

Remote Support 10.1.3 Release Notes

August 15, 2008

This maintenance release was so big that we almost named it 10.2! We are thrilled to announce the latest version of Bomgar which now includes full support for Windows Mobile 5 and 6 as well as a long list of enhancements and tweaks to our existing features.

As always, feel free to forward to your comments and suggestions to feedback@bomgar.com as this is where a lot of the newness of this release came from - thank you for your time and input!

New Features and Enhancements:

- Windows Mobile Smartphone Support (Windows Mobile 5.0 for Smartphone and Windows Mobile 6)
- API
 - Updated the API Programmer's Guide.
 - Added XSD for command API XML
 - Added the API version to the Status page of the /login interface
 - Added support for specifying multiple LSIDS when downloading a SupportSession report
 - Added new reporting API commands to download support session recordings, presentation recordings, and support session summary listings
 - Added new command API action to get API information
 - Added "type" attribute to the "destination" element in team activity reports to match the session reports
 - Added XML header to the team activity report
 - Deprecated all of the reporting parameters to remove references to legacy products (e.g. "support_desk" to "support"). The old versions are currently valid but will be phased out & should be avoided.
 - Renamed elements to in team activity XML to prevent conflicts with session reports
 - Renamed elements to
- Mac
 - Mac representatives can now grant control to customers when using Show My Screen
 - Mac customer client now reports (via chat message) when a session is pinned
 - Mac representative client now checks the Operating System version before installing. Bomgar supports OS X 10.4 and up.
 - The Mac Customer client's dock icon will bounce when the Customer client window does not have focus and prompts are received.
- Rep Clients
 - Linux & Mac rep clients now support Kerberos single sign on
 - Privacy screen notifications and button changes are now sent to all Reps viewing a session.
 - Added a warning display that appears when attempting to Jump to a computer that is already being accessed by a representative
- Customer Clients
 - Customer clients now display a message if the connection to the Bomgar Box is lost
 - The application-specific sharing dialog now preserves the list of shared applications
- Administrative Interface
 - Failover history now shows the status of the last 100 data-syncs
 - Added a setting to the Jump client configuration page that specifies the number of Jump clients allowed to upgrade simultaneously
- Integration Client
 - Added the "Command Shell Recordings" plug-in operation to the Integration Client and File System plug-in
 - Added the "Support Site Backup" plug-in operation to the Integration Client and File System plug-in
 - Added support for downloading sessions in groups using the SupportSessionListing. The Bomgar site must have API version 1.0.0 or higher.
 - The SQL Server plug-in now skips sessions without an end_time. Any session without an end_time is assumed to be in progress.

Issues Resolved:

- API
 - Reports for deleted users are now shown
 - Orphaned sessions are now shown in the Session Reports
 - Team activity reports in the Reporting API now correctly escape binary data in chat
 - Team activity reports now show an element if an error occurred for a request
 - Resolved issue where passing in "PresentationSession", "PresentationDesk", "PresentationDeskSummary", or "PresentationSummary" for the generate_report parameter in the Reporting API would cause a blank page to be displayed
 - Duplicate representative display names in all Reports->Support drop-downs will now have their usernames appended to the display name to help provide a more unique (but not guaranteed to be unique) user entry
 - All dates/times now use ISO 8601 formats instead of localized dates and times
 - Chat messages containing invalid XML characters (binary data) are now base64 encoded
- Administrative Interface
 - Kerberos keytab changes are now reported to the Syslog
 - Improved cluster security provider error messages for clarity
 - Resolved an issue with Group Policies that occurred when adding new members to a policy
 - Issues with editing LDAP Group Providers and defining success/failure/lookup have been resolved
 - Resolved an issue with language pack installation. New install package languages override older installs on the language selection lists of the website and representative client.
 - Resolved session recording cropping issue which occurred when changing the customer's screen size to greater than the initial size during screen sharing
- Integration Client
 - Scheduler log messages now use the local computer's culture settings to ensure correct log message timestamp format
 - Resolved an issue with timestamps not converting correctly
- Clients
 - Jump
 - Resolved an issue with Jump clients on Mac OS X 10.5 waiting for an answered prompt prior to reconnecting
 - Resolved an issue with uninstalled Jump clients still showing in the Rep client
 - Jumpoints now support jumping to a computer with non-ASCII characters in the computer name
 - Resolved an issue with Jump clients displayed in the representative client
 - Resolved an issue with Jump clients not upgrading properly if multiple Jump clients were installed on a Windows computer
 - Resolved an issue with Jump client status showing "Session Started" if the session was ended while in Safe Mode
 - Presentation Client
 - Resolved an issue with Presentation start and end times being off by one minute
 - Mac
 - Resolved an issue that occurred when leaving full-screen mode that hid the rep's tool bar
 - The Mac customer client can now be downloaded and run at a later time
 - Resolved a black screen issue that occurred when silently monitoring a Mac representative
 - Resolved an issue with the Caps Lock key not being sent when connected to a Mac customer
 - Resolved an issue with automatically pulling Mac system info
 - Resolved an issue with the dock icon not showing when jumping to a recently pinned session
 - Application-specific sharing controls are now hidden during Presentations
 - Linux
 - Resolved an issue with the remote mouse cursor display on Linux customer clients
 - Resolved a Linux clipboard issue when trying to copy & paste large amounts of data
 - Resolved an issue with the customer client hanging when remote shell was used
 - Resolved an issue with the shift key not releasing
 - Resolved an issue with the Caps Lock key not functioning when connected to a Linux customer
 - Application-specific sharing controls are now hidden during Presentations
 - Misc
 - Resolved an issue with Show My Screen keyboard control
 - Resolved several issues related to initiating Show My Screen

- Resolved an issue in the Special Actions menu where custom Control Panel applications could cause the customer client to hang
- Resolved canned message display issue in the representative client
- Resolved an issue with the Privacy Screen text not being centered across multiple monitors
- Resolved an issue with flickering cursors on Windows XP while running in safe mode
- Resolved an issue with network paths not resolving correctly in the File Transfer tab
- Resolved an issue with modifier keys (shift, ctrl, etc) being randomly issued while typing through screen sharing
- Resolved an issue where the personal queue visual notification would continue to flash if private queue prompting was enabled
- The "Prompt when new customer enters the personal queue" permission now only prompts reps on new sessions, not when sessions are transferred or taken over.
- When a transferring a session, reps no longer see themselves in the list of destinations

Known Issues:

- Mac to Mac Presentation Client will not function properly when the "Display Attendee Agreement Before Session" option is enabled
- Several time zones were deprecated in 10.1.3, so upgrading from 10.1.x may require time zone reconfiguration.