Remote Support 10.0.1/10.0.0 Release Notes

October 15, 2007

Today marks the official release of the much-anticipated Bomgar 10.0! It's been almost three whole months since the last update to this blog, but we think that the wait was worth it. Below is a list of the new features and enhancements that are included in this release.

Ready to get it? Go ahead & jump into the queue to request your upgrade today!

New Features and Enhancements:
- Full Vista support is now available.
- Linux support is now available for the following:
    - Representative Client support on SUSE Enterprise Desktop.
    - Customer Client support on SUSE Enterprise Desktop, Red Hat, Fedora, and Ubuntu.
- Windows Mobile Customer Client support is now available for the following:
    - Windows Mobile 5 for Pocket PC and on Pocket PC Phone Edition
    - Windows Mobile 6 Classic and Professional
- Jump Technology
    - Jumpoint is now a production feature.
    - Jump client functionality added for increased access to unattended remote systems.
        - Pin an active session as a Jump client for later access, even without the end-user's interaction.
        - Mass Deploy Jump clients for access to groups of remote systems later without needing interactions of remote system users.
        - Group and sort your Jump clients from the Representative Client.
        - Create Jump clients on all supported Windows, Mac, and Linux operating systems (Win Mobile is not currently supported).
        - Control how often your Jump clients send updates back to your site.
- Application Sharing
    - Customers can now select which applications a representative may view or control.
    - Representatives can select the applications they wish to show to the remote user when using the Show My Screen feature.
    - Representatives can now select specific applications that they want to share in a presentation.
- Remote Command Shell
    - This feature is no longer an experimental feature and works with all supported versions of Windows, Mac, and Linux (Win Mobile is not supported).
    - Remote Command Prompt sessions are also recorded in FLV format and are accessible via reporting.
- Show My Screen (previously known as Reverse Connect): representatives now have the ability to grant control of their system to the remote system user.
- The Rep Client installation now allows a selection to install for "current user" or for "all users".
- File Transfer now has friendly status messages.
- Screen Sharing performance improvements have been added.
- Rep Client GUI improvements include:
    - Screen sharing real estate has been increased by optimizing all margins and borders.
    - Additional Quick Buttons have been added for "Jump to…", Session Key Generation, and Presentation.
    - The Push URL feature in the chat control has been improved.
- Special Action Enhancements
    - Registry Editor has been added to the menu
    - Event Viewer has been added to the menu.
    - Control Panel with a fly-out menu containing the available control panel applets has been added.
- System Information Enhancements
    - The memory section now shows information about the customer's memory usage. This information refreshes every 10 seconds.
    - The default browser name of the remote system is now available with this feature.
    - The video driver name and version information has also been added to this feature.
- Reporting Enhancements - new reporting filters have been added to enable additional reports.

- Security Provider Enhancements
    - o Clustering Security Providers
        - Allows customers to group providers which provide the same information (e.g. Users, Groups, etc.) into a logical group which functions as a cluster.
        - Load balanced.
        - Drag and Drop support for priority adjustments in Security Providers and Group Policies.
        - Group Policies/Security Providers settings are now viewable from the same page you adjust their priorities.
        - When debugging an LDAP Security Provider, output from the OpenLDAP libraries is provided to assist in diagnosing the problem. This is not limited to just the OpenLDAP stores.
- Team Communication Management - the General Queue can be disabled with this feature. This will improve the manageability of a site with higher number of Bomgar licenses.
- API Extraction Tool (Database Integration Tool)

Notes:
- Security Patch 3 is required.