the file once every second until it succeeds or times out.
  - School welcome splash screen turned off by Admin user no longer displays when low level user signed on and using the Tutor program.
  - Services tab within Inventory now displays on Windows 2003
  - GPF's now have exception handling that unload the Mirror driver, If a GPF occurs it should be possible to re-start the client service without a machine re-start. Note: this is already the case for a client assert failure.
  - Sample ActiveX Client html updated to turn, scroll bars off by default. Option within displayed age to turn on/off scroll bars now works correctly.
  - Fixes encryption data package inconsistency. Potential to cause unpredictable results prior to view/file transfer functions being used.
  - Fixes a problem where client icon fails to redisplay on Windows 9X based clients when using the client configuration option to "logoff on disconnect"
  - Fixes a potential Control program crash when attempting to connect to multiple Gateway clients in one connect request from a list of available clients returned from the Gateway prior to the Gateway service being stopped/started.
  - Fixes a client startup failure using NT authentication on NT4 based clients (introduced in 8.60F4 build)
  - Sample ADM template file NSMMMASTER.ADM loads without error on Windows 2003 Server.
- Sample ADM template file NSMMMASTER.ADM corrections to sample file  
 "webservice" Off value set to "0"  
 "secondarylogfile" value corrected to "logfile2"  
 "logfileuser" updated to Client\logfileUser  
 "ReplayUser" Updated to Client\ReplayUser
- "Client\AboutText" updated to allow 255 chars to be consistent with client configurator

## NetSupport Manager 8.60 Released on Friday, September 03, 2004

### *Whats New*

School components provided with Manager updated to include NetSupport School 7.50 functionality

### *Whats Fixed*

- Fixes potential Security weakness in the client\Gateway code
- Fixes a potential client GPF associated with connecting pre version 8.00 Controls to version 8.00 or later clients
- Reboot and Logout menu items are now correctly removed from the group menu if they have been disabled at the Control
- Fixes a problem when using the show function where mouse movements would not display at the client if the control was running a lower resolution than the client and the client mouse was positioned outside the show window range when the show session started
- Fixes problems in the gateway and control user interface to correctly display double byte characters on Japanese systems
- Re-instated code for manual client configuration setting EnableJavaDD
- Fixes an assert failure that could occur when closing the File Distribution window File coolbar.cpp, line 1657

- when adding VNC clients to a group it is now possible to use the more option to display the full list of groups available.
- Fixes problems associated with using Xcopy in scripting
- Fixes a problem when using the execute function in File transfer. The control correctly reports when the execute function has been disabled at the client.
- Disabling File Transfer at the control now correctly removes File Distribution from the group menu.
- F1 displays help in the client configurator
- Fixes GPF associated with restricting File Transfer rights within the client configurator and attempting to view or edit files in the Control File transfer window.
- Mouse not locked if logged off when show session starts
- Script agent column titles translated
- Fixed problem with Deploy where package name descriptions ending with an additional space could result in log file entries not being returned.
- View\Toolbar\Customize menu option added to Control view window
- Client configured to listen on a particular network adapter now displays the correct details in the client {Help}{About} transport settings
- Client log file now correctly displays logged off state
- Fixes a potential GPF when removing custom tools from the Control
- Fixes a rare occurrence of BSOD Assert failed wheap.c line 234
- Fixes potential GPF viewing properties of a newly created script
- Mouse pointer now displayed at client when showing in screen scrape mode
- Control audit log no longer records a disconnect message when stopping a show session
- Fixes a potential GPF in scripting File wnsmap.cpp, line 763, error code
- Gateway failures now reported to gateway32.err
- Fixes a potential GPF in Hardware Inventory
- Hardware Inventory reports Windows 2003 Enterprise Server rather than Windows .NET Enterprise Server
- Application, Processes, and Services Tabs now appear right to left when running UK version on Arabic operating system
- Fixes a resource leak when refreshing hardware Inventory
- Fixes problem displaying certain web pages in view / show sessions
- Using Arabic version the correct window is now selected in multi scan
- No longer possible to use Ctrl-Alt-Del at student
- Test Console, sorting by name and student name sort orders standardised
- Fixes a number of problems associated with using the Lock student function
- Fixes a problem where NSS 7.50 deploy version number was not correctly reported. This would impact deploying with version checking selected.
- Fixes a minor resource leak in client Help about dialog
- Fixes a resource leak receiving a show session Fullscreen on windows XP
- Fixes a resource leak using Lock Image at student
- Mouse movements are now stored in Replay files
- Excess Control toolbar icons can be accessed using the more ">>" control

Silent Installation/Deploy method added to install the Tutor interface from a Manager installer without the Main Control UI being installed.

## NetSupport Manager 8.10 Released on Friday, March 07, 2003

### *Whats New*

- The full range of NetSupport School features are now available within the Manager product. The Custom installation option now contains the option to install "school components". When selected with either a Control or Client installation the appropriate school components are installed.

*Note: The School client configurator is also available as a separate option on the start menu to provide the full range of school configuration items (e.g Disable join class, location for Lock Image etc.)*

- The Screen Capture function introduced in NetSupport School 7 has now been added to the Manager Control Interface.

Capture a screen whilst Viewing: select {Tools}{Capture Screen} to capture the current screen contents. You can also customize the View Toolbar to add the Capture Icon.

Capture a screen whilst Scanning: select {Client}{Capture Screen} to capture the current screen contents or Click on the "Capture" icon on the Toolbar.

*Note: When Scanning Multiple clients, a client screen must be active (highlighted) for the Screen Capture feature to become available.*

- The Annotate function has now been added to the Manager Control Interface.

To annotate a Show screen While Showing : Double click on the Annotate icon in the system tray or right click on the Show icon.

To annotate a screen while Viewing : Select {Tools}{Annotate} from the View Window drop down menu. You can also customize the View Toolbar to add the Capture Icon.

- It is now possible to Cancel all requested client connections

When connecting to multiple clients and selecting to cancel the connect a new dialog displays - "Cancel All further connections ? Yes/No

Yes - cancels all connections

No - cancels the current connection then continues to try to connect to the remaining clients

- A new Gateway configuration option has been added "Comms. Management Packet interval" (Defaults to 60 seconds) This sets the time interval at which the client program sends a network packet to the Gateway to check the connection to the Gateway machine
- DNS names can now be used at the control/client machines to specifying the gateway address

- Enable DVD Playback an Direct 3D Support : There are two new Client Configuration options

School configurator : Advanced

Manager configurator: Remote Control\View page

Title : [Enable DVD Playback and Direct 3D support]

Except while viewed

Except while connected

These options can be used to limit the restrictions on using DVD playback and running Direct 3D applications. The first option loads the NetSupport Video hooking on connect/disconnect and is automatically set if a DVD drive is detected on installation. The second option loads/unloads the mirror driver when opening / closing view sessions

- You can now set the client to use "Screen Scrape" mode during remote control sessions in preference to the normal NetSupport Video hooking. Whilst Screen Scrape mode is slower and limited to 256 colours it will sometimes enable applications that by-pass traditional GDI Video calls to be viewed.

Location: Manager configurator : Remote Control\View  
Enable Screen Scrape

- There are now Logoff and Re-start disconnect options for each platform type. In previous releases NT platforms could only be set to Logoff on Disconnect and 9X platforms to re-boot

Location Manager configurator : Security\Disconnect

- Logoff if not initially logged on
- Re-start if not initially logged on
- Lock the workstation if not initially logged on (NT) (This option is unchanged)

Note : Only one of these options can be selected. In addition there is an additional option on NT platforms introduced in Version 8.00 to Logoff if user has changed during the connected session. This can be used in addition to one of the three options above.

- There is a new command line option for deploy "/X". When this is used Deploy does not perform the client connect to check the client version when opening the Network view. This prevents visible indications at the client machine which occur when a connect is made.

*Note: When selecting the security tab the connect is still performed to determine the client version.*

*Note: The initial warning message on Deploy has now been removed*

- In the client configurator there are now two options associated with disabling the chat function

Location Manager Configurator : Security/Access Privileges

- Disable Chat : This prevents a Control from user from initiating a chat session to the client

Location Manager Configurator : Client Interface / Client Settings

- Disable Chat : This disables the client menu item for chat and prevents the client initiating a chat session.

- Enhancements have been made to the Hardware Inventory to use WMI technology to retrieve information on selected hardware components.

SOUND  
KEYBOARD  
FLOPPY  
MOUSE  
USB

## Whats Fixed

### Scripting Fixes



- The way that the product handles it's internal allocation of buffers has been updated. Scripting will now support strings in excess of 255 chars long.
- Fixes a memory allocation problem when using the Scripting "Do While" function
- Resolves a Looping Issue
- Increased the size of the buffer to accommodate displaying longer messages on the status line
- Fixes a problem with reading the contents of a file and placing this in a list using the EOF function.
- Fixes a problem with list assignments
- Using Dim function to declare variables as Integers now works correctly
- Fixes a problem where cut and copy functions are not available when text is highlighted
- When adding a script to the Control Interface it is now possible to create a new script
- Added RegCloseKey to the script editor UI
- Fixed a problem when assigning lists in scripts.
- Fixes an intermittent GPF selecting/highlighting areas of a script within the script editor.
- 16BIT and 32BIT constants removed from the script editor
- Fixes a problem where an invalid syntax for a list generates a GPF

### **Gateway Fixes**

- Fixes a problem where the client loses the connection on gateway re-starts and does not attempt to reconnect until the client program is re-started.
- The Gateway Key lengths set at the Gateway, Control and Client are now consistent and limited to 15 characters
- The Gateway Configuration utility now correctly prompts to save changes made to the address, Key and port fields.
- Fixes a potential problem using print capture over HTTP Gateway connections "Assert failed File htcl.c, line 2378, thread=httprecv"
- Fixes a Control assert when using File Transfer over HTTP Gateway connection and attempting to open a view session to the same client.

