Remote Support 10.3.2 Release Notes

June 2, 2009

This maintenance release of Bomgar resolves a few issues reported against the new Click-to-Chat feature, and a handful of Jump client related issues.

Issues Resolved:
- Click-to-Chat
    - Resolved several issues with the Click-to-Chat client not properly handling specific SSL configurations.
    - Resolved an issue with the Click-to-Chat client not always reconnecting after a network service interruption.
    - An error message is now displayed if a Click-to-Chat client cannot connect to the Bomgar Box. This message includes an option to download the full Customer Client.
- Representative Console
    - Resolved an issue where Jump client searches would display an entire group instead of a specific Jump client.
    - Resolved an issue where Jump client searches were not searching the Comments field.
- Miscellaneous
    - Resolved an issue with Jump clients not starting if they had been pinned from a session initiated by a Bomgar Button.

Notes:
- This release has only been certified against appliance base version 3.1.0 for the B100, B200 and B300. It has been certified against version 3.1.1 on the B300v.