

# Release Notes

## PROXY Pro 7.0.1

### Overview

PROXY Pro remote support software has been an essential tool for helpdesk organizations for over 15 years — providing 24x7 access to desktops and critical network devices, and speeding problem diagnosis and resolution.

### General Information

The PROXY Pro 7.0.1 documentation (in Adobe Acrobat .PDF format) is available as part of the download packages available at <http://www.proxynetworks.com>. Additionally, the Help files installed with the PROXY Pro 7.0.1 product include all the information in the printed manuals. Click “Help” button in the PROXY Pro products to access relevant help files.

### PROXY Pro Components

PROXY Pro 7.0.1 runs on Windows 7/Windows Vista/Windows XP/Server 2008 R2/Server 2008/Server 2003 and consists of the following components:

- ▶ **PROXY Pro Host** allows a PC or server to be viewed and operated.
- ▶ **PROXY Pro Master** allows you to view and operate PROXY Pro Hosts.
- ▶ **PROXY Pro Gateway**, the central component of PROXY Pro Server Edition, handles configuration and management of security and access between PROXY Pro Masters and Hosts.
- ▶ **PROXY Pro Deployment Tool** allows you to easily configure and automatically deploy PROXY Pro applications to large numbers of computers enterprise-wide.

### PROXY Pro Services

PROXY Pro 7.0.1 supports the following services on its secure connections between Hosts and Masters:

- ▶ **Remote Control:** ability to view screen activity on an end-user's remote machine, and with proper authorization, take control of and send keyboard/mouse inputs to the remote machine in real-time
- ▶ **Remote Clipboard:** ability to copy selected items on the screen of a remote machine into the clipboard on the remote machine and transfer the contents to the clipboard on the technician's machine, and vice versa
- ▶ **File Transfer:** ability to drag-and-drop files or directories on the remote machine to the technician's machine, and vice versa
- ▶ **Host-based Chat:** ability to chat with the end-user on a remote machine, and any other technicians connected to that machine
- ▶ **Remote Printing:** ability to print selected items from the remote machine to a printer attached to the technician's machine
- ▶ **Host Administration:** ability to view and edit configuration settings of the PROXY Pro Host installed on the remote machine
- ▶ **Remote Management:** ability to generate inventory of hardware and software assets on remote machine, and to query and change certain system settings

## New Features

### New Features in 7.0.1

PROXY Pro 7.0.1 introduces the following new features and capabilities:

- ▶ **TS Host configuration:** The Root Host can be configured to restrict the injection of a Host image to Terminal Services sessions that meet predetermined criteria (previously, the Root Host injected a Host image into every TS session) The criteria for determining which TS sessions should receive a Host image are available on the Terminal Services tab in the Root Host control panel.

### New Features in 7.0.0

PROXY Pro 7.0.0 introduces the following new features and capabilities:

- ▶ **Windows 7 support:** PROXY Pro 7.0.0 provides full support (remote access, remote control, remote management) for Windows 7 computers, including 32- and 64-bit platforms.
- ▶ **Windows Server 2008 R2 support:** PROXY Pro 7.0.0 provides full support (remote access, remote control, remote management) for Windows Server 2008 R2 computers (64-bit platforms only).
- ▶ **Mac, Linux support:** PROXY Pro 7.0.0 provides support (remote access, remote control) for Macintosh and Linux computers running VNC server software (standard on Macs).
- ▶ **Wake-on-LAN support:** PROXY Pro 7.0.0 includes ability to turn on remote computers that are configured to listen for Wake-on-LAN signal.
- ▶ **Remote Power Scheme management:** PROXY Pro 7.0.0 includes new remote management tools that allows Master user to view and change power scheme settings on remote computers.
- ▶ **Screen Recording Playback via URL:** PROXY Pro 7.0.0 includes ability for Master to playback a PROXY Pro screen recording from a standard web server over HTTP or HTTPS.
- ▶ **RDP compatibility:** If a remote computer is hosting an active RDP session, PROXY Pro 7.0.0 Host will capture and provide input control to the RDP session.
- ▶ **Active Directory integration:** PROXY Pro 7.0.0 Deployment Tool can now be used to discover computers and OUs in Active Directory domains, install new PROXY Pro software, upgrade existing software, and/or push configuration changes to existing software.

### New Features in 6.10

PROXY Pro 6.10 introduces several new features including:

- ▶ **Remote Management service:** PROXY Pro 6.10 features a new service that allows Master user to generate inventory of hardware and software assets on a remote Host. Also allows Master user to query and change certain system settings.

## New Features

- ▶ **Terminal Services support:** PROXY Pro 6.10 supports server-side Hosts for thin client, terminal services sessions for Citrix XenApp (formerly Citrix Presentation Server) and Windows Terminal Server.
- ▶ **User-Mode Screen Capture optimization:** PROXY Pro 6.10 includes significant performance and reliability enhancements for user-mode screen capture technology introduced in PROXY Pro 6.0.

## New Features in 6.0

PROXY Pro 6.0 introduces several new features including:

- ▶ **Windows Vista and Server 2008 support:** Release 6.0 applications (Host, Master, Gateway, Deployment Tool) now run on Windows Vista and Windows Server 2008 operating systems.

**NOTE:** PROXY Pro 6.0 introduces a new screen capture technology (user-mode) for Windows Vista and Windows Server 2008 platforms.

