Remote Support 13.1.3 Release Notes

November 19, 2013

Requirements:
- This maintenance release version of Bomgar has been certified for physical Bomgar appliances (B200, B300 & B400) and the virtual appliance.
- Physical Appliance requires Base software 3.3.4 or later before installing Bomgar 13.1.3.
- Virtual Appliance requires Base software 3.3.7 or later before installing Bomgar 13.1.3.

New Features and Enhancements:
- Language support has been added to the 13.1 series
    - Chinese (Simplified)
    - (NEW) Chinese (Traditional)
    - Dutch
    - French
    - German
    - Italian
    - Japanese
    - Portuguese (Brazil)
    - Portuguese (Portugal)
    - Spanish (Latin America)
    - Spanish (European)
    - (NEW) Swedish
    - Turkish
- Support for Mac OS X 10.9 Mavericks has been added.
- Support for Windows 8.1 and Windows Server 2012 R2 has been added
- A new "Always" option has been added to the prompting rules for Jump Clients.
- Passive Jump Clients now check-in when an IP address change is detected.
- Customer interaction is disabled if the representative gets disconnected.

Issues Resolved:
- Reporting
    - Resolved an issue where some reports might not show up after an upgrade or a backup was restored.
    - Resolved an issue with table formatting in session reports when long external keys were used.
    - Resolved an issue with mouse movements not being displayed in session recordings.
    - Resolved an issue where some users were not able to view their own Presentation recordings.
- API
    - Resolved an issue with the session type labels not showing up in the Reporting API.
    - Resolved an issue with starting chat sessions in Chrome with blocked popups.
    - Resolved an issue with some duplicate prefixes showing.
    - Resolved an issue with start_pinned_client_session command not returning an error when the user doesn't have permission to enumerate pinned clients.
    - Resolved an issue with start_session.js Click-to-Chat API not launching the screen correctly.
    - Resolved an issue with Rep Names and Conference Member Names not always displaying the correct entity.
    - Resolved an issue with the wrong error message being displayed in the scripted Jump window when no results were found.
- Support Portal
    - Resolved an issue with starting sessions with Session Keys even though the setting in /login was set to API Only.
    - Resolved an issue with the link to the Samsung Android Customer Client not appearing on the Support Portal.
- Syslog
    - Resolved an issue causing "UNKNOWN" to be logged for a couple of syslog entries.

- Security Providers
    - Resolved an issue with slowness in restoring a backup file that occurred when the backup included a Security Provider but the restoration location did not.
    - Resolved an issue with Kerberos authentication for the Rep Console not working properly when behind a Forefront/ISA server.
    - Resolved an issue where occasionally the second LDAP server in a cluster would not be tried if the first LDAP server was not available.
    - Resolved an issue with using spaces in Active Directory causing Kerberos lookups to fail.
    - Resolved an issue with authenticating to an Active Directory account using a username that contains a single quote.
    - Resolved an issue with the "Allowed to give presentations" Group Policy option not saving if the "Allowed to provide remote support" option was set to "not allowed".
    - Resolved an issue with the Rep Console not displaying an error when using Kerberos with no Group Policy defined.
- Failover
    - Resolved an issue with repeated email alerts being sent when a shared IP is removed.
    - Resolved an issue where a data-sync could possibly get hung in Atlas environments.
- Rep Console
    - Resolved an issue with the Show My Screen button being greyed out after the Representative returns to a session in which they were disconnected.
    - Resolved an issue with Windows 8 Toast notifications sometimes causing Rep Console to behave unpredictably.
    - Resolved an issue with the Request Automatic Credentials option sometimes not being available after a reboot had already been performed.
    - Resolved an issue with the "Jump" actions not updating when a selected Jump Client in the Jump Client's listing updates.
    - Resolved an issue with Virtual Smart Card drivers not pushing correctly on Windows XP when using a local push.
    - Resolved an issue with detached Rep Console windows not minimizing once Show My Screen is selected.
    - Resolved an issue with the Special Actions Run As command sometimes not working.
    - Resolved an issue with the Drop Down arrow for the month overlapping some of the letters of the month in the Schedule Presentation window.
    - Resolved an issue with Push and Start to a machine on which the Representative doesn't have administrator access displaying an error instead of prompting requesting admin credentials for customer client machine.
    - Resolved an issue with Rep Invite Rep Consoles prompting to uninstall every time the Rep Console is closed.
    - Resolved an issue with the Rep Console window displaying partly off screen after a fresh install.
    - Resolved an issue where reps could be redirected to an incorrect site when the Rep Console needed to be updated.
    - Resolved an issue with the Session Assignment Alert window preventing the Representative from using the rest of the Rep Console.
    - Resolved an issue with the Canned Message, Canned Scripts, and Special Actions lists not sorting properly.
    - Resolved an issue with the Status column not showing up in the Dashboard.
    - Resolved an issue with the Queue and Jump Client panes in the Rep Console not being resizable.
    - Resolved an issue with changing Whiteboard tools not switching to the correct tool.
    - Resolved an issue with the Virtual Pointer not disabling if screen sharing is stopped and restarted.
    - Resolved an issue where "Everyone" was not the default selection for chatting in the Rep Console after it is first run.
    - Resolved an issue where selecting a large number of files to be transferred was not working.
    - Resolved an issue with the screen sharing prompt appearing when it shouldn't on requests sent to mobile devices.
    - Resolved an issue with the Rep Console Logout Confirmation window not having the correct icons.
    - Resolved an issue with the menu option that is displayed when an access request already exists being enabled.
    - Resolved an issue with monitoring another Representative and not being able to interact with the top left portion of the screen

