



Fixes for CrossTec SchoolVue

Fixed in CrossTec SchoolVue 10.70.0006 November 28, 2011

- Resolved problem found whereby Explorer related Windows Group Policies are no longer enforced after installing the CrossTec SchoolVue version 10.70.0005 Student component.

Fixed in CrossTec SchoolVue 10.70.0005 October 26, 2011

- Resolved problem whereby the Tutor Console would not display the websites accessed by Students using the Firefox version 4.xx browser.
- Resolved behaviour found whereby the Tutor Console could not apply restrictions or monitor the websites accessed by Students using Google Chrome version 13.xx.
- Resolved issue found whereby the Tutor Console would display a GPF error when attempting to use the Quick Send or Quick Collect feature.
- Fixed issue whereby an Assert Fail message could appear when using the Add to Journal option from the Test Results section of the Testing Console.
- Fixed issue whereby NULL data for the Plugin component of SchoolVue could be returned to the Tutor Console causing an Unhandled Exception message to appear on the Tutor Console.

Fixed in CrossTec SchoolVue 10.70.0002 July 25, 2011

- Resolved issue whereby duplicates of Students could be displayed within the Chat session Window on the Tutor Console.
- Fixed issue with the Name and Connectivity Server component randomly stopping due to an error.

What's New in CrossTec SchoolVue 10.70.0002 July 25, 2011

- The Setroom.exe utility now includes support to allow Room names to be set from the command line using a switch.

Fixed in CrossTec SchoolVue 10.70.0001 June 29, 2011

- Fix for a long delay when powering on Computers in a Room.
- Fix for a flickering thumbnail in the Tech Console.
- Fix for an issue with Remote Logon not functioning correctly on windows 7
- Fix for collecting Web information from Firefox 4 and 5.



What's New in CrossTec SchoolVue 10.70.0000 June 16, 2011

- The Web Control feature now includes support for monitoring and applying restrictions to the Google Chrome Browser.
- Application Control – Support provided to enable 64bit applications to be restricted.
- Web Control – Support provided to enable restrictions when using 64bit Browsers.
- CrossTec SchoolVue updated to include support for SoftXpand 2011.
- The Show Hotkeys feature now includes support for 64bit applications.
- Messenger monitoring now include Support for Windows Live Essentials 2011.
- Tutor/Tech Console performance improvements when displaying web and application updates when connected to a large number of Students.
- Terminal Services Room Mode Lookup settings added to ADM template files.

Fixed in CrossTec SchoolVue 10.70.0000 June 16, 2011

- Resolved issue whereby it was not possible to add IP addresses to the Tutor Console Approved or Restricted Web lists.
- Resolved issue whereby it was not possible to add a URL to the Approved or Restricted Web lists that included a question Mark.
- Fixed issue where the Lock Image would not work correctly within a Japanese Windows 2003 R2 Terminal Server Environment.
- Fixed an obscure condition where running applications at the Student sometimes did not appear within the Application Control view at the Tutor.
- Fixed a fault in File Distribution/Transfer where opening directory properties fail with "Error 5".
- Resolved issue whereby when using the Application Control features to 'Kill' a 64bit Application the confirmation message displayed would not display the correct application name.
- The Tutor Console Test report now displays the Tutor name entered in the Class wizard.
- Fixed a timing related issue that could result in an Assert error appearing at the Student when using the Co-Browser feature.
- Resolved an Assert error that could occur when attempting to show the Test results to a Student that has disconnected.
- New menu option added to the Tech Console {View}{Toolbar} drop down menu to allow the Group bar to be re-instated after being hidden.
- Resolved issue whereby if the Tutor Console performing a Replay recording was terminated then it may not have been possible to playback the Replay file.
- Resolved intermittent fault that could cause the Student to drop its connection after applying Printer Controls.
- The options for Journal and View Journal are now greyed out on the Tutor Toolbar when there is no Journal in Progress.



