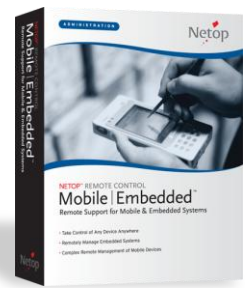# NETOP™ REMOTE CONTROL
Mobile | Embedded™
Remote Support for Mobile & Embedded Systems

RELEASE NOTES

Product/version/build:	Mobile Host 9.5 (2010046)
Shipping date:	24th February 2010

Introduction

Netop is pleased to introduce a new release of our mobile remote support solution - Netop Mobile & Embedded. This version release introduces a number of enhancements including extended platform support, Mobile Skins integration and Netop WebConnect support. This release provides updates to the Netop Mobile & Embedded Host only.

This release will require updated serial numbers. Customers with valid Netop Upgrade Insurance (NUI) will receive their new serial numbers shortly after the release date.

Platform

- **Windows 7** – following the official release of Windows 7, Netop Mobile & Embedded now includes support for the latest desktop operating system from Microsoft. The related Netop modules include the following:

    ‣ Mobile Host Manager

    ‣ Supported versions of Windows 7 include Starter, Home Premium, Professional, Ultimate and Enterprise (32-bit and 64-bit editions). Once installed on your machine, the Mobile Host will be installed on your device upon synchronization

- **Windows Mobile 6.x** – the Mobile Host now supports the latest releases of Microsoft's Windows Mobile platform including Windows Mobile 6.1 and 6.5 Classic, Standard and Professional

- **Windows Embedded CE 6.0** – the latest embedded platform from Microsoft is now supported using the Mobile Host. This release provides support for the Nordic ID Morphic device although other devices can be supported upon request

    Please see the 'OS support and install packages' section at the end of this document for a complete list of supported platforms.

WebConnect support

Netop Mobile Host 9.5 introduces support for Netop WebConnect. Netop WebConnect is an internet friendly connection service that allows Netop applications to communicate across the internet using the HTTP protocol without additional configuration to corporate firewalls, proxies or routers.

Using Netop Mobile with Netop WebConnect offers direct connectivity to a mobile device across a mobile network (GPRS, EDGE, 3G, HSDPA, etc) without the end user requesting help. Netop WebConnect consists of a Connection Manager and at least one Connection Server to provide a complete HTTP solution. Customers can setup and maintain their own Netop WebConnect solution or simply configure their Netop modules to use the WebConnect service hosted by Netop.

