

## Remote Support 10.4.6 Release Notes

March 5, 2010

Bomgar 10.4.6 includes a list of resolved issues and enhancements designed to streamline your remote support experience. Many thanks to our customers who have helped us further improve Bomgar!

+ This release was actually bigger than you expected! A nice list of enhancements and issue resolutions that were previously only available in older versions of Bomgar (i.e. the 10.2.x and 10.3.x families) have now been merged into the 10.4.x family. Those new additions have been denoted below by a preceding + character. We hope you enjoy the additional value that these changes bring!

### Requirements:

- This version of Bomgar has been certified for use with all physical Bomgar appliances (B100, B200, B300 & B400)
- Your appliance requires appliance base software version 3.1.6 or later before installing Bomgar 10.4.6

### New Features and Enhancements:

- The previously-named "General Queue Session Assignment Options" has been reduced to "Equilibrium Options"
- Several enhancements have been added to Equilibrium's Session Assignment window, providing more information to the rep prior to accepting a session
  - The number of alerts that a rep has missed is now shown on the assignment window
  - Session Information about the incoming session is now included on the assignment window
  - A new setting under Configuration -> Options -> Equilibrium Options allows administrators to enable or disable session information in the assignment window
- The System Information tool's Devices tab now shows driver information
  - Four new driver-related columns were added: Description, Driver Date, Driver Version, and Driver Provider
  - Note that driver information is currently only available on remote clients running Windows XP or later
- The Jumpoint Configuration dialog now includes its site name and Bomgar version
- A new "test" button was added in the Automatic Failover section of the Failover page which tests whether or not the defined "Connectivity IPs" can be reached
- The Jump Client and Dashboard quick searches now start searching two seconds after the Rep stops typing. Note that pressing <Enter> will start the search immediately.
- More Jump Client update interval options have been added to the Jump Client configuration page: 2 hours, 4 hours, 8 hours, 16 hours, and 24 hours
- Mac Bomgar Buttons now start up much faster and also include a new "please wait" dialog while the disk image is mounted
- Canned Scripts with resource files are now disabled in Shell Jump sessions
- +Tooltips displaying the column names of the User Accounts table were added to help with orientation when viewing a large number of users
- +The Representative Console now includes a Service\* indicator for all Jump Clients that have been pinned in service mode with Fast User Switching support disabled
- +The keyboard/mouse status bar is now only visible if the Customer Client supports it; otherwise it is hidden to increase screen sharing real-estate

### Issues Resolved:

- Administrative Interface
  - Resolved an issue where Customers using IE could receive an error message if the "Force Public Site to Use SSL (https)" option was enabled
  - Resolved an issue where the "Allowed to use Jump Clients without entering a password" check box could remain selected when the "Allowed to use Jump Clients" check box was not selected
  - Resolved an issue on the Group Policies page where unchecking "Allowed to provide Remote Support" was not graying out the other rep permissions
  - Resolved an issue where blocking /login access for a certain IP could also prevent the Representative Console from connecting

- Resolved an issue where outbound events could stop working if a Click-to-Chat customer's name included a zero
- Resolved an issue where the external key could be excluded from the "RepExitSurveyCompleted" outbound event
- Resolved an issue where entering an invalid URL for an outbound event recipient was not triggering an error message
- +Sessions with a high event count (e.g. 2,000+ file transfers) are now reported with a summary of events rather than listing each event
- +Resolved an issue where sessions initiated from Click-To-Chat were not including the System Information in the reports
- +Resolved an issue where the "Choose Platform" dropdown was not defaulting to "Mac OSX Universal" viewing the My Account page on a PowerPC Mac
- +Resolved an issue where the Linux download instructions were not displayed properly if an invalid custom html template was used
- +Resolved an issue where the "Use Front-end Survey" dropdown was not displaying correctly
- Representative Console
  - Resolved an issue where the tool tips for the "Overwrite File Information" and "Automatically Start Transfer" buttons were not changing with the state of the buttons
  - Resolved an issue where temporary files from a cancelled file transfer were not being cleaned up
  - Resolved an issue where the File Transfer tool reported a file size of 2GB for all files that of size 2GB or greater
  - Resolved an issue where Alt+<key> combinations were not being sent correctly to some applications on remote Windows machines
    - NOTE: the left Alt key is used for Alt+<key> combinations and the right Alt key is used for AltGr
  - Resolved an issue where excessive CPU usage could occur when the Jump Client listing was expanded to show a very high number of Jump Clients
  - Resolved an issue where the Rep Console could become unresponsive when pulling a large number of session notes
  - Resolved an issue where the Privacy Screen was displaying on Rep's computer when supporting a Windows 7 machine
  - Resolved an issue with Equilibrium where transferring a session could immediately reassign that session back to the original rep
  - Resolved an issue where the message, "The elevation attempt failed" could be displayed to the rep when elevating from Click-to-Chat to the native client, even though the elevation succeeded
  - Resolved an issue where Rep Exit Surveys used very small fonts on Macs
  - Resolved an issue where external keys were not showing up when generating session keys via the API
  - +Resolved a display issue where repeatedly clicking the Create Directory button on the File Transfer tab appeared to create new folders
  - +Resolved an issue with the list of Windows Updates not showing in the System Info -> Programs tab when supporting a remote Vista system
  - +Resolved an issue where the Rep Console would display the "secure desktop enabled" warning inappropriately
  - +Resolved an issue where Reps were unable to generate short (or "pretty") Session Keys when the "Use Session Keys" Public Site option was set to "API Only"
  - +Resolved an issue with numbering Command Shell tabs when using Shell Jump
- Customer Client
  - +Resolved an issue with copying to and from Linux Customer Clients
  - +Resolved an issue where Customer Clients that are initiated from Click-To-Chat were not honoring the "Automatically Request Screen Sharing" option
  - +Resolved an issue where the Customer Exit Survey could be displayed in Internet Explorer rather than the default browser
- Presentation
  - Resolved an issue where the Start Presentation button was not being disabled after a scheduled presentation was deleted
  - Resolved an issue where the message, "The presenter has not yet joined the presentation" could be displayed incorrectly
  - +Resolved an issue where an Attendees could not type in the Chat Window after control of the presentation had been granted to them