- o   Resolved an issue sending the Control+Break key combination through screen sharing.
- o   Resolved an issue with Canned Scripts not appearing on the Rep Console if the description was too large.
- o   Resolved an issue with the Actual Size/Scaled To Fit setting in the Rep Console not being preserved when upgrading from any version prior to 13.1.0.
- o   Resolved an issue where Canned Scripts were not properly updating with the customer's status.
- **Customer Client**
  - o   The Customer Client will now ignore requests to cache Automatic Login Credentials while a request is already in progress.
  - o   Resolved an issue with Request Automatic Login Credentials sometimes not recording its state properly.
  - o   Resolved an issue with an error message sometimes being displayed on Windows 2000 if System Info was requested.
  - o   Resolved an issue with cached credentials not remaining after the first reboot.
  - o   Resolved an issue with long session start times when the Customer Client was run from a Citrix environment.
  - o   Resolved an issue with slow elevation times on Customer Clients running on Windows XP behind an NTLM proxy.
  - o   Resolved an issue with Reboot Reconnect if the session was originally started inside of Safe Mode.
  - o   Resolved an issue with slow screen sharing performance seen on Matrox G200 series video cards.
  - o   Resolved an issue with the Customer Client not returning to its regular size after a Representative has left the Show My Screen session.
  - o   Resolved an issue with the Customer Client not attempting HTTP proxies if an invalid HTTPS proxy scheme was encountered.
- **Presentation**
  - o   Removed an unnecessary "What's This?" button from the Start Scheduled Presentation Confirmation window.
  - o   Resolved an issue with an Attendee accepting a Presentation after the Presenter had already ended the Presentation.
  - o   Resolved an issue with Right-Click not working properly when an attendee is given control during a flash based presentation.
  - o   Resolved an issue with the Attendee Agreement Title not displaying for Flash Presentation clients.
  - o   Resolved an issue where sometimes the Flash Presentation would not start after clicking on the Presentation on the Support Portal.
  - o   Resolved an issue with Flash Presentation Clients not connecting to sites with Self-Signed Certificates.
  - o   Resolved an issue with some Internet Explorer menus not being visible during a Presentation if the Presenter is not sharing new windows.
- **Jump Client**
  - o   Resolved an issue with some Jump Clients failing to start.
  - o   Resolved an issue where Jump Clients would stay offline after upgrading due to a blank value for the "Maximum number of concurrent Jump Client upgrades".
  - o   Resolved an issue where unpinning a Jump Client while in a session would sometimes fail to remove the installation directory.
  - o   Resolved an issue where sometimes Jump Clients would not uninstall properly.
- **Jumpoint**
  - o   Updated the Virtual Smart Card drivers to v1.0.22.0 in order to resolve some installation issues.
  - o   Resolved an issue with the Virtual Smart Card driver not uninstalling correctly on Windows XP.
  - o   Resolved an issue with the vPro control icon styling and size.
  - o   Resolved an issue with the Shell Jump Limited lists not working properly.
- **Mac**
  - o   Resolved an issue with the Rep Console sometimes freezing when a prompt is already up and another prompt comes in.
  - o   Resolved an issue where the Rep Console could stop accepting input if certain Rep Console windows were available.
- **Linux**
  - o   Resolved an issue where sometimes the Jump Client on Linux would fail to install to custom folders.
- **Miscellaneous**
  - o   Resolved an issue with the Save button on the Group Policy Edit page acting like the Export button.
  - o   Resolved an issue with some session recordings not being downloaded properly.
  - o   Resolved an issue with the note for the "Representative Console :: Custom Link" not displaying correctly.

- Resolved an issue with the "In Presentation" column being displayed on the Status page.
- Resolved an issue where a session would not be transferred to an Embassy Representative if the inviting Representative left the session.
- Resolved an issue with the connection splash screen being shown for MSI installations even though the quiet flag, /q, was used.

Notes:
- Items with an asterisk (*) require an Enterprise license
- Integration Client (1.3.7.781) is compatible with12.1.1 and greater versions
- Bomgar 13.1.3 release works with the following Bomgar Mobile versions:
    - o   iOS™ & Android Customer Clients (version 2.1.0+)
    - o   iOS™ & Android Rep Consoles (version 2.2.0+)
    - o   NOTE: The above mobile apps require trusted CA-signed certificates on the appliance.