Remote Support 10.5.3 Release Notes

November 8, 2010

Bomgar 10.5.3 is the first version of the 10.5 series to include language support. It is also a full maintenance release so it includes a list of resolved issues and enhancements, many of which were added to the 10.4 series a few weeks ago. Thanks as always for your continued support of the product through your comments and feedback.

Requirements:
- This version of Bomgar has been certified for use with all physical Bomgar appliances (B100, B200, B300 & B400)
- Physical appliances require base software version 3.1.10 or later before installing Bomgar 10.5.3
- Note that the API version remains at 1.4.2 in this release

New Features and Enhancements:
- You can now provide support to your BlackBerry customers who are running devices with OS version 6.0
- Blackberry Torch (9800) images are now included in the Rep Console
- Language support has been added to the 10.5 series
    - Chinese (Simplified)
    - Dutch
    - French
    - German
    - Italian
    - Japanese
    - Portuguese (Portugal)
    - Portuguese (Brazil)
    - Spanish (European)
    - Spanish (Latin America)

Issues Resolved:
- Administrative Interface
    - Resolved an issue where duplicate sessions could show up in exported (.csv) support session reports
    - Resolved an issue where multiple teams could be credited as primary in a single support session
    - Resolved an issue with reporting data not being displayed properly after upgrading from 10.3.x to 10.4.11/10.5.x
    - Resolved several issues with the Support Portal not being displayed correctly after the session key confirmation page was displayed
    - The amount by which the session IDs are increased during a failover event can now be configured on the /login -> Management -> Failover page
    - Added an "Authentication failed" status message to the DNS alert emails when the DNS check of the primary fails due to authentication and not necessarily due to DNS pointing to the wrong appliance
    - Resolved an issue where iOS profiles could sync incorrectly after a failover event
    - Resolved an issue where a failover sync could report an error 606 or 702 when a large number of recordings are already synced
    - Resolved an issue where the "close" link was not working properly with Chrome when using a session keys
    - Resolved an issue where remote users lost administrator status when granted administrator access through a Group Policy configured against a User Security Provider
    - Resolved an issue where "Save" buttons could be enabled when modifier keys were pressed (e.g. Ctrl, Alt, backspace)
    - The option to switch to Legacy keyboard mode has been removed with all sites now using the newer keyboard mode (introduced in Bomgar 10.3.8)
    - Updated command.xsd and reporting.xsd files to include all enumerations
    - Resolved an issue where Click-to-Chat and Mobile timestamps did not match
    - Resolved an issue where HTML tags were not always sent through Click-to-Chat sessions

- Rep Console
  - Resolved an issue where transferring files with the same name resulted in errors instead of prompting for overwrite
  - Removed the note regarding session key expiration time under the Quick Start help button
  - Changed incorrect wording in "Email a Link to a Customer" section in Quick Start menu
  - Resolved an issue where unaccepted Click-to-Chat sessions would linger in a Rep's queue too long after the customer closed the chat window
  - Resolved an issue newly created directories were not showing in File Transfer's file listing
  - Reboot/Reconnect into Safe Mode is now disabled on computers that multi-boot between various operating systems.
  - Resolved an issue where the Rep Console did not retain the user name used to reboot with credentials
  - Resolved an issue where capital letters were always displayed on a remote Mac if the remote customer's Caps Lock was enabled
  - The Edit Bomgar Button dialog now shows a preview of the shortcut icon and title
  - Resolved an issue with sending a backspace via Command Shell when supporting Windows NT4
  - Resolved an issue where copy/paste through screen sharing to some applications (e.g. Delphi, NetBeans) was not working correctly. Note that larger amounts of data (>1,024 bytes) could still exhibit the issue.
  - Resolved an issue where the Rep Console could not exit full screen mode after the Customer Client was uninstalled
  - Resolved an issue where screen sharing would stop if the Reverse Connect button was pressed and the session was in full screen mode
  - Resolved an issue with Bomgar Button Management not sorting on expiration
  - Resolved an issue where the Rep Console could consume higher than expected CPU usage during screen sharing
  - Resolved an issue where URL generated from the Email a Link option was not properly created
- Customer Client
  - Resolved an issue where the "download customer client" link could display twice during Click-to-Chat sessions
  - Resolved an issue where Bomgar Buttons would not display the Issue Submission Form if the General queue was disabled
  - Resolved an issue where Jump Clients displayed a "Session Started" status while rebooting into Safe Mode
  - Resolved an issue where the customer client would not install if "idtsg.cpl" existed in the remote system's "System32" folder (Windows-only)
  - Resolved an issue where the Customer Client could leave files behind after ending a session on Vista or later
  - Resolved an issue where the Privacy Screen was not properly displaying translated text
  - Resolved an issue where certain Control Panel applications could prevent the Customer Client from running properly. Note that when one of these Control Panel applications is encountered it will not be enumerated in the Special Actions shortcuts.
  - Resolved an issue where Customer Clients could cause errors when trying to save or send files via the Send File button
  - Resolved an issue where Reps were not able to remove Bomgar Buttons if they were not administrators
  - Resolved an issue where editing a Bomgar Buttons could result in a blank profile
  - Resolved an issue where running a Jump Client Mass Deploy installer on a Windows Server 2003 system through RDP was not working correctly
  - Resolved an issue where copy and paste was not working correctly when using or supporting Linux
  - Linux Rep Consoles now exit full screen mode when an Equilibrium Session Assignment is received
  - Resolved an issue with 3D effects not being restored after supporting a remote Linux system
  - Resolved an issue where the MSI "INSTALLDIR" argument was not being honored correctly