

Remote Support 13.1.2 Release Notes

August 12, 2013

Requirements:

- This maintenance release version of Bomgar has been certified for physical Bomgar appliances (B200, B300 & B400) and the virtual appliance.
- Physical Appliance requires Base software 3.3.4 or later before installing Bomgar 13.1.2.
- Virtual Appliance requires Base software 3.3.5 or later before installing Bomgar 13.1.2.

Issues Resolved:

- Administrative Interface
 - Resolved an issue with downloading a Support Session Detail report when the report was generated by specifying a Session ID
 - Resolved an issue where entering a session key on the Support Portal would redirect to HTTPS.
 - Resolved an issue causing a blank value to save for the "Maximum number of concurrent Jump Client upgrades".
- Rep Console
 - Resolved an issue causing Pushed URLs to be converted to all lower-case characters.
 - Resolved an issue with Local Push and Start always prompting for credentials.
 - Resolved an issue where deploying Bomgar Buttons to a team that the Representative is not a member of could cause the Rep Console to show undesired behavior.
 - Resolved an issue with the %REP_NAME% macro not showing Representative names correctly in the Rep Console's chat window.
 - Resolved an issue causing IP address not to display in the tool tip that is shown when the mouse stops over the Session Tab.
 - Resolved an issue with a "Permission Denied" message being displayed in the Rep Console Chat window when accepting Click-To-Chat sessions.
 - Resolved an issue causing the "When Finished" drop-down menu to be disabled if the session originated from a Click-To-Chat session.
 - Resolved an issue causing the screen sharing window not to receive focus after performing a Control-Alt-Delete from the Special Actions menu.
 - Resolved an issue causing case sensitivity with the text auto-completion for the group field in the Jump Client Properties window.
 - Resolved an issue causing the computer name not to show in the Session tab after a Click-To-Chat client was upgraded to the native client. Also, the IP address was removed from the Session tab since it is already visible other places.
 - Resolved an issue where the Application Sharing selection for Show My Screen was being displayed in Linux Rep Consoles, which is not currently a supported configuration.
 - Resolved an issue with Elevated Push and Start not allowing alternate credentials.
 - Resolved an issue with Virtual Smart Card warnings appearing even though it was not being used.
 - Resolved an issue with the Session Transferred message appearing too many times in the Rep Console chat window.
- Virtual Smart Card
 - Resolved an issue with the Virtual Smart Card driver not uninstalling properly on Windows XP.
 - Resolved an issue with the Virtual Smart Card readers not responding after the user logs off the computer.
 - Resolved an issue with the Virtual Smart Card functionality sometimes not returning after a computer was awoken from sleep.
 - Resolved an issue with the Virtual Smart Card not working properly in RDP sessions.
 - Resolved an issue with the Virtual Smart Card not working properly on Windows XP login screens.

New Features and Enhancements:

- Items with an asterisk (*) require an Enterprise license
- Integration Client (1.3.7.781) is compatible with 11.1.3 and greater versions
- Bomgar 13.1.1 release works with the following Bomgar Mobile versions:
 - iOS™ & Android Customer Clients (version 2.1.0+)
 - iOS™ & Android Rep Consoles (version 2.2.0+)
 - NOTE: The above mobile apps require trusted CA-signed certificates on the appliance.

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