



Fixes for CrossTec Remote Control

Fixes in CrossTec Remote Control 12.80.0012 March 7, 2022

Remote Control Components

- Fixed a keyboard mapping issue where incorrect characters were being when remote controlling German devices.
- Resolved an issue viewing a DOS program on Windows 98SE Client.
- Fixes a control side issue that prevented the running of remote PowerShell sessions using the command line option.

SchoolVue Components

- Resolved a crash when using the Portable Tech Console.
- Updated the product to ensure functionality with Classlink remains.
- Removed NSWebFilterDriver from the installation package, it is no longer required.
- Resolved an issue in Show Application where an application was not rendering correctly at Students.
- Resolved an issue that prevented file distribution to students' redirected folders.

Fixes in CrossTec Remote Control 12.80.0011 November 30, 2021

Remote Control Components

- Corrected an error message that was displayed in File Transfer, when attempting to transfer a file to a location that you do not have permission to.
- CrossTec Remote Control now reports Windows 11 Clients correctly in the Remote Control SchoolVue Components.

SchoolVue Components

- Resolved an issue that caused connections to the NCS to stop after upgrading to CrossTec SchoolVue 14.00.0010.
- Auto clipboard is now disabled by default to avoid the Tutors clipboard from being copied by a user on a remote device unintentionally.
- CrossTec SchoolVue now reports Windows 11 Students correctly in the Tutor and Tech Console.

Fixes in CrossTec Remote Control 12.80.0010 October 20, 2021

Remote Control Components

- Corrects a licensing issue which prevented pre-activated licenses from working as expected when applied after installation.
- Adds client application version to the entries in the gateway log file when the client connects to the gateway.
- Resolved an issue that prevented file transfer to the program files directory of a client.
- Fixed an issue with scripting which was causing the agent to hang when transferring files to a client where the file already existed.
- Resolved a lock-up that could occur when accessing the Applications tab within a Client inventory.



SchoolVue Components

- Resolved an issue where num lock turns off after clicking into the show window at the student.
- Fixed an issue where the NCS could lock up when syncing with Google Classroom.
- Resolved an issue which prevented Chrome Students from automatically connecting to the Tutor when using PC Mode.
- Added protection to stop a GPF error that could occur on Tech Console due to packet with unexpected/corrupted data.
- Resolved an issue at the Name and Connectivity Server when accessing Google Classroom data.
- Fixed an issue where the Tech Console could lock up when connecting to large numbers of students.
- Fixed an issue where a student would revert to room "unassigned" if multiple tutors are connected and one is closed or ends the class (NoAckWhenInRoom).
- Resolved a Tutor Console lock up when the list of Rooms is longer than 128 characters.
- Fixed a rare problem that could occur where the Tutor Console was randomly closing when in an active class.
- Resolved an issue that allowed students to bypass internet controls using the inspect options within the browser.
- Resolved a Tech console crash when the username of the logged-in user was longer than 64 characters.
- Bypassing web restrictions on Firefox browser by quickly opening a new tab after visiting a restricted website is no longer possible.
- Resolved an error on the Tutor when presenting to Students with "unlimited" max color depth set.

Fixes in CrossTec Remote Control 12.80.0006 December 3, 2020

Remote Control Components

- Resolved an issue where Print Capture on Windows 7 (XPS) was not working after upgrading to v12.80 of CrossTec Remote Control.
- Resolved an issue where Clients were not connecting back to the Gateway Server after the Gateway Server had been rebooted.
- Fixed a Script error when a copy command was used, and the script completed within a second.

SchoolVue Components

- Resolved an issue which prevented Microsoft Excel documents from opening correctly.
- Resolved an issue which allowed internet restrictions to be bypassed in full screen view when using the Chromium Edge browser.



Fixes in CrossTec Remote Control 12.80.0005 August 3, 2020

Remote Control Components

- Resolved Issue with Control not starting after activation of Licence key
- Resolved issue when Control would no longer jump to client when you started typing client name in detailed mode

SchoolVue Components

- Resolved a conflict with Firefox Browser version 75
- Resolved an issue where long school names were being cut off in the SIS tutor configuration menu
- Resolved an issue where the Client service could crash when its stopping and still connected to a Tutor
- Resolved an issue that prevented users from carrying out a bulk OneRoster update on the name and Connectivity Server.

