

Remote Support 10.4.3 Release Notes

December 7, 2009

The following enhancements and resolved issues are included in this latest maintenance release of Bomgar 10.4.

Requirements:

- Several optimizations to failover have been made to support appliances with very high loads
- Added improved status & error messages for sync events between Primary and Backup site instances

Issues Resolved:

- Administrative Interface
 - Resolved an issue with failover that could potentially occur if session recordings had never been enabled
 - Resolved an issue that could occur when using SMTP relay with authentication
 - Resolved an issue with the Customer Client configuration page where the "Disable Hardware Acceleration" checkbox was not reflecting the correct state
 - Resolved an issue with Outbound Events where unformatted error messages could be displayed in Status column
- Representative Console
 - Resolved an issue where the "Automatically Lock Computer When Finished" setting was not being honored with sessions initiated via Click-to-Chat
 - Resolved an issue with Screen Sharing where using the scroll bars could leave artifacts on the Rep Console's viewer
 - Resolved an issue with Shell Jump where exiting a session could result in an unknown error
- Presentation
 - Resolved an issue where generic names could be displayed for attendees who joined the presentation early
 - Resolved an issue with the Mac presentation client not working properly when the Attendee Agreement was enabled