### **View Fixes**

- Fixes a problem with bitmap images wider than 2048 pixels not being displayed correctly when viewed
- Fixes a problem with some animated RLE not being displayed correctly when viewed
- Fixes a problem when using multi monitor where the client has the main monitor on the right rather than the left (e.g the left monitor starts at -1024,0). Dragging windows on the client no longer corrupts the Control's view window.

- Fixes a display problem with winreporter software

### **Deploy Fixes**

- No longer displays blocks around text when scrolling in Deploy Licence screen
- Silent Install / Deploy configuration utility instcfg.exe now presents a warning if the user does not have right permissions to the selected directory
- Deploy utility now presents a warning if the user does not have rights to the directory where the installer package (setup.exe) is stored.
- Deploy now reports Windows 2003 as the correct platform

### **User Interface Fixes**

- Fixes a problem in quick connect when using multiple transports at the control
- Fixes a problem when using large number of clients in the Client (client.nsm) or Group (group.nsm) lists. The screen no longer flickers while the information is read in.
- Toolbar Icon text for Lock icon now toggles between locked and unlocked
- Control 3.XX client and group file import routines removed from the Control Interface
- Corrects an intermittent spacing problem with the width of some icons on the main toolbar
- When viewing Linux/VNC clients the Full screen toolbar displays the correct set of available icons
- Fixes a Control crash when highlighting a group in the list view containing clients that are not connected and selecting Chat from the toolbar
- Groups added to the Control list view are displayed in order. Previously the list was not re-sorted until the Control program was re-started
- After selecting HTTP in the new client wizard it is now possible to de-select it.
- Using the Control registry key UI\NoCADMsg = 1 to suppress the CTRL+ALT+DEL confirmation dialog no longer results in the Full screen floating toolbar icon for this function being removed.
- Control {Client}{Quick connect} by address now strips out any spaces entered in error at the end of the address field.
- Whilst viewing a client the icon to toggle between Full Screen and Windowed mode now displays the tooltip in the correct context.
- Fixes a problem when using the add new client wizard it is possible to loose the HTTP setting
- The Client menu is now available on NT based operating systems prior to logon enabling the client to use client functions before logging on e.g to request help
- Fixes a problem when changing the settings in the view window to select to view Full-screen without the confirmation dialogue. When applying the changes the Full Screen Toolbar is no longer lost.

### **Control / Client Configurator Fixes**

- Client configurator MSN & Dual Bonding settings grayed out until bridge protocol is selected
- You can now use the down cursor key to navigate down through the configurator tree view items. Note: using the up cursor key will only work to navigate within a parent directory.
- Client Configurator Connectivity\HTTP text entry boxes are now grayed out until HTTP is ticked
- Control configurator: If you select the NetBIOS protocol without selecting an adapter an error message is displayed
- If you select NetBIOS protocol, but do not select any adapter, the program now report an error asking you to select at least one adapter.
- Fixes a Configurator program error when using the test IPX networks option in some environments. Error :File util.cpp, line 141, thread=CFGUI
- If you disable chat in the client configurator this now prevents a Control initiating a chat where previously only the client was prevented from initiating the chat session

### **Show Fixes**

- Fixes display problem at client during show when client set to use scale to fit.
- Fixes a Control crash / Dr Watson error when using Annotate on NT4

### **File Transfer Fixes**

- Filetransfer - deleting the current directory during a connected session no longer displays as a blank folder. Re-sets to the root directory.
- File distribution no longer lists Linux/VNC clients
- Filetransfer : error message displayed if no diskette in client drive "There is no disk in Drive A on client XXXX. The device is not ready."
- Fixes a Control crash introduced in 7.10 when selecting File Distribution on a Group listed in the tree view

### **Execute at Client Fixes**

- Changes have been introduced to the execute function from the NetSupport School 7 release. The Control checks for the following directories within the path for the execute function. "program files", "winnt", "system32" When found the Control substitutes the corresponding directory path returned from the client program. Further changes have been made in 8.10 to prevent the substitution being attempted and failing on back release clients.
- Execute at Client function : fixes a problem where you can only run the execute at client function 32 times on a particular client machine during a logged on session at the client .
- Fixes a handle leak when using execute at client function
- Execute at client now works if logged off

### **Misc Fixes**

- Fixes a problem where Clipboard data can be lost at the client whilst it is being viewed by a Control
- Fixes an intermittent GPF when canceling client connections at start-up
- Web extension now checks string length to prevent a buffer overflow that crashes the client if a long string is sent to the web extension
- Linux/VNC client properties dialog is correctly displayed
- Fixes a problem with the printout of the Inventory data progress bars and disk space availability. Note: for best results have Internet Explorer 6 installed at the Control.
- Fixes a potential problem where the availability of the client could be interrupted by establishing a session to the client e.g using telnet and the client left in a state waiting for completion of the connection. There is now a timeout, the client will wait for between 10 to 30 seconds before the connection is terminated.
- Fixes a Control failure File pcictl.cpp, line 6559, error code 1400 (578), thread=NSMUI when adding a Linux/VNC client to a group
- Print Capture : Fixes a problem when using the Novell Client on Window 2000 or XP. Starting the client program no longer results in an error being placed in the system event log. : Service control manager: ID 7023: The spooler service was shut down: Access code is invalid.
- Fixes a problem when using the client configuration setting to display custom text whilst connected and using the chat. The custom text was not being closed on disconnect.
- Hardware Inventory : Now detects internal Zip drive (reports under local drives.)
- Hardware Inventory: Enyahh Sound card not detected. WMI code is now used to detect some hardware components in Manager
- The inventory options are now grayed out for Linux/VNC clients
- Fixes a problem introduced in Manager 8.00 / School 7.00 with connection / browse failures if the Microsoft client is not installed on the Control/Tutor machine.
- SMS Integration: Fixes a profile conflict when using the Manager SMS Integration and Manager Control Interface on the same machine.
- School only Fixes (applied to Manger 8.10 and will be in the next release of NSS)
- Student Survey submit button no longer remains active after the survey has been sent to students
- Fixes a Tutor program failure:Assert failed nssplugin.cpp, line 438, ec 1421. This is an intermittent timing related problem connected with receiveing data from multiple machines in an undefined order. There is now separate buffers for each connection so the amount and order of data should not cause this problem
- Deploy console in School now pulls the product name from the product.dat file.
- When you re-position icons in the list view you are now advised that "Arrange to Image" has been removed and that you need to save the layout to keep the changes.
- Fixes an Assert in Show Leader when using the annotate feature.

- The Group Leader control no longer crashes if group leader is changed whilst Annotate is in use
- Fixes a problem in School Deploy where local applications fail to run on the client machine until the client machine is either logged off/on or re-started.
- Fixes a problem introduced in Manager 8.00 / School 7.00 with connection / browse failures if the Microsoft client is not installed on the Control/Tutor machine.
- Execute substitutions for program files winnt and system32 are not attempted for back release clients which do not support this functionality
- Fixes memory leak in execute function
- Fix for potential stack corruption / heap overflow errors if Execute command string exceeds 256 characters
- Fixed a problem where attempting to send a test to a logged off NT based machines results in non protected files in the root directory being deleted. Note: machines that do not have boot.ini as read only can result in boot failures
- Configurator : Send Physical Fonts added to the Advanced Page
- Fixes a problem using the School Test Console and sending tests to users signed on with restricted rights on NTFS partition machines
- Fixes a problem using the School Layouts function in conjunction with the connect by hostname option in DHCP environments
- Fixes a problem when selecting not to display show icon in the system tray, using show leader function could cause either a space or the show icon to be displayed in the system tray
- Fixes an IP error when re-starting the client service without re-starting the machine. TCP/IP (adapter 0), operation: 03H, code: 10048 (2740H) Problem occurs when you re-start the client having previously used the execute function at the client and left the executed application open when disconnecting.

## **Translations**

- Fixes a problem in NSM Arabic in the list view area with large icons being wrongly redrawn when clicking on the tree view to change the type of list view content.
- Fixes a problem in Japanese when using File transfer to copy files / directories that contain Double Byte Characters in the names
- It is now possible to use Double Byte Characters when displaying Custom Text whilst a Control is connected/viewing
- Control now correctly displays Double Byte Character Set for client and machine name (e.g on Japanese systems)
- Fixes a problem running the Control program on Arabic systems. Problem occurred when using the list view area with large icons and when there are enough icons to display the vertical scrollbar. The screen is not redrawn correctly when clicking on the tree view to change the type of list view contents.
- Fixes some minor translation errors in NetSupport French translation when prompting to acknowledge changes in view mode. Share/Watch/Control

- Fixes minor problem with NetSupport translations "Next>" button instead of OK button.
- The Client configurator (Access Privileges tab) Tick box option for the string "Disable File Transfer when no NT User is Logged On" is now multi line to aid translation.
- Fixes a potential problem using Execute and using Double Byte Characters (e.g Japanese) in the path / filename.
- Two Gateway strings are now correctly included within the translation kit.  
Dialog displayed when using Control's Gateway folder browse function  
Gateway Configurator when using the [Browse] button to move the log file "Choose a folder" option

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## NetSupport Manager 8.00 Released on Monday, January 27, 2003

### *Whats New*

#### **Communications**

##### **Internet Gateway**

Internet Gateway delivering seamless Remote Control between multiple workstations that may be located behind different firewalls. The Gateway provides a stable and secure method for NetSupport enabled systems to locate and communicate via http.

