



Fixes for CrossTec Remote Control

What's new in CrossTec Remote Control 11.00.0001 May 13, 2010

- **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The QuickView toolbar has been replaced by a new Quick Access toolbar.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**

CrossTec Remote Control 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 nor 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 centralized repository that can be searched for vPro enabled PC's in addition to providing access controls. CrossTec Remote Control 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



- **Auto Groups**
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 user’s 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 behavior 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



Fixes in CrossTec Remote Control 11.00.0001 May 13, 2010

- 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 full screen 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.
- 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 CrossTec Remote Control interface.
- Fixed an issue with accessing vPro PCs across multiple IP networks from the CrossTec Remote Control.
- Fixed a problem whereby an Assert Fail Message would appear when connecting a CrossTec Remote Control Version 11.00 Control to a CrossTec Remote Control 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.
- Fixed issue with installing the CrossTec Remote Control Active X Control Pages.
- Fixed issue with not being able to configure Gateway operators within the Gateway Configurator.
- Fixed issue with incorrect icon appearing on the CrossTec Remote Control Start up screen.

Fixes in CrossTec Remote Control 10.6.006 January 13, 2010

- 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 CRC Gateway.
- Fixed a problem with TCP Broadcast addresses not being correctly added to the configuration.

Fixes in CrossTec Remote Control 10.6.005 December 15 2009

- Fix for the accelerated browse and connect that could cause the tutor not to connect to students after updating to 10.50
- Fix for Clients not being spawned in terminal session on windows 2008 server 64bit
- Fix for the room details not being preserved on a upgrade
- 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 start-up 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.



Fixes in CrossTec Remote Control 10.6.003 November 16 2009

- **CrossTec error can be found when running CrossTec Scripts after updating a CrossTec Remote Control Version 10.50 installation to 10.60**
Resolved the CrossTec Script error will no longer appear after updating to CrossTec Remote Control 10.60.0003
- **When viewing a Client using a CrossTec 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.

Fixes in CrossTec Remote Control 10.6 October 28 2009

- **HKCU registry key is not visible from the CrossTec 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 CrossTec Remote Controls Registry Editing Tool.
- **Client Error found in CrossTec 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
- **CrossTec 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.
- **CrossTec Client name is lost after performing an update** Resolved the CrossTec 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 CrossTec Deploy tool.
- **Runscript error when closing the Runscript window after the Client rejects the connection** Fixed Runscript error no longer appears after using the Runscript 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 CrossTec Manager Client starts** Resolved the CrossTec Manager Client will no longer use 100% CPU Usage for 5 seconds when this starts.
- **GDIHOOK5.DLL file remains after uninstalling CrossTec Manager** Resolved the GDIHOOK5.dll file is no longer left on the machine after uninstalling CrossTec Manager.
- **CrossTec 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 CrossTec 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 CrossTec Control.
- **New CrossTec Remote Control MAC Client version 10.60 installation file**
What's New



- Improved View performance
- Universal Binaries for Intel and Power PC included
- Improved installer support for Snow Leopard
- Improved HTTP Thumbnail Support for Snow Leopard

What's Fixed

- Dock Magnification is now disabled whilst viewing a Snow Leopard Mac Client.

Fixes in CrossTec Remote Control 10.50F4 February 27 2009

- **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
- **CrossTec Remote Control Crash when using the Command line parameters to connect to Gateway Clients**
Fixed problem when the CrossTec Remote 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.

What's new in CrossTec Remote Control 10.50F4 February 27 2009

- **Ability to disable the option at the Control to Maximize the View Area when viewing a Client Screen**
It is now possible to disable the option at the Control to Maximize the View area.
- **CrossTec Remote 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.

Fixes in CrossTec Remote Control 10.50F2 January 2nd 2009

- Fixed problem where an Assert Fail error message could appear on the Control after using the Maximize View area option and then closing the view session
- The Client icons when in the Large icon view can now be sorted correctly within the Control Interface
- It is now possible to send a Ctrl+Alt+Del to a CrossTec Remote Control Client installed on Windows Server 2008 and Vista machine after a Clean installation of CrossTec Remote Control 10.50.0002



- Fixed problem where the CrossTec Remote Control School component feature for instant messenger monitoring was unavailable
- 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
- Fixed Tutor GPF error message when attempting to arrange the Client Thumbnails and there is a not enough room
- Fixed CrossTec Remote Control problem where the Name column in the Control would not display the Name field of the Client properties from the details tab
- Fixed problem in the CrossTec Remote Control user interface where it would not be possible to turn off the Thumbnail view if this was turned on using the right click

Fixes in CrossTec Remote Control 10.50F1 October 27th 2008

- Updated to Include SchoolVue 10 Components
- Smartcard Authentication
- Gateway Support 2008 and Vista
- Whiteboard Enhancements
- File Transfer – Copy to Desktop and My Documents
- Fixed problem with Broadcast Message
- Fixes problem in 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

