Remote Support 10.2.8 Release Notes

May 5, 2009

We've been busy with this latest maintenance release and are pleased to make it available to you today. Quite a few features and enhancements have been included, not the least of which are the much-anticipated language packs for major version 10.2 of Bomgar.

If you are currently running a version of our previous major release, 10.1.x, please be sure to contact our Support team today to discuss any prerequisites that you may need to meet prior to upgrading.

New Features and Enhancements:
- Internationalization
  - Bomgar 10.2 translations are now available for the following languages: Chinese (Simplified), Dutch, French, German, Italian, Japanese, Portuguese (Brazil and European), Spanish (Latin American & European)
- Administrative Interface
  - Added a site-wide setting that allows administrators to enable/disable the ability of Reps to request Auto Logon Credentials.
  - Added a site-wide Dashboard setting that allows administrators to enable/disable Representatives' ability to monitor other Reps (Configuration->Support Teams->Dashboard Settings). Note that this setting only affects reps who are defined as Leads or Managers of a Support Team.
  - Added a setting to disable the auto reboot feature (Management->Security)
  - Added the time zone to the timestamp displayed in the file store
- Representative Console
  - URLs generated by Bomgar now show the protocol (HTTP or HTTPS) to assist representatives when directing their customers
  - Representatives can now move Jump clients among queues without having to unpin them
  - When editing Jump client comments, the previous contents of the comments field are maintained
  - The Representative console now shows the number of connected and disconnected Jump clients in a group
  - The Low Bandwidth color depth option is now available when using Dashboard Monitoring
  - Two new Full Screen options have been added to the Rep Console's settings:
  - Enter Full Screen mode when screen sharing starts
  - Auto-collapse the sidebar when entering Full Screen mode
- Customer Client
  - The Virtual Pointer on Mac now uses the same image as displayed on Windows and Linux
  - Now you can intuitively send the BlackBerry customer client to the background by pressing the escape key

Issues Resolved:
- Administrative Interface
  - Reporting
    - Resolved an issue where the file names for the customer and rep exit survey downloads were identical
    - Resolved an issue where exit survey reporting data from a pre-10.2 site could be lost after upgrading to 10.2
    - Resolved an issue where downloaded Presentation reports did not contain the presenter's name
    - Resolved an issue where Presentation reports were not correctly showing files sizes
    - Resolved an issue with session end times incorrectly showing 1970 if a CSV report was pulled while the session was still in progress
  - Syslog
    - Resolved an issue where changes to Group Policy members were not being sent to the Syslog
  - Failover
    - Resolved an issue where Failover was not correctly syncing under specific conditions

- o API
  - ▪ Resolved an issue with the "duration" parameter not being honored correctly
  - ▪ Resolved an issue with opening session recordings via the API in Internet Explorer
- o Other
  - ▪ Resolved an issue with Jump Client Mass Deployment where admins and users with permission to edit teams were not able to deploy Jump clients to teams they were not members of
  - ▪ Resolved an issue with Public Portals where, under specific conditions, the proper template was not displayed
  - ▪ Resolved an issue where multi-byte usernames were not able to login to the web interface
  - ▪ Resolved a display issue when adding users to a group policy in Safari and Chrome
  - ▪ Resolved an issue where the Custom Uninstall Message could be overwritten by the default Bomgar message after a site upgrade
  - ▪ Resolved an issue with viewing session recordings in Firefox 2.0
  - ▪ Resolved an issue with the display order for exit surveys not being maintained after an upgrade from 10.1.x to 10.2
- Mac
  - o Resolved several remote keyboard handling issues
  - o Resolved an issue where chat was not working properly while in Full Screen mode
  - o Resolved an issue where the Local Remote Mouse Cursor button would not show when using the Rep Console in View Only mode
  - o Resolved an issue where a Rep could send certain characters to the customer's machine when using View Only mode
  - o Resolved an issue where the Virtual Pointer was always displayed behind menus
  - o Resolved an issue where the Virtual Pointer was not being displayed when the customer is in Time Machine. Note that the Virtual Pointer may lag slightly from the Rep's mouse indicator
  - o Resolved an issue where the Virtual Pointer would not move correctly between Spaces
  - o Resolved an issue with the Bomgar Full Screen menu bar conflicting with the Apple menu bar. Now the Bomgar menu bar comes out from the top left.
  - o The Keyboard/Mouse Control indicator is now located on the bottom left
- Linux
  - o Resolved several remote keyboard handling issues
- Mobile Devices
  - o Windows Mobile
    - ▪ Resolved a display issue with the uninstall message box
    - ▪ Resolved an issue where the customer client would install but not connect to the appliance under specific conditions
  - o BlackBerry
    - ▪ Resolved a few stability issues with BlackBerry OS 4.5
    - ▪ Resolved an issue with starting sessions when using browsers with JavaScript enabled
    - ▪ Resolved an issue where the memory information was not displayed correctly in the System Info tab
- Presentation
  - o Resolved an issue with joining presentations that were scheduled more than one day in the future
  - o Resolved an issue with Presentation Attendee Clients not restarting screen sharing after a disconnect/ reconnect (e.g. network disruption)
- Miscellaneous
  - o Resolved an issue with the Connection Agent where it could become unstable in some environments
  - o Resolved an issue where the Jump client service would show as installed service after it was successfully uninstalled
  - o Resolved an issue where exit surveys would display after a Jump client session
  - o Resolved several sorting issues in the Jump client listing of the Rep Console
  - o Resolved an issue with System Info not showing the current user's Startup Programs after the Customer client was elevated

Notes:
- Due to changes to the API, the API version has been incremented to 1.1.1 with this release