BOMGAR™

Remote Support 10.6.5 Release Notes

July 15, 2011

Bomgar is excited to release version 10.6.5, our first release tested against Mac OS X Lion.

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 3.2.2 or later before installing Bomgar 10.6.5

New Features and Enhancements:
- Representatives can now provide support both to and from Mac OS X Lion!

Issues Resolved:
- Administrative Interface
    - Resolved an issue where PEM files were not able to be uploaded to outbound events.
- Rep Console
    - Resolved an issue where screen sharing could cut off part of the remote display when supporting a Mac.
    - Resolved an issue where the chat window on BlackBerry 6.0 devices was not scrolling properly.

Known Issues:
- Application sharing is not currently available to remote Mac OS X Lion users.
- At this time, pinning a Jump Client in elevated mode on a remote Mac OS X Lion system is not supported.

Notes:
- Integration Client (1.3.1.682) is compatible with Bomgar 10.6.5 as well as previous versions of Bomgar.