



# Timbuktu for Windows, version 9

## Release Notes for version 9.0.6 June 2013

This document contains important information about Timbuktu for Windows, version 9. If you have additional questions, consult the Timbuktu online Help. You can also find technical support information at

*<http://www.motorola.com/timbuktu/>*

## What's New in Timbuktu for Windows, version 9

Windows Vista introduced several architectural changes that conflicted with Timbuktu's implementation of screen sharing and user management. Microsoft provided a compatibility shim that mitigated some of the Vista-related changes, but Timbuktu was unable to interact correctly with the User Account Control or Windows secure desktop. True compatibility required significant changes to the Timbuktu architecture. In particular, session-0 Isolation, User Account Control restrictions, and always-on and domain-aware Fast User Switching required an entirely new implementation of Timbuktu's screen sharing and user management.

Timbuktu for Windows, version 9 addresses these issues through one significant change: the single Timbuktu application is now two separate components, the Timbuktu Guest and the Timbuktu Host. The Timbuktu Host listens for and accepts incoming Timbuktu connections, and the Timbuktu Guest establishes outgoing connections to other Timbuktu computers.

The separation of the Timbuktu Host and the Timbuktu Guest has several important ramifications. The Timbuktu Guest can run with the permissions of the current Windows user profile, allowing it to sidestep many problematic architectural issues. The Timbuktu Host, which is comprised of several different executables, can address other architectural issues. In addition, it provides a more secure, robust, and reliable system.

You will configure the Timbuktu Guest with the Preferences dialog box. Because the Timbuktu Host has no main application window, its settings are managed with the new Timbuktu Host Configuration Utility.

When you install Timbuktu, you will have the option to install the Timbuktu Host, the Timbuktu Guest, or both.

## What's New in Timbuktu for Windows, version 9.0.6

### Bug Fix

The Timbuktu Host no longer crashes during long Control or Observe sessions.

## What's New in Timbuktu for Windows, version 9.0.5

### Send Service Updates

The Send service has been updated for improved functionality with Windows Server 2008 and Windows 7.

- When a Windows Server 2008 or Windows 7 computer receives a message from the Send service, the Windows user can now view the message without leaving the current user session.
- Incoming messages and files from the Send service are now stored by default in the folder  
`C:\Users\Public\Documents\Timbuktu`
- The user interface for saving incoming messages and files has been updated.

### Timbuktu Host Security Group Policy Improvements

The group policy security of the Timbuktu Host has been improved. When you enable the **Disable Configuration Access** group policy setting for the Timbuktu Host,

- The **Open Host Settings** option on the Timbuktu Host shortcut menu is disabled.
- The Timbuktu Host Configuration Utility can no longer be started manually from the Timbuktu installation folder.

### Ask for Permission Registry Setting

The **Guests May Ask for Permission to Use Unchecked Services** setting in the Timbuktu Host, which enables Guest Users to request access to Timbuktu services that have not been assigned to them, is now stored in the Windows registry instead of the local *tb2.plu* file.

### Bug Fix

Remote control sessions no longer encounter occasional failures on certain virtual machines running Windows Server 2008 R2.

# What's New in Timbuktu for Windows, version 9.0.4

## Bug Fixes

### Receiving CTRL+ALT+DEL Commands on Windows Server 2008 and Windows 7

Windows Server 2008 R2 and Windows 7 host computers will accept CTRL+ALT+DEL commands from Timbuktu guest computers provided the following conditions are met.

- UAC must be turned on.
- The group policy setting **Disable or Enable Software Secure Attention Sequence** must be enabled for services.

To determine whether this setting is enabled, run the *gpedit.msc* utility. The setting is located in

Local Computer Policy/Computer Configuration/Administrative  
Templates/Windows Components/ Windows Logon Options

- On Windows Server 2008 R2 systems, you must install the 32-bit version of the Microsoft Visual C++ 2008 Redistributable Package (x86), available at

<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=9b2da534-3e03-4391-8a4d-074b9f2bc1bf&displaylang=en>

## Other Fixes

- Control sessions will no longer freeze due to mouse movements when the screen is locked or within the UAC secure desktop.
- The Timbuktu Guest no longer crashes when you create an address book on a network share.

# What's New in Timbuktu for Windows, version 9.0.3

## Disabling NT User Authentication

The **General** tab in the Timbuktu Guest's Preferences dialog box now includes the **Disable NT Authentication** option. When this option is selected, the Timbuktu Guest will not attempt NT User authentication when you establish a Timbuktu connection, and the Timbuktu Host will not allow incoming connections by NT Users.

