

Remote Support 14.1.3 Release Notes

May 6, 2014

Requirements:

- This maintenance release version of Bomgar has been certified for physical Bomgar appliances (B200, B300 & B400) and the Virtual Appliance.
- The Physical and Virtual Appliance require Base software 4.0.5 or later before installing Bomgar 14.1.3.

New Features and Enhancements:

- Languages are now supported in the 14.1 series. Chinese (Simplified), Chinese (Traditional), Dutch, French, German, Italian, Japanese, Portuguese (Brazil), Portuguese (Portugal), Spanish (Latin America), Spanish (European), Swedish and Turkish are now available in 14.1.3.
- Jump Clients now have two Session Policies, an attended policy and an unattended policy. This provides for prompting only for attended machines.
- Streamlined Session Start is now configurable via /login to be turned off or on as desired.
- The Users & Security page loads faster now.
- Representatives who are members of many teams now login faster.

Issues Resolved:

- Reporting
 - Reports and the Reporting API now specify Jumpoint details for RDP sessions.
 - When downloading a report in Excel format you now have both xml and xlsx formats available.
 - Resolved an issue with blank pages appearing sometimes when viewing reports.
- API
 - Resolved an issue on Physical Appliances with requesting a recording that was larger than 2 gigabytes.
 - Resolved an issue with the queue_id for generate_session_key being case sensitive causing backwards compatibility issues.
- Support Portal
 - Resolved an issue with using Session Keys that were generated from LDAP users with empty blank Public Display Names.
 - Resolved an issue with custom Help icons reverting back to the default icon.
 - Resolved an issue with HTML changes on the Public Portal being reverted back to default.
- Security Providers
 - Resolved an issue with LDAP users not being able to authenticate if the LDAP users are located below the Local users.
 - Resolved an issue with RADIUS users being case sensitive.
- Group Policies
 - Resolved an issue with LDAP user fields assigned by Group Policies being editable after restoring a backup.
- Failover
 - Resolved an issue with a redirect to the "What's New" page displaying "document not found".
 - Resolved an issue with Data Syncs failing if they occurred during a Probe.
- Text Updates
 - Removed references to Jumpoint Memberships on Chat-Only sites.
 - Removed references to Presentation Session Keys on Chat-Only sites.
 - Changed the character limits for Comments and Group Name fields on the /login Jump Client Mass Deployment Wizard page to match the character limits in the Rep Console.
 - Resolved an issue with the Customer Exit Survey Submit button being too close underneath the last survey question.
- Rep Console
 - Resolved an issue with detaching windows in the Rep Console sometimes causing grey windows to be displayed.
 - Resolved an issue where the Rep Console window would not restore from a minimized state when a session assignment alert was accepted.
 - Resolved an issue with showing a date of "12/31/1969" in the File Transfer window for items that have no associated date.

- Resolved an issue with using "Jump To" to connect to a 32 bit Windows computer that contains the SysWow64 directory.
- Resolved an issue with Location and Duration settings under the Popup Notifications remaining enabled when they should not be.
- A more descriptive error message is now displayed when the sound file set under preferences is deleted.
- The Jump Client window is no longer resized when selecting a queue in the left pane.
- Resolved an issue with the Automatically Elevate Local Network Attempts setting being displayed for Windows XP, Mac OS X, and Linux clients when it should be hidden.
- Resolved an issue with the Chat history of members that have left the session not being displayed after a session has been transferred.
- Resolved an issue with 8-bit Annotations drawn with black showing up as transparent.
- Resolved an issue with extra columns appearing in exported Jump Client lists that have commas in some of the fields.
- Resolved an issue with portions of the original display not being cleaned up when View All Displays is selected.
- Resolved an issue with Rep Invite Session Policies not sorting correctly.
- Resolved an issue with the Ctrl-Alt-Delete Special Action not working properly sometimes.
- Resolved an issue with the Rep Console displaying the previously set non-English language after upgrading from a site with languages to a site with no languages.
- Resolved an issue with using BRCS to start a session on a password protected Jump Client, when only one Jump Client matched the search.
- Customer Client
 - Streamlined Session Start is disabled on Windows 2000 due to incompatibilities.
 - Updated the proxy header used in Proxy Detection to be IE9/Win7.
 - The Customer Client no longer requests to be the last application running if it detects it is in a Virtual Desktop environment similar to Citrix or VMWare View.
 - Updated the Save File window title to be more accurate.
 - Resolved an issue with the Elevation Progress Bar sometimes not closing after elevation was successful.
 - Resolved an issue with the Customer Client detecting whether the Welcome Screen was disabled in Windows XP, which determines which Special Actions are available in the Rep Console.
 - Resolved an issue with some of the Installed Programs list not reporting correctly to System Information on the Rep Console.
- Presentation
 - Resolved an issue with the Presenter not being able to give an Attendee control if there is no internet access.
- Click-To-Chat
 - Resolved an issue with the Run Full Customer Client button not enabling after a Representative transfers the session and the Customer has not responded to the prompt.
- Bomgar Button
 - Resolved an issue with some error messages being cut off when displayed in German.
- Jump Client
 - Resolved an issue with some Jump Clients being slow to connect.
- Jumpoint
 - Resolved an issue with vPro sessions started behind a proxy server not connecting properly.
- Shell Jump
 - Resolved an issue with selecting the Provisioned Only check box not disabling the other advanced controls.
- Mac
 - Resolved an issue with using Shift + Arrow key to select text through screen sharing when the Rep Console was run on Macs.
 - Resolved an issue with not being able to connect to Jump Clients on Macs if the login screen was visible.
 - Resolved an issue with Jump Clients leaving orphaned disk images on Macs after an upgrade.
 - Resolved an issue with drawing ellipses on Mac OS X 10.9 Mavericks.
 - Resolved an issue with the session not returning after the user logs off on Macs.
 - Resolved an issue in which a message would appear stating the Customer Client was already running while doing proxy detection and elevated on Macs.
- RDP
 - Resolved an issue with the Exit Survey and Uninstalled Prompt not being displayed through remote sessions.

- Virtual Smart Card
 - Resolved an issue with rebooting a customer while in a local push session using the Virtual Smart Card.
 - Resolved an issue where sometimes the Rep will not be able to see the Token as an option to share or use.
 - Mobile Devices
 - Resolved an issue with the Start Screen Sharing button being enabled when in fact it was not and would fail.
- Misc
 - Resolved a display issue with Session Policies with long names.
 - Resolved an issue to not display a link if the user does not have permissions to the link.
 - Resolved an issue with spacing on the Manage Skills page when viewed in Firefox.
 - Resolved an issue with duplicate "username" and "skill_code" lines causing the page not to load when importing skills.
 - Backups are now stored in the tsv format instead of SQL.
 - Resolved an issue with assigning a user an extremely high Display number.
 - Resolved an issue with File Transfer not working properly if certain paths were enabled or disabled and the folders were empty.
 - Resolved an issue with an Exit Survey with a Radio button with only one option not allowing the user to unselect it once it had been selected.

Notes:

- Integration Client (1.3.8.793) is compatible with 12.1.1+ and greater versions of our product.
- Backup Client (138) is compatible with 12.1.1+ and greater versions of our product.
- Bomgar 14.1.3 release works with the following Bomgar Mobile versions:
 - iOS™ & Android Customer Clients (version 2.1.0+)
 - iOS™ Rep Console (version 2.2.3+)
 - Android Rep Console (version 2.2.2+)
 - iOS™ & Android Presentation Clients (version 2.2.0+)
 - NOTE: The above mobile apps require trusted CA-signed certificates on the appliance.