What's new in CrossTec Remote Control 12.80.0003 July 29, 2020

- Enhanced Remote Control UI to display filters in details mode to make searching for specific clients easier.
- Added the ability to restrict Control access over HTTP connections using an IP address.
- Updated the built in CrossTec SchoolVue components to version 14.

Fixes in CrossTec Remote Control 12.80.0003 July 29, 2020

- Resolved issue where a grey screen was sometimes seen when viewing Windows 7 Clients.
- Resolved a client crash on Windows 10 versions 1903/1910.
- Improved Show Application when showing from a Tutor with two monitors, now the selected application is shown without scaling the whole Tutor desktop.
- Resolved an issue where the Control was unable to browse for external machines which had duplicate IP addresses.
- Fixed a Control crash when right clicking on "Client location" in the Control tree view.
- Resolved an issue where Reset Password was not working in the SchoolVue components of CrossTec Remote Control.

Fixes in CrossTec Remote Control 12.70.0006 January 20, 2020

- Resolved a GPF at the Control when viewing a replay file while connected to clients.
- Fixed an issue where Windows 10 Clients were showing grey screens when connected to and viewed.

What's new in CrossTec Remote Control 12.70.0004 April 16, 2019

- Added ADMX template setting to control the display of the CrossTec welcome dialog when starting the Manager Control
- Updated ADMX Templates to allow Font Smoothing and LV Shadow options to be set by group policy



Fixes in CrossTec Remote Control 12.70.0004 April 16, 2019

- Resolved Deploy crashing when opening when a Blank domain name is returned in the list of networks to deploy too.
- Update ADMX templates to allow switching of keyboard drivers to aid diagnosis of potential blue screens when docking and undocking laptops.
- Updated Client Only installer to include PCICConn.exe which allows connection to control via command line
- Fixed crash in Script editor and script agent
- Fixed issue with client log file not displaying when controls have disconnected.
- Resolved View issue where view window would display black screen on opening.
- Fixed an occasional blue screen at client machines when docking or un-docking a laptop from a base station.
- Resolved an issue in CrossTec Remote Control where Clients with duplicate IP Address were not connectable via the Gateway

What's new in CrossTec Remote Control 12.70.0002 February 18, 2019

- Update Print Capture functionality to support capturing to PDF and XPS files.
- Added CrossTec SchoolVue 12.60 Components

Fixes in CrossTec Remote Control 12.70.0002 February 18, 2019

- Fixed issue where you Cannot send ALT+nnnn combinations to the Client machine via the View Window when numlock is enabled
- Resolved not being able to control a viewed Client screen correctly if the monitor positions are changed within windows display properties
- Resolved issue with ReadLine function in scripting not being able to read more than 80 characters.
- Fixed an issue in file transfer where you could not retrieve files from Windows\System32 directory
- Resolved an issue where pasting into the password field of a logged in PC would then not allow you to remote control it.
- Improved Gateway handling of large number of client connections
- Resolved issue where Classlink oneRoster data was not being updated when using School components.

Fixes in CrossTec Remote Control 12.50.0004 March 6, 2018

- Fix applied so photos can be added to the resource window in the Test designer.
- International keyboard is now the default in remote control view settings.
- Resolved issue when using connect and view on start up.
- Improvements made to Inventory to stop any debug errors.
- Fixed applied to copy to clipboard when using remote control.
- Fix applied to Application restrictions so restrictions are not retained if set back to unrestricted access.
- Fix applied for monitoring/restricting websites when using Firefox Browser.
- Resolved crash when running a script to open a view window.
- Resolved issue with updating remote clients within the Control.
- Fix applied to setroom.exe to prevent wrong characters being set.
- Usernames and passwords set in profiles are now saved on upgrade.