Netop WebConnect
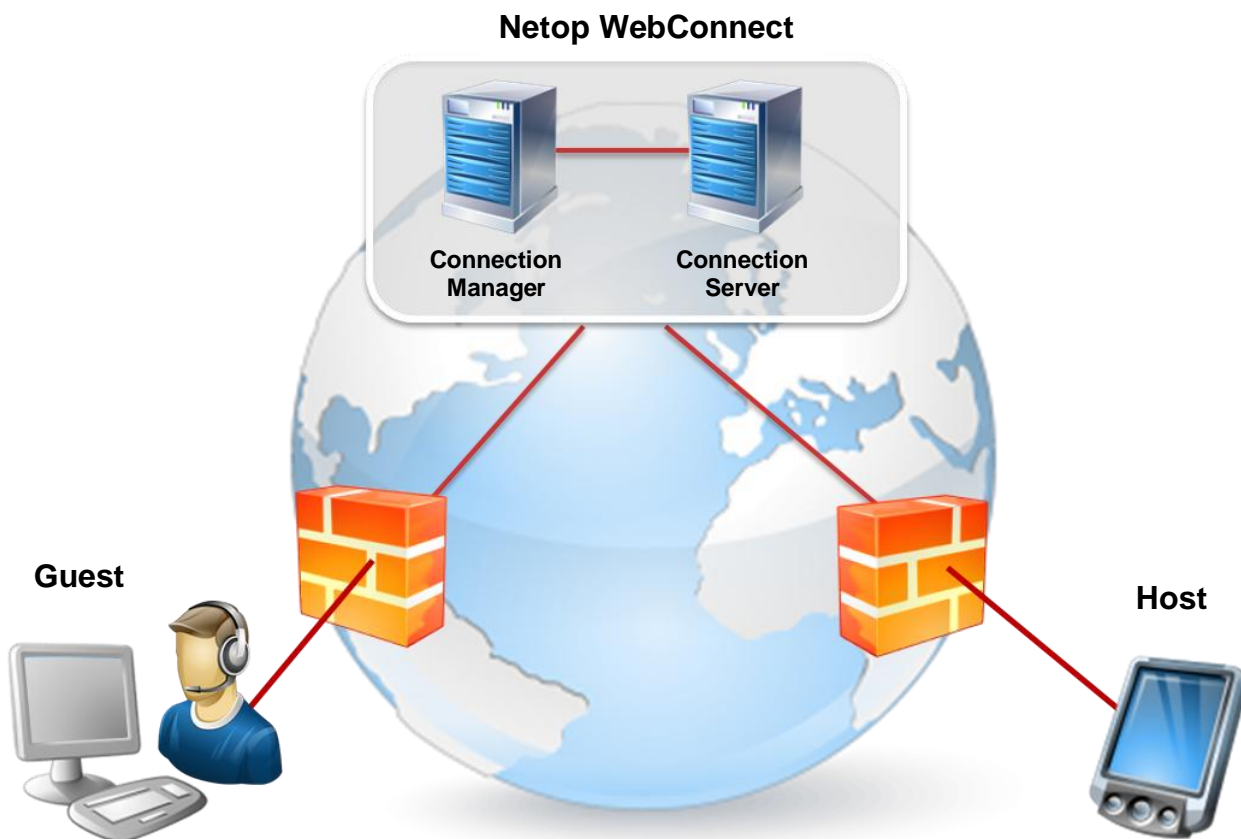
With WebConnect support enabled, the helpdesk member (Guest) has the freedom to support their mobile users and devices from any internet connection.