- ▶ **Bandwidth throttling:** PROXY Pro 6.0 allows screen capture settings to be modified in order to reduce the amount of bandwidth used. Usually, this will reduce screen capture quality but improve responsiveness and overall performance (see *PROXY Pro Host Guide* for more information).
- ▶ **Popup notifications:** PROXY Pro 6.0 supports popup "toast" notifications when connections are established to remote computers (see *PROXY Pro Host Guide* for more information).
- ▶ **Send keystroke button:** PROXY Pro 6.0 now provides a new toolbar button on the Master Connection Window, which can be configured to send Ctrl+Alt+Del or one of the other available keyboard combinations to remote computer (see *PROXY Pro Master Guide* for more information).
- ▶ **Host-based chat:** PROXY Pro 6.0 introduces support for Host-based chat. This new service automatically creates a private chat room including Host user and any technicians connected to the Host. Technicians can see and participate in multiple chat rooms simultaneously (see *PROXY Pro Master Guide* for more information).
- ▶ **File transfer resume:** Occasionally, a file transfer operation is interrupted when a connection is lost. Release 6.0 introduces the ability to resume interrupted file transfers exactly from the point of interruption (see *PROXY Pro Master Guide* for more information).
- ▶ **Windows Media format support:** PROXY Pro screen recording files are produced in a streamlined, proprietary format and play back in a viewer provided with PROXY Pro Master. Release 6.0 introduces a new utility to enable technicians to convert PROXY Pro screen recording files into Windows Media format for play back in WM-compatible players and editing in off-the-shelf media tools (see *PROXY Pro Master Guide* for more information).

## New Features in 5.20

PROXY Pro 5.20 introduces several new features including:

- ▶ **Firewall-friendly reverse connections** - PROXY Pro Gateway now includes the ability to establish and maintain connections with remote Hosts outside the Gateway's domain. The Gateway can now traverse firewalls and NAT (Network Address Translation) tables without any manual configuration of ports or security on either side.
- ▶ **SSL support** - PROXY Pro Gateway now support SSL for authentication. A built-in Certificate Manager allows customers to create or choose a certificate and install it. Communication with the Gateway can now occur over port 443, which is usually open on corporate networks.
- ▶ **Advanced security** - PROXY Pro now supports state-of-the-art security algorithms, including AES encryption with 256-bit keys and SHA-1 hashing.
- ▶ **Next generation addressing** - PROXY Pro now supports UDP or TCP connections using IPv6 addressing.
- ▶ **Windows firewall configuration** - PROXY Pro Host and PROXY Pro Gateway will automatically add themselves as exceptions to Windows firewall on the local machines on which they are installed.
- ▶ **Bypass connection permission**: PROXY Pro Host includes a new security setting that allows an authorized Master or group of Masters to bypass the connection permission request window (useful for unattended access by administrators).
- ▶ **Reset Gateway security model** - This PHSETUP command line parameter resets the specified Gateway configuration security model to zero ("original model, or will negotiate with Gateway") for all Gateways specified. This keyword can be used to script the resetting of the security model to clear the "0xC004C009" error.

## New Features in 5.10

PROXY Pro 5.10 introduces several new features including:

- ▶ **German language support** - German language user interface is now supported. The PROXY Pro Host, Master, and Gateway Administrator are available with German-language installation and product user interface, and English documentation.
- ▶ **Upgrade for ON Command customers** - Upgrading from ON Technology's ON Command Remote and Bindview netRC product lines directly to PROXY Pro 5.10 is now supported. Previously, these products needed to be uninstalled before Proxy could be installed.
- ▶ **Multiple monitor support** - PROXY Pro Host now captures the entire Windows virtual desktop, rather than just the primary monitor, when the desktop is extended across multiple monitors.
- ▶ **Record and playback support** - PROXY Pro Gateway can now record Hosts (either concurrent with a live Master connection, or independent of one) and the Master can play back these recorded sessions at a later time.
- ▶ **Gateway Administrator performance improvements** - PROXY Pro Gateway and PROXY Pro Gateway Administrator have a significantly improved communications protocol for communicating changes. This significantly improves

the Gateway Administrator performance and responsiveness when managing a large number of Hosts (over 1000).

## ***New Features in 5.0***

PROXY Pro 5.0 offers much more than powerful peer-to-peer access to remote PCs. It now includes an innovative Gateway that authorizes and configures all remote control connections — so you can set up centrally administered remote control on your network, for the strongest security and most streamlined administration.

PROXY Pro Gateway provides several major benefits to enterprise help desk organizations:

- ▶ **Centralized management and security of all Host PCs** -PROXY Pro Gateway lets you set up and enforce a centralized security policy that fully governs how remote control is used on your local or wide-area network.
- ▶ **Audit trail of all Gateway-based remote control usage on your network** - PROXY Pro Gateway logs all access, facilitating troubleshooting and enhancing security.
- ▶ **Fast, simple access to all PCs** - PROXY Pro Gateway provides a straightforward, simple view of all Host PCs, displaying all PCs at the click of a button.
- ▶ **Secure access to Intranet-based Hosts from outside the organization (no VPN required)** - PROXY Pro Gateway enforces access control and security, relieving VPN congestion and significantly simplifying a remote user's connection experience.
- ▶ **Many-to-one connectivity** - PROXY Pro Gateway lets you open multiple sessions to the same Host PC simultaneously.

## Enhancements & Fixes

### *Enhancements & Fixes in 7.0.1*

PROXY Pro 7.0.1 includes the following product enhancements and bug fixes:

- ▶ **Permission to Connect**, which used to fail in certain circumstances, has been fixed.
- ▶ **Full Screen mode** now supports auto-scrolling in all directions.
- ▶ **Clipboard control** can now be accessed by subsequent Masters connecting to the same Host.
- ▶ **Screen capture** at startup and at subsequent checkpoints are now using higher compression and therefore transmit faster.
- ▶ **Host tray icon** no longer disappears when Host service is restarted.
- ▶ **Deployment Tool** now includes support for customizing missing Host security settings.

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