- Resolved issue when using setroom.exe and logoff scripts to reset the room name.
- Resolved issue where scale to fit does not work on the login screen on a client.
- Resolved issue with Scripting failing to read in text files.
- Resolved an issue with Full Screen Dos boxes on Windows XP causing machines to restart.
- Fixed Recent toolbar to not display Android Clients
- Resolved issue with connecting to gateway clients after upgrading the CrossTec Gateway.
- Resolved Scripting issue when using a script to perform a remote logon.
- Fixed an issue with security key displaying an incorrect message when clients configured via AD Policy

What's new in CrossTec Remote Control 12.50.0002 July 17, 2017

- New Android Remote Control Client Application for Android v4.0 and higher supporting TCP, HTTP connections, PIN Connection, Chat, Message, File transfer and View functionality
- New Remote PowerShell function
- New Client to Gateway IPv6 support\Microsoft Direct Access Connection IPv6 support for Gateway connections
- New Low Colour modes for viewing machines
- Enhanced Gateway configuration to support separate Client and Control Ports
- Enhanced File transfer speed performance
- Enhanced View performance on Windows 8 and higher
- Enhanced Inventory reporting of Processes and Running applications

Fixes in CrossTec Remote Control 12.50.0002 July 17, 2017

- Resolved issue where Left shift hotkey for Auto logon does not work when connected to a client and attempting to logon as another user.
- Resolved display issue in Remote command prompt when using non ASCII characters
- Fixed issue where pasting IP Address into connect by IP field would duplicate address
- Resolved software conflict with HTMLPrint which was crashing when CrossTec SchoolVue Tutor was connected to students.
- Resolved a text formatting issue when copying text into a Remote command prompt window.
- Enhanced support for computer names greater than 15 characters in length.
- Fix blank screen on upgrade from windows 7 to windows 10 when viewing the logon screen
- Fix blank view window when logging onto Windows 10 for the first time after upgrading from Windows 7
- Fixed issue with Lesson Planner where URLs could not be longer than 32 characters.
- Enhanced File transfer speeds to external Gateway Clients over Internet connections.
- Resolved an issue where gateway could unexpectedly crash
- Resolved problem with copying large amounts of data from an Excel spreadsheet
- Resolved an issue with the gateway not listening for connections when a specific IP Address was used.
- Resolved issue with the remote control and remote registry start minimised when using CrossTec Remote Control as the integrated remote control within EMS
- Resolved issue where the CrossTec Remote Control Gateway could stop when connecting VueAlert Agent to the Gateway that were configured to use departments



What's new in CrossTec Remote Control 12.10.0020 December 14, 2016

- Updated School components
- Enhancement for the Student toolbar to allow support for OneNote journal when used in conjunction with the updated HTML Tutor

Fixes in CrossTec Remote Control 12.10.0020 December 14, 2016

- Resolved issue whereby the web control feature of CrossTec SchoolVue could cause the Edge browser to become unresponsive on a low spec machine
- Resolved issue experienced with not being able to show Microsoft Expression Design 4 mouse cursors during a Show.
- Resolved issue experienced when applying Approved web site restrictions and using tabs within the Microsoft Edge Browser.
- Fixed issues relating to applying Internet Restrictions for secure websites to CrossTec Students that are using the Edge Browser in window (not full screen).
- Fixed issue relating to the CrossTec Keyboard Filter driver when using Dell Laptops with Dell docking stations.
- Fixed an issue that a blocked file in the Application restrictions could be renamed.
- Fixed issue where it was not possible to remote control the logon session of a win10 upgrade from window 7 (or major win10 update)

What's new in CrossTec Remote Control 12.10.0015 August 25, 2016

- Updated SchoolVue components

Fixes in CrossTec Remote Control 12.10.0015 August 25, 2016

- SchoolVue components fixes:
 - Resolved issue with the Remote login feature not logging on machines configured to display a interactive logon message
 - Fixed issue whereby the CrossTec Remote Control lock image may not be reappearing on a machine after restarting
 - Resolved issue found with restricting secure websites when using the Chrome Browser on nonEnglish
 - Operating Systems
 - Resolved issue relating to the performance of Windows Store Apps on Windows 10 after installing CrossTec Remote Control

What's new in CrossTec Remote Control 12.10.0008 April 29, 2016

- SchoolVue Components: Enhanced performance when distributing files to Students within a laptop\tablet environment



Fixes in CrossTec Remote Control 12.10.0008 April 29, 2016

- SchoolVue Components: Fix included to resolve blue screen issue that could appear on Windows 10 Student when using the Send\Collect work feature

What's new in CrossTec Remote Control 12.10.0005 December 21, 2015

- Updated SchoolVue Components –
 - The CrossTec Student now has an option to allow it to display a list of available rooms detected on the network from running Tutor Console sessions. The Student can then select to Join one of the available rooms.

