

## Remote Support 10.1.5 Release Notes

October 8, 2008

### New Features and Enhancements:

- Languages
  - Added Portuguese language option to the list of available languages.
  - Added translations to several strings that were not previously translated
- Mac
  - Press-and-hold key repeat functionality was added
  - The Mac customer client now only shows one dock icon during client installation & initiation
  - When the rep console is running in a logged-out state, a new "File" menu is now located in the menu bar with a login option
- Administrative Interface
  - Added new detail to several Syslog events
  - The Syslog Message Reference Guide has been updated for 10.1.5
  - Dashboard now has the ability to search for name, computer, platform, issue, company, details, and Jump client
  - Added functionality to the "Start Presentation" button to allow a presenter to select which applications to share prior to starting a presentation
- Misc
  - Added a slight performance improvement to screen sharing
  - When a URL is sent through the chat window http will be appended to the front of the URL if no other protocol is specified
  - Added URL verification to the Customer Client chat feature

### Issues Resolved:

- Reporting
  - When converting large recordings, the "percent complete" status now shows a more accurate percentage
  - Resolved an issue where two support teams could be logged with the same support team ID
  - Resolved an issue where exit survey reports could incorrectly display front-end survey information
  - Resolved an issue with calculating the average number of sessions per weekday on the Support Summary report
  - Resolved an issue with odd characters being displayed in session reports involving Mac clients
- Administrative Interface
  - Users that are removed from a Group Policy that added them to a Team or Jumpoint are now removed from that Team or Jumpoint upon synch (i.e. when a GP is deleted/saved or a user logs in)
  - Resolved an issue with System Information not showing the current user's information when the customer client was running in an elevated state
  - Resolved an issue where Team Leads and Managers could be incorrectly added to a subordinate's support session
  - Resolved several web interface alignment issues with non-English translations
  - Resolved an issue where exit survey drop-down default values were not being set correctly
  - Resolved an issue where IE6 would display a blank page after completing an exit survey
  - Corrected the view that shows all applications when choosing to present or reverse connect a session
  - Resolved an issue with Representative Console automatic upgrades failing when the representative didn't have administrative access to the local PC
  - Resolved an issue for "Open Location" when accessing a Mac client file system from the representative console
  - Resolved an issue with odd mouse behavior when supporting a Mac customers
- Mac
  - Resolved an issue with the Mac rep console not sending Control keys correctly to Ubuntu customer clients
  - Uppercase and lowercase use is now handled properly
  - Clicking the red close-window button no longer prompts the user to quit the application

- After logging out or being disconnected, Apple-Q and “Quit” in the application menu now function correctly
- Resolved an issue where two “Quit” options were present in the dock tile icon menu
- Resolved an issue with the ‘Terms and Conditions’ incorrectly timing out
- Resolved an issue with the message box appearing incorrectly when no representative is present
- Resolved an issue with the presentation client closing after accepting the agreement

**Known Issues:**

- In the Rep console, the “Settings->Support: Prompt when new customer enters personal queue” setting may not work correctly
- Representatives may experience rapid mouse flickering when using Screen Sharing in the Rep console on Mac OS X 10.5.5
- On some installations, Jumpoint time always shows up as UTC timezone