



Tivoli Remote Control Release Notes Version 3.6.5

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Tivoli Remote Control Release Notes, Version 3.6.5

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This product was developed using an ISO 9001 certified quality system.

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Release Notes

This Release Notes document provides important information about Tivoli Remote Control Version 3.6.5. These notes are the most current information for the product and take precedence over all other documentation.

Please review these notes thoroughly before installing or using this product.

You will notice that both Tivoli and TME 10 are used in our sales, marketing, and product information materials. These terms are interchangeable. We will be removing references to TME 10 in future product releases.

These release notes include the following topics:

- New Features
- System Requirements
- Installation Notes
- Migrating to Tivoli Remote Control Version 3.6.5
- Uninstalling or Reinstalling Tivoli Remote Control
- Internationalization Issues
- Patches Included in Version 3.6.5
- Defects Fixed
- Known Product Defects and Workarounds
- Known Limitations
- Known Documentation Defects in Version 3.6.5
- Documentation Changes

Additional Information

If you are entitled to Tivoli customer support, you can find frequently updated information about configuring and using Tivoli products from the Tivoli Customer Support home page at <http://www.tivoli.com/support/>. This site includes the following links:

- Updated versions of these release notes:
<http://www.tivoli.com/support/Prodman/html/RN.html>
- Updated versions of Tivoli documentation:
<http://www.tivoli.com/support/documents/>
- Searchable support databases:
<http://www.tivoli.com/tivoli.www.reg/rform?lang=english>
- Access to product patches:
<http://www.tivoli.com/support/patches/>
- Access to training schedules:
<http://www.tivoli.com/services/education/>
- Access to Tivoli documentation survey:
<http://www.tivoli.com/support/survey/>

Visit the Tivoli Customer Support site for this information and additional customer services. These URLs require a password and ID. If you do not have access privileges or are unsure of your ID or password, send e-mail to Customer_Support_Web_Registration@tivoli.com. Include your name and your company name in this correspondence.

You can order additional copies of product documentation by sending e-mail or calling one of the following locations:

- U.S. Customer E-mail: swdist@tivoli.com
- U.S. Telephone: 1-800-879-2755
- Canada Telephone: 1-800-426-4968
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Please provide the title and version number of the document that you are ordering.

Note: The PDF file of the *Tivoli Remote Control User's Guide Version 3.6.5 with Patch 3.6.5-RCL-0003* is available on the www.tivoli.com/support/ site for viewing or printing with

Adobe Acrobat Reader. It has hypertext linking enabled from the bookmarks, table of contents, and other cross-references.

New Features

The following sections describe the changes made to Tivoli Remote Control Version 3.6.1.

New Features in Version 3.6.5 with Patch 3.6.5-RCL-0003

This section briefly describes the changes and enhancements that are contained in patch 3.6.5-RCL-0003.

- Tivoli Remote Control runs on Windows 2000 and OS/2 Warp Server for e-business endpoints.
Note: Because Windows 2000 has not been released officially yet, Tivoli Remote Control has been certified to run on Windows 2000 Release Candidate 2 (build 2128).
- When you update a gateway with a patch containing files that need a reboot to be loaded, you are still able to start a session with the Windows NT 4.0 endpoints of that gateway. When you start a session with one of the Windows NT 4.0 endpoints, the patch is installed on that endpoint. To activate the changes on the endpoint, you need to reboot the endpoint.

If you use `wrcinstep` to install the patch on endpoints, the first operation to perform after running `wrcinstep`, is to reboot the endpoint.
- You can generate traces for chat and file transfer.
- When you start a session with a target already in session, you receive a message that gives you the name of the controller with whom the target is in session.
- All the Remote Control messages have been documented in the *Tivoli Remote Control User's Guide Version 3.6.5 with Patch 3.6.5-RCL-0003*.

New Features in Version 3.6.5

This section briefly describes the changes and enhancements that are contained in Version 3.6.5 of the Tivoli Remote Control.

- The chat feature, which enables you to exchange written communication with the user of a remote endpoint target workstation.
- The file transfer feature, which enables you to send or receive files or directories to or from remote endpoint workstations.

System Requirements

This section describes the system requirements, including software and hardware, for each of the following components:

- Tivoli Remote Control Server and Gateway
- Tivoli Remote Control Controller
- Tivoli Remote Control Target

Tivoli products that support Windows, Windows 95, Windows NT, OS/2, and NetWare must be installed on an IBM PC AT-compatible machine. Tivoli does not support platforms (such as the NEC PC 98xx series) that are not 100% compatible with the IBM PC AT.

Software Requirements

You must have the following software installed and running:

- Tivoli Management Framework 3.6 or later.
- Tivoli Desktop for Windows or for OS/2, if you want to use the Remote Control graphical user interface.
- On systems where you want to install the controller or the target component, install one of the following:
 - Tivoli Management Agent 3.6 or later
 - Tivoli Management Framework 3.6 or later
 - PC Agent 5.000 or later

Hardware Requirements

Your workstation must have at least 32 megabytes of RAM in order to run Tivoli Remote Control.

The following table shows the hard disk space in megabytes that is required by the Tivoli Remote Control target, controller, and server for the possible operating system configurations. The table also shows the disk space required when both file transfer and chat are installed.

Hardware Required	Windows 3.1/3.11	Windows 95/98	Windows NT/2000	UNIX	OS/2
Target	2.0	2.0	2.0	-	2.0
Controller	-	1.7	1.7	-	1.6
Server	-	-	71 (only on Windows NT)	71	-
File Transfer + Chat	-	10.2	10.2	-	12.4

Platform-Specific Information

The following table identifies the supported platform versions.

Platform	Supported Versions
AIX 4.x	IBM RS/600 series running AIX, Version 4.1.2, 4.1.3, 4.1.4, 4.1.5, 4.2 and 4.3.
HP-UX	HP9000/700 and 800 series running HP-UX, Versions 10.01, 10.10, 10.20 and 11.0.

Platform	Supported Versions
OS/2	IBM-compatible PCs 486 or higher running IBM OS/2 Warp 3.0T, Warp 4.0T with Win-OS/2, or Warp Server for e-business. OS/2 Warp Server for e-business is supported only if you apply patch 3.6.5-RCL-0003.
Solaris	Sun SPARC series running Solaris, Versions 2.5.1, 2.6 and 2.7.
SunOS	Sun SPARC series running SunOS, Versions 4.1.3 and 4.1.4.
Windows	IBM-compatible PCs 486 or higher running Microsoft Windows, Versions 3.1, 3.11, Windows95-OSR2.5 and Windows98.
Windows NT	IBM-compatible PCs 486 or higher running Microsoft Windows NT, Versions 3.51 SP5 and 4.0 SP4 or later.
Windows 2000	IBM-compatible PCs 486 or higher running Microsoft Windows 2000. This platform is supported only if you apply patch 3.6.5-RCL-0003. Note: Tivoli Systems has verified the operation of Tivoli Remote Control on a prerelease version of the U.S. Microsoft Windows 2000 operating system. However, support of Tivoli products operating on Windows 2000 will not begin until testing is complete on the general availability version of Windows 2000. Any revisions to the operational procedures that might be required following the general availability of Windows 2000 in each country will be documented in an online update of these release notes. The online update of these release notes will be posted on the Tivoli Customer Support Web site. See “Additional Information” on page 2 for the URL of this Web site.

