

Remote Support 10.1.7 Release Notes

February 10, 2009

This is a maintenance release of our previous major version. Note that our most up-to-date version is 10.2.3.

New Features and Enhancements:

- Added EU Portuguese translation
- Added an optional watermark indicator to be displayed on the customer's screen whenever a Representative joins a session. This is enabled via the administrative interface.
- Added a timestamp to the Status column of the Jump client listing to display the last time a Jump client either connected or disconnected
- Jump client banners now update when modified
- Improved the mouse control of the Mac Presentation Attendee Client (i.e. when an attendee controls the presenter's screen)

Issues Resolved:

- Administrative Interface
 - Language Support
 - Resolved an issue where the Jump client Deploy button was not properly displayed with Portuguese and Chinese translations
 - Resolved several display and spacing issues with Dutch translation
 - Failover
 - Resolved several display issues that appeared after a failover event
 - Resolved an issue where the failover history allowed the status page to grow very large; now limited to 100 entries
 - Security Providers
 - Resolved an issue with Group Policies where stacking teams to establish roles was not working properly
 - Resolved an issue where deleting a Group Policy could leave users as members of teams
 - Syslog
 - Resolved an issue where several Syslog events were reported as UNKNOWN. These events are now logged correctly.
 - Misc
 - Resolved an issue where session recordings were not viewable in FireFox 2.0
 - Resolved an issue where session data (session recordings, chat transcripts, etc.) was unavailable under certain conditions
 - Resolved an issue in the Reporting API where the "Conference Owner Changed" event types weren't returning the correct destination types
 - Resolved an issue with downloaded Presentation reports showing the wrong timestamp format
- Clients
 - Mac
 - Resolved an issue with the Representative Console redirecting to an invalid URL when login credentials have expired
 - Resolved an issue with the Option key getting stuck
 - Resolved an issue with incorrect characters being sent to the remote machine with Caps Lock enabled
 - Linux
 - Resolved an issue where URLs were not correctly launched from the Customer client on KDE4
 - Mobile
 - Resolved an issue where the uninstall message box on some Windows Mobile devices would not close properly
 - Presentation
 - Resolved a clock skew issue between the Bomgar Box and the Presentation scheduler
 - Misc
 - Resolved an issue with some desktop effects not being restored properly after an elevated session ended

- Resolved an issue on Vista where the customer exit survey was not being displayed after an elevated session ended
- Resolved an issue where the shift, control, and alt keys could get stuck
- Resolved an issue with sorting Jump clients in non-English languages and Jump clients with numeric leading characters
- Resolved an issue with Jumpoints caused by browsing large networks
- Resolved an issue where the Accept Session prompt was not displayed if transferred from another Rep

Known Issues:

- When using the Privacy Screen feature, transparent windows on the remote computer may not be displayed to the support rep (e.g. the Office 2007 ribbon)
- Customer exit surveys may display after jumping to elevated Vista machines