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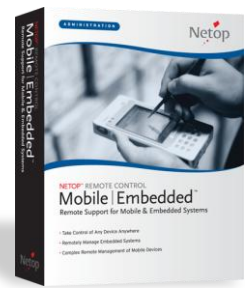
MODIFICATION NOTES

Product/version/build:	Mobile Host 9.51 (2010257)
Shipping date:	28th September 2010

Introduction

These modification notes contain information relating to a maintenance release of Netop Mobile & Embedded 9.51 (Host only). Where applicable, the affected support case reference numbers are displayed in brackets below.

This is a minor release and is free for customers who already have a valid 9.5 license. To read about what's new in version 9.5, please refer to the release notes at www.netop.com

WebConnect

- **Connection order** - improvements have been made to the way that Netop WebConnect handles communication with the Netop Mobile & Embedded modules resulting in much better performance.

  WebConnect can now be configured to work with the TCP protocol and HTTP as a fallback. Typically, connections via TCP are faster but not always available through firewalls whereas HTTP with its encapsulation is slower but much more firewall friendly.

  This means that faster performance can be achieved where outbound TCP connections are possible but connections will automatically revert to HTTP should TCP be blocked for any reason. Furthermore, our standard HTTP communication has also been greatly improved to offer much quicker performance.

  To take advantage of these performance improvements, you should update your Netop Remote Control Guest module and your Netop Mobile & Embedded Host to this release. For more information about the Netop Remote Control 9.51 release, please see the release notes at www.netop.com

- **Polling** – to help reduce unnecessary overhead and preserve battery life on mobile devices, the Host can be configured to poll WebConnect at pre-defined intervals (number of seconds).

  This option can be defined in the Host Manager via the WebConnect settings:
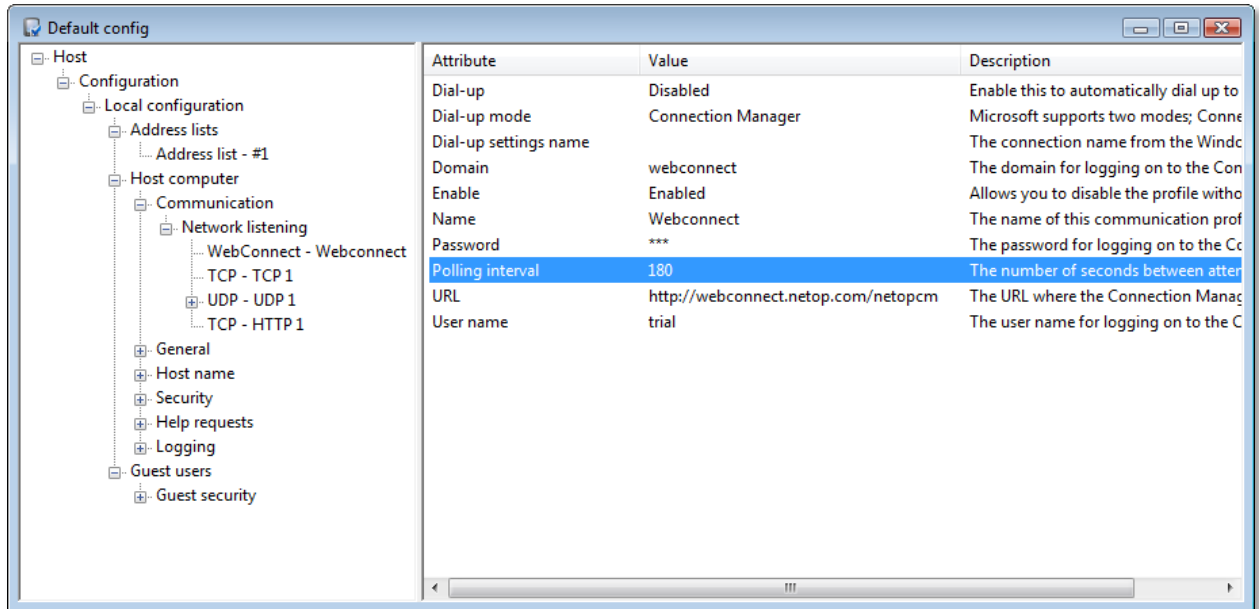
- **Wake-up from Standby** – when using a WebConnect profile, the Polling interval option can be used to wake-up the device when in standby mode. At the next poll interval, the device will restore itself from standby mode and the Host will connect to WebConnect making itself available for remote support and administration