What's New in CrossTec SchoolVue 10.50.0014 August 10, 2010

- When a Message is sent to a CrossTec SchoolVue Student from the Tutor Console and the Student has the Student Toolbar visible a larger font has now been used for the message text to make this more visible to the Student.
- Low Bandwidth mode and Low Colour mode options have now been included for use within environments where network utilisation is a high to help improve the performance when using the Show or View feature of CrossTec SchoolVue.

Fixes in CrossTec SchoolVue 10.50.0014 August 10, 2010

- Fixed issue whereby it was possible for the Tutor to access restricted HTTPS websites when performing a Show to Students with the Show option selected to apply Internet restrictions.
- Resolved issue where the Portable Tutor folder installed with CrossTec SchoolVue Tutor was missing the Control.kbd file causing an error to appear when attempting to configure the Portable Tutor Keyboard\Mouse Settings.
- Resolved issue whereby an additional / could appear at the end of each URL displayed in the Students list of Approved Websites causing the access to these Approved Websites to fail at the Students.

Fixes in CrossTec SchoolVue 10.50.009 March 8, 2010

- Resolved problem whereby Students were able to bypass ISA web restrictions from the Internet Explorer window that is opened when the Student clicks on a URL link included in a Message sent from the CrossTec SchoolVue Tutor.
- Fixed issue with the CrossTec SchoolVue Student when running in a NComputing environment that is using either a Windows 2003/2008/Vista or Windows 7 Host machine.

Fixes in CrossTec SchoolVue 10.50.007 February 8, 2010

- Fixed an issue with Application and web restrictions not working when the windows shell is changed to the Novell application launcher shell.
- Fixed a potential problem with the installation in an NComputing environment.
- Fixed a problem with running the Student in a SoftXpand environment.
- Fix for the SchoolVue Tutor generating a General Protection Fault, when connecting to a large number of students.
- Fixed a problem with the Power Off and Reboot features when running in a thin client environment.
- Fix for a General Protection Fault that could occur when opening the Tech Console.



Fixes in CrossTec SchoolVue 10.50.005 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 SchoolVue 10.50.003 November 12, 2009

- Problem deploying Client Configuration to CrossTec SchoolVue Students running on Windows Vista machines
Resolved CrossTec SchoolVue Configuration can now be deployed to CrossTec SchoolVue Students running on Windows Vista machines via the CrossTec SchoolVue Deploy tool.
- Wrong encoding/font being used within the Journal if no special Polish characters are included in a note added to the journal
Resolved Polish characters are now correctly displayed within the CrossTec SchoolVue Journal.

What's New in CrossTec SchoolVue 10.50.002 October 22 2009

- Cannot Remotely Login Vista Student Machine if an Interactive Logon Message is enabled in Local Policy. It is now possible for the Tutor to Remotely Login a Vista Student machine that has an interactive Logon Message enforced by the local policy
- In Tech Console or the Tutor Console can no longer use mouse wheel to scroll up and down client list in main window. Resolved it is now possible to use the Mouse wheel to scroll the list of Clients in the Tech Console and the tutor Console.
- Unable to save Group Layouts within the Tutor Console, Resolved problem found with the Layout applied to Groups within the Tutor not being saved.
- Error "File winman.cpp, line 305, tid=b2c, thread=View" after changing Tutor Window to Full Screen using F11 and then connecting to a Student. Fixed problem whereby an error would appear after switching the Tutor window to Full Screen using F11 and then connecting to a Student machine
- Student icons view not saved. When the Tutor is restarted it will default back to the Large Icon view. Resolved problem where any changes made to the Icon view in the Tutor would not be remembered after restarting the Tutor.
- GPF message appears at the Tutor when switching on Audio monitoring feature on a Tutor with no Audio Card installed. Resolved GPF no longer appears when switching on the Audio monitoring feature on a Tutor that did not have a Audio card installed.