Operating Systems and Protocols Supported

A controller can run on Windows NT, Windows 2000, Windows 95, Windows 98, and OS/2 with TCP/IP and IPX/SPX. (If you are using a Tivoli Remote Control gateway, you do not need the IPX/SPX stack for the IPX connection.)

You can connect a controller to targets that run any of the following operating systems, provided the corresponding protocols are installed on the target:

Operating System	Protocol
OS/2 Warp 3.0 (see note), 4.0 or OS/2 Warp Server for e-business	IBM TCP/IP 3.0 for OS/2 or later.
Windows NT 3.51 or 4.0	TCP/IP stack built in or IPX/SPX stack built in.
Windows 2000	TCP/IP stack built in or IPX/SPX stack built in.
Windows 95 or Windows 98	TCP/IP stack built in or Novell NetWare Client 32.
Windows 3.1 or 3.11	IBM TCP/IP 2.1.1, Chameleon 4.6, IBM Internet Communications 5, Novell NetWare Client 1.21 or later.

Note: To use the file transfer and chat functions on an OS/2 V3.0 workstation, fixpack XR_W037 must be installed. This fixpack can be downloaded from: ftp://service.boulder.ibm.com/ps/products/os2/fixes/v3.0warp/english-us/xr_w037 or later.

This fixpack is valid for the English-US version. The other versions can be found in the appropriate directories.

For more information about the supported TCP/IP stack, refer to the

TCP/IP Connection for Using Remote Control

The following table shows the software you need to use Tivoli Remote Control with a TCP/IP connection:

Type	Operating System	Tivoli product	Protocol
Controller	Windows NT 3.51 or 4.0	Desktop plus one of the following: <ul style="list-style-type: none">• Tivoli Management Framework• Tivoli Management Agent• PC Agent	TCP/IP stack
	Windows 2000	Tivoli Management Agent	
	OS/2 Warp Server for e-business	Desktop plus Tivoli Management Agent	
	OS/2 Warp 3.0 or 4.0	Desktop plus one of the following: <ul style="list-style-type: none">• Tivoli Management Agent• PC Agent	
	Windows 95 or Windows 98		

Type	Operating System	Tivoli product	Protocol
Target	Windows NT 3.51 or 4.0	One of the following: <ul style="list-style-type: none">• Tivoli Management Framework• Tivoli Management Agent• PC Agent	TCP/IP stack
	Windows 2000	Tivoli Management Agent	
	OS/2 Warp Server for e-business		
	Windows 3.1 or Windows 3.11	One of the following: <ul style="list-style-type: none">• Tivoli Management Agent• PC Agent	
	Windows 95 or Windows 98		
	Windows 95 or Windows 98		
	OS/2 Warp 3.0 or 4.0		

For more information about the supported TCP/IP stack, refer to the *Tivoli Management Framework Release Notes*.

TCP/IP Connection for Using File Transfer or Chat

File transfer and chat are Java-based tools that support only the TCP/IP communications protocol. Windows 3.1, Windows 3.11 and Windows NT 3.51 are not supported.

Note: You can use file transfer and chat only on endpoints running Tivoli Management Agents.

The following table shows the software you need to use file transfer or chat with a TCP/IP connection:

Type	Operating System	Tivoli product	Protocol
Controller	Windows NT 4.0	Desktop plus Tivoli Management Agent	TCP/IP stack
	Windows 95 or Windows 98		
	OS/2 Warp Server for e-business		
	OS/2 Warp 3.0 or 4.0		
	Windows 2000	Tivoli Management Agent	
Target	Windows NT 4.0	Tivoli Management Agent	TCP/IP stack
	Windows 2000		
	Windows 95 or Windows 98		
	OS/2 Warp Server for e-business		
	OS/2 Warp 3.0 or 4.0		

For more information about the supported TCP/IP stack, refer to the *Tivoli Management Framework Release Notes*.

IPX Connection for Using Remote Control

The following table shows the software you need to use Tivoli Remote

Control with an IPX connection:

Type	Operating System	Tivoli product	Protocol
Controller	Windows NT 3.51 or 4.0	Desktop plus one of the following: <ul style="list-style-type: none"> • Tivoli Management Framework • Tivoli Management Agent • PC Agent 	IPX/SPX stack (if you are not using the Tivoli Remote Control gateway) plus TCP/IP stack.
	Windows 2000	Tivoli Management Agent	
	Windows 95 or Windows 98	Desktop plus one of the following: <ul style="list-style-type: none"> • Tivoli Management Agent • PC Agent (not supported on OS/2 Warp Server for e-business) 	
	OS/2 Warp 3.0, 4.0 or OS/2 Warp Server for e-business		Novell NetWare Client (if you are not using the Tivoli Remote Control gateway) plus TCP/IP stack.
Target	Windows 3.1	IPX Agent	Novell NetWare Client.
	Windows 3.11		
	Windows 95 or Windows 98		
	Windows NT 3.51 or 4.0		IPX/SPX stack.
Novell NetWare Server	Novell NetWare	PC Agent with Tivoli NetWare Repeater.	TCP/IP.

Note: If you are using the Tivoli Remote Control gateway, the IPX/SPX stack must be installed on the machine where the Tivoli Remote Control gateway runs.

For more information about the supported TCP/IP stack, refer to the *Tivoli Management Framework Release Notes*.

Installation Notes

This section summarizes the procedure, including prerequisite steps, for installing the 3.6.5-RCL-0003 patch.

Prerequisites

Before installing the 3.6.5-RCL-0003 patch, ensure that Tivoli Remote Control Version 3.6.5 or later, has been installed.

Summary

Use the steps described in the Installing chapter of the *Tivoli Remote Control User's Guide Version 3.6.5 with Patch 3.6.5-RCL-0003* to install Tivoli Remote Control Version 3.6.5. After you have installed this product you can apply the 3.6.5-RCL-0003 patch as described in the next section.

Installing the 3.6.5-RCL-0003 Patch

To install the 3.6.5-RCL-0003 patch you can use one of the following methods:

- Tivoli Software Installation Service (SIS). See the *Tivoli Software Installation Service User's Guide* for instructions on installing SIS in your Tivoli installation and installing patches using SIS.
- Tivoli Desktop. See “Installing from the Desktop” on page 13.
- Command line. See “Installing on a Managed Node from the Command Line” on page 15 and “Installing on a PC Managed Node from the Command Line” on page 16.