##### **Extended Platform Support**

###### **Linux**

NSM v8 features the ability to connect to and remote Control a Linux based system that has a previously installed VNC (Virtual Network Computing) Client.

###### **Macintosh**

NSM v8 features the ability to connect to and remote Control a Mac based system that has a previously installed VNC (Virtual Network Computing) Client.

##### **Connectivity**

###### **Desktop Integration with Explorer**

When a NSM v8 Control is installed onto a workstation, NetSupport Manager now integrates directly with Explorer, allowing you to launch key functionality direct from your system without needing to first start NetSupport. From this location, the Remote Control, Chat & Inventory functionality are all available to launch.

##### **Reporting**

###### **Status Information**

NSM v8 features real-time status information for applications in memory, processes running and installed services. In addition to real-time reporting, NSM v8 also provides the tools (security permitting) to allow an IT Manager to remotely stop and start services, end applications and more.

## **Feature Enhancements**

### **Delta File Transfer**

Drag and Drop files between workstations. Synchronise directories on two workstations or edit files and attributes directly. When updating files, NetSupport utilises sophisticated Delta File Transfer technology ensuring that only the parts of the file that have been changed are transferred thus making more efficient use of bandwidth.

Furthermore, the File Manager and File Transfer Windows now display the associated icons for files.

Note: A File association on the Control workstation must exist for the icon to be displayed.

### **Enhanced Hardware Inventory**

NSM v8 features sophisticated hardware inventory reporting for a selected Client workstation. Over 50 items of information are collected specifically about the hardware or environment of the Client workstation, all the key information needed to assist in quicker problem resolution.

### **Enhanced Software Inventory**

NSM v8 features a powerful software inventory report for a selected Client workstation. In addition to more detailed reporting on each located application (incl.manufacturer, product icon, associated exe and more), even all installed hot fixes, the detection process now uses the new "intelliscan" technology to locate applications on the target system, rather than relying on the OS Add / Remove records.

### **Enhanced Product Configurator**

Following customer feedback, the NetSupport configurator has been extensively updated to provide both easier and more intuitive access to key functionality options and at the same time offers even greater customisation to suit the end users environment.

### **Enhanced User Acknowledgments**

Normally, when a IT Manager attempts to connect to a Client, a message will be displayed on the Client's screen, unless the User at the Client explicitly accepts the request, the connection will be refused. NSM v8 now includes a configurable time-out period. When the Control attempts to make a connection the time-out period is displayed in the User Acknowledgment dialog at the Client and will count down until either the connection is accepted or the time-out period expires. When the time-out period expires before a connection is accepted, the dialog displayed at the Client workstation is closed and the Control user is advised that the connection has been rejected.

Furthermore, by default a NetSupport Logo is now displayed in the User Acknowledgment Dialog box. This can be replaced with a User created Icon by placing a suitably formatted file called helpdesk.ico in the installed directory for the product.

Lastly, a new Client configuration option has been added to allow customised text to be displayed at the Client workstation in the User Acknowledgment Dialog.

### **Enhanced Encryption Option**

NetSupport offers a range of Encryption options, comprising 56Bit DES to 256 Bit AES enabling users to find the necessary balance between security and performance. Within NSM v8, the Client can "force" the Control to use encryption at a preset level. Once set the Client then notifies the Control which encryption it needs. The Control will then set its encryption, for that connection only, to be at least as secure as the Client is requesting. If the Control already has encryption configured and it is stronger than the Client is requesting then it is used. For example if the Control is configured for AES and the Client is requesting DES, AES is used.

## **MSN & Dual Channel Support**

Options have been added to both the Control and Client Configurator programs to support the use of MSN (Multiple Subscriber Numbers).

Specify a number that you want the bridge to accept incoming connections from. Depending on the channels in use, you need only specify the trailing digit(s). For example, if the ISDN lines in use are 0181 123456 and 0181 123457, specify 6 or 7.

Dual Channel Bonding, if enabled within the Client / Control Configurator, combines both channels of your ISDN line thus increasing the amount of available bandwidth to 128k. However, in increasing the speed of transmission you are in effect making two calls.

## **Group Wizard**

When adding Clients to a Group, the known Clients are sorted alphabetically.

## **Enhanced Connected message**

The optional Client Customisable text messages displayed while Connected or Viewed automatically move out of the way when you mouse over the message area so as not to obscure the View Window.

## **Enhanced File Transfer Options**

File Manager and File Transfer Windows now contain a {View}{Print} menu option to enable the contents of the File Transfer window to be printed.

Options are provided for ...

Printing the Directory Tree or File List

Printing selected or All items

Printing with or without Icons

## **Enhanced Remote Deployment**

The NetSupport deploy program now displays the Client version (if installed) in the list. This works by making a pseudo connection to the Client and reading the response to determine the version. Anything older than v7.00 is reported as "Pre v7.00" in the list.

Also a further configuration option has been added, allowing the user to only deploy NSM to workstations that have an older version or no version at all. The Client version is also checked, displayed and logged during the deploy process.

As an additional security measure, NSM v8 includes the ability to check the version plus determine if the Client has a password (\*) and/or user acknowledgment.

## **Chat Session Enhancement**

In the Chat window the Control user can use the new menu option {Chat}{Send Beep} to attract the attention of the user at the Client workstation.

## **Updated Icons for the Control**

In the Control program you will find that the Main Control and View window icons have been reduced in size. The Scan and File Distribution Icons now appear by default on the Control toolbar. In both the main Control and view windows you can now toggle between the Large/Small Icons by ticking/unticking {View}{Toolbar}{small Icons}



Note: The Icon size in Control and View windows are independent and remembered.

## **What's New in Detail**

The NetSupport Gateway provides a point of connectivity between Control and Client workstations.

Workstations that would previously have been inaccessible (e.g. behind a Firewall) can now be accessed by communicating through the NetSupport Gateway

The Gateway component needs to be installed on a workstation allocated with a static IP and accessible to both the Control and Client workstations. The gateway connectivity is provided using HTTP and requires that the Control and Client workstations be configured to use the new HTTP transport. By default the Gateway will listen for Controls and Clients on the workstation registered Port 3085

## **Security**

When a Control obtains a list of available Clients on a Gateway, only the Clients with a matching security key are offered for connection.

The Gateway will not accept a connection from a Control or Client unless a valid "Gateway key" has been set

The Gateway supports multiple "Gateway keys" and provided the Keys have been set at the Gateway Control and Clients with different Gateway Keys will be able to connect. At the Client only one Gateway Key can be set. (A Client cannot connect to more than one Gateway)

At the Control multiple Gateway definitions can be created. For each definition you set one Gateway IP address and a corresponding Gateway Key.

## **Connecting to the Clients**

The Control connects to the gateway and a Client list is returned and is displayed in the gateway browse list, because the Client list is Controlled by the gateway, Client information is not stored in Clients.nsm when the Control is closed. From this point on all normal NSM Client connection rules apply.

## **Licensing**

The Gateway Licensing Control will work by the Gateway using the same License Key to the Control and Client workstations. The Gateway will only allow Clients to connect while the number of Clients is less than or equal to the number of Clients in the License file.

## **Hardware & Software Inventory**

For many IT support departments, an important part of the problem resolution process is knowing not only what platform the workstation is running, but also its hardware specifications and the applications installed on the workstation. For this reason, NSM provides the tools to supply a full inventory of the remote workstation.

In addition to its sophisticated hardware/software reporting, where over 50 items of information are collected specifically about the hardware or environment of the Client workstation, you can obtain details of applications in memory, installed hot-fixes, processes running and installed services.

As well as the real-time reporting, NetSupport Manager also provides the tools, security permitting, to allow you to remotely stop and start services, end applications and more.

## **Display**

The Inventory Windows displays the Hardware, Software, Hot fixes from files and the Application list, Process list and Service list (if NT/2000/XP) dynamically.

When it is run for the first time (i.e. there is no .bin file) then it automatically does a refresh.

The Application/Process/Service lists are only available when connected. If you select them when the Client is not connected you will be asked if you want to connect.

If the Client is not connected then there will be no Services tab, if after connecting it is determined that the Client supports Services the tab is added. Connecting from the main Control window should do this as well. I.e. view inventory for an unconnected Client, go back to the main window and connect, the inventory should now display the Service tab (if > NT).

The application list displays:

- Application icon
- Application title
- State (Running or not Responding)

The process list displays:

- Process name
- Process memory

The Service list displays

- Service name
- Service description
- Current state

## **Options**

For Hardware, Software and Hot fixes you can:

- Refresh the list, this re-interrogates the Client.
- Print the list
- Export the list to a .CSV formatted file compatible with Excel and many other applications.

For Application and Processes you can:

- Refresh the list, this re-interrogates the Client.
- Print the list
- Export the list to a .CSV formatted file.
- Close an app

For Services you can:

- Refresh the list, this re-interrogates the Client.
- Print the list
- Export the list to a .CSV formatted file.
- Stop, start, pause, restart a service

## **Desktop Integration with Explorer / Shell Extensions**

After Installing the Control program, right clicking on workstations in network neighbourhood offers three new menu options: -

Remote Control  
Chat  
Inventory

Provided the NetSupport Client is installed, selecting the menu items will load the Control program, connect to the Client workstation and launch the function selected

If the NetSupport Client is not installed the Control will report that the Client does not respond.

### **Delta File Transfer**

File Transfer has been enhanced to reduce data transfer times when overwriting files that already exist. NetSupport now checks blocks of data and only transfers changed data within the file being transferred. This feature is turned on by default and applies to all file types. The performance benefits are most noticeable on a slow link.

Furthermore, File Transfer now opens to the last used directory on the Control workstation.

