

Remote Support 10.3.3 Release Notes

August 18, 2009

Today we're pleased to announce and provide latest maintenance release of Bomgar, version 10.3.3. This release includes the same enhancements & issue resolutions that were recently added in 10.2.9. We are also introducing several additional new features & enhancements as well as resolutions to a good list of issues.

New Features and Enhancements:

- *A new filter to list all embassy users has been added to the embassy page.
- *You can now search embassy users based on the "Last Authenticated As" and "Display Name" columns.
- Multiple files can now be uploaded to the file store (up to 10) at once.
- The help icons on the Support Portal can now be customized.
- The Customer Client Customer Agreement timeout is now configurable via the new Public Portal(s) -> Customer Client -> Display Options -> Acceptance Timeout setting.
- Each of the four components of the Public Site can now be enabled/disabled separately for the Public Site and for the API.
- New "Download Report" buttons have been added to the Reports and Session Details pages.
- Added a new "Prompt for Elevation Credentials" option on the Jump Client mass deployment page, which improves the Jump Client mass deployment installation on Vista and greater.
- Help text was added to the Localization->Search page.
- A Click-to-Chat session can now be initiated via the API.
- Bomgar Buttons can now be deployed with a "Session Key Only" option which allows them to be deployed without being tied to a team or representative.
- The Screen Sharing and Show My Screen buttons now remain enabled regardless of which mode is active. If the either button is clicked while the other mode is active, a window appears explaining that only one may be active at a time.
- The Customer Client window can now be resized when in chat mode.
- A new option in the Representative Console will ask a rep if they wish to elevate before accessing a secure desktop on Windows Vista or greater.
- Jump Clients have improved proxy re-detect functionality to help with low stability network environments.

Issues Resolved:

- Administrative Interface
 - *All instances of "Team" have been replaced with "Team/Embassy" on the Support Summary Report
 - Resolved several issues with the "Back to Results" button incorrectly reverting to default settings after viewing the details of a session
 - Resolved an issue where the admin email address would not accept a blank value; the daily notification notice is now turned off if this field is left blank
 - Resolved an issue where some check boxes would not update until after clicking somewhere else in IE6 and IE7
- Rep Console
 - *Resolved an issue with the Rep Console not acknowledging the permission to share sessions with embassy teams
 - *Resolved an issue where Team Managers' and Team Leads' Rep Consoles would sometimes close in specific scenarios
 - *Resolved an issue where company code was not being displayed in the Rep Console when using Public Portals
 - Resolved an issue where, under certain conditions, Screen Sharing would enter full screen mode after clicking the Enable/Disable mouse and keyboard control button
 - Resolved an issue with ampersands (&) not working properly in canned scripts
 - Resolved an issue with certain Special Actions launching Windows Explorer instead of performing the intended Special Action. Note that some of these Special Actions can take up to thirty seconds to open.
 - Resolved an issue with the Jump Client search in the Rep Console would display an entire group instead of an individual Jump Client
 - Removed the language drop down menu on the Rep Console Login window when only one language is installed

- Resolved an issue with Canned Scripts not being able to read the resource file after elevation
- The sidebar is now hidden in the Rep Console if the Rep only has access to his personal queue
- Resolved an issue where certain Control Panel apps were not being displayed in the Special Actions menu
- The Rep Console uninstall now respects the silent flag and will not display any confirmation dialogs
- Resolved an issue where the Rep Console's upgrade progress bar was hard to read when using the Brushed Steel theme
- Resolved an issue where, under certain conditions, the Rep Console displayed a Jump Client's status as "Session Started" when the session was actually closed
- Resolved an issue where the chat window and side controls were not preserving their state when leaving full screen mode
- Resolved an issue with the link to download the native Customer Client not working properly if the Click-to-Chat client lost its connection to the appliance
- Bomgar Button
 - Resolved an issue with not being able to elevate Customer Clients launched from a Bomgar Button if a non administrator user was logged in
 - Resolved an issue where, under certain conditions, a Bomgar Button would not upgrade properly
- Jump Client
 - Resolved an issue with Jump Clients reporting the wrong file size in Add/Remove programs
 - Resolved an issue where Add/Remove Programs would only show one Jump Client even though multiple Jump Clients might be installed
 - Resolved an issue where Jump Clients removed via "Add/Remove Programs" would update the Rep Console with "Unavailable" instead of "Uninstalled"
 - Resolved an issue with Jump Clients getting starved for resources; a Jump Client will now automatically restart itself
 - Resolved an issue with Jump Clients not coming back online after hard shutdowns (e.g. power failures)
 - Resolved an issue with Jump Clients not coming back online if the Jump Client was disconnected for extended periods of time
 - Resolved an issue where Mass Deployed Jump Clients were instructed to install as a user but still attempted to elevate
- Mac
 - Resolved an issue where lengthy Customer Agreements could appear multiple times
- Linux
 - Resolved an issue with the File Transfer window displaying large files as 0 bytes
 - Resolved an issue with installers not executing correctly on Ubuntu 9.0.4
 - Resolved an issue with the install instructions not being displayed when downloading the Rep Console
 - Resolved an issue where Jump Clients would hang after an auto-upgrade
- Mobile Devices
 - Resolved an issue where, in some scenarios, the full Windows client was being downloaded instead of the mobile client
- Miscellaneous
 - *Resolved an issue with the Customer Client only showing the default site name in the title bar; the Public Portal name is now shown in the Customer Client title bar
 - *Resolved an issue with mass deploying Jump Clients or Bomgar Buttons to an embassy team
 - Resolved an issue where multiple Settings and Logout windows could be generated from the systray icon menu
 - Resolved an issue with the Customer Client not following prompting rules when elevating; reps now see when an elevate prompt is satisfied (allow, deny, or time out)
 - Resolved an issue where the Customer Client may not remove all files after a session has ended. Now if the operating system will not allow the files to be deleted, they are marked for deletion upon the next reboot
 - Resolved an issue where, under certain conditions, services were being stopped but not uninstalled on Windows

Notes:

- The API version has been incremented to 1.2.1 with this release.
- * Features and issue resolutions marked with an asterisk apply to Enterprise licenses only