After you install the 3.6.5-RCL-0003 patch for the Tivoli Remote Control server on a managed node that works as a gateway, all the

Remote Control components (Controller, Target, File Transfer, and Chat) will be upgraded on the endpoint automatically, the first time you start a session. For more details see “Installing on Endpoints” on page 18.

Installing on Managed Nodes and PC Managed Nodes

The following table provides the context and authorization role required to install the 3.6.5-RCL-0003 patch on managed nodes and PC managed nodes from the desktop or command line:

Activity	Context	Required Role
Install 3.6.5-RCL-0003 patch	Tivoli Management Region (TMR)	super or install_product

Note: To install the Tivoli Remote Control target on a NetWare PC managed node, see “Installing on a NetWare Managed Site Client from the Desktop” on page 17.

Installing from the Desktop

Use the following steps to install patch 3.6.5-RCL-0003 on a managed node or a PC managed node from the Tivoli desktop:

- From the **Desktop** menu, select **Install > Install Patch...** to display the **Install Patch** dialog.
If the Tivoli Remote Control components are not listed under **Select Product to Install**, proceed to step 2. Otherwise, skip to step 3.
- Click **Select Media...** to display the **File Browser** dialog.
File Browser enables you to identify or specify the path to the installation media.
 - **If you know the path:**
 - Enter the full path in the **Path Name** field.
 - Click **Set Path** to change to the specified directory.
 - Click **Set Media & Close** to save the new media path and

return to **Install Patch**. The dialog now lists the components that are available for installation.

■ **If you do not know the exact path:**

- d. From **Hosts**, choose the host on which the install media is mounted. This updates **Directories** to list the directories of the host you chose.
- e. From **Directories**, choose the directory that contains the install media.
- f. Click **Set Media & Close** to save the new media path and return to **Install Patch**. The dialog now lists the components that are available for installation.

3. Select one of the following **Tivoli Remote Control** components from the **Select Patch to Install** scrolling list:

Tivoli Remote Control Server 3.6.5-RCL-0003

Installs the patch on the Tivoli server, managed nodes, or Tivoli gateway where you run the Tivoli Remote Control server. It also installs the patch on the managed nodes where you run the Tivoli Remote Control gateway.

**Tivoli Remote Control Target 3.6.5-RCL-0003
(PcManagedNode)**

Installs the patch on the PC managed nodes where you run the Tivoli Remote Control target.

**Tivoli Remote Control Controller 3.6.5-RCL-0003
(PcManagedNode)**

Installs the patch on the PC managed nodes where you run the Tivoli Remote Control controller.

**Tivoli Remote Control Target 3.6.5-RCL-0003
(ManagedNode)**

Installs the patch on the Windows NT managed nodes where you run the Tivoli Remote Control target.

**Tivoli Remote Control Controller 3.6.5-RCL-0003
(ManagedNode)**

Installs the patch on the Windows NT managed

nodes where you run the Tivoli Remote Control controller.

4. To specify the clients on which the selected component will be installed, click the arrow keys to move client names between the **Clients to Install On** and **Available Clients**.

5. Click **Install** to install the component.

You will be prompted with a **Patch Install** dialog. This lists the operations that will take place during the installation. This dialog also warns of any problems that you may want to correct before you install the component.

6. Click **Continue Install** to begin the installation. The **Patch Install** dialog presents status information during the installation.

When the installation is complete, **Patch Install** returns a completion message.

7. Click **Close** to return to the **Install Patch** dialog.
8. Locally restart each OS/2 workstation on which you installed the patch for either the controller or target component.

Installing on a Managed Node from the Command Line

The following example command installs the 3.6.5-RCL-0003 patch on a managed node. Run **wpatch** from the same directory where this program resides.

```
wpatch -c patch_path -i file node1 node2
```

where:

-c *patch_path*

Specifies the complete path to the patch image.

-i *file*

Specifies the patch index file from which the Tivoli Remote Control component is installed. The *file* argument can be any of the following:

3.6.5-RCL-0003

Installs the patch on the Tivoli server, managed nodes, or Tivoli gateway

where you run the Tivoli Remote Control server. It also installs the patch on the managed nodes where you run the Tivoli Remote Control gateway.

3.6.5-RCM-0003

Installs the patch on the Windows NT managed nodes where you run the Tivoli Remote Control controller.

3.6.5-RTM-0003

Installs the patch on the Windows NT managed nodes where you run the Tivoli Remote Control target.

node1 node2

Specifies:

- The names of the managed nodes on which to install the component if the node protocol is TCP.
- The names of the icon of the NetWare managed site client on which to install the component if the node protocol is IPX.

If no node is specified, the installation runs on all nodes of the current region.

For additional information on this command, type **wpatch** from a command prompt.

Installing on a PC Managed Node from the Command Line

The following example command installs the 3.6.5-RCL-0003 patch for a Tivoli Remote Control component on a PC managed node.

Run **wpatch** from the same directory where this program resides.

```
wpatch -c patch_path -i file node1 node2
```

where:

-c *patch_path*

Specifies the complete path to the patch image.

-i *file*

Specifies the patch index file from which the 3.6.5-RCL-0003 patch is installed. The *file* argument can be any of the following:

3.6.5-RCP-0003

Installs the patch on the PC managed nodes where you run the Tivoli Remote Control controller.

3.6.5-RTP-0003

Installs the patch on the PC managed nodes where you run the Tivoli Remote Control target.

node1 node2

Specifies:

- The names of the PC managed nodes on which to install the patch if the node protocol is TCP.
- The names of the icon of the NetWare managed site client on which to install the patch if the node protocol is IPX.

If no node is specified, the installation runs on all nodes of the current region.

Locally restart each OS/2 workstation on which you installed the patch for either the controller or target component.

For additional information on this command, type **wpatch** from a command prompt.

Installing on a NetWare Managed Site Client from the Desktop

Before installing the patch on a NetWare PC managed node, perform the following steps:

1. From the policy region, select **Properties...** from the pop-up menu of the NetWare managed site where the NetWare PC managed node is defined. **Edit NetWare Managed Site Properties** is displayed.
2. Select from **Available Clients** those clients where you want to

install the Tivoli Remote Control target, then click the left arrow to move your selection to **Selected Clients**.

3. Click **Apply & Close** to apply your changes and close the dialog. To install the patch for the target on the NetWare managed site clients that you selected, follow the procedure described in “Installing from the Desktop” on page 13. In step 4, select the NetWare managed site where the clients are subscribed.

Note: The installation directory specified in step 4 is where the Tivoli Remote Control target is installed on all selected NetWare PC managed nodes.

