# Remote Support 10.3.1/10.3.0 Release Notes

**May 19, 2009**

We are pleased to announce the release of Bomgar 10.3, our first major release of 2009. This release introduces a few new features such as Embassy, Access Sponsor and Click-to-Chat, as well as a long list of enhancements to existing Bomgar features.

The highlights of this release are listed below. To learn more and to request your upgrade, visit the Bomgar Support portal.

**Requirements for 10.3:**
- This version of Bomgar requires appliance base software version 3.1.0
- The customer's Click-to-Chat interface requires Adobe Flash Player 9 9.0.28 or later

**New Features and Enhancements:**
- Management Enhancements
  - Automatic Failover* - automate the failover procedure between your Bomgar boxes to provide seamless support and business continuity
  - Embassy* - now you receive external support by giving vendors remote access to your network without compromising your security
  - Access Sponsor* - this new feature allows less-privileged representatives to request help from their senior counterparts, and it gives higher-level representatives the ability to grant (or deny) access to their junior counterparts
  - Integration Client Alerts* - if a scheduled task within the Integration Client ever fails, an alert can now be sent to the specified administrator for quick recourse
- Support Enhancements
  - Fast User Switching Support - Bomgar now allows you to support Windows machines that make use of Fast User Switching
  - Improved Windows Vista Support - support representatives are now able to send a remote Ctrl+Alt+Delete key sequence to remote Windows Vista machines
  - Command Shell History - this enhancement gives support reps a configurable amount of command shell history when supporting remote Windows machines
  - Canned Scripts - now you can create custom scripts that can be used within the Command Shell interface
  - Improved Mac System Information - support representative have a much more comprehensive view of remote Mac systems in Bomgar 10.3
- Customer Client Enhancements
  - Bomgar Button Enhancements - the Bomgar Button just got better by no longer requiring you to download the customer client once it's deployed
  - Click-to-Chat - this new feature gives your customers the ability to chat immediately (via a Flash-based chat interface) with your support reps (via the Bomgar Representative Console)
  - Logged Customer Agreement Acceptance - this enhancement allows you to log any customer agreements acceptances that you have configured for your customers
- Jump Technology Enhancements
  - Proxy Jump - Jumpoint administrators may now configure their Jumpoints so that target machines requiring proxy credentials can be Jumped to
  - Concurrent Representative Access to Jump Clients - multiple reps can now access a single Jump client simultaneously
  - Restricted Jump Client Uninstalls - this enhancement keeps users from accidentally uninstalling Jump clients from their machine

**Notes:**
- Features with an asterisk (*) require an Enterprise license.
- Non-English translations for Bomgar 10.3 will be available in an upcoming maintenance release. If you need to provide remote support in a language other than English, ask our support team about Bomgar 10.2.8, our latest translated release.