Remote Support 10.0.15 Release Notes

July 28, 2008

New Features and Enhancements:

- Two new languages now supported:
  - Simplified Chinese
  - Dutch
- A warning was added when Jumping to a computer that is currently being supported by another Rep.
- A new web interface setting was added to the Configuration -> Jump Clients page allowing administrators to specify the number of Jump clients that may upgrade simultaneously.
- Jumpoints now support jumping to a computer with non-ASCII characters in the computer name.
- Jump clients on Mac OS X 10.5 no longer wait for a response to a prompt before reconnecting.
- The Mac Customer client's dock icon will bounce when the Customer client window does not have focus and prompts are received.
- Clients running on Gnome 2.22 or greater are now more compliant with the .desktop file specification.

Issues Resolved:

- Administrative Interface
  - Language Support
    - Resolved an issue concerning Users with 'Edit Public Template' permissions. These users are now allowed to modify customizable verbiage shown only on the public template and can no longer modify customizable verbiage for neither the Customer nor Presentation Attendee clients. Only users with 'Administrator' permissions can modify the verbiage shown in the clients.
  - Security Providers
    - Resolved an LDAP User Provider issue that did not allow the use of "*:?" as the user object unique ID to locate defined policies for those users/groups.
    - Resolved an issue with Cluster Security Providers where configuration of members were not handled appropriately leading to failed authentication.
    - Resolved an issue with Clusters of LDAP Group Providers where copying configuration from user providers were failing.
    - Resolved an issue with Clustered Security Providers where failing over was not functioning properly, especially when nested.
  - Misc
    - Resolved an issue with Canned messages reporting an incorrect error message.
    - Resolved an issue with permissions allowing 'Administrators' to access the Reporting interface when it was explicitly disabled in the interface.
    - Resolved whitespace issues in Exit Surveys for Options & Report Headers.
- Clients
  - Jump Client
    - Resolved an issue where Reps were prompted that a new customer had entered their queue when sessions were started via Jump. Reps are no longer prompted at the start of Jump sessions.
    - Resolved an issue with Jump clients where auto-upgrade was failing. An appropriate amount of time is now allocated for the Service Manager to become ready from a boot-up sequence before the auto-upgrade is attempted.
    - Resolved an issue with uninstalled Jump clients still showing in the Rep client.
  - Presentation Client
    - Resolved an issue with Presentation start and end times being off by one minute.
  - Mac and Linux
    - Resolved an issue with Control, Alt, and Tab keys not being sent through screen sharing via the Linux Rep client.
    - Resolved a sorting issue with System Information pulled from the Linux Customer client.
    - Resolved an issue with scroll bars not showing in Actual Size mode in the Linux Rep client.
  - Misc
    - Resolved an issue where certain transparent windows and menus were not showing in screen sharing.

- Resolved an issue in the Rep client where not all canned messages were completely shown.
- Resolved a stability issue with the Control Panel item in the Special Actions menu.
- Resolved an issue with Share My Screen where keyboard control was not passed to the customer.
- Resolved an issue where increasing the customer's screen size during screen sharing would cause portions of the Session Recording to be cropped.
- Resolved several Rep client color issues caused by resizing of the Rep client.
- Resolved several System Info tool issues for stability and usability.