Installing on Endpoints

You do not need to install the 3.6.5-RCL-0003 patch manually on endpoints. After you install the 3.6.5-RCL-0003 patch for the Tivoli Remote Control server on a managed node that works as a gateway, all the Remote Control components (Controller, Target, File Transfer, and Chat) will be upgraded on the endpoint of that gateway automatically, the first time you start a session through either the desktop or the command line (**wrc** command).

For example, if you start a Remote Control session for the first time from an endpoint, through either the desktop or the command line (**wrc** command), the patch for the controller is installed on that endpoint. If the target is also an endpoint, the patch for the target is installed on that endpoint. The same kind of installation occurs when you start the file transfer or chat session for the first time.

If the patch contains files that require a reboot to be loaded, when you want to activate the changes, reboot the endpoint.

You can also use **wrcinstep** to install the patch on endpoints as described in the next section.

Installing on Endpoints from the Command Line

You can use the following command to install the 3.6.5-RCL-0003 patch on one or more endpoints.

```
wrcinstep {-c|-t} action_values {-l endpoint_label|-f  
fully_qualified_file_name} [-b]
```

where:

-c

Installs the patch for controller workstations.

-t

Installs the patch for target workstations.

action_values

Specifies the type of software to be installed. Valid values are any sequences, without spaces, of one or more of the following tokens:

- **r** (remote control)
- **f** (file transfer)
- **c** (chat)
- **b** (reboot).

-l *endpoint_label*

Specifies the name of the endpoint.

-f *fully_qualified_file_name*

Specifies a fully qualified name of a file containing a sequence of endpoint labels, one for each line, on which to install the software.

-b

Reboots the target if needed.

The following table provides the context and authorization role required for these tasks:

Activity	Context	Required Role
Reboot the endpoint	Tivoli Management Region (TMR)	remote_reboot
Install Tivoli Remote Control	Tivoli Management Region (TMR)	super or install_product

If you use `wrcinstep` to install the patch on endpoints, the first operation to perform after running `wrcinstep`, is to reboot the endpoint.

Migrating to Tivoli Remote Control Version 3.6.5

Migration to Tivoli Remote Control Version 3.6.5 requires:

- Uninstalling the following code levels if they exist in your TMR:
 - Remote Control Version 2.1.
 - Remote Control Version 3.6 or later, currently installed on endpoints. The reason is that Remote Control Version 3.6.5 is installed on a hardcoded path and does not update an existing version of Remote Control on an endpoint.
- Uninstalling Remote Control Version 2.1.1 or migrating it to Remote Control Version 3.6 or 3.6.1, and then to Remote Control Version 3.6.5.
- Migrating from Remote Control Version 3.6 for managed node and PC managed node.

Note: If you upgrade any Remote Control component from V3.6.0 to V3.6.5 on your workstation, you must also upgrade all other Remote Control components installed on the same workstation from V3.6.0 to V3.6.5 with patch 3.6.5-RCL-0003.

Uninstalling or Reinstalling Tivoli Remote Control

Uninstalling Tivoli Remote Control

The uninstallation procedure has not changed from the one described in the *Tivoli Remote Control User's Guide Version 3.6.5 with Patch 3.6.5-RCL-0003*.

Reinstalling Tivoli Remote Control

To reinstall Tivoli Remote Control 3.6.5 plus the 3.6.5-RCL-0003 patch, see:

- The Installation chapter of the *Tivoli Remote Control User's Guide Version 3.6.5 with Patch 3.6.5-RCL-0003* for the product.
- The “Installation Notes” on page 12 of these release notes for the

3.6.5-RCL-0003 patch.

Internationalization Issues

This section describes the internationalization issues for Tivoli Remote Control.

To enable the language support, you must install the appropriate language support pack. These packs are contained on CD-ROM *LK3T-4665-00*. If you do not have this CD-ROM, see “Additional Information” on page 2 to learn how to request it. Refer to the *Tivoli Management Framework Release Notes* for more information.

Enabling Language Support

This section describes the internationalization issues for this product. Tivoli Remote Control is translated into the following languages:

- Brazilian Portuguese
- Chinese (Simplified)
- French
- German
- Italian
- Japanese
- Korean
- Spanish

Note: To enable these languages, you must install the appropriate language support pack from CD-ROM *LK3T-4665-00*. You can install multiple language support packs for a single product.

Software Prerequisites for Enabling Language Support

You must have the 3.6.5-RCL-0003 patch or later installed and running before you begin to install the software for enabling the language support.

SBCS OS/2 Warp 4.0 Prerequisites

If you have problems in displaying local characters, try to upgrade your display driver to the most recent version. You can find information about the most recent version at the following site:

<http://service.software.ibm.com/os2ddpak/index.htm>

DBCS OS/2 Warp 4.0 Prerequisites

Before you enable the language support, download and install the following fixpacks on your OS/2 Warp 4.0.

On **Korean** machines:

<ftp://ftp.software.ibm.com/ps/products/os2/fixes/v4warp/korean/fix00505>

On **S-Chinese** machines:

<ftp://ftp.software.ibm.com/ps/products/os2/fixes/v4warp/china-prc/fix00505>

On **Japanese** machines:

<ftp://ftp.software.ibm.com/ps/products/os2/fixes/v4warp/japanese/fix00505>

Installing Language Support

To install the language support, do the following steps:

1. From the **Desktop** menu, select **Install > Install Product** to display the **Install Product** dialog.

If the Tivoli Remote Control components are not listed under **Select Product to Install**, proceed to step 2. Otherwise, skip to step 3.

2. Click **Select Media** to display the **File Browser** dialog.

File Browser enables you to identify or specify the path to the installation media.

- **If you know the path to the CD-ROM image:**

- a. Enter the full path in the **Path Name** field.
- b. Click **Set Path** to change to the specified directory.
- c. Click **Set Media & Close** to save the new media path and

return to **Install Product**. The dialog now lists the products that are available for installation.

■ **If you do not know the exact path to the CD-ROM image:**

- d. From **Hosts**, choose the host on which the install media is mounted. This updates **Directories** to list the directories of the host you chose.
- e. From **Directories**, choose the directory that contains the install media. This is the directory structure of the product CD-ROM:

de	Contains the software to enable the German language.
es	Contains the software to enable the Spanish language.
fr	Contains the software to enable the French language.
it	Contains the software to enable the Italian language.
ja	Contains the software to enable the Japanese language.
ko	Contains the software to enable the Korean language.
pt_br	Contains the software to enable the Brazilian Portuguese language.
zh_cn	Contains the software to enable the Chinese language.
doc	Contains the Tivoli Remote Control release notes.

- f. Click **Set Media & Close** to save the new media path and return to **Install Product**. The dialog now lists the products that are available for installation.

3. Select one of the following **Tivoli Remote Control** components from the **Select Product to Install** scrolling list:

Tivoli Remote Control Controller 3.6.5 (PcManagedNode) *lang*

Tivoli Remote Control Target 3.6.5 (PcManagedNode) *lang*
Tivoli Remote Control Target 3.6.5 (ManagedNode) *lang*
Tivoli Remote Control Controller 3.6.5 (ManagedNode) *lang*
Tivoli Remote Control Server 3.6.5 *lang*

where *lang* is the name of the language.

