

## Remote Support 10.5.5 Release Notes

March 1, 2011

Bomgar 10.5.5 is a full maintenance release that includes one new option for Kerberos security provider users, as well as several resolved issues.

### 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 10.5.5

### New Features and Enhancements:

- A new option for Kerberos security providers has been added, allowing the Kerberos realm to be stripped the User Principal Names (UPNs). So a UPN in the form of "user@REALM" will result in "user" being used for the username if this new option is selected.

### Issues Resolved:

- Administrative Interface
  - Resolved an issue where changes made in the Localization->Search page were not being saved
- Rep Console
  - Resolved an issue where the Pin as Jump Client button could become disabled when deploying a Bomgar Button
  - Resolved an issue where Reboot/Reconnect into Safe Mode would be disabled when supporting pre-Vista systems when the Recovery Console was installed
  - Resolved an issue where some event descriptions were not displayed correctly in the System Info tool
  - Resolved an issue where editing a Bomgar Button could incorrectly reset its profile to the Default
  - Resolved an issue with the Shell Jump dialog where the hostname and password fields could be incorrectly greyed out
- Customer Client
  - Resolved an issue where the privacy screen was not rendering text correctly for wide-character languages (e.g. Japanese) when running on 64-bit Windows operating systems
  - Resolved an issue where the temporary directories for canned script resource files were not always being removed after a support session ended