

Remote Support 12.1.5 Release Notes

July 10, 2012

Bomgar 12.1.5 is a full maintenance release. Be sure to check out the release notes for 12.1.1 thru 12.1.4 to see what else is in this release series!

Requirements:

- This version of Bomgar has been certified for physical Bomgar appliances (B100, B200, B300 & B400)
- [Updated 7/27/12] This version of Bomgar has been certified for the Bomgar Virtual Appliance
- Physical appliances require base software version 3.2.8 or later before installing Bomgar 12.1.5
- [Updated 7/27/12] Virtual Appliance requires base software version 3.2.9 or later before installing Bomgar 12.1.5

New Features and Enhancements:

- Support for Mac OS X Mountain Lion
- Added support for Retina Display MacBooks
- Added preliminary support for Mac OS X 10.8 Mountain Lion based off of Developer Preview 4
- The default Group LDAP Active Directory template now uses the *:cn and *:sAMAccountName attributes to the to enable easier searches in Group Policies
- Mobile Rep Consoles now show Team: and Embassy: in their drop-down lists to help identify fellow support reps faster

Issues Resolved:

- Administrative Interface
 - Resolved an issue where slave nodes could fail to join a cluster but appear as if they had joined
 - Resolved an issue where users weren't sorted correctly when viewing members of a support team
 - Resolved an issue where saving an outbound event could take longer than expected
 - Resolved an issue where some outbound event status messages were not being translated
- Rep Console
 - Resolved an issue where extra lines could appear after certain chat messages
 - Resolved an issue session tabs with custom titles were removed if the tab was detached
 - Resolved an issue where the right-shift key would no longer work properly when sent to an RDP client that was also running remotely and not the foreground application
 - Resolved an issue where the system tray icon was changing on expired session assignments if the "Visual Alerts" checkbox was cleared
 - Resolved an issue where Reboot + Reconnect with Cached Credentials could fail if the remote system had a default password stored in the registry and autologon was also disabled
 - Resolved an issue where AltGr combinations were being sent as Ctrl+Alt when supporting a remote system that does not use AltGr (e.g. Turkish Representative supporting an English customer)
 - Resolved an issue where Jumpoints were not listed in alphabetical order
 - Resolved an issue where an extra "%" was displayed in the Jump Client preview section for Mac and Linux clients.
 - Resolved an issue where a rep could see a "server busy" message when trying to connect to a Jump Client
 - Resolved an issue where reps would have to wait several minutes to reconnect to a Jump Client if the session was dropped
- Customer Client
 - Resolved an issue with elevation failing on remote Macs with root disabled
 - Resolved an issue where remote Mac desktop suppression was not working correctly when the Customer Client started minimized
 - Resolved an issue with translated Customer Agreements not wrapping correctly when supporting a Mac
 - Resolved an issue where Customer Clients had problems running on a Linux system with a Pentium III processor
- Presentation
 - Resolved an issue where the attendee acceptance window would appear behind the Presentation window
 - Resolved an issue where a presentation's Quality selection was not displaying the correct state

Notes:

- Bomgar 12.1.5 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.

Known Issues:

- [Updated 8/3/2012] There is a known issue where US time zones may not display in the /login interface when 12.1.5 is installed with base software version 3.3.2. If you experience this issue, please contact support to obtain a patch to correct it.