

## Remote Support 10.0.6/10.0.5 Release Notes

January 31, 2008

### New Features and Enhancements:

- Presentation Scheduling Enhancement - Enabled the customer to run a non-English language from the rep client. From the presentation scheduling dialog, the customer can now access the calendar control and select a start date for the presentation. The calendar uses weekday names and month names which are translated into the appropriate language choice
- User Interface Improvements
  - Enhanced the session notes appearance in the Session Summary Tab
  - Resolved Fullscreen viewer issue where WindowsKey, Alt-Tab, and Alt-Esc were being transmitted when viewer's status is View-Only or Not Active
- Logging and Reporting Enhancements
  - Added API field with URL link to access chat transcript from API reporting XML
- Language Support
  - Japanese - 日本語 (ja)
  - French - Français (fr)
  - German - Deutsch (de)
  - Spanish (Latin America) - Español (es)
  - Spanish (Spain) - Español (España) (es-sp)
  - Italian - Italiano

### Issues Resolved:

- Resolved Mac Terms and Conditions/Customer Agreement display error
- Resolved naming error in "Decline file transfer" status message
- Resolved involuntary movement of keyboard/mouse on client side when full screen has been enabled
- Resolved Win95 and NT4.0 customer client issues
- Resolved Issue of Survey details not showing on representative client
- Resolved high resolution Linux screen sharing issue
- Improved "Start Presenting my Screen" functionality
- Resolved Linux Task Bar Flash
- Resolved an issue where the Remove Attendees option on Presentation interface of the representative client was not showing all the attendees.
- Resolved an issue related to the maximizing and restoring of the presentation client
- Resolved NLS issues
  - Resolved an issue where the representative client was not installed in the appropriate location when Unicode characters were present in the filepath

### Known Issues:

- 10.0.5 - there is a display defect with some Japanese characters
- 10.0.6 - NT4.0 is not working appropriately
- Title Bar Text Error on Vista if the UAC is disabled
- Windows 95 error with blank CA