Remote Support 10.4.4 Release Notes

January 21, 2010

Bomgar 10.4.4 introduces the new keyboard handling enhancements and a good list of resolved issues to the latest version of Bomgar. Check out the list below for a full list of enhancements and resolved issues for this release.

Requirements:
- This version of Bomgar has been certified for use with all Bomgar appliances, physical and virtual
- Physical appliances (Bomgar B100, B200, B300 and B400) require appliance base software versions 3.1.6 or later before installing Bomgar 10.4.4
- Virtual appliances require appliance base software version 3.1.7 or later before installing Bomgar 10.4.4

New Features and Enhancements:
- Keyboard Enhancements
  - Added new Keyboard Handling code for customers experiencing keyboard mapping issues. Previous functionality is maintained as "Legacy Mode" and is the default mode. This can be configured via the /login interface on the Configuration -> Options page.
  - Ctrl+Click now sends a right mouse button to controlled Windows, Linux, or Mac customer clients
- Presentation Enhancements
  - Presenters may now select a color depth from the Rep Console when presenting to attendees

Issues Resolved:
- Resolved an issue with failover that could potentially occur if session recordings have never been enabled
- Resolved an issue where attempting a local Jump to a Windows XP machine would sometimes fail
- Resolved an issue with deploying a Jump Client through RDP on Windows Server 2003