Remote Support 14.3.3 Release Notes

May 12, 2015

Requirements:
- This maintenance release version of Bomgar Remote Support has been certified for both the physical Bomgar appliances (B200, B300 & B400) and the virtual appliance with languages.
- All appliances require Base software 4.2.2 or later before installing Bomgar Remote Support 14.3.3.

Issues Resolved:
- API
  - Resolved an issue with the transfer_session API call where the session did not show up in the new Representative's queue.
  - Resolved an issue with start_session.js causing the browser to be redirected to a full page window instead of the smaller window.
  - Resolved an issue with receiving error messages when sending API urls to a mobile device without the Customer Client app installed.
- Atlas
  - Resolved an issue with the Session Recording Viewer not working properly when connected to a slave node.
  - Resolved an issue with the Session Recording Viewer not fast forwarding properly when connected to a slave node.
- Click-To-Chat
  - Resolved an issue with Click-To-Chat windows sometimes first appearing as a small window.
  - Resolved an issue with sessions starting from Click-To-Chat sometimes not having a computer name.
- Customer Client
  - Resolved an issue with some antivirus programs flagging the Customer Client uninstaller.
  - Resolved an issue with the Customer Client sometimes not reconnecting after elevation.
  - Resolved an issue with the Credentials window appearing behind the main Customer Client window when requesting Automatic Login Credentials in Safe Mode.
  - Resolved an issue with some permission prompts not appearing on top of the Customer Client window.
- Failover
  - Resolved an issue with Failover syncs where the server would sometimes time out when syncing an extremely large number of sessions.
- Jump Client
  - Resolved an issue with the error message, "A session is already spawned" sometimes appearing after jumping to a Jump Client.
- Jumpoint
  - Resolved an issue with Jumpoints sometimes not coming back online after an upgrade.
- Linux
  - Resolved an issue with System Info not refreshing the Storage and Network Interfaces tabs on Linux.
- Mac
  - Resolved an issue with the Application Sharing option on OSX 10.10 hiding the entire desktop.
- Rep Console
  - Resolved an issue with the Rep Console Inactivity timer on Windows 8.1 not logging Representatives out.
  - Resolved an issue with CTRL+ALT+DEL sometimes not working after the customer machine was rebooted.
  - Resolved an issue with layered window applications not being able to view some screens via Show My Screen or Representative Monitoring.
  - Resolved an issue causing importing Registry Files to not work properly.
  - Resolved an issue where multiple General Teams could show up in the Support Session Invitation menu.
  - Resolved an issue with having multiple Registry Edit windows open.
  - Resolved an issue with the Insert key not working in Windows Command Shells.
- Reporting
  - Resolved an issue with downloading a Session Recording through Reports sometimes not being downloaded even though the display states 100 percent of the encoding is done.
  - Resolved an issue with downloading Session Recordings larger than 58MB.

- Security Providers
    - Resolved an issue with the confirmation password not being case sensitive for Connection Agents.
- Support Portal
    - Resolved an issue with the Customer Client not downloading properly when the Support Portal is accessed on a non-standard port.

Notes:
- Requires Integration Client 1.3.9+.
- Bomgar Remote Support 14.3.3 supports upgrades from 14.3.2.
- Bomgar Remote Support 14.3.3 utilizes API version 1.12.0
- Bomgar Remote Support 14.3.3 release works with the following Bomgar Mobile versions:
    - Samsung Customer Client & Android Customer Client (version 2.2.4+)
    - iOS™ Rep Console (version 2.2.4+)
    - iOS™ Customer Client (version 2.2.1+)
    - Android Rep Console (version 2.2.4+)
    - NOTE: The above mobile apps require trusted CA-signed certificates on the appliance.