

## Remote Support 9.1.0 Release Notes

October 10, 2006

### New Features and Enhancements:

- Session Recording is now available and supported.
- LDAP integration & Group Policies is now available and supported.
- Read-only database API is now available and supported.
- Screen sharing performance improvements have been added.
- Representative and Customer Client Interfaces updated.
- Support for Mac OS X is now available and supported.
- Detaching of session tabs into separate windows in the Representative Client is now available and supported.
- Improvements were made to full screen mode.
- Improvements were made to the file transfer interface.
- Session notes feature is now available and supported.
- Customer Client now supports custom banners.
- Customer Client now supports a Minimal & Normal mode.
- Customer Client now supports changing of font size in chat window.
- Updates were made to the web interface layout.
- Customer-facing web instructions were added.
- Forgotten password recovery page was added.
- Customer exit page now includes:
  - Save chat to file
  - Download session recording
  - Take the (now customizable) exit survey
  - Customizable Thank you message