Remote Support 15.1.2 Release Notes

June 3, 2015

Requirements:
- This maintenance release version of Bomgar has been certified for Bomgar appliances (B200, B300 & B400) and virtual as well as cloud deployment models.
- This release requires Base software 4.2.2 or later before installing Bomgar 15.1.2.

New Features and Enhancements:
- iOS Screen Sharing – Enables view only screen sharing of iOS 8.01+ devices connected via USB to OS X 10.10+ machines. Available for the Windows, Mac, and Linux Rep Consoles while accessing a remote Mac OS X Yosemite customer.

Issues Resolved:
- Atlas
  - Resolved an issue where the Session Recording Download API sometimes did not successfully download.
- Bomgar Button
  - Resolved an issue with Embedded Bomgar Buttons displaying incorrect verbiage in the Startup list when viewing the System Configuration.
  - Resolved an issue with Bomgar Buttons sometimes not upgrading properly on Windows XP.
- Customer Client
  - Resolved an issue with the Customer Client not rebooting correctly in VMWare View environments.
  - Resolved an issue with Special Action enumeration being slower than it should be.
  - Resolved an issue with the Credentials window appearing behind the main Customer Client window when requesting Automatic Login Credentials in Safe Mode.
  - Resolved an issue where the Customer Client Exit message was sometimes not displayed.
- Failover
  - Resolved an issue with sending out Shared IP warning emails during a failover operation.
- Jump Client
  - Resolved an issue that could cause a Jump Client to not be able to connect after a new install.
- Jumpoint
  - Resolved an issue with Jumpoints sometimes not coming back online after an upgrade.
- Rep Console
  - Resolved an issue with some of the Control Panel Options not showing up in the Special Actions menu after a reboot.
  - Resolved an issue with the Representative Exit Survey not being translated when Workflow is enabled.
  - Resolved an issue with the /login->Public Portals->Public Sites->Edit Public Site "Display Company Code on the Issue Submission Survey" setting affecting whether the Company Name column was displayed in the Rep Console.
  - Resolved an issue that could result in a failure if the Invite an External Representative window is initiated then no further action is taken until the session passes it's inactivity threshold and an attempt is made to automatically remove the session from the rep console.
  - Resolved an issue with the %SESSION.LSID% macro in Custom Rep Links substituting the session's Conference Key instead of the LSID.
  - Resolved an issue with searching for Jump Clients sometimes not working after upgrading.
  - Resolved an issue with the ordering of the Yes and No buttons on the prompt window for joining a session already in progress.
  - Resolved an issue with pasting from the clip board across multiple sessions.
  - Resolved an issue that could cause a canned script to not be interpreted and run properly.
  - Resolved an issue with the sorting of Jumpoint lists.
  - Resolved an issue with Windows keyboard mapping through RDP sessions. Note that this fix is only for the Rep Console running on a Windows Operating System.
  - Resolved an issue with refreshing long Jump Client lists sometimes causing the Rep Console to become unresponsive.
  - Resolved an issue with the Insert key not working in Windows Command Shells.