### **Linux Support**

Recognising the growing demand for a NetSupport Client for Linux. In an effort to meet this demand, a solution has been provided involving VNC (from AT&T Labs). It is now possible to remote Control a Linux workstation running the VNC Server / Client with the NetSupport Control program.

### **Macintosh Support**

As with Linux Support, NSM v8 now provides support for Macintosh systems, giving the ability to remote Control a Mac workstation running the VNC Server / Client with the NetSupport Control program.

### *Whats Fixed*

- Bonding two ISDN channels together now works
  - Install script errors fixed
  - Inactivity timeout during chat now functions
  - GetClientVersion script now returns correct version
  - Print Spooler is no longer stopped by NSM
  - Japanese double byte character set issues resolved
  - Create and overwrite confirmation settings in file transfer fixed
  - Error in file sync report fixed
  - Custom install "Client only" now installs correctly
  - pctcl.dll no longer installed during "Client only" install
  - Restart option now removed from the drop down once the Master Profile has been removed
  - Prochhook.dll is now called nsmphook.dll to prevent conflicts with other software
  - pcicapi.dll is no longer installed during a "Deploy only" custom install
  - Fixed description in RegDeleteValue command in NSM scripting
  - Control now warns that it has no rights to blank a clients screen
  - Now able to select a Remote Network from icon in left pane
  - Hide Client icon when idle now functions correctly
  - Can now add/remove "Quick Connect" icon from the toolbar
  - CPU detection dialogue now removed from Help -> About -> Tech Support
  - NSM now synchronises Numlock status with the remote PC
  - Executing a document remotely now launches the associated app and opens the document
-

## NetSupport Manager 8.50 Released on Friday, January 10, 2003

### *Whats New*

- Options added to enable the Control to toggle on/off screen scrape mode.  
At the control as the view mode for all clients  
Toolbar icon to toggle on/off screen scrape mode during a view session  
At the client for all controls that connect.
- Added client configuration option to set the Network card IP address for the client to listen for incoming control connections.
- Displays the logged on user during a browse. There is a new column in the Controls detailed view for the browse list. <User Name> which shows the logged on user of a specific computer
- Inventory button added to the View Toolbar
- Logging. The Client can be configured to store separate Log files for each Client and for each day.
- Specify secondary log server. A secondary log file location can now be set and used if the first is unreachable.
- Added facility to log events to log file and event log simultaneously
- Added facility to record "reason for connection" information to the log file
- Added facility to record logged on user in the log file
- Added facility to reduce level of logging at the client. "only log while connected"
- Browsing with UDP disabled. Facilities added to allow the user to specify specific IP address ranges
- Help Link to on-line Support. Added config option to enable the client request help to be linked to a third party helpdesk system.
- Gateway enhanced to support multiple private networks with the same IP ranges
- Added a manual config item to suppress client not available message
- Active directory: Support provided for storing Client configuration settings under Active Directory
  
- Active directory : Support provided to enable Control view session to be launched when exploring Active Directory structure.

### *Whats Fixed*

- Fixes problem with printed headers / footers in Japanese (DBCS) using the file transfer print options
- Fixes problem when there are too many quick view icons on the Control toolbar. It is now possible to select the additional clients from a drop down list.
- It is now not possible to exit the gateway config dialog without setting a gateway key
- Fixes Control Unhanded Exception error which could occur when viewing multiple clients.
- Client Properties of a connected XP client now displays the correct platform
- Fixes Annotate problem on Windows 9X
- Add to group pop up menu option now displays the group name instead of the description
- Fixes Deploy error which could occur when deploying to a client machine immediately after uninstalling.
- Active X control PCIAX.DLL now completes full self-un-register
- Execute at client within a group now only executes at the client selected and not for the entire group.
- Fixes a problem with editing Control configuration profiles
- Fixes a problem with blank client screen when used with Enable DVD playback (Except when viewed) client configuration
- Client can no longer be added with HTTP protocol
- Increased Maximum size for Scripting files
- Client platform details on French Tutor now displays correct details for XP professional
- Removed URL link suggestion for COMCTL32.DLL in the installer as this is no longer available from Microsoft.
- API functions are now supported through the gateway
- File Print List option no longer causes a Fatal Exception Error from Deploy
- Fixes problem loading Control configuration files where product code set to 5

Fixes a problem when using the Control registry compare function

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## NetSupport Manager 7.10 Released on Tuesday, August 13, 2002

### *Whats New*

- The Control and Client configurator dialogues have been updated to display the groups of configurations in a list view rather than the previous tab arrangement. This makes it easier to navigate through the configuration options and prepares for further updates in the next major product release to re-organise and add further options.
- Print Capture for Windows 2000 and Windows XP is now available. Please refer to the help file for further information.
- User Acknowledgement : To meet a customer specific requirement we have added new User Acknowledgement settings to enable confirmation to be obtained from the user at the client before changing the View mode (Watch/Share/Control). This feature currently requires manual changes to the client configuration file (client32.ini) and will be added to the Configurator User Interface in a later release.

Client32.ini configuration settings.....

[Client]

ViewModeAcknowledgement=Value

The following values are supported

0 - Feature turn off.

1 - Acknowledge switch to Watch, Share or Control mode

2 - Acknowledge switch to Share or Control mode

3 - Acknowledge switch to Control mode

- The floating toolbar in full screen mode is reduced to icons for "Close", "Window" "Expand" to reduce the area of screen obscured by the toolbar. When expanded the toolbar contains the usual icons plus a new icon to shrink the toolbar.
- Restricting connections from Controls using specific IP Addresses

The client configuration option to restrict to specific IP addresses can now be used to restrict connections to a range of IP addresses (eg nnn.nnn.nnn.nnn-*nnn*)

- In the Control User Interface settings for the configuration you can now
  - Disable Blank Client Screen
  - Disable File Manager

### *Whats Fixed*

- Help request and User Ack windows should now always appear in the foreground
- The client should no longer take the focus away from logon prompt
- Add Group Wizard - the client members list is now sorted
- Broadcast Show now warns if unsupported pre-V7.01 clients are included in the show.

- Problem corrected in Broadcast Show where under certain conditions the Control detects an incorrect broadcast address.
- Fixes a problem where File sizes were incorrectly reported in File Transfer for large files e.g 2Gbyte Files
- When viewing a multimonitor machine in silent mode, the initial refresh now repaints all monitors
- Fixed a resource leak in Scripting with some handles not being correctly closed
- Fixed problem using Annotate on Dual monitor systems
- Icons for Control windowed and Fullscreen toolbars are now in the same order
- Fixed a problem experienced on NT4 where the user is automatically logged on/off of the operating system which resulted in the program becoming unstable
- Fixed an Assert where the Control client / group files are stored in a different location to the product files

## NetSupport Manager 7.01 Released on Sunday, August 04, 2002

### *Whats New*

- The Control program user interface has been upgraded to give NetSupport Manager 7 a bright new look and feel. Many of the existing features like the Hardware and Software inventory can be made more easily accessible by customising the main UI toolbar.
- NetSupport Manager 7 provides support for Windows XP professional and Server providing secure and reliable remote control facilities to the XP environment
- Comprehensive range of encryption options NetSupport Manager comes with a range of encryption options ranging from 56 bit Data Encryption Standard (DES) through to the recently announced 256 bit Enhanced Encryption Standard (AES). users can set the level of encryption to find the right balance between security and performance so suit individual requirements.
- Performance Enhancements. NetSupport Manager 7 contains significant enhancements across all the main functions to ensure that users continue to benefit from performance enhancements in each new release. Many under the covers changes provide enhanced performance and ensured reliability
- Enhanced Chat function The Control User can now open a chat session with one or more users to conduct group discussions. Various options are available to customise the chat session
  - allow / disallow users to decline to join the discussion
  - allow / disallow users to leave the chat session
  - force the chat window to always be visible over other applications
- New command Line options : To enable system integrators and customers to embed remote control functions within other applications the main control program functions can be called from the command line. New command line options make the process quick and simple to implement.

The NetSupport Manager Control Program PCICTLUI.EXE can be called from the command line and parameters provided to automate the remote control session .

e.g PCICTLUI/C">nnn.nnn.nnn.nnn" /v /e

where nnn.nnn.nnn.nnn is the IP Address of the machine running the NetSupport Client software .

The /v will opens a remote control VIEW session for the specified client machine

The /e will END the remote control session when the view window is closed

There is also a new command line utility (PCICONN.EXE) which allows connections established from the client machine to be automated

The on line help file provides more detail on these and other command line options.

- Dynamic install on W98, ME, 2000 and XP. Avoid interruptions in services by installing the Control and Client software without having to re-boot to complete the installation.
- Enhanced DHCP Support. The Control database now stores both the host name and IP address enabling users to switch between Static addressing and DHCP environments seamlessly.
- Audio Enhancements NetSupport Manager 7 now supports 16 bit transmission formats providing higher quality audio transmissions.
- Broadcast Show provide end user training by using the Show function to display the Control users screen on one or many client users screens simultaneously. The NEW Broadcast show function enhances the show function by minimising network traffic and dramatically enhancing the show performance in many network environments.