What's New in CrossTec SchoolVue 10.50 September 30 2009

- Audio Monitoring. Monitor the entire class in a single view and with the use of the displayed visual indicators see instantly which PCs have live audio activity.
- Capture Application Audio. The Tutor can now listen in to and record Student audio output
- Manage Student Resources. Students can now easily access resources required during a lesson. The Tutor can create a resource list and add links to websites, applications and documents, this list is then displayed in the Student Toolbar providing Students with a quick and easy way to access the required resources.
- Introduces a new (default) "Room" based start-up mode for the Tutor and rationalizes the first time start-up process to simplify installation and ease of deployment of the software for new users.
- Browse and Connect Performance. A new configuration option, 'Accelerate Browse', dramatically improves browse and connect performance.
- Student Thumbnails can now be sized using a flexible slide-bar enabling you to make better use of the space available on the Tutor screen. Thumbnails can also be viewed 'full-screen' by pressing F11.
- Terminal Server installation / support have also been rationalized. It is no longer necessary to use a separate utility to generate individual TCP/IP port configuration files or configure the Tutor to browse on a range of TCP/IP ports.

Fixes in CrossTec SchoolVue 10.50 September 30 2009

- Reduced the amount of memory used at the Tutor for student application and web history. Depending on the size of the class, this had the potential to cause low memory conditions at the Tutor.
- TCP Port number support restored to the Application and Web restrictions list
- Fixes a problem running the client32 service on terminal services where there was the potential for more than one terminal session to load with the same port number.
- Fixes a problem in the Test Player associated with reviewing results to compare the answer provided against the correct answer.
- Fixes a problem playing replay files that include audio content.
- Fixed a problem associated with changing score values in the Test Console

Fixes in CrossTec SchoolVue 10.01F4 March 4th 2009

- Problems with Networking connections after uninstalling CrossTec SchoolVue 10
- When uninstalling CrossTec SchoolVue version 10 from XP machines that have been updated from some variants for the version 9 release it is possible that the NSLSP is not removed correctly. After a restart this could cause loss of network connectivity. To insure this does not happen we recommend that all 10.x installations are updated to the 10.01.0004 release.
- Sort order for Clients are not being retained after Tutor is Closed and then re-opened
- The sort order of the Students in the Tutor interface is now retained correctly after restarting the Tutor.
- Tutor not displaying a marker next to the Sort order option that you have configured
- The context menu in the Tutor Interface was not correctly displaying the "Arrange by" setting, this has now been corrected
- File Transfer issue with long file names and long folder names



- An issue was resolved when transferring files with a very long file name, where the file name was being truncated. This issue is resolved in this release.

What's New in CrossTec SchoolVue 10.01F1 October 27th 2008

- Name and Connectivity Server support for 2008 Server and Vista systems
- Whiteboard Enhancements.
- Journal Enhancements to enable Tutor to Review content
- HTTPS support for web metering.
- Student Toolbar support for Group Leads

Fixes in CrossTec SchoolVue 10.01F1 October 27th 2008

- It is now possible to Install the Tutor component on vista without the student component
- Fixed problem with Broadcast Message
- Sending repeated chat requests to the Tutor no longer causes Tutor program to fail.
- Corrected problem in whiteboard displaying word wrapped text
- Extended characters within Test results reporting now display correctly
- Using Tutor and Tech Console on same PC no longer affects Class lists
- Fixed problem using print screen to paste contents into Journal
- Tutor now remembers icon display mode when using "browse and connect" on start-up
- Fixed problem restricting size of destination path for File Transfer and Quick Send Dialogs
- Test Designer fix to make text visible when selected as answers for "drag and drop" text question types.
- Mouse pointer now visible at student PC's during a show leader session
- Prevent Student Toolbar being closed when cancel a logoff session.
- Fixed problem where Tutor icon display setting "Arrange to Image" could get reset to "Auto Arrange" on reloading the Tutor program
- Using V10 facility to provide Internet access for a period of time now returns to previous access level rather than "Block All"
- Deploy utility no longer reports successful install when install fails due to Eval expiration errors
- Expired lesson timer displayed on Tutor and student now removed when new lesson started

Fixes in CSV 10.00F1 July 14th 2008

- Store Journal Entries if sent while Student PC Logged OFF
- Fixed GPF which occurred when activating students to take control of Whiteboard
- Student Toolbar now reflects new class information entered when starting a Journal.
- Tech Console - corrected problem displaying Inventory Information for "Tutor only installs"
- Messages sent using Lesson Plan are now displayed correctly
- Prevent Students using student UT to add notes to Journal from locked desktop