Fixes in CrossTec Remote Control 12.10.0005 December 21, 2015

- Fix included to resolve an issue found with the Connectivity Server which could prevent this from running if a malformed packet was received.
- Fix included to resolve GPF error when using smiley faces in the Chat feature.

Fixes in CrossTec Remote Control 12.10.0002 September 22, 2015

- Resolved grey screen issue that could appear when viewing a CrossTec Client installed on Windows 7 64bit, Windows 2008 Server 64bit, Windows 2003 64bit or Windows XP 64bit and using the GDIHook driver method.
- SchoolVue component fix: Fixed issue found whereby the Journal feature would not recognize that the MS PDF reader app was available to view the Journal on the Tutor or Student.
- SchoolVue component fix: Resolved intermittent issue with Web restrictions not continuing to be applied to the Student on Windows 8.1 using IE 11 if the Student logs off and on.
- SchoolVue component fix: Resolved potential GPF error that could appear when selecting an Exam from the Tutor Console.

What's new in CrossTec Remote Control 12.10.0001 September 2, 2015

- Support for Windows 10
- Updated to include the CSV 12.00 School components.

Fixes in CrossTec Remote Control 12.10.0001 September 2, 2015

- Resolved issue with the Call Control feature whereby this could cause the Control to not respond
- Fixed issue whereby the Client Only and Full MSI installers for CrossTec Remote Control were using the same Package Code GUID.

What's new in CrossTec Remote Control 12.01.0019 May 7, 2015

- Updated the School components to the latest versions of CrossTec SchoolVue.



Fixes in CrossTec Remote Control 12.01.0019 May 7, 2015

- Resolved an issue that could allow the system tray icon to persist when the client is stopped.
- Resolved a problem deploying the client via Active Directory group policy

Fixes in CrossTec Remote Control 12.01.0014 February 3, 2015

- Embeds the SchoolVue 11.41.0014 build.

What's new in CrossTec Remote Control 12.01.0011 December 9, 2014

- New 256 colour palette optimisation (Adds 256 Colour medium and High quality modes when using the View and Show features)
- Touch screen enhancements for viewing Windows 8 touch screen devices, now supports up to 10 point multi-touch (on supported hardware)
- When disabling certain icons from the Client user interface these will now be completely hidden rather than greyed out.
- When a Control has been configured with a Default User ID and this attempts to connect to a Client that requires User Authentication, the Username and Password prompt that appears on the Control will now default its focus to the Password field.
- When viewing a multi monitor device, only data in the view session for the active monitor will be sent.
- Added Command line parameters to support connections using PIN connect at the CrossTec Remote Control Client.
- The Disconnect display text no longer appears on a single line, this is now a multiline text box.

Fixes in CrossTec Remote Control 12.01.0011 December 9, 2014

- Fixed issue found where the Update License option within the CrossTec Remote Control - Control is greyed out when right clicking on a CrossTec Remote Control Client installed with an evaluation license
- Resolved issue where the Control was unable to View a CrossTec Remote Control Client running on a DOS system.
- Resolved duplicate client behaviour where the Control would not store in its Client list two Clients with the same Name and Mac address but with different IP addresses.
- Fixed issue found where the view Window would not maximise correctly across the screen when using the ScrapeLogon=0 setting at the Client.

Fixes in CrossTec Remote Control 12.01.0006 April 29, 2014

- Fix included for the CrossTec Remote Control Script Editor, Run Script and Script Agent components to resolve an issue found with CrossTec Remote Control Scripts failing to establish a connection to CrossTec Remote Control Clients.
- Fixed issue found whereby a Grey View window could appear when remote controlling a CrossTec Remote Control Client running on Server 2012 after locking the Server and then selecting to switch the user.