4. To specify the clients on which the selected component will be installed, click the arrow keys to move client names between the **Clients to Install On** and **Available Clients**.

5. Click **Install** to install the component.

You will be prompted with a **Product Install** dialog. This lists the operations that will take place during the installation. This dialog also warns of any problems that you may want to correct before you install the component.

6. Click **Continue Install** to begin the installation. The **Product Install** dialog presents status information during the installation.

When the installation is complete, **Product Install** returns a completion message.

7. Click **Close** to return to the **Install Product** dialog.

You do not need to install any software on the Endpoints to have language support on the Endpoints. After you install the appropriate language support pack on the Remote Control server that works as a gateway, the pack will be installed on the Endpoint automatically, the first time you start a session.

Uninstalling Language Support on Managed Nodes

To uninstall the language support on managed nodes run the following scripts from a bash shell:

- `../bin/<interp>/TAS/UNINST/PCREMOTE/RCALI-NLS_id-R.sh`
for the server
- `../bin/<interp>/TAS/UNINST/PCREMOTE/RCCTLM-NLS_id-R.sh`
for the controller
- `../bin/<interp>/TAS/UNINST/PCREMOTE/RCTGTM-NLS_id-R.sh`
for the target

where *NLS_id* is one of the language identifiers:

NLS_id	Values
DE	German
ES	Spanish
FR	French
IT	Italian
KO	Korean
JA	Japanese
PT	Brazilian Portuguese
CH	Chinese (Simplified)

NEC P98xx Support

The following hardware and operating systems are supported by Tivoli Remote Control Version 3.6.5:

■ PC98 Legacy series

When running one of the following operating systems:

- Windows NT 4.0J (SP3) with restriction 1 described below
- Windows 98J with restrictions 2, 3, and 4 described below
- Windows 95J with restrictions 2, 3, and 4 described below

the following models are supported:

- MATE X family: PC9821 Xc16 and PC9821 Xa20 models
- MATE family: PC9821 XA200W30R and PC9821 RA266M30R models
- VALUESTAR family: PC9821 V200/S5 model D3
- LaVie family: PC9821 NR150/S20 model

- Aile family: PC9821 LA13S14R model

The following restrictions apply:

1. To start a Tivoli Remote Control session, you have to manually add the **tmersrvd** user to the **administrator** group.
2. If the **C** drive is an empty floppy drive, when you try to start a Tivoli Remote Control session, the following message appears:

System Error: Drive C: can not be read

(CMVC-3021)

WORKAROUND: Assign **C** to a hard disk drive or insert a diskette into the floppy drive.

3. When you control a Tivoli Remote Control target with NEC PC9801-116 keyboard layout, you cannot send the **IME hot key** in a DOS command prompt. (CMVC-3090)

WORKAROUND: If the Tivoli Remote Control controller has a Japanese 106 keyboard layout, use the **Ctrl+Henkan** key as the IME hot key.

■ PC98 NX series:

When running one of the following operating systems:

- Windows NT 4.0J (SP4) with restrictions 2 and 3 described below
- Windows 98J with restrictions 1, 2, and 3 described below
- Windows 95J (OSR 2.5) with restrictions 1, 2, and 3 described below

the following models are supported:

- MATE NX family: MA35D/S5 model BAC42 and MA26D/C5 model ATC42
- VALUESTAR NX family: VC33/47C and VS30/35D models
- LaVie NX family: LW20/32A model
- Aile family: AL20C/TS model AAF1
- VersaPro NX VA23C/WX-BAB33

The following restrictions apply:

1. USB keyboard cannot be locked during a Tivoli Remote Control session in **Active** state. (CMVC-3019)
2. When you control a target with a USB 98 keyboard layout, pressing the **Shift+@** key and the **Shift+^** key does not produce the correct character.

WORKAROUND:

- To get the ~ character, press **Shift+^** (instead of Shift+@)
- To get the ' character, press **Shift+@** (instead of Shift+^)

Internationalization Defects and Limitations

1. During a Tivoli Remote Control session from a controller with Japanese 106 keyboard layout to a target with French keyboard layout, in DOS full screen mode and in DOS window mode, the following keys work as the **Alt** key: \, @, [,], **Shift+^**, **Shift+@**, **Shift+[**, **Shift+]**, **Shift+3**.
2. During a Tivoli Remote Control session from a controller with Japanese 106 keyboard layout to a target with Brazilian-Portuguese keyboard layout, in DOS-full screen mode and in DOS window mode, the / (slash) key works as the **Alt** key.
3. The **IME Hot Key** menu item does not work for Windows 3.1J targets. (CMVC-3330)
4. On Windows NT, Windows 95 and Windows 98 controllers, the words contained in the Tivoli Remote Control Toolbar and in the bitmaps of the Tivoli Remote Control help are in English. (CMVC-4475)
5. On Japanese OS/2, the Chat window displays the backslash sign (\) instead of the yen sign.
On Korean Windows NT, Windows 95, Windows 98, and OS/2, the Chat window displays the backslash sign (\) instead of the won sign. (CMVC-4515)
6. The Find function in the help of the Chat and File Transfer windows has the following problems:

- On SBCS OS/2, national characters are not displayed.
- On DBCS Windows NT, Windows 95, Windows 98 and OS/2, the Find function does not work.

(CMVC-4530)

7. In the help of the Chat and File Transfer windows on Windows NT, Windows 98, and OS/2, the **Previous** and **Next** tooltips and the **Find** entry field name appear in English. It occurs only for some countries.(CMVC-4537)
8. If, on the target, you display the **Remote Control (Target)** window by clicking the **Alt+T** button, and then, from the controller, you close the session, the controller hangs. (CMVC-4381)
9. On a Korean OS/2 controller, the title of the **Save As** window that you display by clicking **File->Save bitmap as**, is incorrect (the Korean word for Save is missing). (CMVC-4598)

Patches Included in Version 3.6.5

The following sections list the patches provided for Tivoli Remote Control, Version 3.6.5.

Patches Included in Patch 3.6.5-RCL-0003

The following patches have been incorporated into the 3.6.5-RCL-0003 patch.

Patches included in patch 3.6.5-RCL-0003
3.6.5-RCL-0001
3.6.5-RCL-0002

Patches Included in Version 3.6.5

The following patches have been incorporated into Tivoli Remote

Control, Version 3.6.5.

Patches included in Remote Control Version 3.6.5
3.6-RCL-0005
3.6-RCL-0011
3.6.1-RCL-0012

Defects Fixed

The following sections list the defects fixed with Tivoli Remote Control Version 3.6.5 and with patch 3.6.5-RCL-0003. The APAR number (if any) precedes the description of each defect, and the defect number (if any) follows the description.