Fixes in CSV 10.00 July 7th 2008

- Fixed problem with Print Thresholds where both pause and delete notifications were being sent to Student instead of just the delete notification.
- Firewall exceptions now applied on modify/repair
- Fixed problem using safe search with google
- Fixed a case where it was possible to attempt to add a student to a non-existent group which resulted in an assert at the Tutor
- Preset messages no longer relies on Teacher name being set.
- Histories now handle changes to logged on user during Tutor session
- Device (CD/USB) restrictions now preserved if user logs off/on
- Send discussion history to new invitee in chat no longer displays double spaced
- Test Console ignores logged off PC's selected for Test so that Test can continue to others
- Fixes problem saving student register when logged on user has restricted user rights.
- Tutor no longer GPF's if student disconnects while performing a scan

Fixes in CSV 9.04 May 13th 2008

- Fixed Runplugin issue on Terminal Server causing high CPU usage
- Fixes intermittent problem where Internet/Application restrictions are sometimes not re-applied following re-boot/re-connect to Tutor
- Fixed GPF when opening incorrect file type in Replay file player
- Fixed problem extracting tests from the Test Console in a Terminal Services environment

Fixes in CSV 9.02F7 January 25 2008

- Update ADM templates to incorporate latest product enhancements
- Prevent students closing down student toolbar using Alt+F4
- Vista related fix for integration with NetSupport Protect
- Fix for re-apply internet restrictions on resume from standby
- Installer message translation error Polish
- Student toolbar not displayed on resume from standby
- Fix problem with number of digits supported on license count
- installer message translation error Spanish
- Fix for web redirection through proxy server
- Show leader fix
- Fix gpf repeatedly clicking block all icon
- Preset message does not appear on communicate menu on XP until restart tutor
- Approved only application restriction blocks runplugin
- Repair replaces sale key with eval key
- Show hotkeys option in Show tutor screen does not work using a Vista control
- Fix for class list using Name server to send client name in browse query to the gateway
- Fix high cpu usage associated with internet restrictions and display of Active Desktop web page on students machine.



Fixes in CSV 9.02F4 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 CSV 9.02F3 September 7th 2007

- Pre-Activation facility
- Fixes drag and drop text question type in Japanese
- Fix for sending hyperlinks in message functions
- Fix for Vista client becoming a Show Leader
- Fix lockup with multiple controls connected 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
- Support Tool includes Control/Tutor policy settings in registry.txt
- Fix runplugin gpf caused by null computer name

Fixes in CSV 9.02F2 August 7th 2007

- Fix exam preview. Was dumping all the resources on the desktop on Windows Vista and 2003
- Fix group leader activation assert. Group leader tutor no longer attempts to activate itself

Fixes in CSV 9.02 September 7th 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 screen scrape 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.

Fixes in CSV 9.01

- Re-implemented support for local Block site Dialog and Display of Approved List. Support retained for User specified Re-direct site. Note: For new 9.01 Installations the Local Block page is now the default. Any 9.00 installations upgraded will retain the existing location for the re-direct site. (Default for 9.00 NetSupport page http://62.172.138.12/url_redirect.htm)
- Fixes potential problems using NetSupport School with 3rd party products that have their own LSP. (NOD32, F-Secure etc..) Note: A re-boot is required and automatically scheduled to complete on installations where a 3rd Party LSP is detected.
- Intermediate resolution to avoid potential conflict with ISA Client LSP NetSupport LSP is not installed if the ISA client is detected (Internet Restrictions and Instant Messenger monitoring will not be available)
- Web and Application restrictions now function correctly with Terminal Server clients. Also Fixed potential problem where first connection attempt to terminal services client could fail.
- Fixed an Intermittent problem running Deploy on Windows Vista where the NSS.INI file would not open for edit.
- Instant Messenger messages and Print Management notifications are now relayed to the Tutor when received at a locked student PC
- Students are prevented from resuming print jobs while the Tutor is connected.
- Print Block status retained when users logoff/logon. Also reset local policies if the Tutor is disconnected
- Block Printing no longer takes a long time to execute if printer is not available or offline
- Fixes gpf using IM and Print feature if Tutor configured to auto startup in show or view mode
- Fixes a problem where global web and applications restrictions were being re-applied to all students when other student(s) logoff/logon
- Fixes Intermittent problem where Internet Restrictions could Fail to apply at Students after turning on/off "Block All" at Tutor
- Close Web site on Students PC's running IE7 no longer prompts students to confirm before close.
- Fix applied to Auto reconnect to handle multiple disconnects
- Low quality thumbnail images improved.
- Now possible to show or hide Parameter File (NSS.ini) within the Deploy Summary
- Fixed OEM Deploy uninstall issue
- if chat or request help is disabled in the client configuration then the Student Toolbar buttons are now not displayed even when turned on by the tutor.
- Registry Key provided to enable the time delay loading the student toolbar following a student logion to be configured. Student Toolbar\Load Delay (Default value 15 seconds). Setting provided to deal with slower systems that take excessive time to load the windows desktop.
- Student Toolbar timer now re-synchronized following disconnect/reconnect
- Fixes problem attempting to replace a file on a restricted USB device.
- Internet Metering icon for Windows Vista Gadgets updated



