Android Rep Console 2.1.1 Release Notes

May 30, 2012

Requirements
The Bomgar Android Rep Console works with:
- Android Smartphones and Tablets running Android 2.2+
- Existing Bomgar installations, version 12.1.1 or greater
- Support sites with a trusted CA-signed certificate on the appliance

New Features & Enhancements
- The Bomgar Android Rep Console is now a universal app, making it compatible on both tablets and phones.
- UI elements have been improved throughout the app make it crisper on tablets; for phones, it's a completely revamped layout with easier tabbed navigation.
- Full screen mode for screen sharing is now available on tablets.
- Screen sharing performance has been improved when running Bomgar 12.1.4 or greater.

Issues Resolved
- Resolved an issue causing the "Rep is typing…" message to be sent to the customer.
- Resolved an issue causing the screen sharing prompt to be accepted when rotating the Rep device.
- Resolved an issue causing the screen sharing button to be active after a session has ended.
- Resolved an issue causing more than one window to appear when with quickly accepting sessions.
- Resolved an issue causing multiple customer prompts when rotating the Rep device while waiting on the customer to accept the prompt.
- Resolved an issue causing the secure desktop message to display in the screen sharing window when the Customer Client is unable to display the screen.
- Resolved an issue causing the Rep Console to crash when closing multiple sessions in a short period of time.