- If you connect to Timbuktu Host computers only as a Registered User, or if you connect only to Macintosh computers, disabling NT User authentication will allow Timbuktu to complete the connection more quickly.
- If you do not expect (or want) your Timbuktu Host to accept incoming NT User connections, disabling NT User authentication will prevent any such connections from occurring and may allow the remote Timbuktu

Guest to complete the connection more quickly.

**Note:** NT User authentication can also be disabled in the Windows Registry. See "Disabling NT User Authentication" in the Installation Notes section of these Release Notes.

## Opening the Timbuktu Guest from the Timbuktu Shortcut Menu

The Timbuktu shortcut menu now includes the **Open Timbuktu Guest** option.

To open the Timbuktu Guest, click the Timbuktu icon in the system tray on the taskbar. From the shortcut menu, choose **Open Timbuktu Guest**.

## Bug Fix

The Timbuktu Host no longer encounters occasional operational issues on non-English versions of Windows.

## Installation Notes

Motorola recommends that you remove any existing Timbuktu installations and reboot your computer before you install Timbuktu version 9.

## Upgrading from a Timbuktu 9.0.1 Installation

If you upgrading from Timbuktu version 9.0.1, you must manually save the default address book if you wish to retain it. If you wish to retain Registered User accounts you configured to allow access to Timbuktu services on your computer, as well as the access privileges you have assigned to the Guest User account, you must save them as well.

You do not need to perform this operation if you are upgrading from Timbuktu 9.0.2 or later, or if you do not wish to save the default address book, Registered User accounts, or Guest User settings. NT User accounts and custom address books are saved to a different location, and they will not be affected by the upgrade process.

### To upgrade from Timbuktu 9.0.1 and save address books and Registered Users

1. Open the Timbuktu program folder and copy the following files to another location.
  - *tb2.plu*— Guest User settings and the Registered User accounts you created to allow access to your Timbuktu computer.
  - *Personal.tbk*— The default Timbuktu address book.

Note: In a standard Timbuktu installation, the Timbuktu program folder is located at

*C:\Program Files\Timbuktu Pro\*

2. Install Timbuktu normally.

When installation is complete, the Timbuktu Host starts automatically.

3. Shut down the Timbuktu Host. From the Windows Start menu, choose **Programs ▶ Timbuktu for Windows ▶ Shutdown Timbuktu Host**.
4. Copy the saved PLU and TBK files back to the Timbuktu program folder.  
  
If prompted, confirm that you wish to replace the existing PLU and TBK files, which are created automatically during the upgrade process.
5. Restart Timbuktu. From the Windows Start menu, choose **Programs ▶ Timbuktu for -Windows ▶ Start Timbuktu Host**.

## Installation and Configuration Requirements

### NT User Authentication Requires Additional Port Configuration

NT User authentication requires the use of specific ports on the both the host and guest computers. By default, these ports may not be open. To enable NT User authentication, be sure the File and Printer Sharing ports are open on both computers.

## Working with Timbuktu from the Command Line

### Installing Only the Timbuktu Host or Timbuktu Guest from the Command Line

To disable the installation of the Timbuktu Host or Timbuktu Guest when you install Timbuktu from the command line, you can set the `INSTALL_HOST_FEATURES` or `INSTALL_GUEST_FEATURES` parameter, respectively, to a value of 0.

Therefore, to install only the Timbuktu Host from the command line, disable the Timbuktu Guest installation by using the following command.

```
msiexec /qn /i TimbuktuPro.msi INSTALL_GUEST_FEATURES=0
```

Similarly, install only the Timbuktu Guest by using the following command.

```
msiexec /qn /i TimbuktuPro.msi INSTALL_HOST_FEATURES=0
```

### Starting and Stopping the Timbuktu Daemon from the Command Line

The Timbuktu Daemon is a Windows service that starts automatically when Windows starts and supports the Windows Host. If necessary, you may start or stop it from the command line.

To start or stop the Timbuktu Daemon, open a command window and change to the folder

```
C:\Program Files\Timbuktu Pro
```

To start the Timbuktu Daemon, enter the following command.

```
TimbuktuDaemonCtl.exe start
```

Similarly, to restart the Timbuktu Daemon, use the following command.

```
TimbuktuDaemonCtl.exe restart
```

To stop the Timbuktu Daemon, enter the following command.

```
TimbuktuDaemonCtl.exe stop
```

Note that you must have Windows administrator privileges to start and stop the Timbuktu Daemon.

