

## Remote Support 10.1 Release Notes

May 30, 2008

We are excited to announce the next major release of Bomgar, version 10.1! This release is packed with new features including several much-anticipated Enterprise features.

As always, head on over to the upgrade queue when you're ready to upgrade your Bomgar Box.

### Requirements for Bomgar 10.1:

- Bomgar Base 3.0.0
- Security Patch 4

### New Features and Enhancements:

- Administrative and Management Features:
  - Physical Appliance Redundancy and Failover\*
  - Bomgar Box Software Update Manager (Check for Update)
  - Representative Dashboard and Representative Monitor\*
    - Dashboard Overview of Teams, Sessions, and Jump Clients
    - Silent Monitor of Representative's Desktops
  - Team License Reservation\*
  - Presentation Recording
  - Reporting Enhancements:
    - Presentation Reporting
    - Team Event Reporting\*
  - True Time Zone Support in the Administrative and Systems Interfaces
- Enhanced Security Functionality\*:
  - Kerberos Single Sign-on
  - Enhanced Multi-factor Authentication Support via Kerberos
- General Features:
  - Privacy Screen
  - File Transfer Enhancements:
    - Time Stamp Preservation Option
    - In-progress Notification to Customers
    - Configurable Transfer Direction Limitations
    - Configurable Local and Remote Path Limitations
  - Remote Command Prompt Enhancements
    - Windows Remote Command Prompt improvements
    - Remote Command Prompt now Supports Multi-language
  - Reboot/Reconnect Enhancements:
    - Auto-login Capability in Reboot/reconnect
    - Auto-login Capability in Reboot/reconnect into Safe Mode
- Platform Support Enhancements:
  - Mac
    - Representative Client
    - Presentations (Presenting as well as attending)
    - Show My Screen (This feature currently only supports view-only. The "Enable Control" button has been disabled)
    - Virtual Pointer
    - Clipboard Support (i.e. Copy and Paste capability)
  - Linux
    - Show My Screen (This feature currently only supports view-only. "Enable Control" button on rep has been disabled)
    - Virtual Pointer
    - Clipboard Support (i.e. Copy and Paste capability)

- Jump Technology Functionality Enhancements:
  - Customizable Text Field for Jump Clients
  - Additional Permissions Around Jump Client Use
  - Configurable Set of Update Statistics options for Jump Clients
- Bomgar Peripheral and Integration Applications:
  - Bomgar Integration Client (with archival Plug-ins)
  - Bomgar Integration Client Plug-In SDK

**Issues Resolved:**

- Users table pagination issue when adding or editing a user is now resolved in this release.

**Known Issues:**

- The Show My Screen and Presentation features do not work on Mac OSX 10.3.9
- Mouse wheel events are not handled appropriately by the Linux customer client
- Mac PPC screens may not display colors correctly
- Issue with granting display name change permission for remote users

\* Features with an asterisk (\*) require an Enterprise license