Remote Support 10.2.2 Release Notes

January 19, 2009

In our first release of 2009 we've added a few new features, enhanced our just-released BlackBerry support, and resolved a number of issues to hopefully make the remote support representative's day a little easier. If you have questions about any of the items listed here, feel free to contact our support team.

New Features and Enhancements:

- The Jump client listing in the Representative Console now includes "Online/Offline since <date/time stamp>" status details
- The customer client chat now includes timestamps
- BlackBerry enhancements
  - BlackBerry screen sharing performance has been improved; especially noted on OS versions 4.3 and up
  - Improved support for BlackBerry Storm
  - When using the "Internet Browser", the downloaded customer client attempts to connect via WiFi, then direct (i.e. carrier-specific); it WILL NOT attempt an MDS connection
  - When using the "BlackBerry Browser", the downloaded customer client will attempt to connect via WiFi, then direct (i.e. carrier-specific), then MDS
- Representative Console
  - When supporting remote Vista customers, the Special Action labeled "Windows Security (Ctrl-Alt-Del)" is now shown only if the remote computer's policy allows a Secure Attention Sequence to be remotely sent
  - When supporting a remote Mac customer and initiating full screen mode, support reps are notified that the "Enable access for assistive devices" service is required for all Full Screen functionality to work properly. This new notification only appears if the service is not currently enabled.
- Web
  - The "Upload Backup" section of the Management -> Software Management page is now hidden when a support site is in the backup role of a failover relationship

Issues Resolved:

- Customer Client
  - Resolved an issue that did not allow Representatives to lock remote NT4 computers
  - Resolved an issue where ClearType settings were not being restored on remote XP and Vista computers after a session ended
- Representative Console
  - Resolved an issue where Session Keys were sometimes not displayed in the Representative Console
  - Resolved an issue where CTRL, SHIFT and ALT keys would sometimes become "stuck" during a session
  - Resolved an issue with the Representative Console where Jump client search results were not correctly listed
- BlackBerry
  - Resolved an issue where pushing a URL to a remote BlackBerry device was not bringing the browser to the foreground
  - Resolved an issue with the customer's chat message timestamps not reflecting their time zone
- Web
  - Resolved an issue with the Team Activity Report where certain Event Types were not shown
  - Resolved an issue with the Support Session Report where a deleted team would not show up correctly
- Misc
  - Added a Syslog message for changes to the permission, "Allowed to transfer to teams which they do not belong"
  - Resolved a proxy issue with PAC files not being properly applied in certain scenarios
  - Resolved an issue where the Exit Survey was not being displayed on remote Vista computers if the session was elevated