What's new in CrossTec Remote Control 12.01.0005 April 17, 2014

- Now includes the latest SchoolVue Components
- The Client user Interface now displays a warning triangle to indicate that the client has no security set and advises user to either run the configurator if the user has admin rights or contact the network administrator.
- Added Command line parameters to support connections using PIN connect.
- Encryption applied by default at the client on new installs and upgrades. NOTE upgrades maintain the current encryption level if set.

Fixes in CrossTec Remote Control 12.01.0005 April 17, 2014

- Fixed a problem where Controls could be allowed connections to occur to Android Students
- Fixed an Error in French version where Windows 8 and 8.1 machines were displayed as Windows 7
- Updated the client UI to visually show a "Key" symbol or similar and warn if no security is set on the client
- Fixed a problem that caused Windows 8.1 64bit computers to not be placed in the correct Windows 8 auto group.
- 56bit DES Encryption applied by default at the client on new installs and upgrades

What's new in CrossTec Remote Control 12.00.0000 October 16, 2013

- PIN Connect feature
- Geo Locate – version 12 includes the ability to identify the approximate location of all devices.
- New Client User Interface allowing instant access to features such as Request Help, Enter or create a PIN connection code, view local PC details and live connection information.
- New Control User Interface including:
 - New “live” menus
 - Touch spaced dialogues
 - Group by enclosure type
 - Group By location
- Full support for Windows 8 and 8.1
- Google Chrome Book Client Support - Version 12 introduces support for the Google Chrome OS – Including the below functionality:
 - Show
 - View
 - Chat
 - Message
 - Help Request
 - Lock
- Enhanced iOS Control
 - Thumbnail View
 - PIN Connect
 - Inventory
- Recent Connections



- Enhanced Android Control
 - Thumbnail View
 - PIN Connect
 - Inventory
 - Recent Connections
- Enhanced Linux Client
 - Now supports PIN connect functionality
- Enhanced MAC Client
 - Now supports PIN connect functionality
- Enhanced Active Directory Integration:
 - New ADMX template files are available for the Control and Client component.

Fixes in CrossTec Remote Control 11.30.0006 August 29, 2013

- Fixed included to resolve a GPF error that could appear upon starting the Control if a Password had been enabled within the configuration to restrict access to the component.

Fixes in CrossTec Remote Control 11.30.0005 August 27, 2013

- Resolved issue found with maximising the View window on the second monitor on a Control using multiple monitors could cause the View window to flicker.
- Resolved issue found whereby a CrossTec Remote Control Script could not connect to Gateway Clients that are all using the same PC name.
- Resolved behaviour found whereby maximising a View window with the {Scale to fit} option enabled on a Control using multiple monitors would stretch the View Window across all Monitors on the Control PC, even if the Client only used a single monitor.
- Fixed issue found whereby the Control View window toolbar fails to minimise when switching to full screen mode when the Control and Clients resolutions match.
- Fixed potential issue found whereby an AD User Account could become locked when connecting to a Client using multiple CrossTec Remote Control Client Profiles each using AD Authentication and entering a single incorrect password for the AD User account upon connection from a Control.

Fixes in CrossTec Remote Control 11.30.0002 September 25, 2012

- Resolved issue found whereby a scalable View window would appear when starting a remote control session to a Client PC with a lower resolution than the Control.
- Resolved GPF error that could be found when running a CrossTec Script that opens a View Window and selecting to use the File Transfer button from the View Toolbar.
- Resolved GPF issue that could appear when remote controlling a Windows XP Client PC for the first time only after the installation of the Client.
- Resolved issue found whereby an Assert Fail error would appear on the Control PC when attempting to connect to a DOS Client.



Fixes in CrossTec Remote Control 11.30.0001 September 11, 2012

- Fix for the progress bar in the Replay File viewer ending before the file has ended.
- Fix for the School components Tutor background file not being correctly updated on upgrading.
- Fix for School components Tutor showing black thumbnails for logged on Students after 10-20 minutes.
- Fix for School components crash when receiving a show.
- Fix for the Script Editor and Script Agent crash when running scripts that connect to clients.