### *Whats Fixed*

- Installer now checks on install on 2000 / XP and if a DVD drive is installed only loads the video hooking on connect. This solves the problem of not being able to use DVD drive when NetSupport is installed
- Fixes a potential cause of NT4 Blue Screens. Known to fix a specific problem when using Crystal Reports
- When connecting to Windows 2000 clients background bitmaps are now turned off
- The performance overhead at the client machine associated with loading the NetSupport video hooking has been significantly reduced
- Fixes a problem where the Execute at client toolbar was incorrectly made available when working with groups.
- Selecting and running execute at client against individual members of a Group no longer runs the execute function against all members of the Group
- The Show button on the toolbar is no longer available on the control Toolbar following a [Client][Disconnect All]
- Fixed a problem when using Send Physical Fonts which resulted in incorrect characters being displayed. Known to fix a problem in Jdeveloper when viewing Java Source code
- Fixes a problem where the Fullscreen Toolbar and Windowed Toolbar can get displayed together
- Fixed a problem on Windows 2000 clients where it was not possible to re-connect to the client after being resumed from standby mode
- Fixes a File Access problem when Shutting down NT4 while the log file is being written

- Control Command line support improved to better handle incorrect parameters
- Fixed a Control failure which can occur when using Client connect and the message that appears when the client connection is lost is not cleared before a subsequent re-connect is attempted
- Autoscroll now works for resolution 1152x864 and above
- Fixed an Assert failed - File Platform.CPP, Line 3737 when logging to central log file.
- Fixed an Assert Failed: File connect.cpp, line 2197, Error Code 0 when disconnecting after using a view session with audio over a restricted bandwidth connection
- Resolves a problem on Windows 2000 where Direct 3D hardware acceleration is disabled on Matrox G400 adapters
- Fixed a problem in the ActiveX client where files could be downloaded from the client by specifying the file/path in the explorer window
- Print Screen in a view session now sends the command to the remote rather than the local machine
- Fixes a problem on Windows 98 Control where the Caps Num and Scroll Lock keys are not matched to the Client
- Korean Toggle Key now works correctly in a remote control session
- It is no longer possible to manually enter the details of clients for the Control to connect to at startup. This resolves a problem where entering the details in the wrong format resulted in the Control program crashing. The connect at startup details now have to be entered from the known list of clients
- Fixed a problem on NT systems set to Logoff on Disconnect that resulted in the client machine failing to complete a successful Shutdown
- It is now possible to perform Dynamic screen resolution changes on Windows 2000 clients and for the Control to reflect the change in resolution without needing to re-start the client.
- Fixes an intermittent Control program crash whilst using the Scan function
- Installing on Windows 95 with a configuration file(client32.in) set to screen scrape mode now correctly omits the installation of the video hooking and loads the client program at machine startup
- ScrollBars in the view window are no longer made available when not necessary following the use of the maximise view area function
- It is now possible to Cancel File synchronising tasks correctly
- In File Transfer The expand icon (+) now appears before the drive letter is highlighted
- In File Transfer overwriting a read only file with an identical file no longer results with losing the read only attribute
- It is now possible to rename files in File Transfer
- The Icon for CD ROM devices in File Transfer is now differentiated from the Icon for Fixed disks
- Fixed a problem in File transfer when confirmation of directory deletes was still required when this had been turned off in the File Transfer settings



- Fixed a Control Assert in File Transfer when cancelling obtaining Drive properties while the details are being calculated.
  - Fixed a Control Assert in File Transfer when selecting directory properties on a Floppy Drive without a diskette in the Drive
  - File Synchronisation now reads the directory contents when the synchronisation is performed rather than when the folders are opened in the NetSupport window to ensure that changes to the directory contents made external to NetSupport window are incorporated
  - You can now execute a file at the Client in the File Transfer Window when the file resides in a long directory path name
  - Fixes a refresh problem in File Transfer when creating new directories
  - File Transfer updated to better handle the deletion of multiple files / directories
  - In Scripting it is now possible to open a file for write append
  - Fixes an Assert File Connect.cpp Line 312 Error code in scripting when using the Setconfig command when running the script from the Control.
  - Fixed a problem using Runscript utility with scripts stored in Long directory path names
  - Instr function in scripting now ignores the contents of any quoted strings.
  - Script Function HexToInt no longer returns an unidentifiable result type
  - Changing the Font Size in Scripting now displays correctly
  - Fixes a problem associated with disabling then re-enabling scripts in the Script Agent
  - In Scripting user-defined functions that return an integer value greater than 9 are now correctly handled.
  - Video Skipping is disabled by default on remote dial up connections to avoid multiple screen re-draws
  - Attempting to connect over a remote dial up connection to a client already connected to another control is now correctly handled
  - .Fixed an Assert fail error message occurs: - TCREMOTE.C, line 1102, error code 0 when re-starting the client service while the bridge modem is negotiating a dial up connection from a Control
  - Fixes problems associated with the recovery of Windows 98 Bridge/client following a failed dial up connection.
  - The Control no longer fails if you cancel while awaiting dialback from the the remote bridge/client
  - Fixes a problem when cancelling a remote CAPI/ISDN dial up connection from the Control
-

## NetSupport Manager 6.11 Released on Wednesday, November 21, 2001

### *Whats New*

There are no new features in 6.11 which was released to fix a number of problems found in the 6.10 release

### *Whats Fixed*

- Fixes problem on Windows 2000 Advanced server where locking the desktop and logging off as a different user causes the Client32 service to stop (see Knowledgebase article <http://www.netsupportsoftware.com/support/articles/kb000120.htm> )
  - Blank Client is now supported on Windows 2000.
  - Provides improved stability for TAPI / CAPI support.
  - Fixes problems with multiple bitmap toolbars not displaying correctly.
  - Warning message about PCAnywhere being installed no longer appears as coexistence fully supported.
  - Fixes problem during a Show caused by broadcast messages to only being available to the active desktop.
- 

## NetSupport Manager 6.10 Released on Tuesday, May 22, 2001

### *Whats New*

- Connect by logged on User - The Quick connect function now allows you to connect by specifying the userid of the logged on user
- Hardware and Software Inventory - by popular demand it is now much easier to gather hardware / software information on client machines. There are new menu options within the Manager control program for {Client}{Inventory}{Hardware} and {Client}{Inventory}{Software}
- Print Hardware / Software Inventory - A print option has been added to the Client Inventory screen
- Client connect at the command line - A new command line utility has been provided (PCICONN.EXE) which allow you to specify the IP address of the Control to connect to. This allows the customer to present the User Interface required for the client connect. For example you could provide a simple Icon on the desktop or front end with another program.
- New Scripting Commands - The following scripting commands have been added, providing functions to make scripts far more interactive

MsgBox added to Miscellaneous commands. Displays a message in a dialog box, waits for the user to click a button, and returns an Integer indicating which button the user clicked.

HexToInt added to String commands. This converts a string representation of a Hexadecimal value into an integer value.

- Control Logging - You can now log Control activity in a log file. Useful if you are charging for support services and need to keep track of the Control users connections
- New functions for the ActiveX control and sample HTML pages. Providing additional security, connection handling and Audio Support

New functions Connect , Compress, Encrypt, SecurityKey, SetAudio, SetThreshold, Activate, ShowMessages

Sample Pages provided AUDIO.HTM , VIEW.HTM, VIEWSECURE.HTM

- SMS Integration - NetSupport can be used alongside and called from within SMS. The installer detects the existence of the SMS admin console and offers to make NetSupport available from within SMS
- Co-Exist with PC Anywhere - If you have legacy copies of PC Anywhere and need to support a dual environment. The 6.10 installer and un-install routines correctly handle co-existence with PC Anywhere
- Support for ISDN MSN numbers - The NetSupport Bridge program can be set to only answer on specific MSN numbers
- Helpfile Updates - Updated for new functions and new Technical Documents added
- Hotkey for Client Disconnect - It is possible to make a manual change to the client configuration file (client32.ini ) to alter the help request hotkeys to immediately disconnect any connected control(s). This was provided to meet a specific customer requirement but may have wider application. To effect the change the following line must be present in the [Client] section of the Client32.ini file. (The file must be re- checksumed using cksini.exe)

[Client]

DisconnectHotkey=1

Then when you press the help request keys (default to Alt, Left Shift + Right Shift) all controls will be disconnected without warning.

- Suppress confirmation of send Ctrl-Alt-Del - This is a manual change to the Control Registry settings which will suppress the confirmation message when sending a CTRL-ALT-DEL to remote machine. In order for this to function the following line must be added to the Control profile in the registry e.g

Key [HKEY\_LOCAL\_MACHINE\SOFTWARE\Productive Computer  
Insight\PCICtl\ConfigList\Standard]

Add String Value \UI\NoCADMsg=1

Then when the Control user sends a Ctrl-Alt-Del there is no confirmation requested

### *Whats Fixed*

- Windows NT and 2000 clients prevented from using Ctrl-Alt-Del to interrupt Show or View (Control) sessions (No change on Windows 9X)
- If NetSupport security option set to Logoff or Lock on disconnect this is now respected by a disconnect issued from the client menu
- Scripting function "Readline" found in the File and Registry I/O section of the Script editor and used to read lines from a text file updated to support a line length up to 255 Characters (previously limited to 88)
- Fixed a problem where the Control connected message displayed at the client could be dismissed by sending a Ctrl-Alt-Del to the client then clearing the NT security window
- The Control now allows a hostname to be specified in quick connect with a hyphen (-) in the hostname
- Screen Scrape mode on Windows 9X - keyboard hooking problem resolved
- Animated cursors turned off on Windows 9X systems when initiating a view or show session. Resolves problems experienced with Intel 8XX onboard video chip sets
- Fix for problems experienced with viewing / showing Jbuilder application. May also help with other Java based applications
- New client file format in 6.00 caused problems for some customers using the "connect by host name" option when upgrading to 6.00 (see Knowledge base article <http://www.netsupportsoftware.com/support/articles/fix00019.htm> ) The 6.10 release resolves the problem.
- In the silent install utility INSTCFG.EXE it is now possible to pass user credentials to the client to enable the use of a central client configuration file.
- If a screen saver kicks in at the Control / Tutor during a show session there is no longer an audible beep until it is dismissed.
- Fixed an Assert in wheap.c line 234 which could occur on Windows 2000 clients under certain conditions
- Fix for sending Ctrl-Alt-Del on Windows Terminal Server

