



TIMBUKTU PRO FOR WINDOWS, VERSION 7.0

RELEASE NOTES MARCH 2004

This document contains important information about Timbuktu Pro for Windows, version 7.0. If you have additional questions, consult the Timbuktu Pro online Help. You can also find Timbuktu Pro technical support information on the World Wide Web at

<http://www.netopia.com/support/technotes/>

WHAT'S NEW IN TIMBUKTU PRO FOR WINDOWS, VERSION 7.0

INVITE SERVICE

Timbuktu Pro version 7 includes a new service, *Invite*. This service allows you to invite other users to access your computer using the Timbuktu Pro service you specify.

For detailed information about using the Invite service, see the online Help or the *Getting Started Guide*.

TIMBUKTU PRO SCANNER

The new Timbuktu Pro Scanner helps you find and connect to remote computers, even when you don't know their IP addresses, by browsing your local network for active Timbuktu Pro computers. You may even connect to the desired computer without leaving the Timbuktu Pro Scanner.

For detailed information about using the Timbuktu Pro Scanner, see the online Help or the *Getting Started Guide*.

RC CAPTURE FRAME

The *Observe/Control* tab in the Preferences dialog box now includes a new option, *Use Capture Frame*. When you enable the *Use Capture Frame* option, the Capture Frame will open on your desktop when a remote computer establishes a Control or Observe connection to your computer.

For detailed information about using the Capture Frame, see the online Help or the *Getting Started Guide*.

SCREEN-SHARING WINDOW ENHANCEMENTS

The screen-sharing window now supports a mouse wheel and extra mouse buttons.

In addition, when you are controlling a remote computer, the host computer's CAPS LOCK, NUM LOCK, and SCROLL LOCK states are set to match the guest computer's settings. This matching occurs as soon as you press a key while the screen-sharing window is in focus.

Finally, keyboard mapping is now performed logically, rather than physically. For example, if the host computer uses a Qwerty keyboard and the guest computer uses a Dvorak keyboard, pressing the γ key on the guest computer will have the same effect as pressing the γ key on the host computer. Previously, keys were mapped physically, and a γ on the guest keyboard was translated as a τ on the host computer.

TIMBUKTU PRO AND WINDOWS XP

When you run Timbuktu Pro on Windows XP Home, or Windows XP Professional in a workgroup setting, the MiniTB2 application is enabled by default. MiniTB2 is a small application that launches the full Timbuktu Pro when it detects an incoming connection. When two minutes of inactivity pass (there are no active connections and the main Timbuktu Pro window is closed), MiniTB2 shuts down Timbuktu Pro and returns to its initial state. When MiniTB2 is running, it does not display the Timbuktu Pro icon in the system tray on the taskbar.

When you start your computer and log in to Windows XP, Timbuktu Pro is launched normally. When Timbuktu Pro is launched, Windows XP's Fast User Switching is temporarily disabled. When 2 minutes of inactivity pass, MiniTB2 automatically shuts down the full Timbuktu Pro, leaving only MiniTB2 running and re-enabling Fast User Switching. The full Timbuktu Pro will reactivate itself automatically when an incoming Timbuktu Pro connection is detected, or if you manually relaunch it from the *Start* menu.

If you are using Windows XP Professional in a domain environment, Timbuktu Pro will run normally and MiniTB2 will not be used.

SYSTEM REQUIREMENTS

Timbuktu Pro requires at least 20MB of free disk space. To perform a network installation, you must have at least 50MB of free disk space for the installation process.

Timbuktu Pro will function correctly on any Windows system that meets or exceeds Microsoft's system hardware requirements.

GENERAL WARNINGS AND PRODUCT LIMITATIONS

IMPORTANT NOTE: In rare cases, the installation of this product may conflict with other non-Microsoft software and leave your Windows system in an unbootable state. Practice "safe computing" by backing up before you install this or any other software on your computer.

INSTALLATION NOTES

- If you have loaded any other remote control software on your computer, including Timbuktu, UNINSTALL IT AND REBOOT YOUR COMPUTER before installing Timbuktu Pro.
- To install Timbuktu Pro, you must be logged in to Windows with Administrator or Domain Administrator privileges. This is true of all supported versions of Windows except Windows ME.
- The Windows operating system is a secure environment. Allowing anyone except the administrator to install a remote control program is a serious breach of security. Administrators may selectively grant users permission to modify the registry or install or remove necessary device drivers. To facilitate support and to maintain a known configuration, most administrators prohibit ordinary users from installing this software.
- Installing Timbuktu Pro without first completely uninstalling other remote-control software and then rebooting may cause a video hooking conflict, which may leave your system unbootable. You can usually work around such a conflict by choosing the VGA option from the Windows boot menu.

KNOWN ISSUES

- On Windows XP, if Fast User Switching is enabled, Timbuktu Pro's Windows NT security may not work correctly. If you are using Fast User Switching, we recommend that you use Registered User accounts for your Timbuktu Pro security scheme.
- When multiple users are logged in to Windows XP with Fast User Switching enabled, and Windows XP displays the Welcome screen, Timbuktu Pro will not run correctly. As a result, if your Windows XP screen-saver is set to "On resume, display Welcome screen," screen sharing will not work. To avoid this, disable the "On resume, display Welcome screen" screen saver option.

- The Internet Locator server is not supported for connections using America Online. It will not locate your computer and your IP address is not updated.
- When using Control or Observe with a remote Macintosh computer, screen-sharing performance may be degraded if desktop wallpaper is displayed. In the *Control/Look* tab in the Timbuktu Pro Preferences dialog box on the Macintosh, make sure the *Hide Desktop Picture or Pattern* option is selected.

CONTACTING NETOPIA

If you require technical support, please browse Netopia's Technical Notes and Frequently Asked Questions, available 24 hours a day on our Web site at <http://www.netopia.com/support/>.

Most common questions and problems are addressed there.

If you are unable to resolve your issue using our online technical support, please use our online email form to send us a message. The form is at http://www.netopia.com/support/contact_us.html.

Please provide the following information (for both the host and guest computers) to assist us:

- Timbuktu Pro version and build number. Find this by selecting *About Timbuktu Pro* from the *Help* menu.
- Windows version, and any Service Packs installed.
- Error message or symptom.
- Steps to reproduce the error.
- Relevant system information:
 - PC manufacturer and model
 - CPU speed
 - Amount of RAM installed
 - Video card manufacturer and model
 - Video device driver version
 - Sound card manufacturer and model
 - Modem manufacturer and connection speed (if relevant)
 - Type of connection: DSL, cable, ISDN, modem, etc.

Netopia's web site is at <http://www.netopia.com/>.

When you are prepared, contact Netopia Customer Service on the Web, or by mail or fax.

Online Technical Support

Technical notes and Frequently Asked Questions which answer the most commonly asked questions and offer solutions for many common problems are available 24 hours a day on our Company Web site at

<http://www.netopia.com/support/>

Mail

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