Remote Support 10.1.2 Release Notes

July 1, 2008

New Features and Enhancements:

- Connection Agents Now Have Password Confirmation - to reduce typing errors when entering the Connection Agent password, a second password entry has been added to confirm the password is typed correctly
- LDAP Providers
    o LDAP User Providers and LDAP Group Providers can now have independent search OUs. This improves search efficiency for customers who keep their users and groups in separate, independent OUs.
    o Improved error reporting to help diagnose LDAP connectivity errors.
- Manual settings for Failover Roles - a checkbox has been added to the Failover page that enables and disables automatic data-syncs.
- Alerts Audio alerts are now supported for MAC and Linux.

Issues Resolved:

- Administrative Interface
    o Administrators changing the username for Local users could result in a duplicate user being created. This has been fixed.
    o Users from remote providers can now change their display name
    o In certain circumstances, users from remote providers would be unable to authenticate with the Bomgar Box, even when their credentials were valid. This has been fixed.
    o When configuring Clusters of Clusters in a Failover scenario, navigation through the Web Interface to define Group Policies now handles Failover properly
    o When a user or group provider was configured with multiple object ID mappings, Search functionality would no longer function for that Provider in Group Policies. If a user from this provider was added to a Group Policy, further edits of this group policy would not display the user's or group's name properly. This has been fixed.
    o When editing an LDAP Group Provider to copy its configuration from an existing LDAP User Provider, if the User Provider is using anonymous binding or a connection agent, the Group Provider now saves properly
    o Kerberos Keytabs are now included in backups
    o A bad link on the Outbound Events Edit Recipient page has been fixed
- Clients
    o Using the shift key to highlight text is working again
    o After rebooting, the screen sharing scroll bars appear as expected now
    o Permissions for the screen sharing prompt are now saved correctly
    o An issue where, occasionally, the RepClient would not be able login after a site install or upgrade has been fixed

Known Issues:

- When restoring a backup, if any Outbound Event Recipients are configured to use HTTP and you have uploaded the remote site's certificate or issuer public key, you will be required to re-upload the public key after the restore has completed
- Sending Ctrl-Alt-Delete to a customer before disabling the Privacy Screen can have problems
- When using Dashboard to monitor another Rep, the remote mouse is not displayed
- Using "edit" during a Windows Remote Shell session restricts the usable size of the Remote Shell window
- A destination drive or folder must be selected to activate the "upload" button for File Transfer