Fixes in CrossTec Remote Control 10.30F1 April 24th 2008

- Control now correctly recognizes activation when used by non admin equivalent users
- Fixed a problem using school components on Windows Vista, unnecessary runplugin no longer runs in session zero
- Remote desktop ScreenScrape advisory message no longer displayed under error conditions with gdihook5
- Fixes fix mouse click problems (especially with scale to fit). Problem also affected mouse wheel
- Fix view/replay very large cursor (eg h*w=192*177)
- Fix mouse move from client with multi monitor origin != 0,0
- reinstalling within evaluation period no longer generates "Cannot read license file(8a) please check file exists and is valid error
- Fix for multithreading issue that has the potential to cause gpf in Tutor

Fixes in CRC 10.30 March 18th 2008

- 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 minimized 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 connect

Fixes in CRC 10.20F7 January 25 2008

- Fixes problem where LSP removed on upgrade Remote Control (when School components installed)
- Fixes ODBC configuration problem on upgrade (school components)
- Prevent re-installation of Evaluation version
- Fixes problem with re-generation of original evaluation key if uninstall/re-install before eval expires
- Instcfg.exe incorrectly selecting gateway component Control install
- Disable Control mode in Toolbar when set for control configuration
- Fix bug in SupportTool where client.CRC file was not be retrieved under certain circumstances
- Repair replaces sale key with Eval for Remote Control
- Fix remote login problem RPD and Remote Control on Vista
- OEM Deploy Uninstall fix
- Help button does not work in CRC Deploy, edit install parameters dialogue
- Assert at control when pressing reset in columns dialog
- File Remote Control not accessible in dna remote control
- Control asserts when hovering over vnc clients
- Increased length of the Remote Control command line string
- SupportTool now shows dbi info for system32 files for Win64
- Remote Control ADM template updated to incorporate latest product enhancements

Fixes in CRC 10.20F4 September 20th 2007

- Fixes potential Client Security vulnerability
- Client log entry for connected control increased from 12 to 15 characters



- Fixed problem associated with using Client Configuration option for User acceptance on Windows Vista Client

Fixes in CRC 10.20F3 September 4th 2007

- Fixes drag n drop text question type in Japanese
- Fix for usb drive issue when plugging devices module missing
- Fix for Vista client becoming a Show Leader
- Fix lockup with multiple connect to vista client
- Potential bsod fix when pcisys.ntk can't be updated
- Fix set show leader from paused show
- Fix assert group leader activation
- Fix whiteboard leader and sending Tests after client name changed
- Prevent gpf if invalid AD policy settings
- Code can now read AD hkln policy
- Code for NSSuseHKLM=1 (or 2) to use HKLM for compatibility with CRC1002/nss852 and earlier
- Support Tool includes Control/Tutor policy settings in registry.txt
- Fix runplugin gpf caused by null computer name
- Provision for Pre-activation of Control/Tutor programs

Fixes in CRC 10.20 July 15th 2007

- 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 "Ctrl-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 ScreenScrape 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.



Fixes in CRC 10.02 March 19th 2007

- Support provided for Windows Vista
- Potential BSOD that could occur under external error conditions that result in low kernel memory conditions.
- Video corruption in the view session using silent mode with multi-monitor configurations
- Fixes intermittent Control GPF ""File CRCDLG.CPP, line 899, thread=View"". performing File Transfer over HTTP where Client is set to min. encryption Twofish (128 bit).
- Fixes Control GPF when changing locations of remote.CRC files
- Removed restrictions preventing Remote Control client running on Windows 95
- Fixes problem introduced in Remote Control 9.60 which caused some NT4 PC's to display error message "Ole Main Thread Wnd Name" on shutdown.
- Windows 98 first edition without IE5 no longer errors on loading client "missing export SHLWAPI.DLL:StrRetToStrA."

Fixes in CRC 10.00F1 November 28 2006

- Missing Icon added to Customize toolbar
- Fixes problem with Client Update when selecting to cancel update of client with Gateway installed
- Fix GPF in file distribution when clicking on client icons.
- Fixed problem where under certain conditions the Client Help would fail to load
- Terminal Server/Virtual PC Clients will now display in Thumbnail mode
- Fixes problem where Control reports as already connected when connecting to clients set to use profile priorities
- Fixes obscure browse related problem causing Control program to lockup

VISTA Beta F1 Fixes

- Firewall exceptions now enabled on vista during installation
- Improved behavior when logging off while connected / viewing although intermittent problems remain in this area.
- Now possible to restart client while using the client Configurator program
- Can now use passwords, nt security, vars in disconnect dialog within client Configurator



Fixes in CRC 10.00 November 14th 2006

- 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 Class Wizard 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 16bitor 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 from Control program
- File Transfer , device not ready error message now translated
- Client Configuration Security, User validation Active Directory Browse dialog columns now translated



Fixes in CRC 9.60.4 September 29th 2006

- Protection implemented against hostile agents sending killer packets to the Gateway.
- Improvement in the Gateways handling of Duplicate MAC Address and IP Addresses. The Client now sends all MAC Address data, allowing the Gateway to skip excluded MAC Addresses.
- Updated clhook4.dll to resolve ATI Video Card BsoD issues.
- Updated pluginimodule.dll to resolve Runplugin Process using 100% CPU usage when a new Windows profile is created during login.

Fixes in CRC 9.60

- 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 disconnecting