Defects Fixed in the 3.6.5-RCL-0003 Patch

Defects fixed for the 3.6.5-RCL-0003 patch include:

1. APAR-IX89644: When you reboot a Window 95 target, the target hangs. (CMVC-IX89644)
2. APAR-IY00905: If you change the target state from active to suspend to active, the target screen displayed on the controller is not refreshed correctly. (CMVC-IY00905)
3. APAR-IY01556: If your OS/2 target has the GRADD display drivers, the target performance is very low. You do not have this problem if you use the standard S3 display drivers. (CMVC-IY01556)
4. APAR-IY02262: The target does not send the refreshes to the controller. The target screen displayed on the controller appears frozen. (CMVC-4039)
5. APAR-IY02263: If you try to close the **Remote Control** window by clicking on the **X** button at the top right of the title bar, the

controller could abend. (CMVC-4075)

6. APAR-IY02271: After having established and closed a Remote Control session with a Windows 3.x PC managed node target, if you try to start a new session, those applications already running will continue to work, but new ones cannot be started. (CMVC-4077)
7. APAR-IY02298: You can use a new command, **wrcinstep**, to install the target and controller components on one or more endpoints. (CMVC-4096)
8. APAR-IY02299: When you start a file transfer session with **rc_def_tfc** set to Yes, Tivoli Remote Control does not issue any error message if the Pinnacle Trusted Commander is not installed or the security file does not exist on the target. (CMVC-IY02299)
9. APAR-IY02301: If you set the Grace Period to 0 and try to start a session with a Windows 3.x, Windows 95, or Windows 98 target running on a IPX PC managed node, the following error message appears:


```
Unable to locate Remote Control binaries on the target host.  
Perhaps the target software is not installed on this system.
```

The session does not start. (CMVC-IY02301)
10. APAR-IY02341: If the CONFIG.SYS file of an OS/2 endpoint does not begin with the following line:


```
IFS=C:\OS2\HPFS.IFS
```

the remote control target installation fails. (CMVC-IY02341)
11. APAR-IY02611: If during an active session you enter a Ctrl-Alt-Del sequence on the Windows NT controller and then you try to send the same key sequence on a Windows NT target to log on, the operation fails. The problem has been fixed, but be sure to always enter the Ctrl-Alt-Del sequence in this order, otherwise you cannot be able to enter any characters in the **Unlock Workstation** window of the target. (CMVC-IY02611)
12. APAR-IY02617: If from the controller, during an active session, you start an application on the target, the corresponding entry in the TaskBar is displayed correctly on both the target and the controller. If you close the application, the entry disappears from

- the target TaskBar, but it is still displayed in the controller TaskBar. (CMVC-IY02617)
13. APAR-IY02642: After the first reboot of a target endpoint, if you start a session the keyboard is not mapped correctly. (CMVC-IY02642)
 14. APAR-IY02645: If you are using the telnet application on a target endpoint during an active session with a controller endpoint or managed node, the telnet window is not refreshed correctly on the controller. (CMVC-IY02645)
 15. APAR-IY02885: Tivoli Remote Control causes graphic images to display and print incorrectly on workstations where Remote Control is installed. This happens with Microsoft Word and Microsoft PowerPoint when Remote Control is not being used. (CMVC-IY02885)
 16. APAR-IY02953: If you try to reboot a Windows NT target endpoint through the wrc command, the operation fails. (CMVC-IY02953)
 17. APAR-IY02926: If the C drive of an OS/2 target is not accessible by OS/2, the File Transfer window displays the C: drive icon in the Remote System zone, but nothing is transferred between the local and the remote system. (CMVC-4427)
 18. APAR-IY02929: If you try to start a session with a target that is currently being controlled by another user, a message appears stating that the session has failed. (CMVC-IY02929)
 19. APAR-IY02995: The wrcmdpcr command does not work correctly on a Windows NT endpoint. (CMVC-IY02995)
 20. APAR-IY03116: It is not possible to start a session with a locked Windows NT target if **Proceed if Timeout** is not checked. (CMVC-IY03116)
 21. APAR-IY03234: If the CONFIG.SYS file of the target contains a line longer than 512 characters, the module EQNINNEW.EXE abends during the target reboot. (CMVC-IY03234)
 22. APAR-IY02930: If the CONFIG.SYS file of the target contains a line longer than 512 characters, the module EQNINNEW.EXE abends during the target reboot. (CMVC-IY02930)

23. APAR-IY03801: If, during an active session, you are using Microsoft Excel on the target, the Microsoft Excel window is not refreshed correctly on the controller. For example, the current cell is not highlighted on the controller and sometimes other cells are highlighted. The problem has been fixed for Microsoft Office 2000 and Microsoft Office 97, but not for Microsoft Office 95 Version 7. (CMVC-IY03801)
24. APAR-IY04435: If you install RichWin97 on a Windows NT target, that target is not able to reboot. (CMVC-IY04435)
25. APAR-IY04313: If you overwrite any file during a file transfer session, no warning message is displayed. (CMVC-3759)
26. APAR-IY04434: When you update a gateway with a patch containing files that require a reboot to be loaded, you can no longer start a session with the Windows 4.0 endpoints of that gateway. The problem has been fixed, but Tivoli Remote Control does not inform you that you need to reboot the endpoint to activate the patch. (CMVC-IY04434)
27. CMVC-4675: If you try to start a remote control session with a target endpoint that is already in session, the following generic message appears:

`The target host host is already in session. Please, try later.`
28. APAR-IY04623: In the Setting Default Policy section of the *Tivoli Remote Control User's Guide Version 3.6.5 with Patch 3.6.5-RCL-0003* the default value for the **rc_def_polfilter_mode** policy method has been corrected to **myregion**. (CMVC-IY04623)
29. APAR-IY04592: When you install 3.6.5-RCL-0001 or 3.6.5-RCL-0002 patches on a Windows 95 PC managed node, the rccpy.bat procedure fails because it is corrupted. (CMVC-IY04592)

Defects Fixed in Version 3.6.5

Defects fixed for Tivoli Remote Control, Version 3.6.5 include:

1. APAR-IX83304: A new variable, **WD_DESKTOP_FQ_HOST**, has been added to return the fully qualified hostname as name for Windows NT workstations. This fix prerequisites the framework

