

Remote Support 10.5.4 Release Notes

February 2, 2011

A new maintenance release for Bomgar 10.5 is now available. This version includes the new Number-Only Session Key feature from 10.6, as well as a several resolved issues. As always, thank you for your continued support of the product through your comments and feedback!

Requirements:

- This version of Bomgar has been certified for use with all Bomgar appliances (B100, B200, B300, B400 & Virtual Appliance)
- Physical appliances require base software version 3.1.10 or later before installing Bomgar 10.5.4
- Virtual appliances require base software version 3.1.11 or later before installing Bomgar 10.5.4
- Note that the API version remains at 1.4.2 in this release

New Features and Enhancements:

- All session keys are now exclusively numeric [0-9] and seven digits in length, allowing for easier session initiation for customers with non-English keyboards

Issues Resolved:

- Resolved an issue where chat messages for Access Sponsor elevation attempts could be sent to the wrong Rep
- Resolved an issue with the File Transfer tool where a rep could open a file to edit and then save the file back to the remote system, even if the Rep didn't have permission to upload files
- Resolved an issue where sessions could still be transferred or shared after the customer had left the session
- Resolved an issue where Reps were not able to deploy Bomgar Buttons to the General Queue
- Resolved an issue where Embassy users could not deploy Bomgar Buttons to teams