

Remote Support 10.0.9 Release Notes

April 19, 2008

New Features and Enhancements:

- Jumpoint Enhancements
 - Jumpoint and Jump client services will now take recovery actions and will be restarted if their processes are interrupted.
- Administrator Permissions Change
 - Once a user is configured as an administrator, a fellow administrator can add/remove past admin only options from that administrator. Specific options are no longer grayed out and all options are selected by default upon the creation of a new administrator.
 - Verbiage added to the Group Policies Page and User Accounts Page:
 - NOTE: Granting administrator privileges will allow this user to grant themselves any other permissions.

Issues Resolved:

- Rep Client
 - Copy and Paste issues are now fixed.
 - Reboot/Reconnect issues with Windows 9x clients are now fixed.
 - RepClient system tray balloons disappear slower allowing easier reading of the messages they display.
 - Some issues with Special Actions are now resolved for Windows.
- MAC
 - An issue where Mac Customer Clients were not able to support best performance/best appearance has been resolved.
 - An issue where the Mac Customer Client install packages were not removed properly when the Customer Client installs has been resolved.
 - An issue where the Mac Customer Client was not supporting number pad keys properly has been resolved.
- Group Policies
 - A critical issue where it would prevent removal of members from teams or Jumpoints when defined in a group policy has been resolved.
- Misc Web Enhancements
 - Added additional syslogging for removing/adding members to push agents or support teams.
 - "Internal error, please try again" issues have been resolved.

Known Issues:

- An issue still exists in properly displaying the Customer Agreement on Windows95 platform.
- There is currently an issue with Windows9x-deployed Jump client auto-upgrading appropriately.