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## NetSupport Manager 5.30 Released on Monday, December 04, 2000

### *Whats New*

NSM 5.30 is predominantly a bug fix release the only real enhancements are

- Easier to specify the target directory within File distribution
- You can now restart the client program to effect changes immediately from within the client configurator program (advanced)

### *Whats Fixed*

- If the client configurator is password protected it is no longer possible to replace the configuration file from within the configurator program
- File Distribution restriction to match control directory structure to only one level removed
- Fixes problems associated with performing client connect followed by client disconnects
- Fixes problems where the Control crashes when both disconnect when close the view and record replay files set.
- Fixes problem on scripted remote connection where the disconnect or hang-up command is omitted
- Scripting now correctly supports opening a file for write append (still have to enter manually - this is not supported in the UI)
- Support added for performing a Silent uninstall - refer to the help file for details.
- Fixes problem where if you perform a remote re-boot while a 95 client is at the login screen the client machine fails to shutdown correctly
- Fixes problem where call control function was limited to only 10 failed attempts
- Fixes problem where connecting to clients at the command line only works if there has been previous connection to the client (entry in client.nsm)
- In Default.inc the line SCRIPTING%=0 correctly stops the scripting icons from being installed.
- PCIVIDEO Icon has been added to the NetSupport program group.
- Fixes problems caused by removing items from the View toolbar
- PCIVIDEO when used to view a Windows 9X client now works correctly
- Changing the client name on NT no longer prevents the client from loading
- Fixes assert problem when using the Annotate function and right clicking on the annotate icon.
- Windows 2000 clients no longer cause an error to be placed in the event log when the machine is shutdown.
- Fade effect is turned off on Windows 2000 when performing a show to improve performance.

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## NetSupport Manager 6.00 Released on Wednesday, November 29, 2000

### *Whats New*

- The product has been split into 5 different installation packages. This reduces the size of the download package and makes it easier for customers to download just the components that they require. Individual diskette images will no longer be provided on the PCI download sites.

32bit Package for Windows 95, 98, ME NT4 and Windows 2000

16bit Package for Windows 3.X and Windows for workgroups

DOS Package

OS/2 Package (containing the OS/2 Presentation Manager version of the Client programs) *Note: To install the Control program in addition to the Client on OS/2 you need to install the 16bit Package from within a WINOS/2 session*

Alpha Package for NT4 on Alpha platforms

- The 32bit Package has a new installation program providing:

On-line context sensitive help

Easy to use installation options for Full and Client only installations and a custom installation to enable the selection of individual components.

Detects existing installations and enables existing configurations to be retained

- Automating installations has never been easier. A graphical utility called INSTCFG.EXE is provided that enables users to pre-set installation options and further customize the installation (refer to the on-line help for full details)
- This Release contains "NetSupport Deploy" a graphical based utility that enables you to:

Push install NetSupport Manager across LAN's / WAN's to Windows NT4 or Windows 2000 machines.

Install NetSupport Manager for the first time, install to update previous versions or even use it to update client configuration or License files.

Tracks installation and reports on any errors.

Checks Client is running after installation process completes.

Returns to historic settings if client fails to load.

Deploy / Install to whole networks, domains or a selection of machines.

- Power Management : NetSupport Manager now provides the facility for the Control to power off and power on Client machines. Please refer to the on line help file for details of operating system / hardware dependencies. *Note: This feature can be disabled at the Client where required*
- Multi Scan : The Scan function has been enhanced to enable the Control display multiple clients in each scan window ( up to 16 clients simultaneously) and the facility to remote control a selected client from within the scan window.

- The Scripting function has been updated to enable Database Commands to be issued from within the Script to an ODBC compliant database
- Support for Windows Millennium is provided
- CAPI II support for ISDN Modems

### *Whats Fixed*

- Fixed problem on NT where Lock on Disconnect did not work if a Screen Saver was running on disconnect.
- Fixed problem where not possible to return to Full screen mode after performing a windowed function such as File Transfer.
- Fixed Uninstaller problems on machines where Files / Folders are in use.
- Inactivity time out now works when Active X Control connected to Client
- Fixed HTML error when using Active X Control to connect to Clients with User Acknowledge enabled
- System Information can now be used on an Alpha NetSupport Control.
- Help button in {Client Configurator} {Protect Configuration} now works.
- Fixed Scripting error in GetFileList function.
- The Help button in Add a Script Wizard goes to correct Help Topic.
- In File Distribution it is no longer possible to enter a blank destination in the Copy Files Dialog, which caused an exception error.
- Fixed incorrect behavior in Execute at Client Add/Edit Program Details Dialog.
- Fixed corrupt Icon in Directory Synchronization Results Dialog.
- Fixed incorrect results returned by RTrim scripting function.
- Fixed problem using NT Authentication where an NT group name contains spaces.
- Script Editor no longer crashes if closed whilst a script is running
- In File Transfer synchronizing directories and specifying a directory that does not exist no longer crashes the Control.
- The Show Dialog Full Screen / Windowed mode options now function correctly in non-English language versions.
- Fixed Assert Failed in File Transfer when F5 pressed.
- Fixed problem in File Transfer where prompt that file is to be overwritten was not displayed.
- Fixed problem in Execute at Client where browsing for a file on the local machine would not work if the path or file used a long file name.

- It is now possible to edit a Script, which has been saved with a long file name.
  - It is now possible to have multiple control profiles where one creates replay files and another does not.
  - The NetSupport Bridge will now recover correctly if a call is made to it using a telephone.
  - Windows 95 Bridge is more resilient.
  - Client Configurator password problem fixed.
  - Problem fixed where Text box displayed at Client whilst being viewed was corrupting applications moved across it.
  - Increased limit on number of IP addresses allowed in the Allow connections from these control machines field.
  - Improved Connect by Hostname option.
  - Problem fixed on NT where a Profile with Hide Client list will cause the Control to crash if selected when the Control is started.
  - Fixed runtime error that occurred when passing a list to a function in scripting.
  - Resolved Security issue with Windows 2000 Control profiles.
- 

## NetSupport Manager 5.03 Released on Tuesday, February 22, 2000

### *Whats New*

There are no new features in 5.03 which was released to fix a number of problems found in the 5.02 release

### *Whats Fixed*

- Fixes a problem on Windows 2000 clients where multiple Changes of resolution or colour depth with the client program loaded caused the client machine to re-boot unexpectedly
  - Fixes colour matching problems on Windows 2000 clients using 16bpp colour mode
  - RLE bitmaps are now supported on Windows 2000 clients (e.g. animation in mouse properties and file copy/delete);
  - Fixes a problem on Windows 2000 client where loading Microsoft Outlook 2000 whilst remote controlling caused the client machine to re-start unexpectedly
- 

## NetSupport Manager 5.02 Released on Friday, January 21, 2000

### *Whats New*

- Mirror driver support for Windows 2000 to provide enhanced remote control performance on Windows 2000 Clients



- Support for Screen scrape in 256 Colours - 32 bit Operating systems only
- School (NSS Interface) - additional customisable Icon settings for send and collect work.
- School (NSS Interface) - adjustments for Terminal Server. Can now enter browsing options to pick up student across multiple TCPIP port numbers
- Facility to Change Client Icon displayed in NSS - Special requirement for one customer that requires registry changes. Details available on request

### *Whats Fixed*

- Gdihook fix for NT Blue Screen on Intel I740 / I840
- Facility to delay client startup by placing an entry in the [Client] section of client32.ini StartupDelay=nnn (nnn is in seconds).
- Fix to suppress the Full Screen toolbar (requires a registry key entry - details available on request)
- Scripting - fixed problems associated with appending to a file
- School fix for assert on send / collect work
- Fix to prevent Full Screen view returning to windowed mode unexpectedly

## NetSupport Manager 5.01 Released on Thursday, October 28, 1999

### *Whats Fixed*

- The Microsoft Hotfix Fix to stop a "malicious user" from being able to disable the computers mouse and keyboard through a IOCTL Function Call (Microsoft Article number Q236359) no longer prevents NetSupport from locking the mouse and keyboard. Note: It is still not possible to stop the user using Ctrl-Alt-Del
- Fixed a problem in NSM 5.00 where the Basic configurator option to Disable registryIO was not working. Note: there was no problem setting this option in the advanced configurator.
- Using the configurator during install to set a bridge password file now saves the correct directory name
- The scripting editor no longer errors if you exit with an unsaved file open
- Using PCIVIDEO.EXE to show a video sequence on a Windows 9X control now displays the video sequence correctly on the client machines
- Using PCIVIDEO. The NT client now displays the video sequence correctly when the file is loaded from a server directory
- If you attempt to dial a remote network in scripting and then connect to a client you no longer get the error reported that you are only allowed a maximum of 0 clients.
- In the script editor , edit insert password no longer forces the value to upper case

- The Active X control no longer displays a HTML error if the client is already in use.
- Using the script function to view a client in full screen mode no longer causes an exception error when you use the close button on the toolbar.
- The API Licensee key value is now correctly handled by the NetSupport License Manager (PCILIC.EXE) and the installer programs
- The abort codes in scripting no longer cause the script to error
- Fixed a problem where After closing a view session a blank icon is left on the task bar.
- In the Scan Dialog box when you sort the client list, this is now sorted correctly and this is the order in which the scan is performed.
- Fixed a problem where Sending a message containing double byte characters resulted in characters being lost if they span two lines
- When performing a sort on size in file transfer window after performing sort by date the sort order is now correct.
- Broadcast on IPX no longer results in multiple messages being received by some clients
- Fixed intermittent problem when performing windowed Show, where show window starts minimized on Windows95/98 clients
- When sending a Client message word wrap at the client now works correctly

## NetSupport Manager 4.15 Released on Saturday, March 06, 1999

### *Whats New*

Version 4.15 is mainly a bug fix release please refer to the What's Fixed for details. The following feature is however new

- The Control Window has a new option on the Tools Menu "User Defined" . The User Defined function enables you to add a Menu option within NetSupport Manager to call an external program.