Fixes in CrossTec Remote Control 11.30.0000 August 29, 2012

- CrossTec Remote Control now includes updated School v11 Components.

What's new in CrossTec Remote Control 11.30.0000 August 29, 2012

- Resolved issue found whereby the User Acknowledge if not logged on setting will not work on a English Windows 7 operating system when the French display language has been enabled.
- Resolved issue found whereby under certain circumstances when logging off a Windows 2008R2 or Windows 7 Client machine via a Remote Control session the Client machine could hang.
- Fixed keyboard issue found whereby logging off and on quickly in a remote view session to VMware session could result in the remote keyboard input to fail at the logon screen.

Fixes in CrossTec Remote Control 11.00.0010 October 13, 2011

- Fixed issue whereby the Disable duplicate client check option was not being applied to Clients within Groups created in the CrossTec Remote Control - Control. This could cause Clients to be incorrectly removed from Groups.
- Fixed issue found whereby the CrossTec Remote Control - Control Login feature could not be used to logon Windows 7 client machines if they were configured to display a Ctrl Alt del prompt at Logon.
- Resolved issue found when logging of a Windows 7 or Windows 2008 Client machine via a View window from a Control and using the Log off option from the Clients Start menu could result in a Grey View window.
- Resolved issue whereby under certain circumstances repeatedly logging on and then off a Windows 7 machine could cause the CrossTec Remote Control Client running on the machine to display an error at logoff.
- Resolved issue found whereby the Tutor Console school component of CrossTec Remote Control could hang when performing a browse for available Clients when configured to use the Name and Connectivity Server.

Fixes in CrossTec Remote Control 11.00.0007 November 15, 2010

- Resolved a GPF error that would appear when applying Approved Website restrictions to Clients and the size of the Web list file on the Tutor Console was over 32KB
- Resolved GPF error that could appear when using Screen Scrape mode
- Fixed issue whereby Script Log files would not be created when running CrossTec Scripts within the CrossTec Control
- Resolved issue where the CrossTec Control could hang when browsing a Gateway for a list of Clients available
- Resolved a problem with Clients not connecting to a Gateway



Fixes in CrossTec Remote Control 11.00.0005 September 10, 2010

- Fixed a problem with closing a 64bit application running on a Client via the inventory applications tab.
- The Control Application can now be activated on Windows 7 and Windows Vista without the need to run the application as an Administrator
- Enhanced the security of the communications between the Gateway and Clients or Controls. There is now additional configuration options for the Gateway to force all data to be encrypted and refuse unencrypted connections.
- Terminal Server Clients now support connection via a Name and Connectivity Server

Fixes in CrossTec Remote Control 11.00.0002 June 8, 2010

- Fixed issue whereby the Audio included in a CrossTec Remote Control Show would be lost at the Client machine when showing to a Window if the Client clicked outside of the Show Window.
- Fixed issue with not being able to send a Ctrl+Alt+Del to a Windows Vista, Windows Server 2008 or Windows 7 client if a physical keyboard was not attached to the Client.
- Fixed issue with sending a Ctrl+Alt+Del to a Windows 2003 Server machine when viewing the Client in Screen Scrape mode.
- Fixed issue whereby you can now continue to View a Windows 7 Client after using the Blank Screen option from the View Window.
- Fixed issue whereby the CrossTec Remote Control Client on a Windows 7 machine could freeze when using the Logout option from the View Window if there were unresponsive third party applications running on the Client.
- Fixed issue whereby the Windows Task bar could still appear on a Windows 7 Client when using the Blank Screen Feature.
- Fixed GDIHook5 installation error found when installing the CrossTec Remote Control and Tutor only components onto a Windows 7, XP and Server 2008 64bit Operating System.
- Fixed issue where the Thumbnail view options for the Update Frequency and Size would be greyed out when moving from the All Computers view to the Auto Group View within the CrossTec Remote Control.
- The CrossTec Remote Control now only displays dots after the Client Name when connecting to a Client. Dots are no longer displayed when attempting to connect to a Client that does not respond to the connection request.

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 not 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 a 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 a 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 ScreenScape 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 Clients

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