- patch related to APAR IX79586.
2. APAR-IX88290: The controller object must be validated.
 3. APAR-IX83300: The wrcmdpcr command does not work on endpoints.
 4. APAR-IX87024: If Winsock 2.2 is installed on a Windows 95 target, a Tivoli Remote Control session cannot be established.
 5. APAR-IX87282: Tivoli Remote Control session cannot be established.
 6. APAR-IX81134: When you switch from remote to local mode using <Alt><T>, an <Alt> key command is set. The result is that an <Alt> key is added at any double-click on the controller.
 7. APAR-IX89633: If you shut down a Windows NT target locally and the target is in session, the controller does not close the session.
 8. APAR-IX89435: If the Windows key is pressed on the controller, the scan code is sent to the target (although the **Start** menu does not appear on the target). Then when the letter "e" is pressed on the target, Internet Explorer is started. The problem is that the Windows key <DOWN> is sent but the Windows key <UP> is not sent to the target. The result is that the target loops with the key pressed.
 9. APAR-IX86521: After you close a Tivoli Remote Control session with a Windows NT target, **EQNRCMAI.EXE** does not stop running.
 10. APAR-IX83050: Permedia video card causes strange characters on the first screen that appears on the Tivoli Remote Control target window at the controller when the **Ctrl-Alt-Del** box is displayed on the Windows NT 4.0 target machine.
 11. APAR-IX85714: **EQNHOOO.DLL** creates conflict on an Windows NT 4.0 Hebrew System.
 12. APAR-IX85698: wrcmdpcr does not return an error message when you run an incorrect command.
 13. APAR-IX89558: If during a session you logoff the Windows NT target and the MSIME product is running, MSIME abends.

14. APAR-IX86370: On a Windows 95 endpoint with French Canadian Locale, the **Grace Period** dialog box appears in English.
15. APAR-IX87716: After 36-RCL-0002 installation, the session cannot be established on a non-US operating system. The problem is caused by a malfunction of the **disable_background** feature on OS/2 targets.
16. APAR-IX83302: If the user name or password contains the 'T' character, the logon will fail.
17. APAR-IY00619: If, during a session, you try to open several folders on a multiprocessor target, a Dr. Watson error will appear.
18. APAR-IX88974: When you run **Explorer.exe** on a Windows NT 4.0 target, a Dr. Watson window will appear if both Tivoli Remote Control and Lotus Notes Server are installed on the target.
19. APAR-IX85717: The man page for **wrcmdprc** is incorrect.
20. APAR-IY00130: During a Tivoli Remote Control session, the End Task pop-up window of the Task Manager is not displayed on a Windows NT target.

Known Product Defects and Workarounds

The following sections describe known defects in Tivoli Remote Control Version 3.6.5 and in patch 3.6.5-RCL-0003. Where applicable and known, suggested workarounds are identified. The APAR number (if any) precedes the description of each defect, and the defect number (if any) follows the description.

Defects and Workarounds in Patch 3.6.5-RCL-0003

Current defects and workarounds for patch 3.6.5-RCL-0003 include:

1. When you migrate Tivoli Remote Control from Version 3.6 to Version 3.6.5 with patch 3.6.5-RCL-0003 on a Tivoli server, you have the following problem:
If you enter a wrong value in the **Refresh Rate** field of the **Edit Settings** window and then you try to start the Tivoli Remote Control tool, the following error message appears:

Error default policy method for attribute rc_def_gw failed with output:couldn't set locale correctly.

WORKAROUND: Close the Tivoli desktop and open it again to start the Tivoli Remote Control tool. (CMVC-4659)

2. You might have a corrupted image of the DOS full screen started on target workstations with Diamond or Elsa Gloria video cards, if you perform the following steps:

- a. Minimize the DOS full screen using the remote control **Alt+Tab** key sequence.

- b. Open and then close the Display Properties window.

WORKAROUND: Do one of the following to display the target screen correctly:

- Click any mouse button or enter any key.
- Use the Alt-Enter key sequence and then the minimize window button (⏏) to minimize the DOS full screen.

(CMVC-4743)

3. When a controller or a target is installed on an endpoint that is also an OS/2 gateway, the keystrokes sent between controller and target might not be received correctly.

WORKAROUND: To fix this problem, set in the config.sys file:

TRUSTEDPATH=NO

Note, however, that this workaround disables the logon to the Tivoli gateway. (CMVC-4015)

4. On an OS/2 target, the administrator name that appears in the warning dialog that enables the user to accept or refuse the session, is sometimes truncated. (CMVC-4441)
5. If you try to close the remote control session with an OS/2 controller, from the target as follows:
 - a. Enter the **Alt+T** key sequence
 - b. Select **Terminate**
 - c. Click **OK** on the confirmation panelthe confirmation panel does not close.

WORKAROUND: Click **Cancel** on the confirmation panel from the controller. (CMVC-4584)

6. In the Chat window of an OS/2 endpoint, the following key sequences do not work:

- **Ctrl+Ins** to copy some text
- **Shift+Ins** to paste some text

WORKAROUND: Use the following key sequences:

- **Ctrl+C** to copy some text
- **Ctrl+V** to paste some text

(CMVC-4636)

7. If you migrate the Remote Control server component from Version 3.6.0 to Version 3.6.5 on a Windows NT 4.0 or Unix managed node and then you open the Read Notices window, you will see the **TME 10 Remote Control** notice group name instead of **Tivoli Remote Control**. (CMVC-4761)

8. If you set the Desktop Optimization option when you start a remote control session with a Windows 98 or Windows 95 target and the **View As Web Page** option of the Active Desktop is enabled on the target, the following problems occur:

- The Desktop Optimization option does not work.
- The **View As Web Page** option of the Active Desktop is not restored after you reboot the target through the remote control reboot action.

(CMVC-4647)

9. If you try to start the same RemoteControl icon from two workstations at the same time, only one Remote Control dialog starts and its settings are different from the ones you specified in the **Edit Settings** window. (CMVC-4745)

10. The <Alt><T> key combination that switches the keyboard back and forth between remote and local mode, does not work on OS/2 controllers.

WORKAROUND: To toggle between keyboard modes, you can also use the **Toggle mode to remote** or **Toggle mode to local** from

the **Keystrokes** pull-down menu. (CMVC-4579)

11. If you change the Windows NT 3.51 target state from active to suspend and back to active, the target screen displayed on the controller appears black.

WORKAROUND: To fix the problem force some target screen refreshes by sending any system keys, as for example **Ctrl+Alt+Del**. (CMVC-4041)

Defects and Workarounds in Version 3.6.5

Current defects and workarounds for this release of Tivoli Remote Control include:

1. The installation on a PC managed node uses the PC agent 16-bit application that can only manage files on the DOS standard 8.3 format (no blanks allowed, just 1 point, etc.).

WORKAROUND:

- Migrate to a 32-bit compliant endpoint that can manage the extended filename.
- Change the directory name: for example, change from **RemoteControl** to the Windows 95 representation **Remote~1**.

(CMVC-3540)

2. The color palette on the controller screen may be corrupted or badly refreshed when the number of colors set on the target workstation exceeds the number of colors on the controller.

WORKAROUND: Enable the color reduction parameter for the Tivoli Remote Control session. (CMVC-3704)

3. If you try to start a Tivoli Remote Control chat, or file transfer action on an Endpoint, you may see the following error message on the target:

"Error starting program: a required .DLL file, LIBMRT.DLL was not found."