### *Whats Fixed*

- Intermittent Windows 98 GPF experienced when shutting down Windows 98
- Display problems experienced on Windows 9X using specific ATI Rage IIC and ATI Rage pro drivers
- Problem with bitmap check summing algorithm used in the Windows 9.x (and 3.x) Client. This fix cures problems seen in PowerPoint, AutoCAD and other graphics packages where there is a corrupted display when the client machine is viewed at the Control.
- Problem where the 32 bit Client tends to hang when you connect-and-view in a single operation over NetBIOS

- Execute at client function updated to enable file associations to work,
- The control Settings, (General tab) Prompt for additional information when connecting function now correctly prompts for the information to be input prior to connecting to the client. Note: this option must be used with user acknowledgement set at the client
- Screen saver initialisation error on NT "'user32.dll failed to initialise'
- NT uninstaller now removes video hooks from all control sets rather than just the current control set. This is a preventative measure to avoid problems that can result where the control set is switched after the product has been un-installed.
- NetSupport now checks on loading to determine if PCIGINA.DLL exists and if not loads the Microsoft Gina MSGINA.DLL. This prevents an NT stop error which can result following a failed installation of NetSupport Manager.

## NetSupport Manager 5.00 Released on Sunday, January 10, 1999

### *Whats New*

- Video Skipping - NetSupport can intelligently skip transmitting screen updates if they are being superceded by another change. This improves performance. This is ON by default and can be turned off dynamically whilst remote controlling a client {Settings}{View Tab} or set permanently off in the Control main window {Settings}{View Tab}
- TCPIP Bridge. - NetSupport now supports remote Comms using it's internal Bridge program over TCPIP
- Remote Clipboard - You can now transfer information between applications on the Control and Client machines using the remote clipboard function. You will find this on the toolbar in the view window when remote controlling a client machine
- Client Connect. The Client has a new command menu option that enables you to connect from the Client to the Control machine. Note: The control program must be running for this to work. This feature is provided to enable connection from behind a Proxy firewall.
- Client Request Help enhancements. You can define a list of Controls that the Client machine can request help from. This avoids the need for having to wait for a Control to connect before a help request can be sent. The list of controls that can be connected to can be specified on the help requests tab of the advanced configurator. See also other configuration setting in the Control {Settings}{Help Requests}tab
- Audio Support. - If the Control and Client have suitable audio Adapters and drivers installed you can conduct a by-directional conversation during a remote control session.
- Set Location of NSM File locations - The Control program can be configured to change the storage location for it's client, group, remote network and Tools files. These can be set in the Control {Settings}{File Locations} tab
- TAPI interface - NetSupport now uses the existing Modem defined to the operating system.
- Windows 2000 Client - Support is provided to enable the Client to run on Windows 2000 beta and Release Candidates.
- Client Registry Edit - A new control function has been added that will allow the control user to remotely update/change registry keys on the client machines. This is turned off by default but can be activated within the Control Settings User Interface Tab. Once turned on a new client menu "Edit Registry" will be available

to the Control user. Note: In the client advanced configurator this function can be turned off. This will override the Control setting.

- Active X Control. The client can be configured to allow the new NetSupport Active X control to be remote control the client from within Internet Explorer 4 and above (Support for Netscape Navigator to follow) Refer to the product Help Topic "ActiveX Control" for more info
- Script Integration. You can create, customise and run scripts from within the Control main window. In the final release a sample script will be provided that will enable Client Hardware and Software information to be collected whilst connected to client machines
- DES Encryption - Over TCPIP and IPX you can set the Control to use DES encryption {Settings}{General} tab
- Quiet mode:- Client can now be configured to operate in "Quiet" mode (no client icon displayed on the taskbar or system tray and no audible beep on connect) You set this in the client configurator {General} tab
- Licence Key changes - NetSupport 500 will no longer work with older licence keys. The licence manager PCILIC.EXE has been updated. NOTE: you cannot use the V5 PCILIC.EXE to produce V4 keys and visa versa
- Blank Client Screen - The Control user can now dynamically blank the clients screen during a remote control session. Control {Setting}{View} tab
- The Control Window has a new option on the Tools Menu "User Defined" . The User Defined function enables you to add a Menu option within NetSupport Manager to call an external program. (This was new in NSM4.15)
- The Control contains the Execute Toolbar from NSS400 and enables client execute functions to be pre-defined and called on demand via the execute toolbar.
- Replay function can now be turned on by the Control user. This enables the control user to capture a sequence of screen updates at the client and playback later on the control machine. To start capturing whilst viewing a client select {Settings}{Print capture and Replay} tab - tick the option and specify the location for the replay file to be stored on the control machine. (untick the option to stop capturing data) To play back later use the Control main window {Tools}{Replay} menu option
- You can import / export NetSupport Control configuration profiles:- From the Control main window select {Tools}{Configurations}. There are new "Save" and "Load" options.
- OS/2 PM installer PMINSTAL.EXE
- Delta File Transfer. NetSupport now detects if file(s) already exist in the target directory during file transfer and does not recopy the file(s). This option is enabled by default

### *Whats Fixed*

This release was predominantly a functionality based release, however the following fixes are included

- The NetSupport Bridge password file can now contain spaces in the directory / file name.
- On OS/2 NetSupport now allows for the startup.cmd to reside in directories other than the root directory
- Where you have used the include file function in the advanced configurator {Profile}{Add}{Include File}to include client configuration information from another file. It is now. The include file is correctly displayed and can be opened for edit by the configurator program. . You might use the include file

option where you have common client settings stored centrally but need to include sections from a local configuration file for variable settings (e.g Netbios adapter number).

- It is now possible to enter client configuration include file paths longer than 27 characters
- In File distribution when you right click on the selected client and select the Set Destination option, long file name and directories are not supported
- Fixes a bug where on trying to add a new client, if the option "I'll choose the name from a browse list" is enabled and the list found is empty the Cancel key is disabled, leaving no option to cancel the action
- Fixes a bug where Print capture on Windows 9X will only capture print output from the default printer.
- {View File} and {Edit File} in {Tools Menu} of "File Transfer Window" and "File Distribution Window" now handle 2-byte Japanese characters.
- Scripting command line arguments now work correctly (See RunScript utility)
- Fixed a bug where if you have the NetSupport Bridge loaded and attempt to use the Control to connect to a remote network, the client unloads the bridge correctly but fails to reload correctly after completing the remote session.. " Error loading Bridge: comx is not a valid port, or in use by another program"
- If you right click on a client icon in the known client list and rename the client, the change is now saved when you close the control program.
- When viewing a DOS machine which requires user acknowledgement the client no longer drops the connection
- The NT client no longer crashes when using the Control program {settings} user interface tab option to display a message on disconnect
- Fixed a problem where following a particular install / de-install sequence it was possible to cause a NT blue screen failure The sequence which caused the problem was 1./ Install NetSupport 2/ then without re-booting follow this with an uninstall of NetSupport 3/ then again without re-booting to Install NetSupport again. On re-boot the system will blue screen. The uninstall now forces a re-boot so this problem should no longer occur

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## NetSupport Manager 4.11 Released on Wednesday, December 09, 1998

### *Whats New*

Version 4.11 contains no new features over 4.10. It fixes problems described on the What's fixed page

### *Whats Fixed*

NSM 4.10 has had limited distribution. It has been found to have the following problems which are resolved in 4.11

- File transfer performance - Copying files from the Control to the Client over NetBIOS is improved, In 4.10 it was limited to about 40k per second, whereas, between two Pentiums it should have been in the region of 150k per second. Copying a file from the Client to the Control was not affected. IPX is also affected, but much less severely; it was about 20% slower than it should have been. TCP/IP was unaffected as was view /show sessions on all protocols.

- When viewing an NT client that is configured to use the Active Desktop the 4.10 Control turned off the active desktop when initiating a view session but failed to restore it on disconnecting. 4.11 no longer attempts to turn of the active desktop.
- The Advanced Client Configurator caters for usernames without passwords when specifying user credentials for loading the client configuration from a specified location.