Mobile Skins

- **Device ID** – the Mobile Host will now display which Device ID it is using via the Info section of the Host interface. The Device ID dictates which Mobile Skin is then retrieved from the Skins Server:
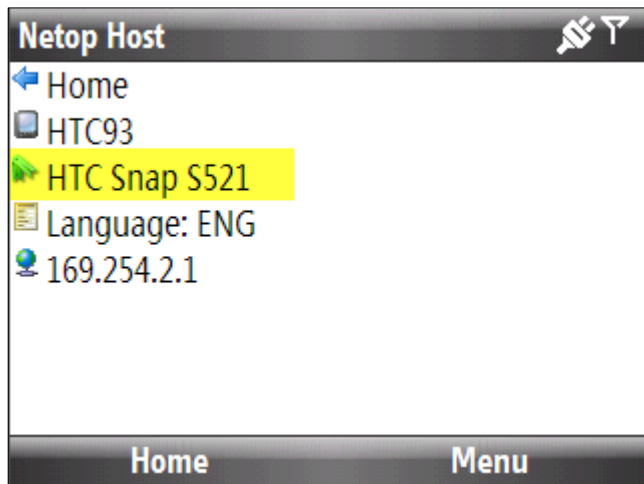
Miscellaneous

- The installation files for the Host Manager are now distributed as Windows Installer files (MSI) and renamed to match the relevant target platform. The downloadable ZIP filenames still remain the same. Please see below table for the complete list of supported platforms and their associated installation files.

Known issues fixed

- When using Remote Management to make changes to the Registry, the entered values appeared as invalid characters. This has now been resolved and only requires a change to the Guest in order to function correctly (41002)

- When selecting to use WebConnect during the Host Manager setup wizard, the correct trial account settings are applied by default

- Connection problems would occur when trying to remotely support a Host running on a Pocket PC 2003 device via HTTP and UDP. Errors would occur with remote control, file transfer and inventory

- Subsequent remote control sessions would fail with the Guest reporting that the Host was already being controlled. The behavior was reported when the Host was running on a Windows Mobile 6.5 device

- After installing the Host on a Windows Mobile 6.5 device, a message would appear saying, 'The program you have installed may not display properly because it was designed for a previous version of Windows software'

- The Host distribution for the Nordic ID Morphic (MORPH600) device did not install correctly (49137)

- The access permissions defined in the Guest Security Roles within the Host Manager have been revised to include only the functions applicable to the Netop Mobile Host

- After exiting the About screen in the Host application that was running on a Windows Mobile 6.1 device, the physical navigation buttons would no longer function correctly (51899)

Platform support and packages

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

Operating systems	Host 9.51		
	Processor	Download file (zip)	Installation package (MSI/CAB)
Windows Mobile 6/6.1/6.5 Classic	ARM	WM50PPC	NetopHost_WM5_StrongARM
Windows Mobile 6/6.1/6.5 Standard	ARM	WM50SP	NetopHost_WM50SP_StrongARM
Windows Mobile 6/6.1/6.5 Professional	ARM	WM50PPC	NetopHost_WM5_StrongARM
Windows Mobile 5 Pocket PC	ARM	WM50PPC	NetopHost_WM5_StrongARM
Windows Mobile 5 Pocket PC Phone Edition	ARM	WM50PPC	NetopHost_WM5_StrongARM
Windows Mobile 5 Smartphone	ARM	WM50SP	NetopHost_WM50SP_StrongARM
Windows Pocket PC 2003	ARM	PPC2003	NetopHost_PPC_StrongARM
Windows Pocket PC 2003 SE	ARM	PPC2003	NetopHost_PPC_StrongARM
Windows Embedded CE 6.0	ARM	MORPH600	NetopHost_WCEDP_StrongARM
Windows Embedded CE 5.0	ARM	S500_ARM	NetopHost_S500_ARM 720
Windows Embedded CE 5.0	X86	S500_X86	NetopHost_S500_Intel 486
Windows Embedded CE 4.2	ARM	S420	NetopHost_S_StrongARM