- Fixes a problem where accent keys were not displayed correctly in 3rd party applications while client32 service started. Problem caused by Keyboard monitoring function. Accent Keys are no longer displayed in Keyboard monitor.
- It is now possible to Re-Deploy and change the component selections. De-selected components are removed and selected components are added.
- Deploy OEM Branding updates applied.
- Additional protection applied to prevent students from stopping the client service running.
- Fixes problem on Windows Vista where Tutor PC incorrectly returned in Browse List when modifying the known list
- Client Configurator audio help link corrected

Fixes in CSV 9.00F1

- Support provided for authenticated proxy servers when authenticating Tutor program on -line
- Re-running installer and selecting the repair option or Deploying School 9 over School 9 no longer de-registers the LSP
- Replay file command handler now correctly installed
- Language builds now correctly remove previous installer Add/Remove program entries when upgrading from School 8.X
- Fixes a problem where "setup.exe" was not being placed in the Deploy folder when the installer package is renamed to anything other than setup.exe.

Fixes in CSV 9.00

- Fixed Question Links in Student Report for "Multi True or False", "Label Image" and "Order Items" question types
- Application Control manual Registry setting provided to disable Process hooking. When applied Application Control is Less efficient but provides a workaround for older 16bit applications which may conflict with this method. (PCB Designer)HKLM\NetSupport Ltd\NSS\NoProcHook Set this to 1 (DWORD)
- When using the Test Designer Question editor it is now possible to scroll through the answers
- Class Wizard It is now possible to scroll selected lesson plan to see the filename of browsed selection

Fixes in CSV 8.51F1

- Wireless LAN transport performance enhancements and reliability enhancements to handle poor quality wireless LANs
- Fixes problem resulting in 100% utilization when creating new user profiles
- Potential Blue Screen handling lines ≥ 4096 chars 2003 ATI Video adapters
- client resume after standby fix
- Fix run client Windows 95
- possible fix to prevent client locking up (doesn't send WM_GETTEXT msg)
- Fix handle leak when scraping (also annotate)
- Fix setting mirror driver size and position - particularly relevant multi monitor configurations
- Fix thumbnails for VPC and TS



- Fix potential GPF Group File transfer when not all clients are connected
- Fix for testing module player when changing desktop

Fixes in CSV 8.51

- When using Publish class the client name is now displayed. Previously would only display logged on user, now only displays as logged on user if configured to do so)
- Fixes problem associated with randomization of multi choice questions in test player.

Fixes in CSV 8.50

- Fixes a potential Tutor program GPF using the Record function followed by monitor mode.
- Fixes a problem with web restrictions where an approved site would not allow access to a page on an approved site containing a frame with a reference to a restricted site.
- Fixes a bug in the get web icon thread which potentially fixes an obscure condition resulting in high CPU utilisation on the Tutor machine.
- Fixes potential problems introduced circa 8.01 with transport DLL's causing intermittent client disconnects.