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## NetSupport Manager 4.10 Released on Thursday, November 26, 1998

### *Whats New*

Version 4.10 contains all the 32bit control related features in 4.00 combined with a new 32bit client on Windows 9X and Windows NT. The main client related features are:-

- 32-bit operation means that the Client now supports TCP/IP on Windows 98 and Winsock 2 on Windows 95.
- Multi-protocol support - the Client can listen on any number of protocols simultaneously (note that each Netbios adapter is treated as a separate protocol).
- Multiple Client profiles, selected by login name. These are set up using the client configurator and are stored in a file called CLIENT32.INI . When the user at the Control logs in, a profile at the client is selected which determines what the user can and cannot do.
- On NT Client profiles can be setup to provide different access rights dependant on if a user is logged onto NT at the client machine.
- Option to use NT usernames and passwords on the client machine when logging in from the Control.
- The Client can be configured to allow many Controls to connect and/or watch/share/control the Client at the same time.
- The Client can be configured to receive a Show in a window.
- The Client can receive a show from more than one Control at a time (each has its own window).
- You can select to receive the show in 'scale to fit' mode
- Display the Client icon in the system tray.
- Ability to permit/deny file transfer access to specific drives/directories/files by username.
- Options to logoff or lock the workstation on disconnect.
- Options to set set client settings such as DisableChat and DisableControl
- You can restrict the client to only allow connections from Controls with specific Network addresses (IPX or TCPIP)

- The NT bridge program (IPX / Netbios) is now integral to the client and allows access to the client on the bridge machine and other clients on the remote network

### *Whats Fixed*

This release was predominantly a functionality based release

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## NetSupport Manager 4.00 Released on Friday, July 31, 1998

### *Whats New*

- NSM 32 Bit control interface on Windows 9x and NT3.51 and above. Dramatic improvements in the user interface providing an intuitive, familiar and customisable working environment.
- Multiple client protocols: The 32bit control program can be used to control clients on all supported protocols within the same remote control session. (including multiple NetBios stacks)
- Multiple clients: Any number of clients can be accessed simultaneously, open view and file transfer sessions to multiple clients.
- Concurrent View and File Transfer, initiate a large file transfer, then continue with other support activities in a view session on the same client.
- Scalable windows – re-size windows manually or use scale to fit to view the entire clients screen in a window.
- Customise the control program display windows, select the columns of information required e.g. Client Name, Transport Protocol, etc... (including auto-discovery of connected clients operating system) and then select the order in which you want them displayed .
- Security – encrypted password protection to the control program
- User Configuration profiles - Define security access and customise the user interface to meet site specific requirements
- Execute at client – Initiate a single command to launch the same program on multiple workstations
- Integrated Scripting and Scheduling facilities for automation and execution of NetSupport tasks (e.g. establish a regular routine to , connect to a group of clients overnight, check disk capacity, transfer selective data , initiate an import routine, audit and report on the results)
- Group File transfer. : Initiate file transfers to multiple clients
- Client to Client File transfers: drag and drop files from one client machine to another
- Groups : dramatic improvements in the user interface making group management far easier to establish and use
- Custom Toolbar : Decide which facilities you include on the toolbar (for each configuration) to provide quick access to the NetSupport tools you use most

- File Manager: Manage files / directories on the control workstation within NetSupport
  - Tile windows : with multiple client sessions running use tile windows to re-arrange View and File Transfer windows.
  - Scan: Automatically cycle through a view of selected workstations to monitor client activity
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## NetSupport Manager 4.14 Released on Sunday, March 22, 1998

### *Whats New*

Version 4.14 is mainly a bug fix release please refer to the What's Fixed page for details. The following features are however new

- SendPhysicalFonts is now supported on the NT Client. This is automatically enabled for Thai and Hebrew. Using this setting in the client configurator (remote control tab) can resolve a problem where the display at the control is not an accurate representation of the display at the client because a font in use at the client is not available at the control.
- The Control / Client compress / encrypt data when establishing connections

### *Whats Fixed*

- The 32bit NT client has been enhanced to ensure correct operation on Dual Processor Machines. This resolves problems encountered on connect / disconnect.
- Fixes GPF caused on 32bit 95/98 clients when connect/viewed by one control and another control attempts to connect.
- Fixes a problem on 95/98 with dial up networking installed and configured to dial an internet service provider providing mail and internet access. NetSupport 4.11 caused a problem where automatic links to the mail program and browser are disabled. This problem is fixed in 4.14 and will also resolve the problem left by 4.11 installs.
- Fixes print capture problem on Windows 98
- Fixes problems associated with running CHKDSK /R on NT4
- Fixes Silent installation problem on Windows NT where an invalid parameter ( /UTC) is placed on the client initialisation string.
- Fixed case sensitivity problem associated with passing user credentials on NT when storing replay files
- Support added for Internal PCI PSTN software device driven Modems
- The BIOS keyboard option in the 32 bit Control now works correctly. This option should only be used to resolve a problem when connecting to 16bit / DOS clients when the default keyboard setting does not function correctly
- The "Lock on disconnect" NT client configuration did not operate correctly under certain conditions. This has been corrected.



- The NT Client no longer logs the password when logging a failed attempt to login.
- The Scan Window has had the scale to fit option on the toolbar re-instated
- SendPhysicalFonts is now supported on the NT Client. This is automatically enabled for Thai and Hebrew.  
Using this setting in the client configurator (remote control tab) can resolve a problem where the display at the control is not an accurate representation of the display at the client because a font in use at the client is not available at the control.
- The Control / Client compress / encrypt connection negotiations
- Fixes problem where NT client would not accept keyboard input from the numeric keypad

## NetSupport Manager 3.72 Released on Thursday, March 19, 1998

### *Whats New*

- Replay function - The NSM client can now be configured to record the activity that takes place during a session
- Alpha Support - NSM now supports DEC Alpha control and clients running NT4
- Replay function - The NSM client can now be configured to record the activity that takes place during a session with a control machine A new menu item on the NSM control "Communications" drop down menu called "Replay" enables the session to be replayed whenever required (The help files with the 3.72 provide more Info)
- New option on the installer not to create any Program Manager icons (put NOICONS% = 1 in defaults.inc)
- On the Windows control, clicking on 'Share' in the 'Clients requesting help dialog now minimises the requesting help window to the top left-hand corner of the screen.
- Installer enhancements to Net Support Manager & Net Support School.

Provides the option to run the configurator as part of the installation process.

Reports if SYSTEM.INI or registry updates are not possible eg. if user not logged in as Administrator.

Prompts to remove installation disk

Uninstall on NT now removes PCWIN16 from startup group

- Configurator enhancements to Net Support Manager & Net Support School.

Several new features in the 16-bit and 32-bit configurators which allow the testing of network stacks, and detect the presence of NSM transport DLLs.

When the client configurator is started, the drop-down list box only displays transports that are available. This is determined by the presence of the relevant stack and NSM transport DLL.

If no items are added to the client transport drop-down list box, the 'Test Network' dialog box is displayed reporting what is missing. There is a link to the relevant topic in the help file which explains what to do.

Instead of entering a number for the LANA in both the client and control configurators, there is now a drop-down list box with the names of the NetBIOS adaptors. This information is the same that is reported by NBSTATUS.

The client and control configurators automatically select NetBEUI as the default Adapter

The 16-bit configurator will not allow you to select 'NetBIOS over TCP/IP' or 'NetBIOS over TCP/IP - dialup'. If you do, a dialog is displayed telling you this and automatically selects NetBEUI.

By pressing the 'Test Network' button in both the client and control configurator, the dialog box displayed will inform you which (if any) of the stacks, and NSM transport DLLs are missing.

In the control configurator, the 'Local Broadcast' and 'Alternate NetBIOS Numbers' controls are visible all the time. Before they were swapped in and out depending on the protocol selected. Now, only the relevant controls are displayed, the others are disabled (but still visible).

- All GUI Clients (NT, Win, OS/2) now sport a 'Disconnect' option in the Commands menu which will disconnect the Control. This is disabled if you have a NetSupport School CLIENT.SER file.
- Quiet mode installation - It is now possible to run an automated installation of Net Support Manager.

### *Whats Fixed*

- ATI Rage 3D video card 2. (NSM was causing the Client machine to display garbled text when running Japanese Windows 95)
- Integraph Intense 3D video card (aka Rendition Verite 1000) now functions correctly
- Fixes a problem with Windows 95 losing the ability to drag icons around the Client's desktop after viewing the Client.
- Can now specify a cache size up to 4096k in the control configurator.
- Fix incorrect cursor position after dynamic resolution change on NT 4 Client.
- Fix occasional GPF in NT Client when viewing.
- Disables ctrl-alt-del at Windows 95 Client when being controlled
- Fix for Print Capture in DOS boxes under Windows 3.x & 95 to resolve 'Printer not ready' messages.
- WCONTROL can now connect by name to a TCP/IP Client with an all-numeric name.
- The NT Client no longer generates 'Could not disable interrupts on connected port device' messages in the system event log when being controlled (as opposed to watched or shared).
- WCONTROL /D /M now works correctly (auto-dial and send message).

- NSS now checks for pending help requests when it starts up (or if you do a 'Refresh'). Previously, you had to start viewing a Client to receive a request from that Client.
- When comparing TCP/IP addresses the port number is ignored to avoid duplicate entries in the Client file differing only by port number (or where one entry does not have a port number).
- When connecting to a Client which has an entry in the Client file matching by address but not by name the description in the matching Client file is preserved.
- Fix to enable correct deletion of directory trees on NT Clients
- Resolved conflict with Dr Solomon's NT Virus Guard
- WCONTROL now correctly handles the Client inactivity timeout; previously, it displayed the one-minute warning but did not then disconnect unless the user clicked Cancel.
- If the Control invokes the 'Request Help' dialog at the Client while viewing it by pressing the hotkey combination (usually Alt + left shift + right shift), the Client no longer leaves the shift key down.
- Fix for Switching from Exhibit to Show when running the NSS Control on NT
- When using Copy If to move files, the dialog asking you to confirm deletion of the source file now reports the correct machine.

## NetSupport Manager 3.73 Released on Thursday, March 19, 1998

### *Whats New*

□□□□ • NSM now has a /QN parameter on the control which when combined with a "quiet mode key" will result in the client only being visible during a control session

□□□□ • NSM now has a /NDescription parameter on the control which when combined with the /K (user acknowledgment) at the client will result in the description entered on the control being displayed at the client when a connection is established. Entering the parameter in lowercase will result in the control program prompting for a reason to connect which will be displayed at the client when attempting to establish the connection, e.g. WCONTROL SUPPORT /UIP /nFrank\_N.\_Stein,\_Technical\_Support.

### *Whats Fixed*

- Replay client parameters can now be entered via the configurator
- Resolved problem where NSM had problems co-existing with with PCAnywhere
- Corrects problem found in 3.72 where Netbios control would not store clients correctly in the CLF file
- Fix to resolve problem found with exhibit function.
- Fix for copyif function under file transfer to support Yr 2000 dates
- Fix for EUKLID graphics package

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