- o Resolved an issue with the focus not returning the Screen Sharing window after sending Ctrl-Alt-Del.
  - o Resolved an issue with the Rep Console UI becoming sluggish on some RedHat 6.x distros.
  - o Resolved an issue where the Custom Info tab would not be displayed in the Rep Console if only one Custom Attribute other than the external_key is defined.
- Reporting
  - o Resolved an issue with searching for sessions without an external key being slow.
  - o Resolved an issue with downloading reports in XLSX format not working properly.
  - o Resolved an issue with Details link when viewing Customer Exit Surveys not returning the desired results.
- Security Providers
  - o Improved browsing performance when browsing an LDAP tree for new Group Policy members such that 1000 members may be returned at a time. This matches the LDAP default browsing limit of 1000.
  - o Resolved an issue with Local user's Display Names being set to their Login names after an upgrade.
  - o Resolved an issue with an LDAP sync aborting sometimes during Active Directory replication.
  - o Resolved an issue with application of a Group Policy stopping if a failure was found on a single policy or user. Now the provisioning will continue until all policies have been applied on all users.
  - o Resolved an issue with LDAP sync not working with providers that do not support pagination.
  - o Resolved an issue with the Pre-Upgrade check failing when LDAP Distinguished Names were stored with varying cases in the same provider.
  - o Resolved an issue where Failover Cluster providers would fail in /login if the first node is up but unreachable.
  - o Resolved an issue with error 111 being logged to an LDAP provider report during the first sync to occur after an upgrade.
  - o Resolved an issue with special characters causing a Pre-Upgrade check to fail.
  - o Resolved an issue with Pre-Upgrade checks failing when there were Group Policy memberships with users that no longer existed.
  - o Resolved an issue with deleted License Pools not being removed from Group Policies.
  - o Resolved an issue with leftovers from deleted Group Policies causing a Pre-Upgrade check failure.
  - o Resolved an issue with the Group Policy page being slow to load in Internet Explorer 11.
  - o Now preventing syncs to run concurrently on the same provider. A new sync will force the running sync to start over.
  - o Resolved an issue with LDAP providers failing to sync if the bind account did not have the proper read permissions.
  - o Resolved an issue with a Pre-Upgrade error occurring if one user with custom Session Policies authenticated using two different LDAP providers.
  - o Resolved an issue with an LDAP provider enabled for group lookups not displaying on the Edit page after being upgraded to a cluster.
  - o Resolved an issue with LDAP Group Lookup not displaying disabled providers.
  - o Resolved an issue with an error being generated after unchecking "Enabled" when creating new clusters.
  - o Resolved an issue with the Group Policy Edit page not loading properly when there are large numbers of Policy members.
  - o Resolved an issue with the displayed Time Zone on the Group Policy page not reflecting the same Time Zone as is on the Status Page.
  - o Resolved an issue with the Group Policy page being slow to load with large numbers of members.
  - o Resolved an issue with Group Policy settings not being applied to all users when there is a large number of users.
  - o Resolved an issue with saving copied Group Policies.
  - o Resolved an issue with MaxValRange being exceeded for Group members causing LDAP to return null lists of values for a given attribute.
  - o Resolved an issue with disabling a Security Provider not being logged to syslog.
- Linux
  - o Resolved an issue with System Info not refreshing the Storage and Network Interfaces tabs on Linux.
  - o Resolved an issue with the Rep Console running in a KDE environment becoming unresponsive if a session was transferred to it and the Rep Console was not the active window.
- Mac
  - o Resolved an issue with Copy and Paste functionality not working from a Mac Rep Console to a remote clients.
  - o Resolved an issue with the blue highlight not disappearing after selecting the Queue window in the Rep Console on Macs.

- Mobile Devices
  - o Resolved an issue with requesting System Info from mobile devices.
  - o Resolved an issue with Click-To-Chat sessions not working on Blackberry devices.
- ShellJump
  - o Resolved an issue with Shell Jump using a terminal type of "VT100" instead of "vt100".
- Text Updates
  - o Outbound event emails now use the Time Zone specified in /login. Also, the date is now displayed in the "Day, Month Day, Year Hour:Minute:Second TimeZone" format.
  - o Resolved an issue with the Group Policy page showing the Jumpoint multi-select options instead of "No Jumpoints Available" when there were not Jumpoints.
- Misc
  - o Resolved an issue with svg files being served up from the File Store with the wrong Content-Type.
  - o Resolved an issue with no default site being defined after an upgrade.
  - o Resolved an issue with some Rep Console settings not displaying correctly after upgrading.
  - o Clicking outside the Group Policy Add Members window will once again close the window.
  - o Resolved an issue with saving Support Teams when they have License Reservations.
  - o Resolved an issue with the Bomgar Button configuration page not displaying correctly with languages configured.
  - o Resolved an issue that did not allow Custom Link Macros in a custom link.
  - o Resolved some issues where users would be logged out immediately after logging into /login.
  - o Resolved an issue with the Locale selection drop-down menus not updating after modifying languages.

Notes:
- Supports API version 1.13.0.
- Supports upgrades from 14.3.2+.
- Requires Integration Client 1.3.10+.
- Discontinued support of Windows Server 2000 on Jumpoints, Integration Clients and the Bomgar Connection Agent with Bomgar Release 15.1.1.
- Bomgar 15.1.2 release is certified with the following Bomgar Mobile versions:
  - o Samsung Customer Client (version 2.2.6+)
  - o Android Customer Client (version 2.2.5+)
  - o iOS™ Customer Client (version 2.2.2+)
  - o iOS™ Rep Console (version 2.2.5+)
  - o Android Rep Console (version 2.2.4+)
  - o NOTE: The above mobile apps require trusted CA-signed certificates on the appliance.