

Remote Support 12.1.4 Release Notes

May 24, 2012

Requirements:

- This version of Bomgar has been certified for physical Bomgar appliances (B100, B200, B300 & B400)
- [Updated 6/11/12] This version of Bomgar has been certified for virtual Bomgar appliances
- Physical appliances require base software version 3.2.8 or later before installing Bomgar 12.1.4

New Features and Enhancements:

- Language support has been added to the 12.1 series
 - Chinese (Simplified)
 - Dutch
 - French
 - German
 - Italian
 - Japanese
 - Portuguese (Brazil)
 - Portuguese (Portugal)
 - Spanish (Latin America)
 - Spanish (European)
 - Turkish
- New Bomgar Rep Console Scripting Commands and Enhancements:
 - A BRCS command with no parameters will now open the Rep Console.
 - Use the "login" command to instruct the Rep Console to login.
 - Initiate vPro sessions via the new "start_vpro_session" command
 - Add the "delete_script_file" command to remove the BRCS script after it is executed.
- A new "terminate_session" API command has been added to allow you to programmatically close a support session in progress.
- A new site wide setting has been added to the Management->Security page that allows or disallows mobile Rep Consoles to connect, giving Administrators a high-level ability to enforce BYOD policies.
- The Idle Rep Timeout can now be applied site-wide as well as per-user. The new per-user setting can be configured on the Edit Users page or via Group Policy.
- The proxy detection feature now includes proxy bypass support.
- When running a 32-bit Customer Client on a 64-bit Windows operating system, the Rep Console will now only show Control Panel applications that it can open.

Issues Resolved:

- Administrative Interface
 - Reporting
 - Resolved an issue where viewing a large session recording would stop and not restart if the video is fast forwarded.
 - Resolved an issue where the support session summary report would incorrectly calculate the average number of sessions per weekday when filtering by a start date and end date.
 - Resolved an issue with the downloaded support session report CSV file not containing the correct number of file transfer counts.
 - API
 - Resolved an issue where the rep_username:[username] option was not working correctly when used with the queue_id variable in the generate_session_key API command.
 - Resolved an issue where some characters could display improperly escaped by the reporting API.
 - Users and Security
 - Resolved an issue causing a failed search for a user on the edit Group Policy page who belonged to a Kerberos or RADIUS security provider.
 - Failover
 - Resolved an issue causing the Customer Client agreement to not synch properly during a failover.

- Misc
 - Resolved an issue where taking a configuration-only backup (i.e., uncheck the "Include logged history" option) was including some Extended Availability logging information.
 - Updated the "Representatives Currently Logged In" page to better handle long names.
 - Resolved an issue where the Canned Script disk space usage was being calculated incorrectly.
 - Resolved an issue where the /login network restrictions setting would not allow network prefixes in the form of "192.168.0.1/255.255.0.0"
 - Resolved an issue with the install progress bar causing an error to return during a site install even though the install was progressing as expected.
- Rep Console
 - Resolved an issue causing Caps Lock to affect incorrect keys, such as numbers.
 - Resolved an issue preventing the tool tip from displaying next to the Start button at first time login for Reps logging into the Rep Console.
 - Resolved an issue with the tool tip for the Auto Assign button not showing the correct state.
 - Resolved an issue with starting Command Shell sessions when the appliance was under heavy load.
 - Resolved an issue causing the Control-Alt-Delete button to be enabled in view-only screen sharing sessions.
 - Resolved an issue where the Customer Client could behave incorrectly after changing video settings with the watermark enabled.
 - Resolved an issue with the sorting of Representatives in the Team and Group sections.
 - Spell Check is now disabled for languages other than US English.
 - Resolved an issue with Ctrl+Alt key combinations not working properly.
 - Resolved an issue causing the mouse cursor to move erratically when an RDP session and a Bomgar screen sharing session occur on the same Windows XP machine.
 - Added more information to the Proxy Credentials window in order to show the preferred format for entering user credentials.
 - Resolved an issue with copy/pasting into a Windows login screen.
 - Resolved an issue with File Transfer restricted paths on Windows being case sensitive.
 - Resolved an issue with the right-click file transfer menu showing upload a file when the Rep did not have permission.
 - Resolved an issue allowing Reps to share sessions with teams of which they are not a member.
- Customer Client
 - Resolved an issue causing large Customer Client agreements to be truncated.
 - Resolved an issue causing proxy detection to take longer than expected to establish a connection to the appliance.
 - Resolved an issue causing the Customer Client uninstall message to not display on elevated Windows Vista or greater operating systems.
 - Resolved an issue causing the Customer Client window incorrectly resize after a reverse screen sharing session.
 - Resolved an issue preventing links in the Customer Client on hold message from being clickable.
- Jump Client
 - Resolved an issue preventing Jump Clients from completely upgrading if a Jump Client or Customer Client process was in a hung state.
 - Resolved an issue where uninstalling a Jump Client with the MSI uninstall command did not remove the entry from the Add/Remove Programs list.
 - Resolved an issue with the Jump Client MSI installer not adhering to the "INSTALLDIR" parameter.
 - Resolved an issue causing a single Jump Client to only install on a system when MSI is use.
- Jumpoint
 - Resolved an issue causing installation issues for Jumpoints if they lost connection to the appliance during installation.
 - Resolved an issue preventing Customer Client sessions from connecting back to the appliance when pushed through a Jumpoint proxy.
- vPro
 - Resolved an issue causing "Automatically request screen sharing" user preference to not work with vPro sessions.
 - Resolved an issue preventing Rep Exit Survey from displaying after vPro sessions ended.
 - Resolved an issue that caused a prompt to appear after starting a vPro session when "Prompt when new customer enters personal queue" is enabled.

- Resolved an issue with the vPro window appearing to be resizable when it actually was not.
- Resolved an issue with the vPro Jump window not remembering prior IPs and Hostnames.
- Resolved an issue causing a vPro Jumpoint configured with Kerberos to prompt the Rep for credentials.
- Shell Jump
 - Resolved an issue with the Shell Jump window appearing to be resizable when it actually was not.
- Mac
 - Resolved an issue with the bottom of the screen being cut off during screen sharing if Actual Size was used and the Rep Console was minimized.
 - Resolved an issue with colors not displaying correctly when supporting a remote PowerPC-based Mac.
 - Resolved an issue causing some applications be visible while dragging a file or folder with Limited Screen Sharing enabled.
 - Resolved an issue entering passwords containing multiple consecutive shifted characters on the login screen.
 - Resolved an issue with logging into the Rep Console using Kerberos credentials on a Mac running OS X 10.7.2.
- Linux
 - Resolved an issue causing text to be truncated on the Linux System Information page.
- Mobile Devices
 - Resolved an issue causing problems reading the license file with Windows Mobile 6 when sessions are started.
 - Starting sessions on Windows Mobile is now easier, with prompts appearing as pop up dialogs instead of links.

Known Issues:

- External reps that need to join a session via session key and Rep Invite are currently not able to use Safari from a Mac to enter the session. The rep can use another browser in the meantime to download the Rep Console.

Notes:

- The API version has been incremented to 1.7.1 with this release.
- Bomgar 12.1.4 release works with the following Bomgar Mobile versions:
 - iOS & Android Customer Clients (version 2.0.1+)
 - iOS & Android Rep Consoles (version 2.1.0+)
 - NOTE: The above mobile apps require trusted CA-signed certificates on the appliance.