- **WebConnect configuration** – the Mobile Host configuration settings for WebConnect can be configured using the Host Manager software on your desktop machine. The configuration wizard for Mobile Host allows a WebConnect profile to be configured with trial settings:
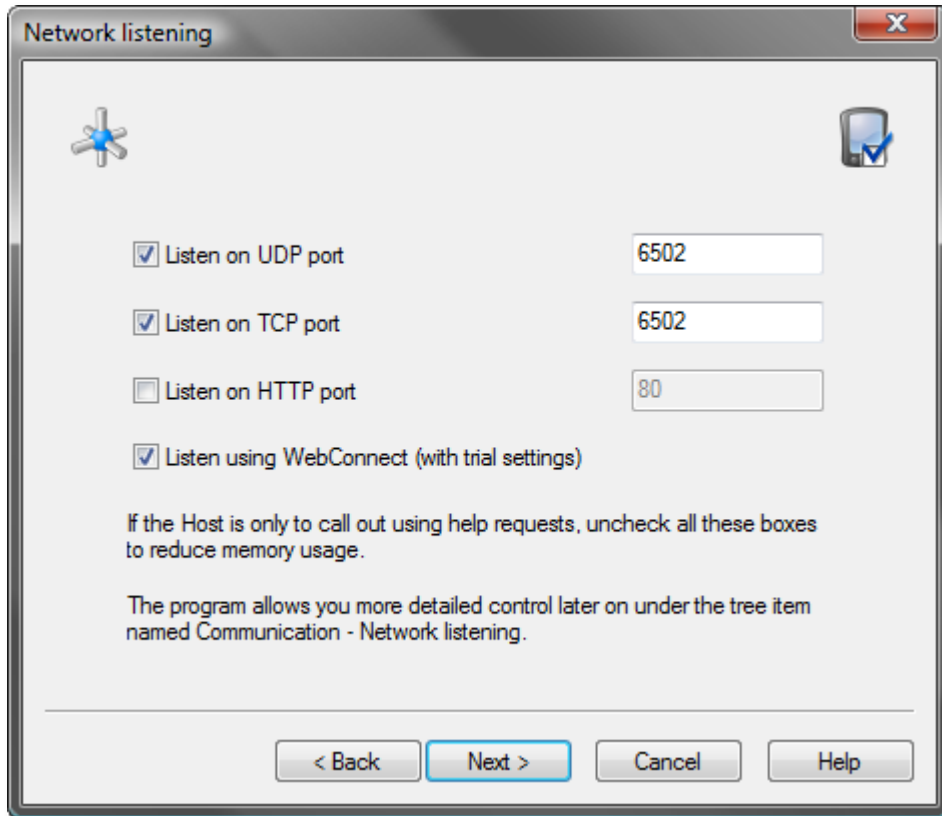
Further configuration settings for WebConnect can be accessed in the Manager via \Communication\Network listening\WebConnect:
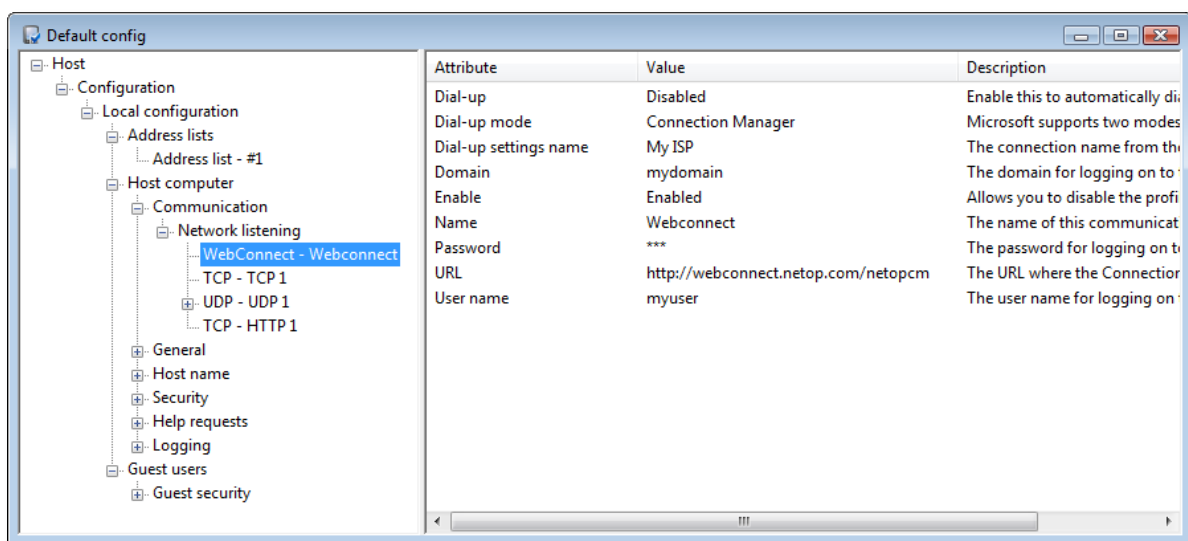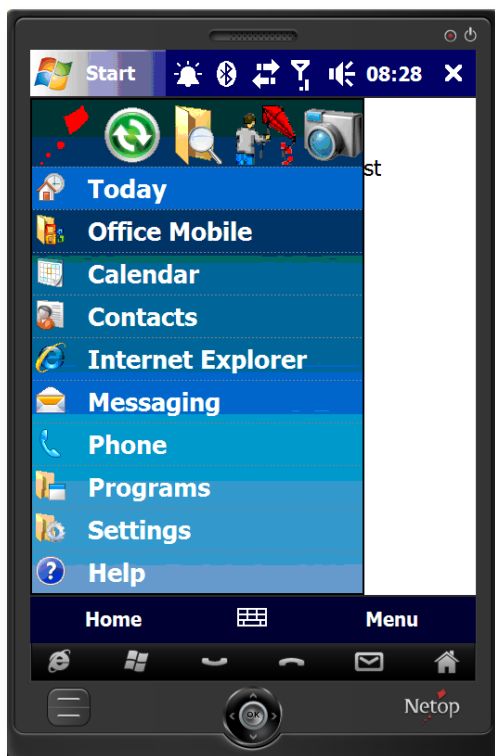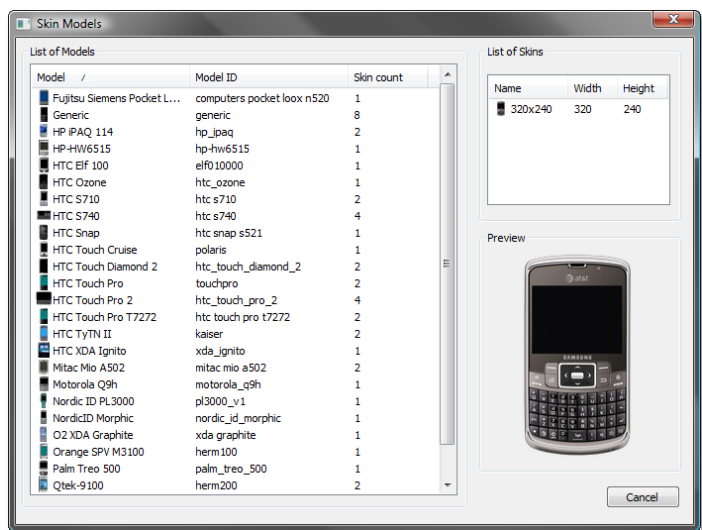
The following WebConnect options are available:

Attribute	Description
Dial-up	Choose to initiate a dial-up connection when a WebConnect profile is enabled
Dial-up mode	Select your preferred Microsoft dial-up mode
Dial-up settings name	Enter your connection profile name, i.e. My ISP
Domain	Domain associated with WebConnect user name
Enable	Enable or disable this profile. Unused profiles should be disabled to conserve memory
Name	Identification for this profile
Password	Password associated with WebConnect user name
URL	Connection Manager URL location
User name	User name specified on WebConnect

Mobile Skins

In order to improve the usability when supporting mobile devices, it is now possible to view and control your mobile Host using a graphical representation of your device. Using a Skin allows the Netop Remote Control Guest to control a mobile device not only using standard keyboard and mouse control but also the physical device-specific buttons and keys. This offers a smarter way to support mobile devices with quicker access to key functions and commands making it particularly useful when supporting non-touch screen devices.

List of skins from Skin Repository Server


Mobile Host using transparent generic skin

- **Device ID and Skins Repository Server –** the Netop Mobile Host has been updated to pass on its Device ID if requested by the Netop Remote Control Guest. The Device ID is then used to download the correct skin from the Skin Repository Server to the Guest. This Device ID is automatically retrieved from the mobile device and can usually be found under Device information\Identity.

   If no Device ID is found, the generic Netop skin is used. You can also browse and select from a list of available skins using the Netop Remote Control Guest. Additional skins can also be created upon request.

Security

- **Encryption** – traffic between the Netop Guest and Mobile & Embedded Hosts can be protected using up to 256-bit AES encryption. Previously, encryption was only available for the Pocket PC editions of the Host but is now available for all editions including Smartphones.

  The Hosts preferred encryption types can be configured using the Host Manager via \Security\Encryption\Allowed encryptions
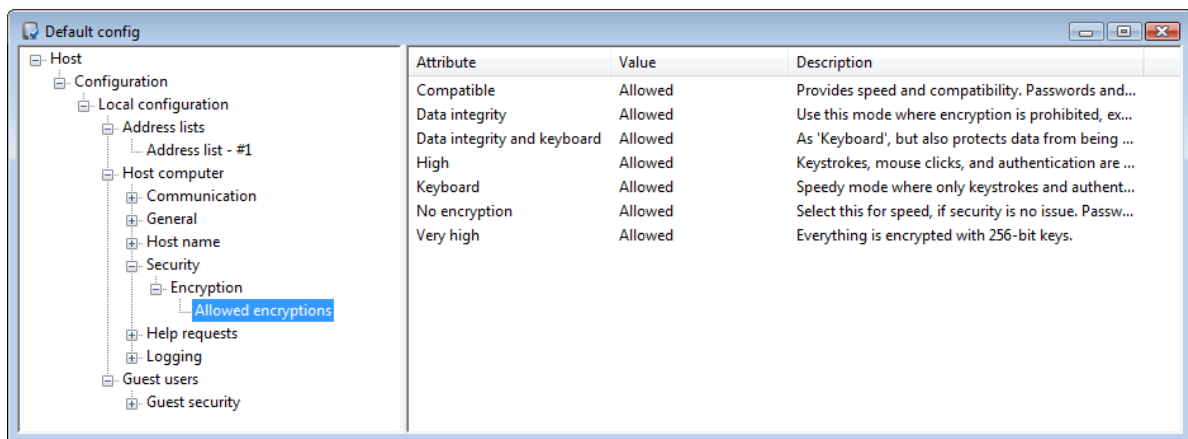
- **Authentication mode** – in order to help prevent unauthorized access to a running Mobile & Embedded Host, the default authentication mode has been changed to Netop authentication.