## Configuring Timbuktu with Registry Settings

On computers running 32-bit versions of Windows, Timbuktu's HKLM registry settings are located in

```
HKLM\Software\Netopia\Timbuktu Pro\
```

On computers running 64-bit versions of Windows, Timbuktu's HKLM registry settings are located in

```
HKLM\Software\Wow6432Node\Netopia\Timbuktu Pro\
```

### Disabling NT User Authentication

If your Timbuktu installation will not use NT User authentication, you may wish to disable it entirely. Doing so will prevent the "second chance" dialog box from appearing on Timbuktu Guest computers; this dialog box must be dismissed before the Timbuktu user can enter Registered User access credentials or ask for permission.

To disable NT User authentication on a Timbuktu Guest computer

1. Open a registry editing tool such as RegEdit.
2. Locate the following registry key.

```
HKLM\Software\Netopia\Timbuktu Pro\Security\
```

On 64-bit Windows computers, the registry key is

```
HKLM\Software\Wow6432Node\Netopia\Timbuktu Pro\Security\
```

3. Create a new REG\_DWORD called **DisableNTAuthentication** and set its value to 1.
4. Restart the Timbuktu Guest.

### Disabling the Shutdown Timbuktu Host Option

To prevent a computer's local user from shutting down the Timbuktu Host with the **Shutdown Timbuktu Host** option on the system menu, you can disable this option in the Windows Registry.

1. Locate the following registry key.

```
HKLM\Software\Netopia\Timbuktu Pro\
```

On 64-bit Windows computers, the registry key is

`HKLM\Software\Wow6432Node\Netopia\Timbuktu Pro\`

2. Set the value of the REG\_DWORD `DisableShutdownInTrayIcon` to 1.
3. Restart the Timbuktu Host.

## Known Issues

### Timbuktu Host Issues

- If a Timbuktu user attempts an Ask for Permission connection to a host computer whose user is not logged on to Windows, the Ask for Permission request will not time out normally on the guest computer. In addition, if the host computer's user logs on to Windows while the connection request is active, the Ask for Permission dialog box will not appear.
- When your computer is running Windows 7 or Windows Vista and you receive a request for notification with the Notify service, the request will appear on the Windows secure desktop. The Interactive Services Detection dialog box will alert you that a message has arrived. To view and respond to the request, click **View the Message** in the Interactive Services Detection dialog box. If a Guest User connects to a host Windows computer, and no user is logged on to Windows, the associated connection icon will not appear in the Timbuktu shortcut menu in the system tray when the host computer's user logs on.

Note that this issue affects only the Timbuktu shortcut menu in the user interface. All Timbuktu activity is recorded correctly in the activity logs.

- Fast User Switch operations are not supported for Windows XP.
- The Timbuktu Host does not yet provide user-interface access to the activity log. (Only Timbuktu Guest activity is shown when you open the activity log from the Timbuktu Guest user interface.) To view the Timbuktu Host activity log, open the activity log file in any text editor. It can be found at *C:\Program Files\Timbuktu Pro\Activity.log*. Timbuktu connection records may appear more than once in the activity log.

### Timbuktu Guest Issues

- If you attempt an Ask for Permission connection to a computer whose user is not logged in to Windows, the Ask for Permission request will not time out normally. If the Waiting for Admission dialog box remains open for an unusual length of time, click **Cancel** to cancel the request.
- If you use the Control service to shut down or restart a remote Windows computer, and other Windows applications are open, the Timbuktu Host may shut down before all other Windows applications are shut down. If an open application requires user interaction before it shuts down—for example, if an application asks you to save unsaved files—you may not be able to complete the shut down process. To avoid this, be sure to close all open files and applications before you shut down or restart a remote computer.
- If the user of the host computer logs out of Windows or performs a Fast User Switch operation while an

incoming Timbuktu connection is active, the connection may be disconnected.

- You must have Windows administrator privileges to change some options in the Timbuktu Guest's Preferences dialog box.
- This version of Timbuktu does not yet support LDAP search functionality.

## Additional Issues

- Timbuktu's policy-based management features, including Group Policies and ADM files, are not yet supported.
- Timbuktu no longer supports the Timbuktu Log Server. However, certain user-interface elements may still be present.