

## Remote Support 10.4.1/10.4.0 Release Notes

November 16, 2009

We are pleased to announce the release of Bomgar 10.4, our second major release of 2009. This release introduces a few new features such as Rep Invite, Equilibrium and Shell Jump, 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:

- This version of Bomgar has been certified for appliance base software versions 3.1.2 and later
- For virtual appliances, this version of Bomgar has been certified for appliance base software 3.1.1 and later

### New Features and Enhancements:

- Management Enhancements
  - Equilibrium\* - automatically route new sessions to your support reps' personal queues based on rules that you define
  - Reporting Permissions - administrators now have more options for granting and revoking access to the reporting interface
  - Send File from Chat Permission - just like turning off File Transfer permissions, you can now grant or revoke support rep's ability to send files via the chat interface
  - API Permission - tighten security by allowing XML API access to only specific users
- Support Enhancements
  - Rep Invite - invite any external vendor into a support session, even if they don't have Bomgar
  - Mac Elevation - when supporting remote Mac customers, now you can elevate the customer client to run with administrator privileges. This brings additional features such as reboot & reconnect, fast user switching, and better Jump Client support.
  - Ubuntu Rep Support - the Bomgar Representative Console is now officially certified to run on Ubuntu 8.10 and 9.04
  - Post-Session Customer Redirect - specify a URL to send your customers to after a support session
- Jump Technology Enhancements
  - Jump Zone Proxy\* - support Bomgar clients on a remote network where a native connection to the Internet does not exist
  - Shell Jump - connect to any SSH- or Telnet-enabled device through a Jumpoint on a remote network using only the Bomgar Representative Console
  - Jump Client Password - add a layer of security to Jump Clients by requiring a password to access them
- Customer Client Enhancements
  - Windows 7 Support - Bomgar 10.4 is officially certified to support the latest version of Windows for support reps and customers
  - 64-bit Linux & Windows Clients - reach more customers with Bomgar's native 64-bit Customer client and Representative Console
  - MSI Installer - Bomgar Buttons, Jump Clients and the Representative Console can now be installed via MSI installer package, creating more deployment options for administrators

### But wait - there's more!

With special thanks to our Early Adopters for their help, we're also pleased to announce the following features, enhancements, and resolved issues that were spotted early enough to be included in 10.4.1 as well as changes that were incorporated into version 10.3.6!

- Administrative Interface
  - Enhanced Clipboard Controls now allow synchronizing between the Rep's and Customer's clipboards. A new setting is located under the Management -> Security page labeled "Clipboard Synchronization Mode".
  - Administrators can now configure how long logging information and session recordings are stored on the appliance; this new setting is located on the Management -> Security page
  - A Back button has been added to the add/edit embassy page for better navigation

- Representative Console
  - The Rep Console now inherits high contrast themes from the operating system
  - New image overlays have been added for the BlackBerry Tour and BlackBerry Curve, giving a more accurate support view to the support representative
  - New default skins for unknown BlackBerry and Windows Mobile devices have been added, emulating the basic hardware buttons
  - Several updates to the File Transfer interface have been added
  - When viewing System Information on a remote Windows machine, the MAC addresses are now included
  - Now the shell window can be resized after the session is connected
  - The Close / Disconnect Session window is now more user-friendly
- Customer Client
  - If a Bomgar Button has any problems connecting to the appliance, now the Support Portal is opened.
  - Elevation requests in Click to Chat sessions are now inline with the chat text rather than above the chat area
- API
  - Now the Click-to-Chat client can be downloaded via the API
  - Added "rep\_username:<username>" support to the queue\_id parameter to Command API's generate\_session\_key action. This allows a session key to be generated for a rep's queue via the API by providing the rep's username.

**Notes:**

- The API version has been incremented to 1.3.2 with this release
- Features with an asterisk (\*) require an Enterprise license.
- Non-English translations for Bomgar 10.4 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 10.3.6, our latest translated release.