In this case the action does not work.

WORKAROUND: Restart the Tivoli Management Agent and try again. (CMVC-3898)

Known Limitations

Current limitations for Tivoli Remote Control include:

1. If your target workstation has a 486 processor with Windows 95 PC manage node installed, when you press the <Ctrl><Alt> key sequence on the target keyboard while in **Monitor** state, the target might lock up. The <Ctrl><Alt> command works correctly if you send it from the controller workstation. (CMVC-3480)
2. During a remote control session, you cannot use the remote control **Print** function to print a file or image on a network printer. You can print only on your local printers. (CMVC-4022)
3. If you select **File > Print Preview** from the **Remote Control** window displayed at the controller workstation and your file contains only one page, the **Next Page** button should be grayed out, but it is not.
4. On Windows 95 and Windows 98, when you choose **Start > Shut Down** and then **Close all programs and log on as a different user**, all programs are closed except those that have registered themselves running as services. Only 32-bit applications are allowed to register themselves to run as services. The Tivoli Remote Control target on Windows 95 and Windows 98 is a 16-bit program and so cannot run as a service. This means that it will be closed by the operating system, and that the session is lost, because the connection is strictly related to the single instance of the target. (CMVC-3550)
5. The **wrcmdpccr** command is not supported if the target is installed on a workstation running Tivoli IPX Agent.
6. If you start a session with an OS/2 target showing the DOS full screen in foreground, you cannot run any Windows application — for example, Win-OS/2. (CMVC-4034)
7. If, during an **Active** session, you switch from remote to local mode on a Windows NT, Windows 95, or Windows 98 controller, the <F10> key and the key combination <Alt><F4> do not work. (CMVC-3117)
8. If you start a session with a Windows NT 4.0 target that has an

- IntelliGraph video adapter fitted, the colors displayed on the controller are different from those on the target. (CMVC-3641)
9. If, during a Remote Control session with a target in **Active** state, you try to establish a chat session with the same target, the first session state changes to **Suspend**. (CMVC-3734)
 10. During a session on a Windows 98 target, the screen saver does not appear if the MS-DOS window is in foreground. (CMVC-4035)
 11. When you start a session between a Tivoli Remote Control Version 3.6.5 controller and an OS/2 Tivoli Remote Control Version 3.6.0 PC managed node target, you cannot change the default parameters. (CMVC-4055)
 12. If the **Desktop Optimization** parameter is set to **off** when you start a session with a PcManagedNode IPX Windows 95 target that displays the screen saver, the session does not start. (CMVC-4705).
 13. The **File Transfer** panel can appear maximized while the loading information box appears on the screen. (CMVC-3760).
 14. If you reach the maximum possible number of chat sessions that a Unix Remote Control gateway can handle, a warning message appears on the controller, but the chat session will start on the target. Close the chat session locally on the target. (CMVC-4045)
 15. If you reach the maximum possible number of file transfer sessions that a Unix Remote Control gateway can handle, a warning message appears on the controller, but the file transfer session will start on the target. Stop the file transfer process locally on the target. (CMVC-4045)
 16. Before you uninstall MsOutlook 4.x from the **Start->Control Panel->Add/Remove Programs->Add/Remove ProgramsProperties** window, terminate the _isetup.exe process. Otherwise the uninstallation utility hangs.
 17. Tivoli Remote Control does not work with Windows Terminal Server (CMVC-IY03051)
 18. The File Transfer window does not provide shortcut keys. (CMVC-4764)

19. If you start a session with a Windows 95 or Windows 98 target that uses a non default mouse pointer, on the controller the shape of the mouse pointer is displayed correctly but its color is black. (CMVC-4641)
20. The Desktop Optimization option works on Windows NT targets only. (CMVC-4705)
21. During an active session, the screen saver does not work on a Windows 95 or Windows 98 endpoint target. (CMVC-4753)
22. If you connect your Windows 2000 endpoint through a modem to the network, Tivoli Remote Control no longer works on that endpoint. (CMVC-4724)
23. Tivoli Remote Control has not been tested completely on Windows 2000 and Trusted File Commander Plus because the compatibility between these two products is not official yet.
24. During a remote control session, the **AltGr** key in combination with another key to display special characters does not work. (CMVC-IX89916)
25. The remote control session does not start with IPX PC managed node targets connected to a SUN 2.7 NetWare managed site. (CMVC-4777)
26. If you close an active session with a Windows NT 4.0 target that is also the controller in another active session, the second session is inadvertently terminated and the EQNRSMAL.EXE file canabend. (CMVC-4778)
27. During a chat session, if on your local machine you have one of the following situations:
 - The Chat window is in the background
 - The Chat window is minimized
 - The screen saver has startedthe state of the chat session on the remote workstation that is chatting with you changes to **Suspend**. (CMVC-4779)

Known Documentation Defects in Version 3.6.5

Known defects in the documentation for Tivoli Remote Control Version 3.6.5 are listed below. The revised or corrected information is listed below the description of each documentation defect.

- APAR IY02882. In the Platform-Specific Information section of the *Tivoli Remote Control User's Guide Version 3.6.5* it is written that Remote Control works on Windows NT with Service Pack 4 or earlier.

In the Platform-Specific Information section of the *Tivoli Remote Control User's Guide Version 3.6.5 with Patch 3.6.5-RCL-0003* the word *earlier* has been changed to *later*.

Documentation Changes

This section contains additional information about Tivoli Remote Control that is not included in *Tivoli Remote Control User's Guide Version 3.6.5 with Patch 3.6.5-RCL-0003*.

Installing from the Desktop

Add the following information as last step of the list:

Locally restart each OS/2 workstation on which you installed the controller component.

Installing on a PC Managed Node from the Command Line

Add the following information at the end of the wininstall description:

Locally restart each OS/2 PC on which you installed either the controller or target component.

Installing on Endpoints

Add the following information at the end of the first paragraph:

If you have downloaded the target or controller components to an OS/2 endpoint workstation, you must reboot the workstation locally to complete the installation.

Installation

In the Frequently Asked Questions chapter, under the Installation section add the following information:

What should I do if after having installed the patch on a gateway, I try to start a session with an endpoint of that gateway and I receive an error message like “Access denied”?

Check whether the target is already in session with another controller. If this is the case, wait till the target is available to start a new session with your controller.

Controlling and Monitoring

In the Frequently Asked Questions chapter, under the Controlling and Monitoring section, add the following information:

What should I do when I try to start an active remote control session but its state is suspend?

Look for the RC_Chat.lck file in the target endpoint directory. If you find it, delete it.

wrcmdpcr

In the Command chapter under the wrcmdpcr section add the following information to the *argument* parameter description:

If you run wrcmdpcr on a Unix or on a Windows NT bash shell, use \\ instead of \ every time you specify a path.