  During the configuration wizard in the Host Manager, the Authentication window will now prompt for a password, which must be entered in order to complete the wizard:
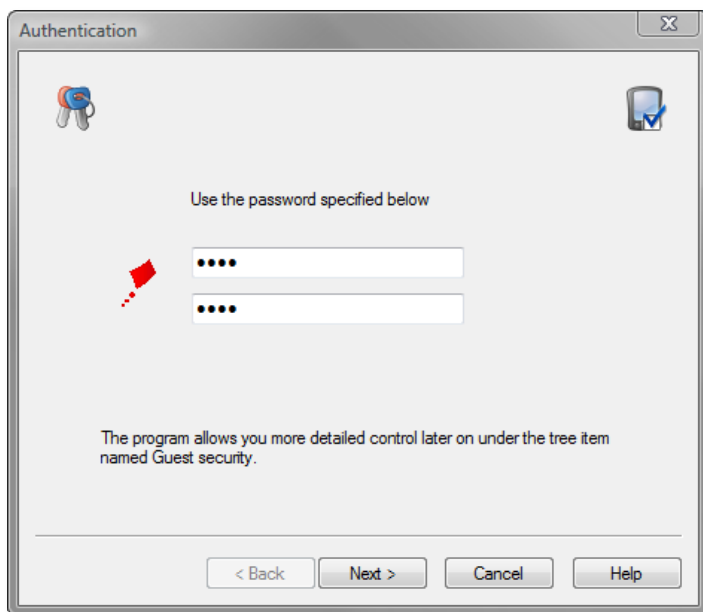
Miscellaneous

- The installation directory has changed when installing the Host Manager:

    %programfiles%\Netop\Netop Mobile Host

- The Remote Management and Inventory features are enabled by default when installing the Mobile Host on a Windows Smartphone device

- Re-branded program icon has been introduced for the Mobile Host application

Known issues fixed

- After installing the Host on a Windows CE 5.0 device, an error would appear reporting that the Host cannot be started (DE1597/8437)

- Remote management could only be opened once during a remote support session. The problem mostly appeared when the Mobile Host was running on a Windows Mobile 5 device. The Guest would have to hang-up and reconnect to establish the remote management session again (DE955/7763)

- If the Mobile Host was running on a Windows Mobile 6 (Smartphone) Standard device, it was not possible to close the About window (DE957/7182)

- File transfer and other options did not function correctly when accessing a Mobile Host through Remote Management using the UDP protocol (DE2954/43053)

OS support and install packages

The following table lists the supported platform and associated installation packages for the Mobile Guest and Host:

Operating systems	Guest 9.1		Host 9.5	
	Processor	Installation package	Processor	Installation package
Windows Mobile 6/6.1/6.5 Classic	ARM	WM50PPC *	ARM	WM50PPC
Windows Mobile 6/6.1/6.5 Standard	N/A	N/A	ARM	WM50SP
Windows Mobile 6/6.1/6.5 Professional	ARM	WM50PPC *	ARM	WM50PPC
Windows Mobile 5 Pocket PC	ARM	WM50PPC	ARM	WM50PPC
Windows Mobile 5 Pocket PC Phone Edition	ARM	WM50PPC	ARM	WM50PPC
Windows Mobile 5 Smartphone	N/A	N/A	ARM	WM50SP
Windows Pocket PC 2003	ARM	PPC2003	ARM	PPC2003
Windows Pocket PC 2003 SE	ARM	PPC2003	ARM	PPC2003
Windows Embedded CE 6.0	N/A	N/A	ARM	MORPH600
Windows Embedded CE 5.0	ARM, x86	S500_ARM/x86	ARM, x86	S500_ARM/x86
Windows Embedded CE 4.2	N/A	N/A	ARM	S420

* Mobile Guest is supported on WM6 only. Mobile Guest 9.5 will be released at a later date